BT REDCARE

Alarm signalling is changing

Discover our Next Generation portfolio

# Contents

Alarm signalling is changing

Work with the people leading the change to secure your future.

Get your customers ready. The UK is switching to all-IP by 2025. Prepare and protect homes and businesses with our Next Generation portfolio.

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. They're simple to install too, with a choice of fixed IP and wi-fi connected options. Plus, dual SIM and roaming 4G options for more resilient wireless signalling.

Many of them also come with no upfront costs. And we guarantee to repair or replace any faulty unit for free for 10 years. While your customers also feel the financial benefit of upgrading with no call charges for all-IP alarm signalling.

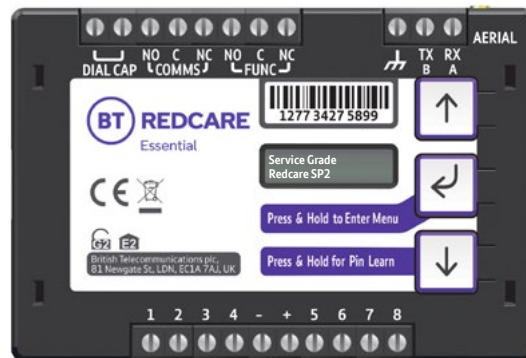By working with us, you'll unlock new opportunities for your business. Enhanced monitoring that offers more detailed insights. End-to-end encryption to make connections more secure. And new mobile controls for both you and your customer. Because the future starts when you install it.
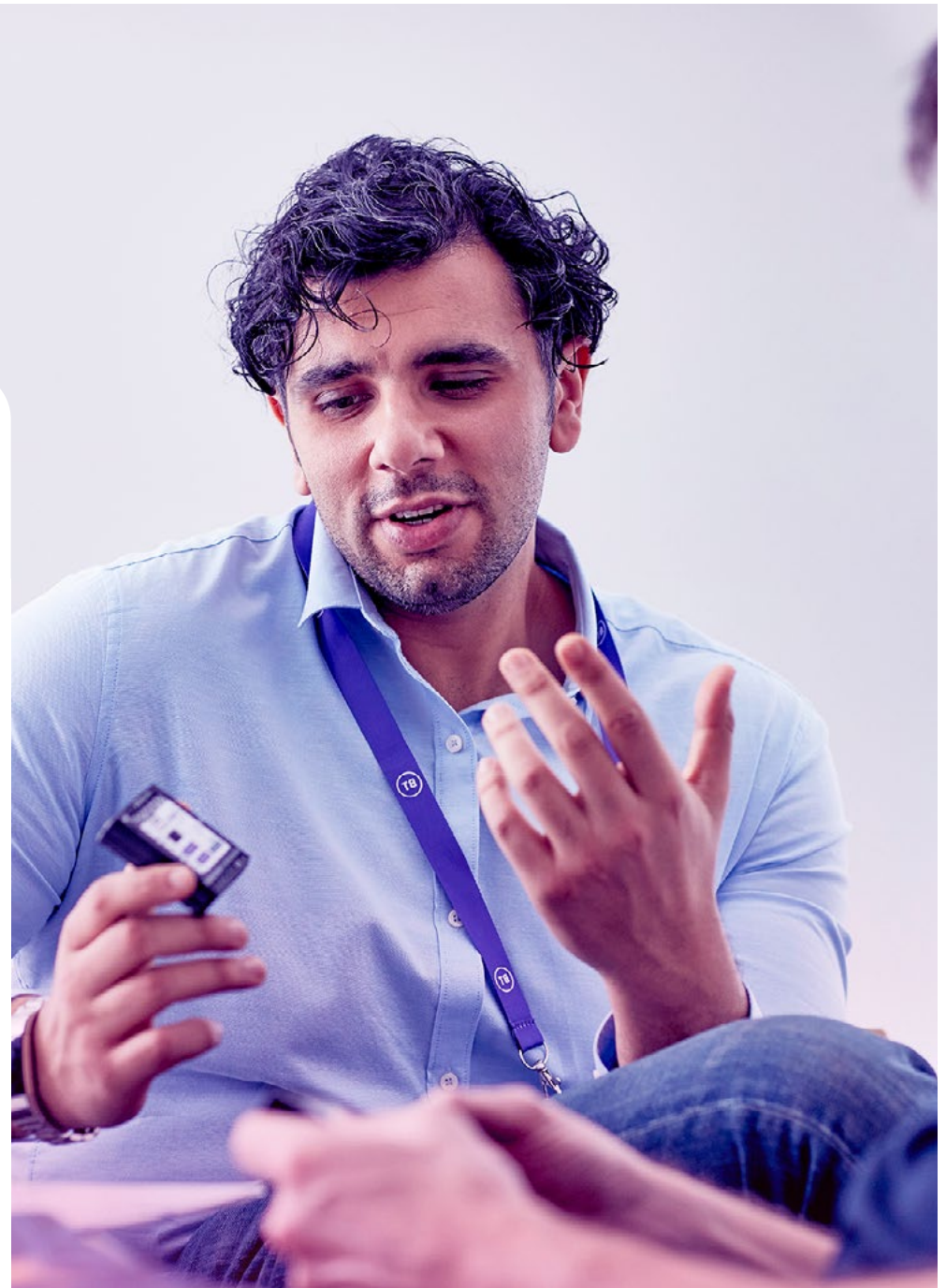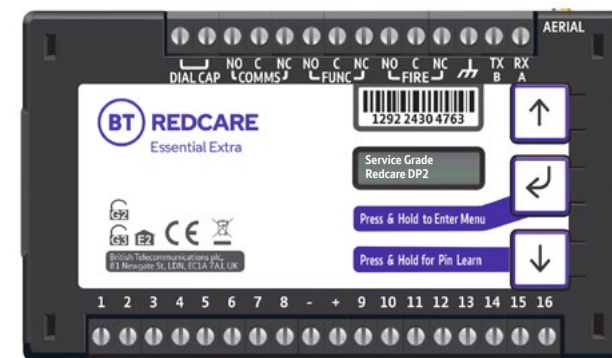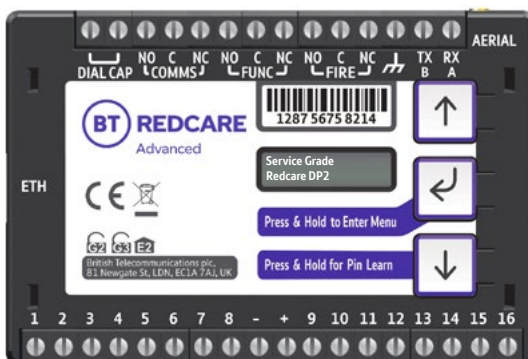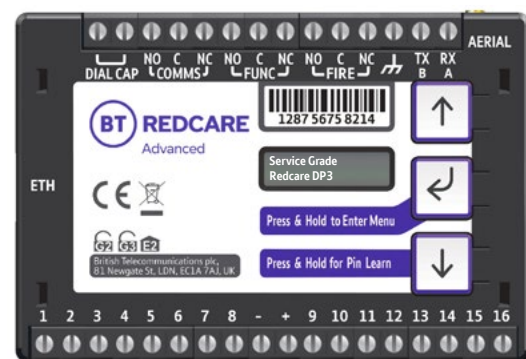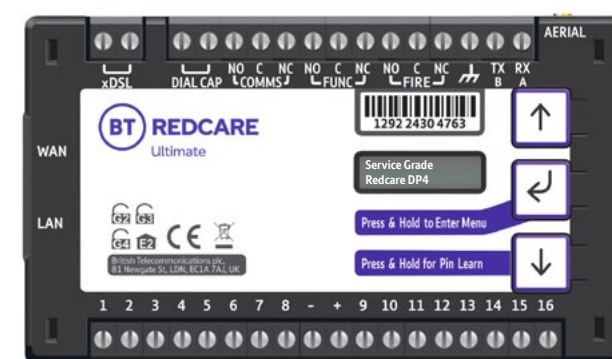
Our Next Generation portfolio
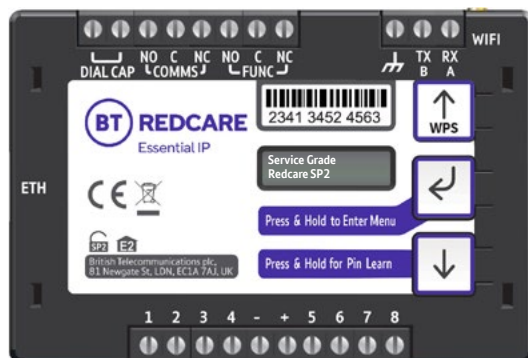
Essential IP

