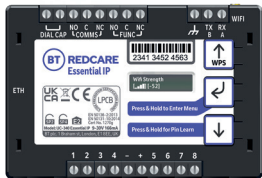


Alarm signalling is changing

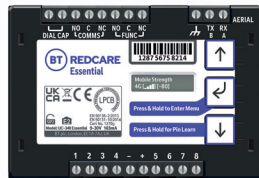
From fast and affordable to best in the business, you can get every customer future-ready with our alarm signalling systems - no matter their budget and they're simple to install too.

Essential IP



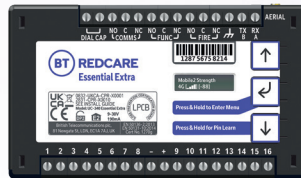
- SP2
- Entry level
- Single-path
- Wired IP or wi-fi
- Digi replacement
- SP4
- Faster reporting time

Essential



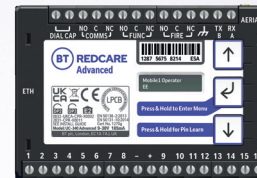
- SP2
- Single-path
- 4G roaming SIM
- Digi replacement

Essential Extra



- DP2
- Wireless dual-path
- Two always on 4G SIMs
- Dual aerials

Advanced/ Advanced Extra



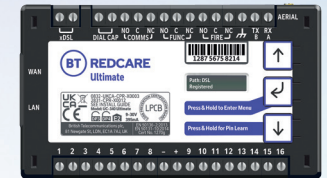
- DP2 (Advanced)
- Dual-path IP & 4G
- Dual SIM backup
- Upgradeable
- DP3 (Advanced Extra)
- Faster reporting times

Classic & GSM replacement



- DP3
- Includes: Wireless Ethernet Replacement (Connect and Connect Hub), Plug in Adaptor and Advanced Extra
- Dual-path IP & 4G
- Dual SIM backup
- Faster reporting times

Ultimate¹



- DP4
- Private IP
- Built-in broadband hub
- 4G dual SIM backup

SightCall app (remote video assistance)



BT Redcare app



24/7 Technical Helpdesk **0800 800 628**, option 3
Ten year warranty

redcare.bt.com

¹ Ultimate is subject to location availability of the line required. Connection is only available using Openreach.



Reporting times

Here's how our products stack up against industry standards.

BT Redcare portfolio				Essential IP/ Essential	Essential IP/ Essential					Essential Extra/ Advanced					Essential Extra/ Advanced	Essential IP	Advanced Extra/ Classic & GSM replacement	Ultimate			
Options	A	B	C	A	B	C	D	E	F	A	B	B	C	C	D	E		A	B	C	D
Alarm Transmission System (ATS) Standard (EN & PD6669)	Optional	Optional	SP1	SP2	SP2	DP1	SP3	Optional	DP2	SP3	SP3	SP3+	DP2	DP2+	SP4	DP3		SP5	SP5	DP4	SP6
Remotely powered audible warning device	2	Optional	Optional	2	Optional	Optional	Optional	Optional	Optional	2	Optional	Optional	Optional	Optional	Optional	Optional		2	Optional	Optional	Optional
Self powered audible warning device	Optional	1	Optional	Optional	1	Optional	Optional	1	Optional	Optional	1	1	Optional	Optional	Optional	Optional		Optional	1	Optional	Optional
Primary Alarm Transmission Path (ATP) reporting time	Optional	Optional	32 days	60 mins 25 hours	60 mins 25 hours	25 hours	30 mins	Optional	30 mins	30 mins	30 mins	10 mins	30 mins	10 mins	3 mins	3 mins		90 secs	90 secs	90 secs	20 secs
Alternate ATP maximum period when primary operational	Optional	Optional	Optional	Optional	Optional	50 hours	Optional	Optional	5 hours 25 hours	Optional	Optional	Optional	5 hours 25 hours	25 hours	Optional	60 mins 25 hours		Optional	Optional	60 mins 5 hours	Optional
Alternate ATP maximum period when primary failed	Optional	Optional	Optional	Optional	Optional	25 hours	Optional	Optional	30 mins	Optional	Optional	Optional	30 mins	10 mins	Optional	3 mins		Optional	Optional	90 secs	Optional
Catastrophic failure	Optional	Optional	32 days	60 mins 25 hours	60 mins 25 hours	25 hours	30 mins	Optional	31 mins	30 mins	30 mins	10 mins	31 mins	11 mins	3 mins	4 mins		90 secs	90 secs	3 mins	20 secs
Previous grading standard (pre-June 2019)	Grade 1			Grade 2			Grade 3									Grade 4					
Current grading standard	Grade 1			Grade 2						Grade 3							Grade 4				

Key: BT Redcare Standards minimum requirement



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