

The Signal

Keeping up with the changing world of alarm systems

Issue #1 | Spring 2020



Make installs easy

Why our new app is a must-have piece of kit

Rise of the Insta-burglary

How oversharing is putting homes at risk

Up in smoke

Why 86% of businesses never bounce back

The big IP switchover

Are your customers ready?

Win a HD dashcam
worth £150





Welcome

You’re part of the UK’s £1bn security and fire industry – and it’s set to grow. We can help you to stay up to date with the changing world of alarm systems. So you can make the most of this massive opportunity.

To help you get ahead, we’ve launched this new magazine. It’s packed with industry insight into the latest trends, giving you plenty to talk about with your customers.

As you can discover inside this issue, we’ve also launched a new app. This mobile toolbox makes installing easier, lets you remotely program alarms and offer customers a more personalised service.

However, new technology also presents new challenges. Read on to find out how oversharing on social media is putting homeowners at risk. And explore how the rise in rogue drone incidents is threatening businesses.

Enjoy,
John Ware
General Manager, BT Redcare

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Make installs easy

Struggling with a tricky job? Want to offer customers extra features? We've got an app for that.

Do you ever find yourself wishing you had a helping hand? Someone who could lighten the load and make those fiddlier jobs run smoothly? Well, now you have one.

The new BT Redcare app makes life a whole lot simpler.

We've designed our Next Generation portfolio to be easy to install, with OLED displays and programmable buttons. But not every site is as straightforward. If you're struggling to fit a device, our new app is here to help. You can use it to set up a static IP address or configure an output for remote operation.

The Redcare app will also help you keep on top of system diagnostics. You can check that all your alarms work from your mobile. As well as make sure that the signal strength or network connectivity is what it should be.

Still struggling to fit a Next Generation device? The app comes with a series of training videos and installation guides built-in. Or you can call our Technical Helpdesk at the tap of a button.

It's for your customers too

You can set them up with a different version of the app that's tailored to their needs. They can't see all the diagnostic tools. But they can get a notification when the kids arrive home from school or when their business opens or closes. They'll also get an alert if their alarm goes off.

They're able to use the app to set or unset the system. And they can even give temporary access to friends or family looking after the property when they're away. It makes life simpler for everyone while keeping your customers' homes and businesses secure.

You can also personalise the app for customers. You can set different names for each additional pin alarm for specific detectors or areas. So at a glance, they'll know which one covers the garage or the back door. You can wire other types of devices into the system, such as lights or doors. So they can be remotely controlled with the app, too.

"You can also personalise the app for customers... So at a glance, they'll know which alarm pin covers the garage or the back door."

Your expanding mobile toolbox

The Redcare app is just the latest addition to your mobile toolbox. Our existing SightCall app puts experts on-site with you, even when they're miles away. A member of our Technical Helpdesk team can use your smartphone camera to see what's happening, live. They'll then help identify and fix issues quickly and stay with you until the problem's solved.

BT Redcare is available to download for iOS and Android now.



Go inside the BT Redcare app

Monitor alarms

With this app, you can see if individual pins are working correctly at every site. And check the signalling paths, signal strength and more.