Essential

Essential Extra

Advanced

Advanced Extra

Ultimate

How our products stack up

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

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

Get to know Essential IP

Offer a big upgrade with a small price tag

Essential IP makes updating dial-up PSTN systems easy. It connects to your customers' broadband over Ethernet or wi-fi for a speedy install. It exceeds SP2 performance levels (equivalent to the old Grade 2), reporting path faults within 60 minutes, much faster than traditional digi communicators. Making it the perfect set-up for future-proofing low-risk premises.

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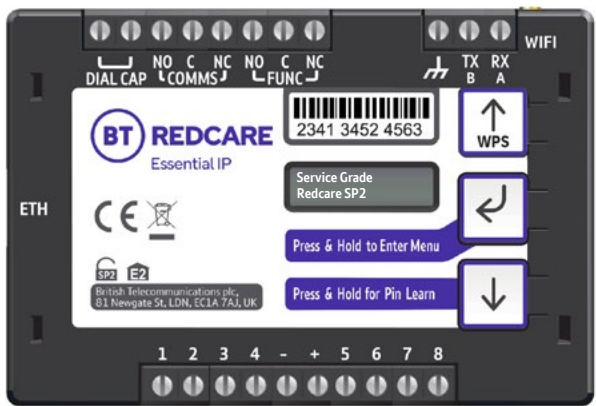
The technical detail

Essential IP

Signalling details

- IP signalling over customers broadband or network
- Continuously polled IP path
- Wi-fi 802.11 b/g/n 2.4GHz
- WPS quick set-up
- Supports WEP, WPA, WPA2
- MMCX connector for high performance aerial
- 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 connectivity
- Currently supports Honeywell Galaxy range and Texecom*
- Available via Dial Capture and RS232/RS485

Management features

- Remote testing, polling, status and configuration as per Redcare protocol
- Remote software download via IP
- 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 IP unit

- Antenna connection MMCX
- High performance aerial included
- Ambient temperature: -10°C to +50°C
- Humidity: 5% to 90% non condensing

Power specifications

- Nominal 13.5V input (9.5V to 30V)
- Low battery alarm reporting to ARC
- Average current = 80mA

General purpose inputs and outputs

- 8 general purpose alarm inputs (Logic High = +3.5V to +30V/Logic Low = -0.5V to +0.8V)
- 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
- Keyswitch mode to set and unset alarm systems

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 Essential

Simple alarm signalling with a small price tag

With Essential you always get the best connection. It switches between mobile networks to find the most reliable 4G. And sends enhanced and encrypted signals in seconds. While outstripping SP2 performance levels (equivalent to the old Grade 2) to report path faults within 60 minutes. And it's fast to fit as it's wireless. It's the perfect set-up for low-risk premises.

