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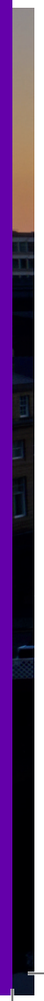

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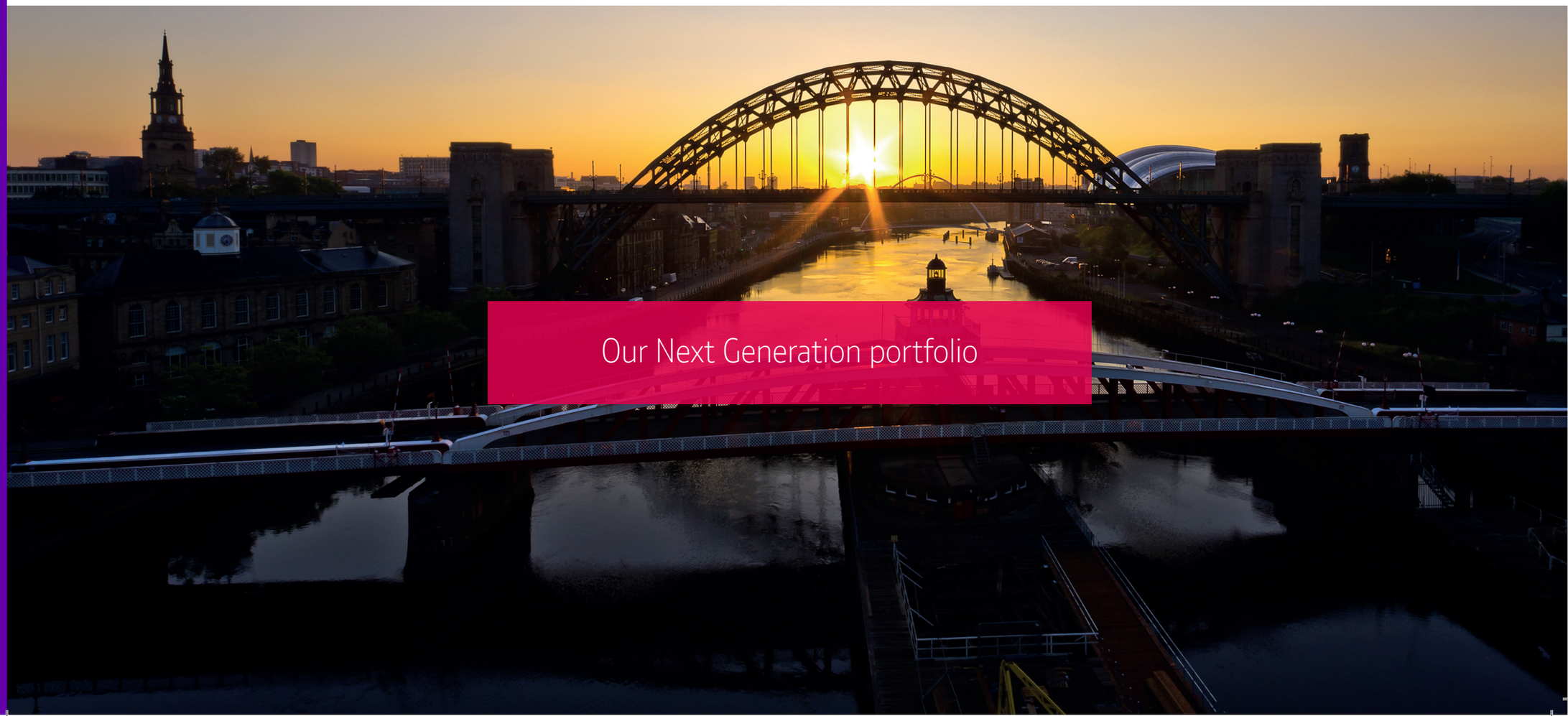
BT redcare

Faster and smarter ways to protect what matters most



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Why Redcare

You shouldn't compromise when it comes to protecting homes and businesses. Choosing a product from Redcare means you won't have to.

A name you can trust

We've been leading the way in fire and security alarm signalling for over 30 years. Hundreds of thousands of people trust our products to protect their homes and businesses.

Backed by BT's trusted technology

We're the only provider of fire and alarm signalling services who are backed by BT's trusted technology. Our network has been built especially for alarm signalling. And because we're always monitoring your customer's system, we can report alarms and faults. Fast.

