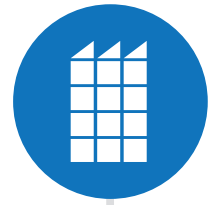# redcare
GSM

Who we are

Redcare is part of BT plc and has been a leader in the fire and security market for 25 years. We are the largest supplier of alarm signalling services in the UK, securing hundreds of thousands of homes and businesses with our services.

About Redcare GSM

Redcare GSM is a Grade 4 alarm system. Grade 4 offers the highest level of protection you can buy. The BT phone line on which your Redcare GSM operates is monitored constantly and if the line is cut or there is a fault on the line this is signalled to the Alarm Receiving Centre (ARC) within just 40 seconds.

Every two minutes Redcare GSM also checks that the alarm on your property is working, adding another level of security to your alarm system.

In the event of an alarm sensor being triggered in your property, it takes just a few seconds for the ARC to be alerted. If this is confirmed by a second zone being triggered, then your ARC can legitimately contact the emergency services and dispatch them to secure your property.

Redcare GSM also benefits from being a 'dual path' system. The main BT telephone line on which Redcare GSM operates is the 'primary path'. Redcare GSM also provides the reassurance of a back up link, a 'secondary path', that uses the mobile phone network to communicate with the Alarm Receiving Centre if, for whatever reason, the primary path fails. You therefore have the additional peace of mind that comes from knowing if intruders enter your property, a signal will quickly be sent to the ARC, and the emergency services alerted.

How Redcare GSM works

Redcare GSM signals with an Alarm Receiving Centre (ARC) in two ways.

The Redcare network

The main or 'primary' path uses your telephone line to communicate with the Redcare network, which consists of a number of 'scanners' located in BT telephone exchanges. Every second, 365 days a year, these scanners check to confirm that your alarm system is working. If it isn't working we report a fault within 40 seconds. The Redcare network is unique to Redcare, no other alarm system uses it. Redcare GSM is also resilient to power loss, and will operate normally for over 12 hours* in the event of a power cut.

* Where the alarm panel has been installed to industry standards

Redcare GSM doesn't require a dedicated phone line and will work on your existing BT line. You therefore save the cost of installing and renting an additional line. Redcare GSM also will not cost you any additional call charges when it is communicating with the Redcare network.

GSM

The back up or 'secondary' path is provided by GSM which is a digital mobile phone network. Redcare GSM uses the O2 network. In the unlikely event that the primary BT line fails to communicate with the ARC, the GSM path takes over and continues the rate of signalling to and from your alarm system.

How you benefit

At the end of the day you have a choice to make. There are cheaper systems on the market.

- 'Bells only' systems. These can annoy your neighbours, may be ignored altogether, and most importantly, won't bring the emergency services out to your property.

- Digital communicators. This can be a simple system that just contacts you via a recorded announcement or text message if your alarm is triggered and you have to do the rest yourself. In some cases you may pay an alarm company to receive these messages for you and they may be able to call the emergency services. You may alternatively have a system that is connected to an ARC via a dedicated phone line, which means additional annual line rental costs. Should this line be cut or get damaged it may not be immediately detected.

- Grade 2 and Grade 3 systems. These operate in a similar way to Redcare GSM but to lower signalling standards that only require a communication to be sent to the ARC within 25 hours (Grade 2) or 5 hours (Grade 3).

But consider this

- Redcare GSM is a Grade 4 system which requires ARC notification within three minutes.

- Since its launch in 1999, more Redcare GSMs have been sold than any other dual path system in the UK.

- Redcare GSM is compliant with British and European Standards for Grade 4 alarm signalling.

- The Redcare network has 99.999% availability.

- Redcare's proprietary continuous line signalling technology notifies line cuts or faults in 40 seconds.

- Redcare has UK wide regionally based engineering teams able to support your local installer with training and general service support.

To find out more about how Redcare can protect your business, call us free on **0800 800 828**, email **redcare@bt.com**, or visit us at **www.redcare.bt.com**

Offices worldwide