



# redcare

# secure

Ireland





## About Redcare Secure in Ireland

Redcare Secure is an alarm signalling system that comes in two variants. Depending on the risk level of your home or business premises and your technology preference you can choose between Secure Ireland (PSTN) and Secure IP.

Redcare Secure benefits from being a 'dual path' system, which means that two separate routes are used to signal the alarms to your Alarm Receiving Centre (ARC). So, in the event of one path being faulty or unavailable your critical alarm message will transmit over the other path.

## Redcare Secure upload / download

Using our upload / download functionality installers can securely access the alarm panel remotely allowing fast, effective, around the clock support and without the need for a costly site visit.

## How Redcare Secure works

Redcare Secure signals with an ARC in two ways:

### The mobile telephone network

The wireless path is provided by GPRS which is a digital mobile phone network. The wireless path will deliver the signalling to and from your alarm and Redcare continually checks the wireless path, reporting any loss of service to your ARC to ensure connectivity.

### Your telephone line, broadband line or IP connection

Alarms signals are quickly sent over your fixed line. And Redcare makes continuous checks to your system reporting any line failures in a few minutes to your ARC.

- Supports extended SIA, Contact ID and Fast Format
- Fault reporting on radio blocking

Redcare Secure doesn't require a dedicated phone line and will work on any line as well as ISDN, broadband lines or an IP connection meaning you can save the cost of installing and renting an additional line. And Redcare Secure won't cost you any additional call charges when it is communicating with your ARC.

## Redcare Secure roaming

For additional security our Secure unit has a Roaming SIM as standard. This automatically connects to the strongest signal from up to three GPRS networks without interruption and intelligently selects a strong signal rather than giving priority to one network.

## How you benefit

At the end of the day you have a choice to make. There are other 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. These are very basic systems using recorded announcements, text messages or alerts to an ARC. If your alarm is triggered leaving the rest to you. Often there are charges associated to these messages and some systems require a dedicated phone line, which means installation and annual rental costs. And of course if the line is cut it won't be detected automatically.

## So consider this

- By choosing a Redcare Secure you will be securing your home or business for the future, as well as the present. Should your needs change, Redcare Secure can be adapted accordingly.
- Redcare Secure meets the highest industry security requirements (European standards).
- Redcare Secure is simple and easy to fit and maintain by a qualified installer.
- Redcare engineering teams are in place to support your local installer with training and general service support as well as offering them a 24/7 365 help desk facility.

## Who we are

Redcare has been a leader in the fire and security market since 1986. We are the largest supplier of alarm signalling services in the UK, securing hundreds of thousands of homes, offices and businesses with our services.

Redcare is part of BT plc, registered in the UK and serving customers globally in more than 170 countries.



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To find out more about how Redcare can protect your home or business:

call us free on **1800 806 006\***

email [redcare@bt.com](mailto:redcare@bt.com) or visit us at [www.redcare.bt.com](http://www.redcare.bt.com)

\* Calls to this number are free from landlines. However, they are not free to call from mobile phones or phone boxes - the cost will vary between service providers.