Adjust settings

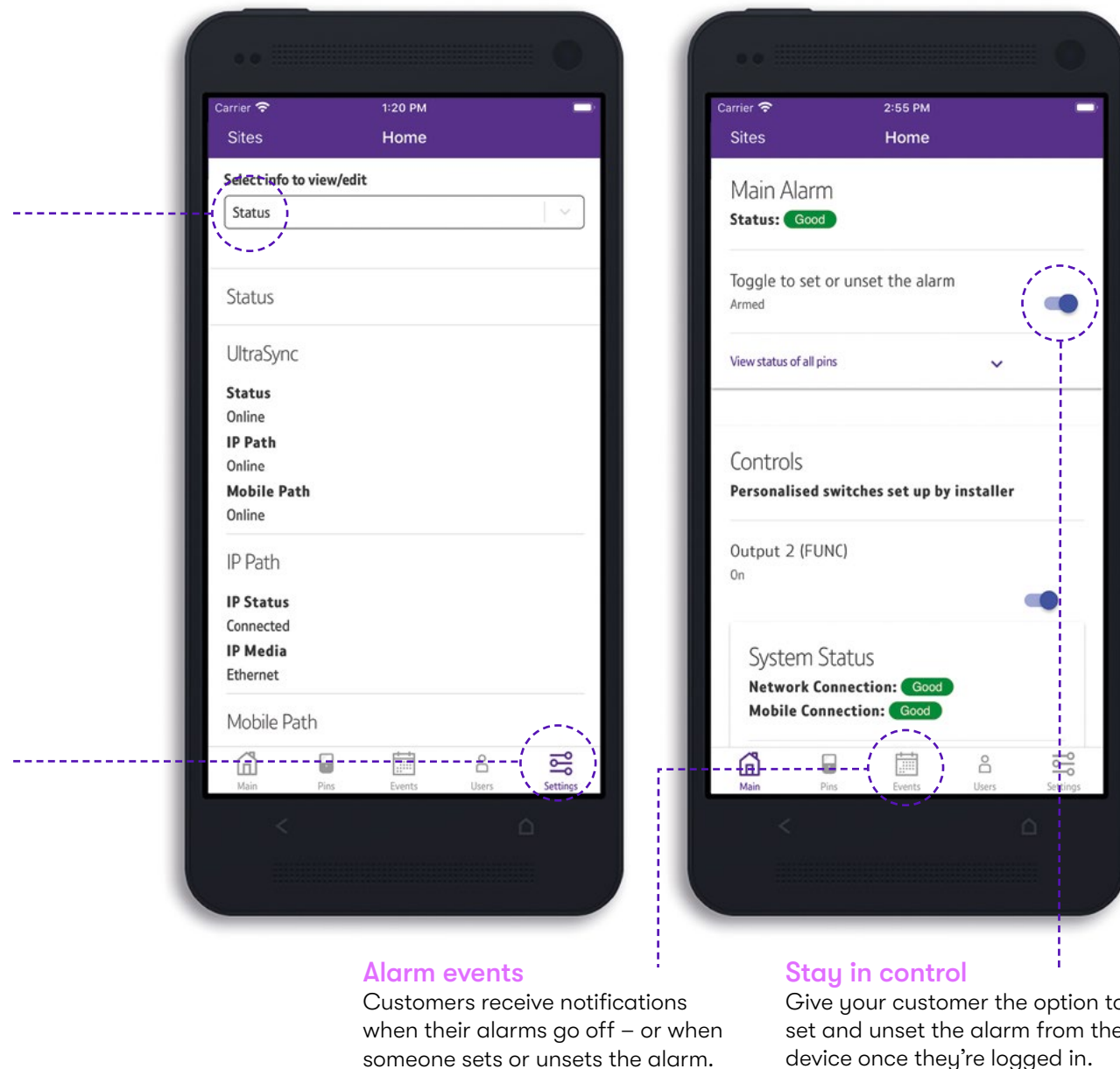
Use the app to set up your Next Generation device to suit you and your customer.

Your mobile toolkit

Our new Redcare app makes fiddly installations easier with built-in remote controls, diagnostic tools and training guides.

Customer experience

As something extra you can offer, the customer's version of the app gives them a new way to use Redcare devices.



The big IP switchover

With traditional phone lines shutting down by 2025, alarm owners need to prepare for the IP upgrade

Over the next five years, we're turning off the public switched telephone network (PSTN) and switching to an all-digital network. Which means alarm signalling systems that rely on the PSTN to alert ARCs will stop working. Leaving homeowners and business customers that don't prepare at risk

What's behind the digital revolution?

The tech that powers the PSTN hasn't really changed since Graham Bell invented the telephone in the 1870s. Which means it can't keep up with today's digital demands.

An Internet Protocol (IP) network sends voice calls and alarm signals the same way as data traffic. It's more reliable and easier to maintain. And better able to support new and emerging technologies.

This IP switchover is all part of our wider investment in the country. Along with full-fibre broadband and 5G networks, it'll help the UK unlock its digital potential.

Redcare is ready

Our Next Generation devices use BT's state-of-the-art technology. Those that offer

a fixed connection, like Advanced and Ultimate, already use the IP network. While, Essential and Essential Extra are completely wireless, connecting via 4G.

It's worth mentioning to your customer that our Next Generation portfolio means no call charges. So the sooner they upgrade their signalling to IP, wireless or both, the sooner they can start saving on those call charges. And they'll have the peace of mind that they're ready for whatever comes next.



