

# redcare secure

## Technical product information

The Redcare Secure portfolio comprises three variants; Secure 2, Secure 3 and Secure IP – all of which protect customers with a dual path high security signalling service. Your customer will have peace of mind knowing that both security signalling paths are regularly monitored to comply with the latest security standards.

To ensure maximum flexibility, Secure supports a range of intruder panel interfaces including Dial Capture and classic pin connection. All Secure products work on any telephone line 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 for additional hardware. This is all backed by Redcare 24 x 7 customer support.

So, when it comes to service Secure has everything covered, ensuring your customers' homes and businesses remain protected.

Products	Secure 2	Secure 3	Secure IP
Both paths working, PSTN/IP path fails: fault reporting	2 minutes	2 minutes	3 minutes
Both paths working, radio path fails: polling – fault reporting	5-55 minutes	5-55 minutes	3-13 minutes
Only radio path working and it fails: fault reporting	55 minutes	55 minutes	3 minutes
Only PSTN/IP path working and it fails: fault reporting	25 hours	5 hours	3 minutes
Both paths fail simultaneously: 1st fault reported in	55 minutes	55 minutes	3 minutes
Both paths fail simultaneously: 2nd fault reported in up to	25 hours	5 hours	3 minutes
Primary polling frequency	5 minutes	5 minutes	10 seconds
Signalling encryption	Triple-DES*	Triple-DES*	Triple-DES*
GPRS availability (up time)	99.7%	99.7%	99.7%
GSM frequency	900/1800Mhz	900/1800Mhz	900/1800Mhz
EN GRADE	2	3	4
ATS VALUE PRIMARY	ATS4	ATS4	ATS5
ATS VALUE SECONDARY	ATS3	ATS4	ATS4

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

### 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

- Dial Capture and phone line simulation
- Relay to allow panel PSTN upload/download in Dial Capture mode
- 16 pins

### Secure Remote

- Wireless upload/download (available Jun '10)
- Uses GPRS or IP, avoiding need for PSTN

### 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%

### Power specifications

- Nominal 13.5V input (9.5V to 30V)
- Screw terminals
- Low battery alarm reporting to ARC
- Average 230 mA, peak 280 mA (peak 450 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
- Line fault output – for status indication at site of alarm signalling paths
- Return path signalling – for confirmation at site of opening and closing
- Control output – for remote control of site devices
- BSIA F175 enabled

### 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

### Size and weight of unit

- 168 x 115 x 36mm, 500g

### Configuration

- DTMF via phone handset
- Alarm PIN self learning
- Laptop programming

### Unit arrives with

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

### Warranty

- The Secure unit has a 30 month warranty

### Compliance

- PD6662: 2004 scheme for EN standards in I&HAS
- EN50131-1: Alarm systems. Intrusion systems
- EN security standards. Environmental Class II
- Compliant for interface to fire alarm panels
- REN value 0.1

BT 21CN compliant

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To find out more about our Secure portfolio, please call us on **0808 1000 216\***, email [redcare@bt.com](mailto:redcare@bt.com), or visit our website at [www.redcare.bt.com](http://www.redcare.bt.com)

\* BT calls charged to 0808 numbers will be no higher than calls to 01 or 02 numbers.



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