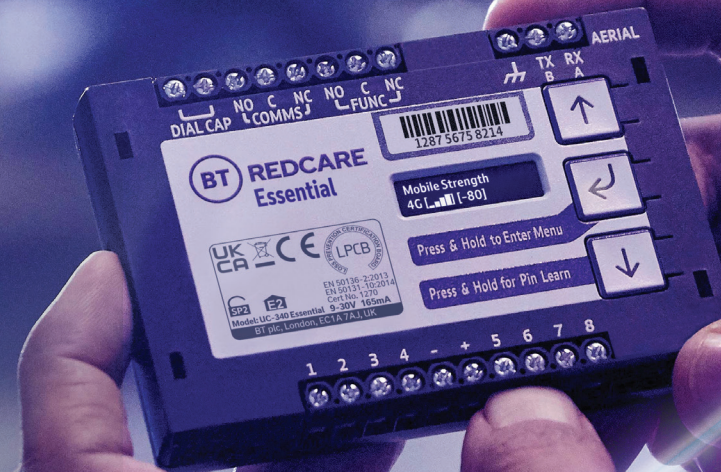




# Alarm signalling is changing

Discover our Next  
Generation portfolio



In partnership with





## Alarm signalling is changing

Work with the people leading the change to secure your future.

Get your customers ready. The UK is switching to all-IP by 2025. Prepare and protect homes and businesses with our Next Generation portfolio. From fast and affordable to best in the business, you can get every customer future-ready with our alarm signalling systems – no matter their budget. They're simple to install too, with a choice of fixed IP and wi-fi connected options. Plus, dual SIM and roaming 4G options for more resilient wireless signalling.

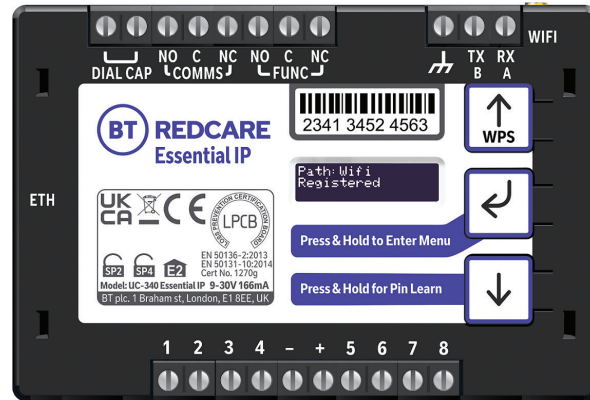
Our products also have third party certification for fire and security from the world-renowned Loss Prevention Certification Board (LPCB), BSI Kitemark for IoT Devices and Secure Digital Applications and Secured by Design, of Police Preferred Specification.

Many of them also come with no upfront costs. And we guarantee to repair or replace any faulty unit for free for 10 years. While you and your customers also feel the financial benefit of upgrading with our all-IP offer as well as no call charges for all-IP alarm signalling. By working with us, you'll unlock new opportunities for your business. Enhanced monitoring that offers more detailed insights. End-to-end encryption to make connections more secure. And new mobile controls for both you and your customer. Because the future starts when you install it.

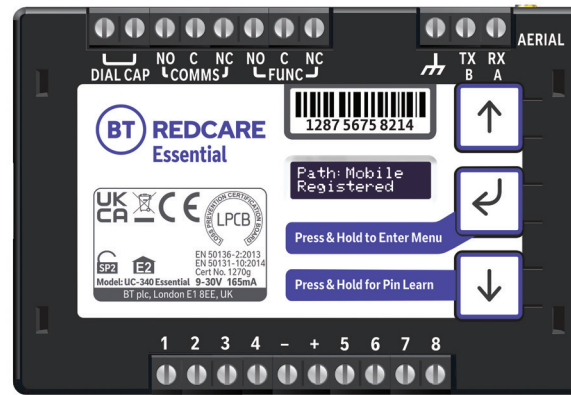
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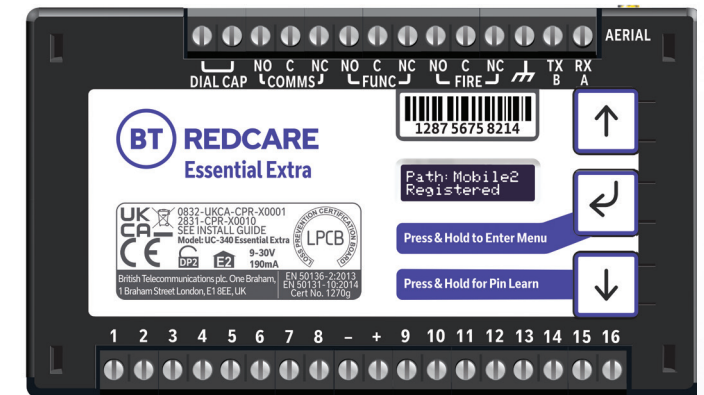
# Our Next Generation portfolio