Up in smoke

Discover the real cost of fire damage and why over 80 per cent of businesses don't survive a blaze

In the year ending June 2019, Fire and Rescue Services in England attended almost 183,000 fires. That's a 14 per cent rise on the year before. There were also 268 fire-related deaths, up from 253.

"It is deeply concerning to see this increase in the number of fatalities and fires," said Roy Wilsher, Chair of the National Fire Chiefs Council (NFCC). "For more than a decade, we saw a decline in incidents, but worryingly, this seems to be reversing."

Blazes damaged more than 15,000 buildings, not including homes. Factories, retailers and restaurants were some of the worst affected. And fires can be catastrophic for private businesses. The NFCC warns that 86 per cent never recover. This is because fire damage impacts every part of an organisation

Irreparable damage

A fire might damage a company's premises, stock or the equipment that they rely on. The right insurance

could cover the cost of replacing all these – as long as they're not found liable for the blaze. Some policies cover the loss of income after a disaster. But even then, a company might not escape unscathed.

Vital documents, like contracts, licenses, invoices or tax returns, can go up in flames. And having computer hard drives burn up might be even more disastrous. They could contain financial data, customer records or other information that a business relies on. If they're only stored on-site, once they're gone, they're gone forever. The British Chamber of Commerce found that 93 per cent of businesses that suffer more than ten days' of data loss file for bankruptcy within a year. Half of them do so immediately.

A business that has a fire is also likely to lose custom – and not only while they're closed for repairs. If their customers have had to go elsewhere for the goods or services they need, they may not come back.



"A whole community suffers when a business burns down."



Fire spreads fast

Just as an inferno can jump from building to building, a whole community suffers when a business burns down.

Workers can be the first to pay the price, as companies lay-off staff to offset repair costs. This can have a knock-on effect on productivity – making it even harder for struggling businesses to recover.

Unfortunately, even if companies can keep all their people, experiencing a fire can still drain morale. This can also affect a business' output.

Even temporary business closure disrupts supply chains. If a company sells business to business, not being able to rely on their goods or services could affect its customers down the chain. Likewise, any suppliers to the fire-damaged business might struggle if they don't fill their regular order.

Invest in protection

Despite how difficult it can be to rebound from fire, many businesses are unprepared for one. The NFCC says small businesses are most at risk. They might not realise that fire safety laws apply to them, or think their landlord should be responsible. Some even avoid putting fire safety procedures in place because of the costs.

But fire safety is an investment in their business' future. Monitored fire alarms, in particular, can give companies an early warning that something is wrong, and alert emergency services immediately. So fire can be quashed before it spreads. Reducing the potential for damage and cutting the likelihood of business disruption.

UK's largest ever fire safety fines

Not keeping up with the law can also cost businesses big bucks

The Radnor Hotel £200,000

Former hotel owner Salim Patel was given this penalty and a four-month suspended prison sentence in 2015. This remains London's largest ever fine for an individual for flouting fire safety laws. Patel ignored an enforcement notice after inspectors found inadequate fire detection systems and emergency lighting, missing fire doors, and more.

The Chumleigh Lodge Hotel £210,000

This hotel in Finchley, London, was fined for 12 breaches of fire safety rules, including not having smoke alarms in some rooms. Owner Michael Wilson was forced to pay £180,000, while Chumleigh Lodge Hotel Ltd was fined £30,000. The defendants also paid £50,000 legal costs and £2,000 in compensation to a guest forced to escape out of a second-floor window during a blaze in 2008.

The Co-Operative Group £210,000

The food retailer pleaded guilty in 2007 to six breaches of fire safety at some of its Southampton and Portsmouth shops. That included insufficient training for a store manager, fitting locks to emergency exit doors, obstructing a fire alarm call point and failing to regularly test the fire alarm system.

Shell International £300,000

The oil giant was fined £300,000 and ordered to pay £45,000 in court costs after its London headquarters, a South Bank landmark, experienced two fires in three weeks in 2009. Fire officers found extensive breaches, including blocked escape routes and exits, defective fire doors and excessive fire loading.

New Look £400,000

The top fashion retailer received the maximum possible penalty following an inferno that gutted its Oxford Street store in 2007. Thirty-five engines and 150 firefighters were needed to tackle the blaze and remain on hand for a whole week. The company was fined for poor staff training and for blocking escape routes.



