

# redcare secure Ireland

## Technical product information (Ireland)

The Redcare Secure portfolio in Ireland comprises three variants; Secure Ireland, Secure IP and Secure Solo - all of which protect customers with a high security signalling service.

To ensure maximum flexibility, Secure supports a range of intruder panel interfaces including Dial Capture, RS232/485 serial interface and classic pin connection. All Secure products work on any telephone line, if applicable, with no end user call charges and provide the customer with the option of moving between the variants if their business risk or technology changes, without the need to change hardware. This is all backed by Redcare 24 x 7 customer support.

Secure Upload / Download functionality allows installers to securely access their alarm panels remotely allowing fast, effective, around the clock support and without the need for a costly site visit.

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.

PRODUCT	SECURE IRELAND	SECURE IP	SECURE SOLO
Both paths working, PSTN/IP path fails: fault reporting	2 Mins	3 Mins	N/A
Both paths working, radio path fails: fault reporting	15 Mins	13 Mins	N/A
Only radio path working and it fails: fault reporting	15 Mins	3 Mins	5 Hours 15 Mins
Only PSTN/IP path working and it fails: fault reporting:	30 Mins	3 Mins	N/A
Both paths failed simultaneously: 1st fault reported in:	15 Mins	3 Mins	N/A
Both paths failed simultaneously: 2nd fault reported in up to:	45 Mins	6 Mins	N/A
Primary Polling Frequency	5 Mins	30 Seconds	2 Hours
Signalling Encryption	Triple-DES*	Triple-DES*	Triple-DES*
GSM Frequency	900/1800Mhz	900/1800Mhz	900/1800Mhz
EN GRADE	3	4	2
ATS VALUE PRIMARY	ATS4	ATS5	ATS3
ATS VALUE SECONDARY	ATS4	ATS4	N/A

\*Triple DES is a strong form of encryption that allows sensitive data to be securely transmitted over networks.

## Secure Upload / Download

- Uses GPRS or IP, avoiding need for PSTN
- Currently supports most panels including Honeywell, Cooper Scantronic, Risco, Texecom, Castle.
- Available via Dial Capture and RS232/485
- Full compatibility list available on request

## Secure Roaming

- Always connects to a strong signal
- Connects to another signal in the event of failure
- Does not rely on a signal from a single operator

## Signalling details

- Wireless connection via 24/7 VPN over GPRS
- Landline signalling via VPN dial-up session on any PSTN connection
- Continuously polled IP path when used in IP mode
- Dual band (900/1800 MHz)
- Alarm messages and polling are highly encrypted to EN Grade 4 using Triple-DES encryption
- Software and firmware anti-substitution measures to EN Grade 4
- End-to-end alarm acknowledgement from ARC to alarm panel
- Alarm panel connection monitoring for Dial Capture
- Unit and service faults are self-reported
- Full integration with Redcare ARC Gateway

## Management features

- Remote testing, polling, status and configuration as per Redcare protocol
- Simplified installation and service activation
- Remote software download via GPRS (Redcare controlled)

## Alarm panel interfaces

- 16 pins
- 3 outputs
- MkII: Onboard Dial Capture and phone line simulation
- MkII: Relay to allow panel PSTN upload/download in Dial Capture mode
- **MkIII: Onboard RS232 and RS485 for direct panel interface**

## About the Secure unit

- Optional mounting in secure wall fitting or within alarm panel
- GSM antenna connection MMCX
- Simple two wire connection to PSTN line, so no block or exchange work required
- High performance aerial included
- Ambient temperature: -5°C (23F) to +55°C (131F)
- Humidity: 5% to 95%
- **MkIII: DIN fitting for mounting on DIN rail**

## Power specifications

- Nominal 13.5V input (9.5V to 30V)
- Screw terminals
- Low battery alarm reporting to ARC
- MkII: Average 230 mA, peak 280 mA (peak 450 mA if using Dial Capture)
- **MkIII: Average 110 mA, peak 130 mA (peak 250 mA if using Dial Capture)**

## 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
- Screw terminals
- Return path signalling - for confirmation at site of opening and closing
- Control output - for remote control of site devices
- Line fault output - for status indication at site of alarm signalling paths.
- **MkIII: configurable for 2 separate Line fault output**

## 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

- Wireline up
- Wireless up
- Wireless signal strength indicators
- Power
- 8 individual LED
- **MkIII: 2 x 7 segment alpha numeric LED display**

## Size and weight of unit

- MkII: 168mm x 115mm x 36mm, 500g
- **MkIII: 119mm X 158mm X 28mm, 370g**

## Configuration

- MkII: DTMF via phone handset
- Alarm PIN self learning
- Laptop programming
- **MkIII: Using on board "Mode" and "Set" buttons**

## Unit arrives with

- Adhesive pads
- High performance antenna dual band (900/1800 MHz)

## Warranty

- All Secure units have a 30 month warranty

## Compliance

- EN50131-1: Alarm systems. Intrusion systems
- EN security standards. Environmental Class II
- REN value 0.1

### NOTE:

All specifications relate to the Secure MkII unit and MkIII unit apart from those marked MkIII in blue which are only applicable to the MkIII unit.

**To find out more about our Redcare Secure portfolio:**

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.