The support you need, whenever you need it

It's not just our products that are reliable. We are too. Our technical helpdesk is available 24/7, 365 days a year. And now with our new SightCall app, you can get expert help on-site. Using your smartphone, we can work with you, and see what's happening. Live.

Say hello to our Next Generation portfolio

From affordable systems that make alarm signalling accessible for everyone, to powerful products that cover all levels of risk, we've got it covered.

Our products at a glance

Essential
Affordable, wireless security alarm signalling that works for you and your customer.

Advanced
Dual-path signalling that combines an IP connection with a 4G dual-SIM mobile path. Ideal for low to medium risk sites with the flexibility to upgrade if needed.

Advanced Extra
Provides faster response times and enhanced monitoring. Ideal for medium to high risk sites.

Ultimate
Our best, most responsive system yet. With private IP and resilient 4G signalling for an uncompromised connection. Features a built-in broadband hub and battery backup from the panel.

What makes them so great

They're smarter
Our new systems are ready to protect your customers today and in the future. They come with a new installer app for a quick setup. And a customer app for notifications and remote control. Remote diagnostics, maintenance and end-to-end encryption come as standard.

As well as fire and security, most of them can handle other risks too. Think gas leaks, floods and other scenarios where an early warning is vital.

They're faster
With 4G roaming powering every mobile signalling path, your customers will get the best possible connection. They're quick for you to install, too. And, if something does go wrong, resilient fault reporting means we'll know about it. Fast.

They're eco-friendly
All our products come in moulded cardboard packaging. Any plastic we use in our products is recyclable. And our systems use less power. Which is good news for the environment and your customers' utility bills.

They're designed for you and your customers
Our new units are smaller, have high-level encryption to keep connections secure, and come with the reassurance of a ten-year guarantee. And, for extra peace of mind, there's always our 24/7 technical support line.

How our new products stack up

	Ultimate	Advanced Extra	Advanced	Essential
Performance	DP4	DP3	DP2	SP2
Grade	4	3	3	2
Primary path fault reporting time to ARC	90 secs	3 mins	30 mins	60 mins
Single or dual path	Dual	Dual	Dual	Single
Number of SIMs	2	2	2	1
Openreach line needed	Yes	No	No	No
Number of channels/inputs	16	16	16	8
Regradeable	No	Yes – to Advanced	Yes – to Advanced Extra	No
Extended format signalling	Yes	Yes	Yes	Yes
Supports remote panel servicing (UDL)*	Yes	Yes	Yes	Yes
Primary	Private IP	IP	IP	4G/2G
Secondary	4G/2G	4G/2G	4G/2G	N/A
Billing on activation	No	Yes**	Yes**	Yes**
Dial capture	Yes	Yes	Yes	Yes
Display	OLED	OLED	OLED	OLED
Sightcall app	Yes	Yes	Yes	Yes
Simple push button pin learn and programming	Yes	Yes	Yes	Yes
Number of aerials	1	1	1	1

*Honeywell Galaxy and Texecom range of panels. Other panels being tested
**Or 90 days (whichever is sooner)

Get to know Essential

Ideal for low to medium risk requirements

We've designed our new, affordable, wireless alarm signalling system with you and your customers in mind. It's our smallest unit yet, and with simple push-button setup, it can be up and running in no time.

This single-path alarm signalling unit has a UK roaming SIM card. It can use any of the main UK mobile networks to transmit alarm signals over 4G or 2G. Because of this, you'll need to check signal strength. If you need an extension or high gain aerial, head to btinstallershop.com

Primary path fail reporting	60 mins
Alarm transmission category EN standards / PD669 (UK)	SP2
PD6669, EN50131 (2017)	2
Grade option	2A, 2B
Current grade	2
Environmental class	II
Encryption	AES 256

Get to know Essential

The technical details

SIM
- UK roaming SIM always connects and locks on to the strongest signal
- Automatically connects to the next best network if there's a failure
- Doesn't rely on a signal from a single network operator

Signalling details
- LTE: Penta-Band 700 (Bd28) / 800 (Bd20) / 900 (Bd8) / 1800 (Bd3) / 2100 MHz (Bd1)
- Wireless connection via 24/7 VPN over 4G/2G
- GPRS Dual band (900/1800 MHz)
- Alarm messages and polling are highly encrypted to EN grade 4 using AES 256 encryption
- Software and firmware anti-substitution measures to EN grade 4
- Unit and service faults are self-reported
- Full integration with the BT Redcare ARC Gateway

Upload/download
- Uses 4G/2G connectivity
- Currently supports Honeywell Galaxy range and Texecom*
- Available via Dial Capture and RS232/485