The New Look fire shut down Oxford Street for two days

5 things you need to know about...

Counter Drone Solutions from BT

Businesses that want to safeguard their skies need this innovation on their radar

1. A new danger from above

This year, according to Goldman Sachs, over 7.8 million drones will be buzzing through the air worldwide. They're creating new opportunities for industry, from farming to deliveries. But we all remember what happened at Gatwick. Rogue drones can cause travel chaos. In the wrong hands, they can be used to smuggle contraband into prisons, spy on businesses and attack strategic sites. To protect against this new threat to privacy, security and public safety, we need a new solution.

2. Get real-time protection

Counter Drone Solutions offer early warnings whenever a drone enters a customers' airspace. With extensive sensor coverage, the system can pick up on a drone from up to five kilometres away. Giving them more time to assess whether it's a threat, and contain it before it becomes a danger. And an easy-to-use interface supports SMS, email or even an existing incident management system. So no one ever misses an alert, wherever they are.



3. A smarter way to track drones

It uses multi-sensor technology to gather a more detailed understanding of detected drones. So customers can better pinpoint their location, where they came from and where they might be going. The system can even identify what model a drone is. So customers can better determine if it's a danger and make an informed response. All the data these inbuilt tools gather can also help the customer develop a better drone strategy over time.

4. Built for customers, for the future

A team of security experts look after the whole process. They'll assess a customer's sites for risks. Design a tailored detection system to meet their needs and install the sensors. Where lawful, Counter Drones Solutions can even provide countermeasures to bring down threats. Such as radio-jamming cannons and portal disruptors. The Counter Drones Solutions radio frequency signature database is regularly updated, so customers can identify even the latest drones.

5. Support from a name you can trust

BT has a long history of supplying security solutions. Beyond what we do at Redcare, we work with the Ministry of Defence, MI5, the police and other organisations around the globe. We've brought all this experience to Counter Drone Solutions. It's built on tried-and-tested technology, our enterprise-grade networks, and round-the-clock support.

To learn more, visit
business.bt.com/solutions/counter-drones



Rise of the Insta-burglary

Oversharing on social media is putting homes at risk, with robbers using posts to plan their break-ins

When thieves broke into John Terry's home, they carried away £380,000 worth of valuables. That included a football trophy, designer handbags, diamond-encrusted jewellery, and signed Harry Potter first editions.

The burglars caused £19,500 worth of damage turning over his Surrey pad. Fortunately, the gang of four triggered an alarm. They were caught and got almost 28 years in prison. But Terry's possessions were never recovered.

The thieves broke in knowing the ex-England captain wouldn't be home any time soon. Terry had posted

"The former footballer is a high-profile example of new crime wave, affecting one in 12"

snapshots on Instagram showing he was on a family skiing holiday. The former footballer is a high-profile example of a crime wave affecting one in 12 Britons. Burglars

now trawl social media, with up to 78 per cent using Twitter and Facebook to find easy targets.

Posting about daily outings, events and trips abroad is a quick way to keep friends up to date with our

lives. But it's also the most common way for criminals to work out that your home is going to be empty for a set length of time. Sharing photos of expensive purchases or birthday gifts also make you an attractive prospect.

Of course, burglars need to know where you live to target your home. Analysing 244 public Instagram profiles, Rias Insurance found 55 per cent posted at least one clue of what they own and where they live. That includes partial images of a house or photos featuring local landmarks or street names in the background.

Over a third of the Instagram users provided direct details about where they live. Men were much more likely to fall into this trap than women. On average, it took researchers just 15 minutes to work out where a user lived.

'Checking in' to places on Facebook or 'tagging' your location with images can also help criminals narrow down where you live. But location tagging isn't limited to the 'big three' of social media. Many fitness apps also encourage you to share your

Listen up

Here's six podcasts you should know about



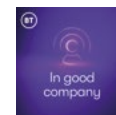
The Smart Home Show

Alarm systems were at the forefront of the 'smart home' long before Alexa made it cool. But as home security is increasingly viewed as part of the Internet of Things, it's good to keep up with the hottest new releases. While this show is American, it's coverage of Amazon, Google and Apple kit is relevant on either side of the pond.