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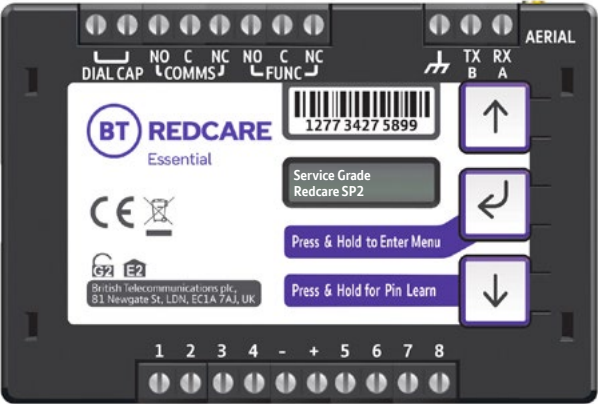
The technical detail

Essential

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 +50°C
- Humidity: 5% to 90% non-condensing

Power specifications
- Nominal 13.5V input (9.5V to 30V)
- Low battery alarm reporting to ARC
- Average current = 70mA

General purpose inputs and outputs
- 8 general purpose alarm inputs (Logic High = +3.5V to +30V/Logic Low = -0.5V to +0.8V)
- 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
- Keyswitch mode to set and unset alarm systems

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 Essential Extra

Provide dual-path alarm signalling without doubling the price tag

With Essential Extra, you no longer need a fixed connection for more resilient alarm signalling. It uses superfast 4G to send encrypted, enhanced signals in seconds and report path faults within 30 minutes. While a fully-monitored second SIM kicks in if anything goes wrong. So low-to-medium risk premises get added protection.

Primary path fail reporting	30 mins
Secondary path fail reporting	5 hours
Catastrophic failure (both paths together)	31 mins
Alarm transmission category EN standards / PD6669 (UK)	DP2
PD6669, EN50131 (2017) Grade	2/3
Grade option	3C, 2F
Previous grade	3
Environmental class	II
Encryption	AES 256

The technical details

Essential Extra

SIMs

- Always connects and locks on to a strong signal
- Automatically connects to the next best network in the event of failure
- Does not 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 dual 4G
- Continuously polled dual radio paths
- 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 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 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

- Dual antennae connection MMCX
- High performance aerials included
- Ambient temperature: -10°C to +50°C
- Humidity: 5% to 90% non-condensing

Power specifications

- Nominal 13.5V input (9.5V to 30V)
- Low battery alarm reporting to ARC
- Average current @12V = 110mA
- Average current @24V = 50mA

General purpose inputs and outputs

- Sixteen general purpose alarm inputs (Logic High = +3.5V to +30V/Logic Low = -0.5V to +0.8V)
- 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
- Keyswitch mode to set and unset alarm systems

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 114mm x 20mm

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
- Two high performance aerials
- Quick start insert

Warranty

- 10 years

Compliance

- PD6662: 2017
- EN50131-1: Alarm systems
- EN50136, PD6669
- Performance DP2
- 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.
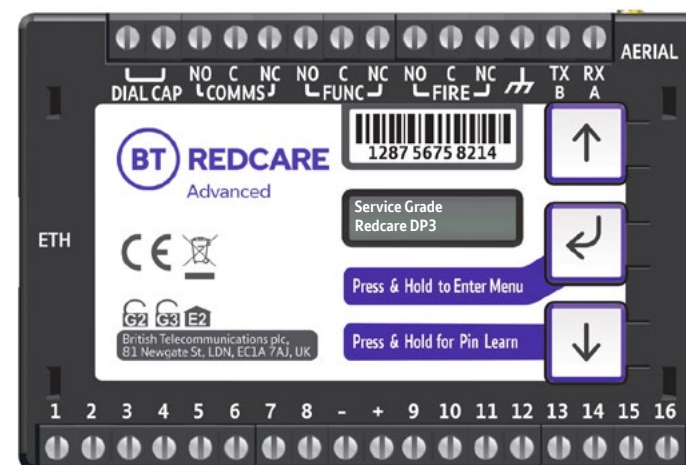
Get to know Advanced and Advanced Extra

True dual-path alarm signalling that you can dial up to match the risk

Not every home or business has the same risks. That's why we've made Advanced and Advanced Extra more flexible. They both have two diverse signalling paths, IP and mobile, for twice the reassurance. And dual SIMs for extra mobile network resilience. Enhanced monitoring and end-to-end encryption everyone can afford. And you can easily upgrade Advanced to DP3 performance (equivalent to the old Grade 4) for even faster signalling, on day one or down the line.

