

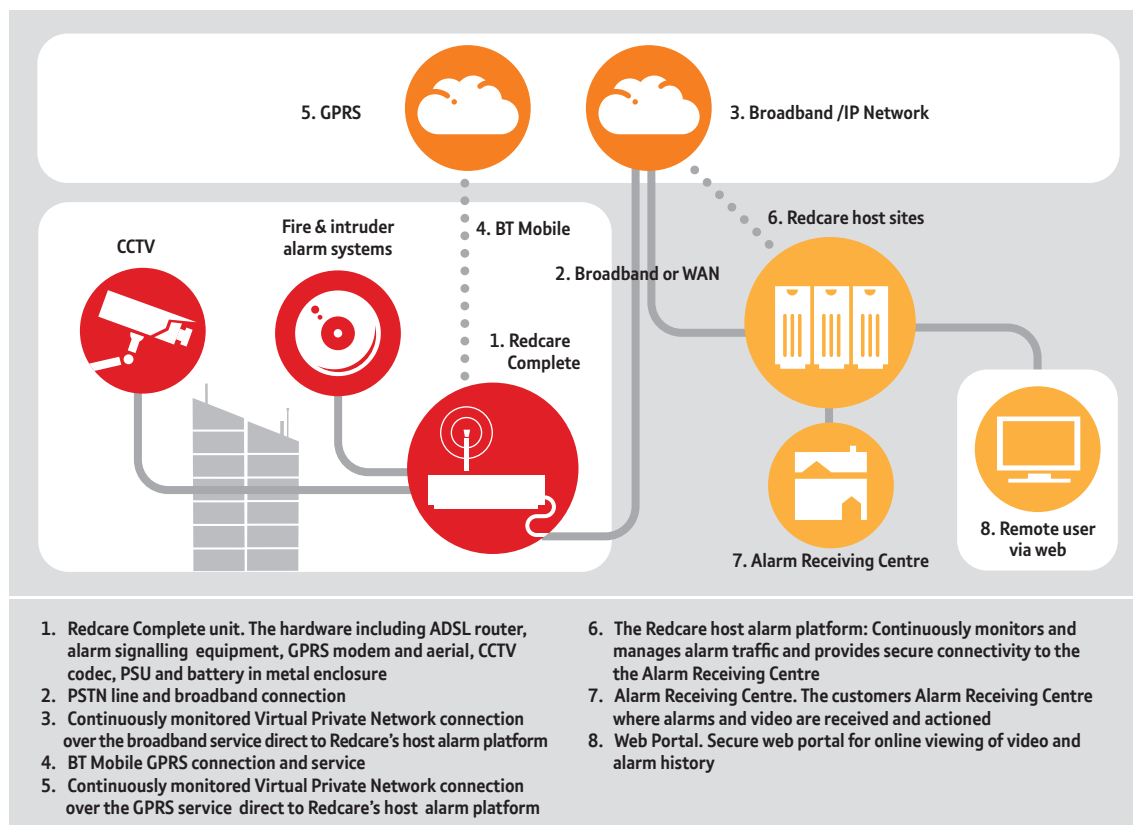
redcare complete

Technical product information

Redcare Complete is a dual path broadband & GPRS Grade 4 security signalling service with event triggered video recording, remote surveillance, and a secure ADSL broadband modem/router, all in a single package.

Redcare Complete is available in two variants:

- **Option 1:** includes signalling equipment and signalling service for use on customers' existing IP infrastructure such as broadband / LAN or WAN
- **Option 2:** As Option 1, but also includes an access circuit comprising of PSTN and broadband where the customer has no suitable IP infrastructure. The PSTN and broadband are provided as a bearer of the service and not for customer use



The Redcare Complete solution consists of the following elements:

Equipment & hardware

A single unit that is securely fixed to the wall; adjacent to the premises alarm panel. The unit contains the following elements:

- Broadband modem with fully featured and secured firewall and router
- Integrated GPRS modem and aerial
- Alarm protocol support for SIA 1/2/3, Contact ID and Fast Format
- Eight general purpose inputs with two general purpose outputs
- EN 50131/6 Grade 3 tamper resistant metal housing
- Power supply and battery charging circuit for 12Amp Hr Battery compliant to PD6662 (security) and EN54 (fire) standards. Note: Battery is not included with the service.
- Grade 4 dual path alarm signalling

Video capabilities

- Eight channel analogue video 75 Ohm 1V peak to peak inputs
- Pan-Tilt-Zoom (PTZ) Support via a RS485 interface
- Alarm panel triggered video capture with 20 x one minute clip storage
- Video is one frame per second jpeg with 320 x 240 pixels
- Real-time pre-event, event and post event video frame delivery to ARC

Broadband connection

The primary signalling path for viewing CCTV, alarm signalling and remote monitoring, access and servicing of the unit.

Mobile data (GPRS)

The secondary signalling path in the event of broadband failure (e.g. the line is cut) so that the alarm functionality is maintained. (N.B. CCTV signalling is not currently supported over GPRS).

Both security signalling paths are continually monitored. This along with rapid alarm transmission ensures compliance to the highest intruder and fire security alarm standards. The broadband landline connection and the GPRS service are implemented with high security VPN.

Host platform

Redcare's Enterprise Service Platform manages the service and dual path alarm monitoring and signalling for each Redcare Complete connection. It is hosted in our secure, dual redundant locations in the UK. The alarm signalling service to the ARC is via our resilient core IP network throughout BT's UK exchange network.

Redcare Complete video interfaces directly with the Sentinel + ARC video module.

Secure web portal

The solution includes provision of a web portal to allow secure, remote access for remote video streaming and viewing of stored video and alarm history held within the hardware.

Service support

Redcare Complete is supported on a 24/7/365 basis through the Redcare helpdesk and has a standard four hour fault response time.

Delivery & installation

Redcare Complete option 2 includes provision of a PSTN connection, broadband and separate mobile data (GPRS) to an agreed termination point close to the existing alarm panel (or proposed panel); the placement of the Redcare Complete equipment; and connection to the host platform.

Standards & compliance

The service complies with the following technical and industry standards:

- EN50131-1: 2006 (Security Grade 4, Environmental Class 2)
- EN50136-1-1: 1998, EN50136-2-1:1998 and EN50136-2-2: 1998
- EN54 22
- PD6662 2004
- Suitable for use with BS8418 CCTV systems

To find out more about Redcare Complete, call us free on **0800 800 628***, email redcare@bt.com, or visit our website at www.redcare.bt.com

*Calls to this number are free from BT landlines and BT payphones. However, they are not free to call from mobile phones – the cost will vary between service providers.



Offices worldwide

The services described in this publication are subject to availability and may be modified from time to time. Services and equipment are provided subject to British Telecommunications plc's respective standard conditions of contract. Nothing in this publication forms any part of any contract. © British Telecommunications plc 2011. Registered office: 81 Newgate Street, London EC1A 7AJ. Registered in England No. 1800000
PHME 62102 Designed by Howell Wong Costello