They Walk Among Us

Ever since Serial debuted in 2014, true crime has been a winning genre for podcasting. They Walk Among Us is a home-grown show, exploring cases from around the UK each week. Ranging from the sinister to the surreal, each episode serves as a reminder of why home security is so important.



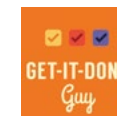
In Good Company

Do you want to do more with digital? Journalist Kate Russell chats with small businesses about how tech's helped them get ahead. While this show is more interested in security of the cyber variety, it's packed with advice on how to better connect with customers.



The Grenfell Tower Inquiry

Almost three years on, the disaster that killed 72 people still dominates conversations about fire safety. Both parliament and the press have thrown accusations back and forth, while misinformation has fermented online. Listen to this award-winning series to make sure you know the facts.



Get-It-Done Guy's Quick and Dirty Tips to Work Less and Do More

Want to work smarter, not harder? Stever Robbins' day job involves working as a motivational 'productivity coach' for Silicon Valley CEOs. Each episode offers practical tips, like how best to clear your email inbox or memorise a phone number.



Telecoms.com Podcast

This podcast serves up telecom news with a sense of humour as journalists give their take on the week's events. It could be anything from where superfast 5G is rolling out next to why we need full-fibre broadband and how mobile is transforming Africa.

You can download and subscribe to all of these shows from Apple Podcasts, Google Podcasts, Spotify and more

workouts with other users, often including a map of the route you run or the path you cycle. If you set off for a jog from your front door, these maps reveal where you live. Police have linked apps like these to bike thefts, with cyclists sharing pictures of expensive bicycles along with their cycle routes.

“On average, it took researchers just 15 minutes to work out where a user lived.”

Thieves can also use your pictures to better plan their break-in, according to research by window and door brand Origin, and the police initiative Secured by Design. Back garden snaps might reveal the best

entry point. Interior shots provide potential intruders with a floorplan of your home. And even a background shot of a front door could help them determine the kind of lock you use, making it easier for them to gain entry.

Experts warn that oversharing on social media could invalidate a contents insurance policy. While this will vary by provider, the average insurance claim for burglary is over £4,000, so homeowners could lose out on much-needed cover.

To stay safe in an increasingly digital world, we must lock down our social media, like we do our doors and windows. Or at least think twice about what we share when we post publicly.

Social media safety tips

Don't overshare

Avoid posting personal information, even about your daily activities and whereabouts. This includes revealing street names in the background of selfies.

Watch your tags

Avoid 'checking in' or tagging your posts at different locations. This helps burglars zero-in on your exact address or lets them know when you're away.

Delay posting

Wait to tag, post photos or update your status until you return home to avoid revealing the exact timings of your day-to-day routine.

Secure your settings

Check your social accounts are set to private, so only friends and family can see them.

Do you know them?

Don't accept friend requests from people you don't know personally. You don't know their motives – or who they might be friends with.

Installer Mike's top tips

Useful information and advice from our expert installer

Step-by-step: Pin Learn

How to make sure you work out the polarity of the alarm's pins correctly

Alarms: Essential, Essential Extra, Advanced, Advanced Extra, Ultimate

Time needed: 2 mins

1.