	Advanced	Advanced Extra
Primary path fail reporting	30 mins	180 secs
Secondary path fail reporting	5 hours	60 mins
Catastrophic failure (both paths together)	31 mins	4 mins
Alarm transmission category EN standards / PD6669 (UK)	DP2	DP3
PD6669, EN50131 (2017) Grade	2/3	3
Grade option	3C, 2F	3E
Previous grade	3	4
Environmental class	II	II
Encryption	AES 256	AES 256
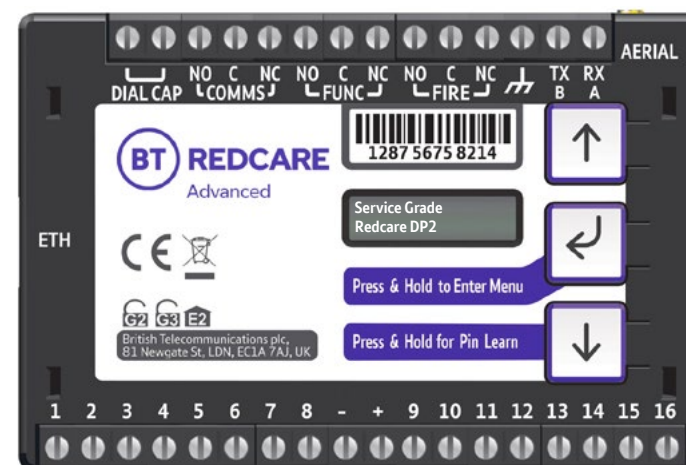
Advanced

Advanced Extra

The technical details

Advanced and Advanced Extra

SIMs

- Always connects and locks on to a strong signal
- Automatically connects to the next best network in the event of failure
- Does not 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 dual 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 +50°C
- Humidity: 5% to 90% non-condensing

Power specifications

- Nominal 13.5V input (9.5V to 30V)
- Low battery alarm reporting to ARC
- Average current @12V = 98mA
- Average current @24V = 45mA

General purpose inputs and outputs

- Sixteen general purpose alarm inputs (Logic High = +3.5V to +30V/Logic Low = -0.5V to +0.8V)
- 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
- Keyswitch mode to set and unset alarm systems

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
- 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

Get the highest level of security with our smartest and fastest alarm signalling system yet

With all the speed customers need to stay safe, Ultimate reports path faults in just 90 seconds. It sends enhanced, encrypted signals, using its built in hub, over private broadband it doesn't share with any other devices. With two 4G SIMs for wireless resilience. While its compact design means it fits in the alarm panel. This makes it harder for anyone to tamper with or accidentally unplug any cables. And means it keeps working even during a power cut. So it's ideal for protecting medium-to-high risk premises.*

Primary path fail reporting	90 secs
Secondary path fail reporting	60 mins
Catastrophic failure (both paths together)	3 mins
Alarm transmission category EN standards / PD6669 (UK)	DP4
PD6669, EN50131 (2017) Grade	4
Grade option	4C
Previous grade	4
Environmental class	II
Encryption	AES 256
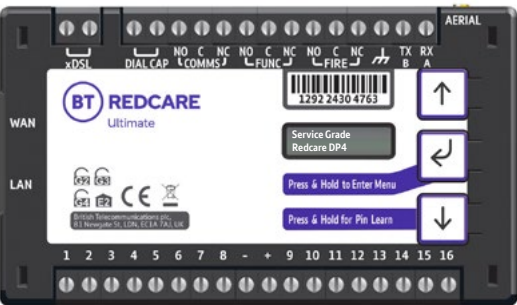
*Ultimate is subject to location availability of the line required.
 Connection is only available using Openreach.

The technical details

Ultimate is available on: an existing line (with no other broadband service on), with an access line for a fully separate service managed by Redcare (ideal where use of a customer's IT network is not an option), or on an existing fibre to the premise service (FTTP).