Management features
- Remote testing, polling, status and configuration as per Redcare protocol
- Simplified installation and service activation with billing on activation**
- Firmware update notification

Alarm panel interfaces
- 8 alarm input pins
- 2 relay outputs
- Dial Capture with phone line simulation
- Onboard RS232 or RS485 for direct panel interface to some panels

About the Essential unit
- Antenna connection MMCX
- High performance aerial included
- Ambient temperature: -10°C to +55°C
- Humidity: 5% to 75%

Power specifications
- Nominal 13.5V input (9.5V to 30V)
- Low battery alarm reporting to ARC
- Average current (normal operation) = 70mA @12V
- Average current with max loading (i.e. all relays operated and dial capture in operation) = 165mA @12V

General purpose inputs and outputs
- 8 general purpose alarm inputs (Logic High = +2V to +30V/Logic Low = <1.3V)
- Unconnected state: Logic Low
- Standard screw terminals
- Programmable function output-for remote control of site devices
- Line fault output-for status indication at site of alarm signalling path

Dial Capture features
- Converts dialler alarm systems into high security signalling devices
- Alarm panel interface supports: Ademco Contact ID, Ademco Hi Speed, Ademco 4+1, Ademco 4+2, SIA 1/2/3

Status indicators
- OLED display offers full text description

Size of unit
- 67mm X 95mm X 17mm

Configuration
- Simple single push button pin learn
- iOS and Android installer app
- Using on board menu driven by push buttons

Unit arrives with
- Adhesive pads
- 1 x High performance antenna
- Quick start insert

Warranty
- 10 years

Compliance
- PD6662: 2017
- EN50131-1: Alarm systems
- EN50136, PD6669
- Performance SP2
- Environmental Class II

*Other panels are being tested. Get in touch for the latest updates. **Billing on activation or 90 days from order, whichever is sooner.

Get to know Advanced/Advanced Extra

Dual-path monitoring for low, medium and high risk sites, covering intruder applications, fire and more.

These monitored alarm signalling devices are small enough to fit inside most alarm panels. They use two signalling paths – if the primary path is down, the secondary path kicks in. And if that happens, the secondary path will use the primary path reporting and polling times.

- The primary path uses IP technology to send alarm signals over the customer's network or broadband hub.
- The secondary path uses 4G or 2G mobile connectivity – with dual SIMs for extra resilience. One runs on the EE network, while the other will connect to any of the main UK mobile networks.

With Advanced Extra you get all the features of Advanced, but the polling is more frequent. So if there's a dropped connection, the alarm signalling centre will know about it faster.

	Advanced	Advanced Extra
Primary path fail reporting	30 mins	180 secs
Secondary path fail reporting	5 hours	60 mins
Both paths fail concurrent	60 mins	6 mins
Catastrophic failure (both paths together)	31 mins	4 mins
Alarm Transmission category EN Standards / PD669 (UK)	DP2	DP3
PD6669, EN50131 (2017)	3	3
Grade option	3C, 2F	3E
Current grade	3	4
Environmental class	II	II
Encryption	AES256	AES256

Get to know Advanced/Advanced Extra

The technical details

SIMs
- Always connects and locks on to a strong signal
- Automatically connects to the next best network in the event of failure
- Doesn't rely on a signal from a single network operator
- SIM 1 – EE UK single network SIM
- SIM 2 – UK Roaming SIM

Signalling details
- Wireless connection via 24/7 VPN over 4G/2G
- IP signalling over customers broadband or network
- Continuously polled IP path
- LTE: Penta-Band 700 (Bd28) / 800 (Bd20) / 900 (Bd8) / 1800 (Bd3) / 2100 MHz (Bd1)
- GPRS Dual band (900/1800 MHz)
- Alarm messages and polling are highly encrypted to EN grade 4 using AES 256 encryption
- Software and firmware anti-substitution measures to EN grade 4
- Unit and service faults are self-reported
- Full integration with the BT Redcare ARC Gateway

Upload/Download
- Uses IP or 4G/2G connectivity
- Currently supports Honeywell Galaxy range and Texecom*
- Available via Dial Capture and RS232/485

Management features
- Remote testing, polling, status and configuration as per Redcare protocol
- Remote software download via IP, 4G or 2G
- Simplified installation and service activation with billing on activation**
- Firmware update notification

Alarm panel interfaces
- 16 alarm input pins
- 3 relay outputs
- Dial Capture with phone line simulation
- Onboard RS232 or RS485 for direct panel interface to some panels