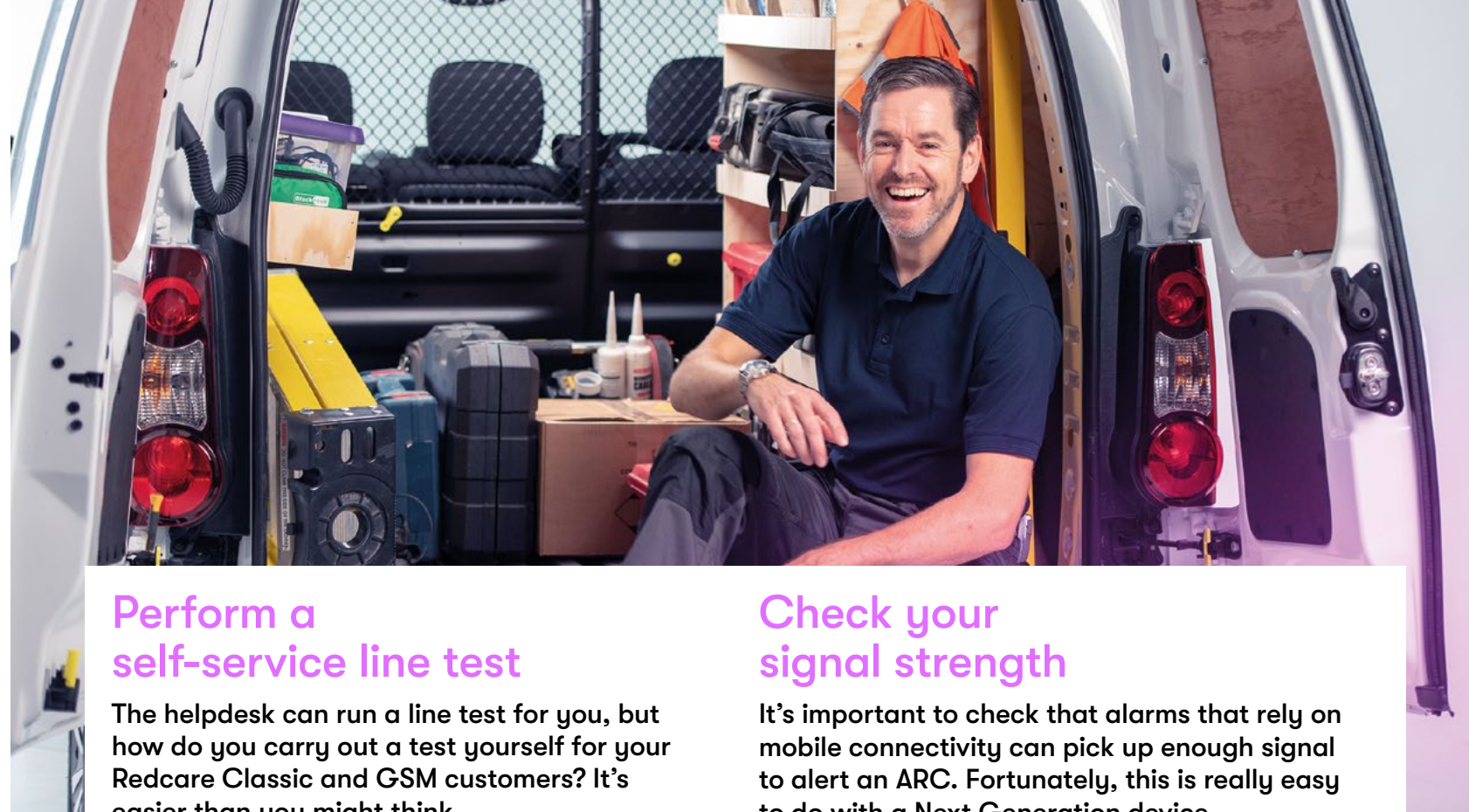
First, make sure you've wired up the alarm outputs to the pin terminals. These are marked 1-4 and 5-8 on Essential or 1-8 and 9-16 on all other Next Generation alarm signalling devices. Make sure pin 4 is in the correct state to represent the system being set.

2.

Press the Pin Learn button – the down button – for about five seconds. You'll see 'Notice – Done!' on the display, which tells you the pin learn is complete. To make sure everything's correct, check that there are no alarms on the display. Remember: it'll also scroll through path status, signal strength, network operator and service grade.

3.

If you want to change the polarity of an individual pin, use the input section in the configuration menu. Alternatively, you can do this using the BT Redcare app. You can find more information in the installation guide.



Perform a self-service line test

The helpdesk can run a line test for you, but how do you carry out a test yourself for your Redcare Classic and GSM customers? It's easier than you might think...

To start, dial the test line number, 0800 800628. Choose the Helpdesk option (Option 3) and then choose the Classic and GSM option (Option 1). Then select the Line Test Option (Option 1). Follow the interactive menu using your keypad to enter the responses. If there is a line fault it will be reported automatically – just end your call at that point. You may need the alarm's carrier number and contact details for a key holder in case access is required.

Get your install questions answered

Our helpdesk is available 24/7 on 0800 800628

Check out our YouTube channel

For more from Installer Mike, visit youtube.com/user/RedcareTV

Check your signal strength

It's important to check that alarms that rely on mobile connectivity can pick up enough signal to alert an ARC. Fortunately, this is really easy to do with a Next Generation device.