Ultimate

SIMs

- Always connects and locks on to a strong signal
- Automatically connects to the next best network in the event of failure
- Does not 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 dual 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, 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 +50°C
- Humidity: 5% to 90% non-condensing

Power specifications

- Nominal 13.5V input (9.5V to 30V)
- Low battery alarm reporting to ARC
- Average current @12V = 308mA
- Average current @24V = 150mA

General purpose inputs and outputs

- Sixteen general purpose alarm inputs (Logic High = +3.5V to +30V/Logic Low = -0.5V to +0.8V)
- 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
- Keyswitch mode to set and unset alarm systems

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 114mm x 20mm

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 III
- EN54-21
- Openreach MCT

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

Reporting times

Here's how our products stack up against industry standards

BT Redcare latest portfolio

Product groups (left to right): Essential IP/Essential · Essential IP/Essential · Essential Extra /Advanced · Essential Extra /Advanced · Advanced Extra · 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		

Why choose BT Redcare?

You can't put a price on security – so we don't

From fast and affordable to best in the business, we can meet every customer's budget with a broad range of alarm signalling systems. Many of them come with no upfront costs, plus our 10-year guarantee.

You can rely on us in an emergency

Our alarm signalling systems work over superfast 4G and future-ready IP. Or a combination of the two diverse connections for added resilience. If that wasn't enough, our signals are also underpinned by our dedicated platform and network with 99.99% availability.

Fit alarm signalling systems faster

Our products work straight out of the box. Just power them up and they'll start to connect. They're simple to install no matter what technology you use. Push-button programming and easy-to-read OLED display make configuring easy. Saving you time and effort.

You need a partner you can trust

We've more than 30 years of experience in the fire and security industry. We've developed all of our products in partnership with installers, ARCs, homeowners and businesses. Our support team is here 24/7 to answer your install and maintenance questions. You can even take us on the job with our free SightCall app.

Get ready for what's next

To protect your customers both today and tomorrow, you need cutting-edge kit. We were the first to offer dual SIM back-up for extra mobile network resilience. All of our systems offer enhanced end-to-end encrypted alarm signalling. Come with innovative mobile support. And are ready for the move to all-IP.

Help protect the planet

All of our alarm signalling systems come in cardboard packaging. Any plastic we use is recyclable. And they use less power than ever before. That's good news for the environment and your customers' utility bills.

Meet our mobile apps

Help is at hand. It's never been easier for you to fit and maintain a Next Generation alarm signalling system. We have not one, but two apps to assist you.

Your mobile toolkit

Our BT Redcare app wirelessly connects with our Next Generation alarm signalling systems. You can use it to set up a static IP address or configure outputs for remote operation. It'll also help you keep on top of system diagnostics.

And it's not just for you. You can offer customers more control over their home and business security too. They can set their security system with a tap, get mobile alerts whenever an alarm goes off, and much more.

Download our apps

BT Redcare

IOS   Android

SightCall

IOS   Android

Helpdesk support

All of our alarm signalling systems come with 24/7 support from our Technical Helpdesk team. But you don't just have to describe your install issues to them down the phone.

Our SightCall app puts our experts on-site, even when they're miles away. They can then use your smartphone camera to see what's happening. You can send them photos through the app or stream live video. Our support team can also highlight areas on your pictures and video. So you can get to the bottom of your problem and fix it faster.

How to get them

Both the BT Redcare app and SightCall are available for free from the App Store and Google Play. Download them today.

How to get in touch

Customer service

For orders and service enquiries
Tel: 0800 800628 option 1
Email: redcare.orderproc@bt.com
Availability: 08:30-17:00
Monday to Friday (except Public and Bank Holidays)

Need some extra support?

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

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

Installer shop

Our online shop has everything you need to install our Next Generation portfolio. Buy from us and you can be confident that you're getting industry-grade equipment at the right price.

Go to btinstallershop.com

The legal stuff

Terms, conditions and service schedules for both the latest portfolio (Essential, Essential IP, Essential Extra, Advanced, Advanced Extra, and Ultimate) and the original portfolio will be on our website. End user license agreements will be included when installing or accessing the apps, web portal or upload download software.

Your regional account managers

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