About the unit
- Single antenna connection MMCX
- High performance aerial included
- Ambient temperature: -10°C to +55°C
- Humidity: 5% to 75%

Power specifications
- Nominal 13.5V input (9.5V to 30V)
- Low battery alarm reporting to ARC
- Average current (normal operation) = 85mA @12V
- Average current (normal operation) = 45mA @24V
- Average current max loading (i.e. all relays operated and dial capture in operation) = 185mA @12V
- Average current max loading (i.e. all relays operated and dial capture in operation) = 100mA @24V

General purpose inputs and outputs
- Sixteen general purpose alarm inputs (Logic High = +2V to +30V/Logic Low = <1.3V)
- Unconnected state: Logic Low
- Standard screw terminals
- End of line and dual end of line available
- Return path signalling – for confirmation at site of opening and closing
- User output – for remote control of site devices
- Line fault output – for status indication at site of alarm signalling paths
- Configurable for two separate line fault outputs
- Configurable for ACK/NAK indication

Dial Capture features
- Converts dialler alarm systems into high security signalling devices
- Alarm panel interface supports: Ademco Contact ID, Ademco Hi Speed, Ademco 4+1, Ademco 4+2, SIA 1/2/3

Status indicators
- OLED display offers a full text description

Size of unit
- 67mm X 95mm X 17mm

Configuration
- Simple single push button pin learn
- iOS and Android installer app
- Using on board menu driven by push buttons

Unit arrives with
- Adhesive pads
- 1 x high performance antenna
- Quick start insert

Warranty
- 10 years

Compliance
- PD6662: 2017
- EN50131-1: Alarm systems
- EN50136, PD6669
- Advanced Performance DP2
- Advanced Extra Performance DP3
- Environmental Class II
- EN54-21

*Other panels are being tested. Get in touch for the latest updates. **Billing on activation or 90 days from order, whichever is sooner.

Get to know Ultimate

A high-end alarm monitoring system, for every level of risk

This has two alarm signalling paths. The primary path uses a built-in broadband hub that connects to a private Redcare broadband service. It gives customers the highest level of security possible.

There are three types:

1. **Ultimate with an existing WLR3 line provided by Openreach** – If the customer has the right WLR3 line, we'll add Redcare broadband to it. It's used solely for this service, so won't give customers internet access.
2. **Ultimate with an access line** – If the customer doesn't have an access line, or is already using it for a broadband service, we can install one exclusively for Redcare broadband. It's used solely for this service, so won't give customers internet access, or let them make phone calls.
3. **Ultimate on an existing FTTP connection** – If the customer's got the right FTTP connection, we'll add Redcare broadband as an additional service.

The secondary path uses 4G or 2G mobile connectivity – with dual SIMs for extra resilience.

Primary path fail reporting	90 secs
Secondary path fail reporting	60 mins
Both paths fail concurrent	3 mins
Catastrophic failure (both paths together)	3 mins
Alarm transmission category EN standards / PD669 (UK)	DP4
PD6669, EN50131 (2017)	4
Grade option	4C
Current grade	4
Environmental class	II
Encryption	AES 256

Ultimate won't be available in areas not provided by Openreach or BT in Northern Ireland.

Get to know Ultimate

The technical details

SIMs
- Always connects and locks on to the strongest signal
- Automatically connects to the next best network in the event of a failure
- Doesn't rely on a signal from a single network operator
- SIM 1 – EE UK single network SIM
- SIM 2 – UK Roaming SIM

Signalling details
- Wireless connection via 24/7 VPN over 4G/2G
- IP signalling over private Redcare broadband service
- Continuously polled IP path
- LTE: Penta-Band 700 (Bd28) / 800 (Bd20) / 900 (Bd8) / 1800 (Bd3) / 2100 MHz (Bd1)
- GPRS dual band (900/1800 MHz)
- Alarm messages and polling are highly encrypted to EN grade 4 using AES 256 encryption
- Software and firmware anti-substitution measures to EN grade 4
- Unit and service faults are self-reported
- Full integration with the BT Redcare ARC Gateway

Upload/Download
- Uses IP or 4G/2G connectivity
- Currently supports Honeywell Galaxy range and Texecom*
- Available via Dial Capture and RS232/485

Management features
- Remote testing, polling, status and configuration as per Redcare protocol
- Simplified installation and service activation
- Remote software download via IP or 4G/2G
- Firmware update notification

Alarm panel interfaces
- 16 alarm input pins
- 3 relay outputs
- Dial Capture with phone line simulation
- Onboard RS232 or RS485 for direct panel interface to some panels