If you're looking at an Essential, Essential Extra, Advanced, Advanced Extra or Ultimate device, the signal strength will appear on the OLED display. Two or more signal bars means it's getting good signal. The signal reading would be better than -85dBm for 2G and better than -100dBm for 4G signal.

If the device is displaying anything less than this, you can buy an extension or high-gain aerial from btinstallershop.com

Win a dashcam worth £150

Send us your install snaps to be in with a chance of winning this top-rated HD camera with Alexa voice control

The Nextbase 522GM is a ‘best buy’ according to Which? As well as a 1440 pixel camera and three-inch HD touchscreen, it’s packed with high-tech features. It has Amazon’s Alexa built-in, so you can ask the voice assistant to start and stop recording video. As well as get travel directions, play music, check the weather and more.

If you’re injured in a crash, Nextbase’s Emergency SOS mode will send for help. As well as sharing your GPS location with 999 services, it can send your medical history, blood type and allergies. So paramedics will know how best to take care of you.

While you’re away from your van, this dashcam will also keep your van safe. Its Intelligent Parking Mode kicks in as soon as you turn your ignition off. It’ll automatically start recording whenever it detects movement. So you can catch anyone who bumps into your van or tries to break in.

For your chance to win a Nextbase 522GW, send us a picture of a Redcare Next Generation product installed in a panel. Tweet it to @BTRedcare with the hashtag #SignalComp by 30 September. Five runners-up will also win an in-car phone charger.



Terms and conditions: This competition is only open to residents of the United Kingdom who are BT Redcare installers. The prizes are as stated, are nontransferable and no cash alternative will be offered. Prizes are subject to availability and we reserve the right to substitute any prize with another of equivalent value without giving notice. After the closing date of 30 September 2020, no further entries to the competition will be permitted. The winner and all runners-up will be notified on Twitter within 28 days of the closing date. If a winner doesn’t claim their prize within 14 days of notification, we reserve the right to pick a replacement winner(s). Our decision in respect of all matters to do with the competition will be final and no correspondence will be entered into.

Wordsearch

Something to liven up your lunch break

E	L	G	N	I	S	W	Y	I	D	D	R	T	S	M
N	S	G	U	E	D	R	I	U	S	O	S	E	G	I
T	Z	S	C	U	A	A	A	F	T	N	C	U	A	S
S	J	U	E	M	E	L	E	A	I	O	B	P	L	A
P	R	K	I	N	M	T	C	R	N	J	C	A	A	I
E	W	R	D	R	T	I	A	D	H	T	I	N	X	N
P	P	I	A	U	N	I	A	M	S	T	S	E	Y	S
V	O	L	T	U	N	R	A	E	I	H	S	L	P	T
R	A	T	M	I	Y	R	T	L	Z	T	A	P	A	A
V	E	M	D	E	C	N	A	V	D	A	L	B	R	L
E	O	D	U	P	Y	R	O	N	I	X	C	U	T	L
C	R	I	C	G	R	A	D	E	O	H	C	E	X	E
A	S	I	C	A	C	O	N	T	R	O	L	L	E	R
M	M	L	F	E	R	R	T	P	N	L	S	G	M	C
P	O	O	H	U	U	E	F	M	S	G	P	D	K	C

ADVANCED
ALARM
AMP
ARC
CLASSIC
COMMUNICATOR
CONTROLLER
DUAL

ECHO
ESSENTIAL
FIRE
GALAXY
GRADE
GSM
INSTALLER
PANEL

PRIMARY
PSTN
PYRONIX
REDCARE
SECONDARY
SECURE
SIM
SINGLE

THREAD
ULTIMATE
URN
VOLT
WIFI

The Next Generation guide

From affordable systems that make security accessible to everyone to powerful products that cover all levels of risk, here's how our portfolio stacks up

Essential

Accessible single-path security for low-risk homes and businesses

With 4G roaming, this affordable alarm signalling system offers wireless security. Essential can report faults to the Alarm Receiving Centre in 60 minutes and comes with a SP2 performance rating (previously classed as Grade 2). This all makes it the perfect set-up for protecting low-risk premises.

The alarm signalling unit has a UK-roaming SIM card that can use any of the main UK mobile networks to send alarm signals over 4G or 2G. Because of this, you'll need to check signal strength.

Essential Extra

Wireless dual-path signalling for low-to-medium risk properties that need extra resilience

Get the same quality, reliability, and ease of installation as Essential. With the resilience of dual-path 4G signalling and primary path fault reporting to the Alarm Receiving Centre in 30 minutes.

With a DP2 performance rating (previously classed as Grade 2/3), Essential Extra is the perfect set-up when you're looking to protect low-risk premises with added resilience. It can use enhanced format signalling with serial or dial capture to send detailed information to the ARC, for greater reporting accuracy.

Advanced

Dual-path signalling that combines an IP connection with a mobile path for when you don't want to be reliant on wireless alone

Not every home or business faces the same security risks. That's why we've made an adaptable, upgradeable DP2 performance signalling system (previously classed as Grade 2/3). Advanced gives you dual-path IP and 4G signalling with two SIMs for low-to-medium risk sites, with primary path fault reporting to the Alarm Receiving Centre in 30 minutes.

Like all our systems, Advanced comes with 24/7/365 technical support and control through smartphone apps. Plus simple push-button set-up for swift installation and commission.

Advanced Extra

Added performance means better protection for medium-to-high risk homes and businesses

Advanced Extra upgrades the Advanced signalling system to the DP3 performance level (previously classed as Grade 4). This dual-path IP/4G signalling system uses IP technology for the primary path. Fault reporting to the Alarm Receiving Centre takes just three minutes.

Ultimate

Our superior security option offers dedicated signalling with a private broadband service

This high-end signalling system protects every level of risk. It's a dual-path alarm signalling system, with private IP and 4G paths for uncompromising resilience and DP4 performance, which exceeds the previous Grade 4 requirements.

The primary path uses a built-in broadband hub that connects to a private Redcare broadband service, offering the highest level of security possible. And because we can connect to the alarm panel's backup power, we'll keep things running even in a power cut.

With primary path fault reporting to the Alarm Receiving Centre in just 90 seconds, you can understand why it sits at the top of the range.

The Next Generation at a glance

Here’s a summary of our portfolio’s key specs to get you up to speed

Get everything you need
Whether you’re after spare parts, cables or tools for installation, our online shop can help. 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](#)

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

*Including Honeywell Galaxy range and Texecom. Contact us to see if your panel is available.
**Billing on activation or 90 days from order, whichever is sooner.

Get in touch

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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

Need some extra support?
You can find technical manuals, brochures and more at [redcare.bt.com](#)

Meet the team

Jonathan from the Redcare Technical Helpdesk reveals that while installers can call the team around the clock, they still make time for fantasy football



What's your job title?

Redcare Technical Analyst.

Where are you based?

Northampton.

What's it like there?

It's got a great atmosphere and we work well as a team.

How do you support installers?

By trying to help them fix any technical issues they're having, first time. We can also advise them on what products we have and how they work.

How can you help installers fix faults?

We can use our systems to work out why a Redcare alarm isn't working and what they need to do to get it working correctly.

Does that require any special training?

Yes, we're all trained on how all the products work and how to use all the fault diagnostic systems.

Are there any special tools you use to help installers?

We have an app called SightCall that lets us see what the installer sees through their smartphone camera. It also lets us highlight pictures if we need to point out something that will help.

How many calls do you answer?

We handle 20 to 30 calls per day, but that's not just Redcare installers. We also help other people, including Openreach engineers.

What's one thing you don't think installers realise about your team?

That we're open 24/7.

Security by numbers

Here's why our customers need fire and intruder alarms that never compromise

417,416

Total burglary offences reported in England and Wales.

291,816

Burglaries took place in homes in 2019.

182,491

Fires attended by fire and rescue services.

74%

Share of fires attended by emergency services in homes.

82,256

Fires in England were started deliberately.

16%

Increase in number of deliberate fires in 2019 on previous years.

65%

Share of false alarms attended by fire and rescue services due to faulty signalling.

268

Fire-related fatalities in England in 2019.

Source

Office for National Statistics – Crime in England and Wales: year ending June 2019
Home office Fire and Rescue Incidents Statistics – England: year ending June 2019

Redcare Ultimate

Our most resilient dual-path signalling system yet

- Private IP connection over BT's network
- Built-in broadband hub for copper and fibre
- Dual-path signalling with dual-4G SIMs
- Reporting time of just 90 seconds

It covers everything from fire and security, to gas and water monitoring. So however high the risk, we've got you covered.

redcare.bt.com