About the unit
- Single antenna connection MMCX
- High performance aerial included
- Ambient temperature: -10°C to +55°C
- Humidity: 5% to 75%

Power specifications
- Nominal 13.5V input (9.5V to 30V)
- Low battery alarm reporting to ARC

General purpose inputs and outputs
- Sixteen general purpose alarm inputs (Logic High = +2V to +30V/Logic Low = <1.3V)
- Unconnected state: Logic Low
- Standard screw terminals
- End of line and dual end of line available
- Return path signalling – for confirmation at site of opening and closing
- User output – for remote control of site devices
- Line fault output – for status indication at site of alarm signalling paths
- Configurable for two separate line fault outputs
- Configurable for ACK /NAK indication

Dial Capture features
- Converts dialler alarm systems into high security signalling devices
- Alarm panel interface supports: Ademco Contact ID, Ademco Hi Speed, Ademco 4+1, Ademco 4+2, SIA 1/2/3

Status indicators
- OLED display offers a full text description

Size of unit
- 100mm X 130mm X 35mm

Configuration
- Simple single push button pin learn
- iOS and Android installer app
- Using on board menu driven by push buttons

Unit arrives with
- Adhesive pads
- 1 x high performance antenna
- Quick start insert

Warranty
- 10 years

Compliance
- PD6662: 2017
- EN50131-1: Alarm systems
- EN50136, PD6669
- Performance DP4
- Environmental Class II
- EN54-21

*Other panels are being tested. Get in touch for the latest updates.

Helpdesk support app

The new SightCall app puts our experts on-site with you, even when they're miles away. They can use your smartphone camera to see what's happening, live. And, they'll stay with you until they solve the problem.

Help where you need it

With remote support from our experts, you can quickly get to the bottom of any problem. Cutting both fix time and support costs. And reducing the risk of a second visit. What's more it's completely secure.

Features that fix things

Camera Zoom – Controls your smartphone camera

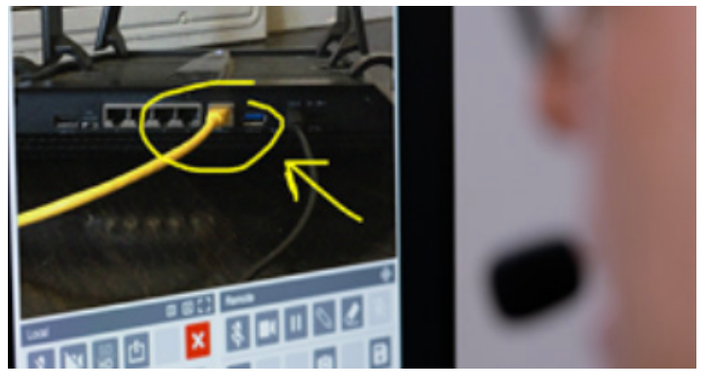
Lights On – Turns on your smartphone flash to improve visibility

Highlighter – Lets the helpdesk mark areas of interest on screen

Snap Shot – Takes pictures to solve the problem faster

How to get it

SightCall will be available from November 2018. The helpdesk will decide on the call if the app will help you. They'll text you a link to the app that can be quickly installed on your phone.



How to get in touch

Customer service:

For orders and service enquiries

Tel: 0800 800628 option 1

Email: redcare.orderproc@bt.com

Availability: 8.30am-5.00pm Monday to Friday (except Public and Bank Holidays)

Go to www.btinstallershop.com for aerials, spares and accessories

Technical helpdesk:

For faults, technical enquiries and free product training

Tel: 0800 800628 option 3

Email: redcarefaults@bt.com

Availability: 24 hours a day, 7 days a week, 365 days a year

Your regional account directors:

South: Baz Choudhury – 07703 502155
bazlay.choudhury@bt.com

Midlands: Raj Patel – 07889 644413
raj.2.patel@bt.com

North: Neil Richards – 07889 978251
neil.richards@bt.com

South West and Midlands: Michelle McDermott – 07435 783776
michelle.mcdermott@bt.com

Your regional technical manager:

UK South: Raff Miah – 07484 928326
surath.miah@bt.com

UK North: Rob McLaughlin – 07736 497349
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Need some extra support?

You can find technical manuals, brochures and more at redcare.bt.com

Installer Shop

Whether you're after spare parts, cables or tools for installation – our online shop has everything you need. Buy from us and you can be confident that you're getting industry-grade equipment at the right price.

You can find our shop at: btinstallershop.com

Never compromise