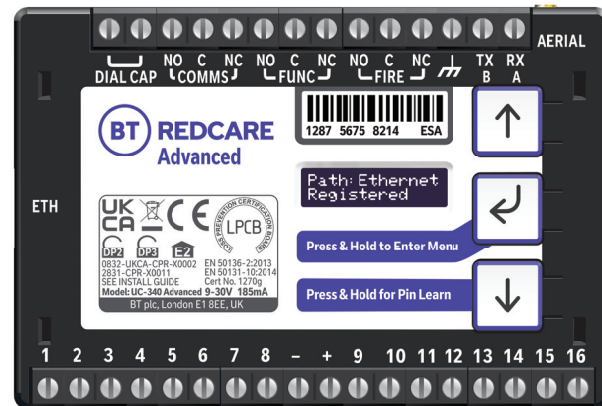
Essential IP



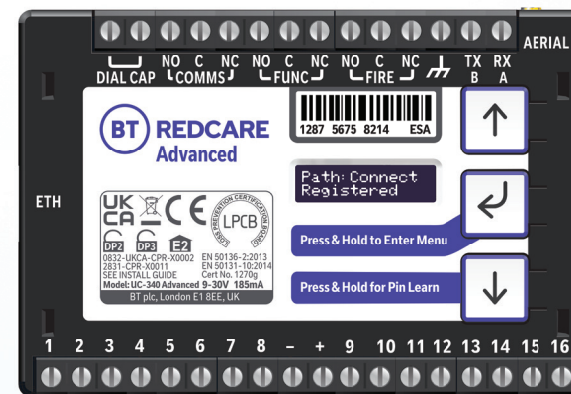
Essential



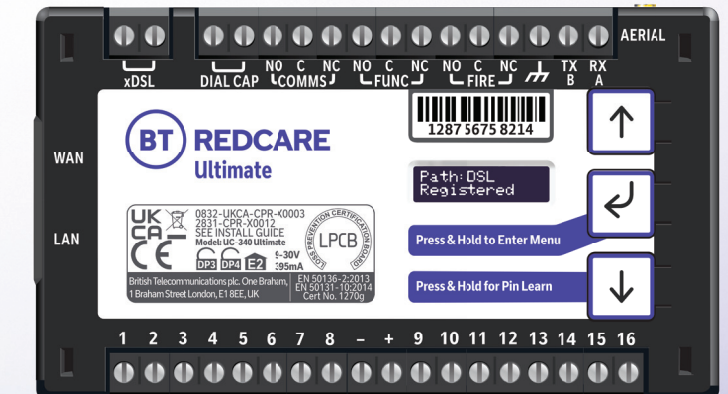
Essential Extra



Advanced



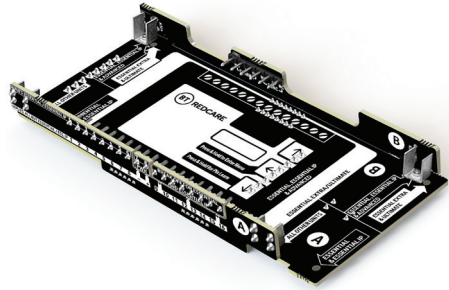
Advanced Extra



Ultimate

\*Ultimate is subject to location availability of the line required. Connection is only available using Openreach.

## Classic and GSM Replacement



Plug-In Adaptor



Advanced Extra



Connect



Connect Hub





# How our products stack up

	Essential IP	Essential IP	Essential	Essential Extra	Advanced	Advanced Extra/ Classic & GSM Replacement	Ultimate
<b>Performance</b>	SP2	SP4	SP2	DP2	DP2	DP3	DP4
<b>Grade</b>	2	3	2	2/3	2/3	3	4
<b>Primary path fault reporting time to ARC</b>	60 min	3 min	60 min	30 mins	30 mins	3 mins	90 secs
<b>Single or dual path</b>	Single	Single	Single	Dual	Dual	Dual	Dual
<b>Number of SIMs</b>	N/A	N/A	1	2	2	2	2
<b>Openreach line needed</b>	No	No	No	No	No	No	Yes
<b>Number of channels/ inputs</b>	8	8	8	16	16	16	16
<b>Regradeable</b>	Yes to SP4	Yes to SP2	No	No	Yes-to Advanced Extra	Yes-to Advanced*	No
<b>Extended format signalling</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes

\* Applies to Advanced Extra only. Classic and GSM Replacement is DP3 only

	Essential IP	Essential IP	Essential	Essential Extra	Advanced	Advanced Extra/ Classic & GSM Replacement	Ultimate
<b>Supports remote panel servicing (UDL)*</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<b>Primary</b>	IP	IP	4G/2G	4G/2G	IP	IP	Private IP
<b>Secondary</b>	N/A	N/A	N/A	4G/2G	4G/2G	4G/2G	4G/2G
<b>Billing on activation</b>	Yes**	Yes**	Yes**	Yes**	Yes**	Yes**	No
<b>Dial capture</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<b>Display</b>	OLED	OLED	OLED	OLED	OLED	OLED	OLED
<b>Redcare app and portal</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<b>Simple push button pin learn and programming</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<b>Number of aerials</b>	1	1	1	2	1	1	1

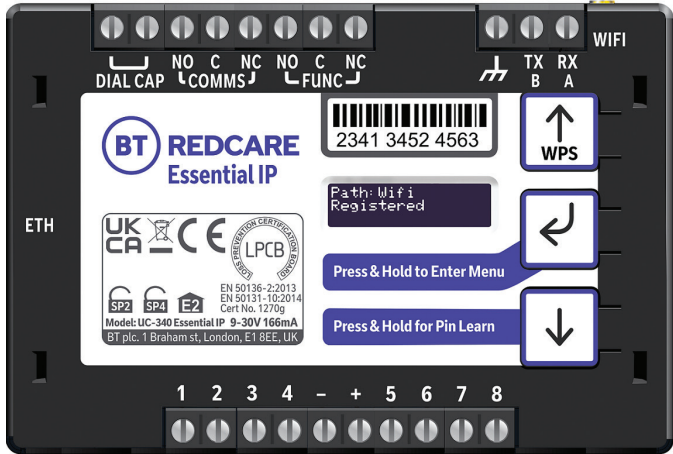
\*Honeywell Galaxy and Texcom range of panels. Other panels being tested \*\*Or 90 days (whichever is sooner)



# Get to know Essential IP

## Offer a big upgrade with a small price tag

Essential IP makes updating dial-up PSTN systems easy. It connects to your customers' broadband over Ethernet or wi-fi for a speedy install. It exceeds SP2 performance levels (equivalent to the old Grade 2), reporting path faults within 60 minutes, much faster than traditional digi communicators. Making it the perfect set-up for future-proofing low-risk premises. There is also an option for a higher grade SP4, reporting path failures in 3 minutes for those higher risk sites with no mobile coverage.



<b>Primary path fail reporting</b>	60 mins	3 mins
<b>Alarm transmission category EN standards / PD6669 (UK)</b>	SP2	SP4
<b>PD6669, EN50131 (2017) Grade</b>	2	3
<b>Grade option</b>	2A,2B	3D
<b>Previous grade</b>	2	4
<b>Environmental class</b>	II	II
<b>Encryption</b>	AES 256	AES 256

# The technical details

## Essential IP

### Signalling details

- IP signalling over customers broadband or network
- Continuously polled IP path
- Wi-fi 802.11 b/g/n 2.4GHz
- WPS quick set-up
- Supports WEP, WPA, WPA2
- MMCX connector for high performance aerial
- Alarm messages and polling are highly encrypted to EN grade 4 using AES 256 encryption
- Software and firmware anti-substitution measures to EN grade 4
- Unit and service faults are self-reported
- Full integration with the BT Redcare ARC Gateway

### Upload/download

- Uses IP connectivity
- Currently supports Honeywell Galaxy range and Texecom\*
- Available via Dial Capture and RS232/RS485

### Management features

- Remote testing, polling, status and configuration as per Redcare protocol
- Remote software download via IP
- Simplified installation and service activation with billing on activation\*\*
- Firmware update notification

### Alarm panel interfaces

- 8 alarm input pins
- 2 relay outputs
- Dial Capture with phone line simulation
- Onboard RS232 or RS485 for direct panel interface to some panels

### About the Essential IP unit

- Antenna connection MMCX
- High performance aerial included
- Ambient temperature: -10°C to +50°C
- Humidity: 5% to 90% non condensing

### Power specifications

- Nominal 13.5V input (9.5V to 30V)
- Low battery alarm reporting to ARC
- Average current = 80mA

### General purpose inputs and outputs

- 8 general purpose alarm inputs (Logic High = +3.5V to +30V/Logic Low = -0.5V to +0.8V)
- Unconnected state: Logic Low
- Standard screw terminals
- Programmable function output – for remote control of site devices
- Line fault output – for status indication at site of alarm signalling path
- Keyswitch mode to set and unset alarm systems

### 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

- OLED display offers full text description

### Size of unit

- 67mm x 95mm x 17mm

### Configuration

- Simple single push button pin learn
- iOS and Android installer app
- Using on board menu driven by push buttons

### Unit arrives with

- Adhesive pads
- 1 x high performance antenna
- Quick start insert

### Warranty

- 10 years

### Compliance

- PD6662: 2017
- EN50131-1: Alarm systems
- EN50136, PD6669
- Performance SP2 or SP4
- Environmental Class II

### Third party certification

- LPCB Cert No 1270g  
redbooklive.com

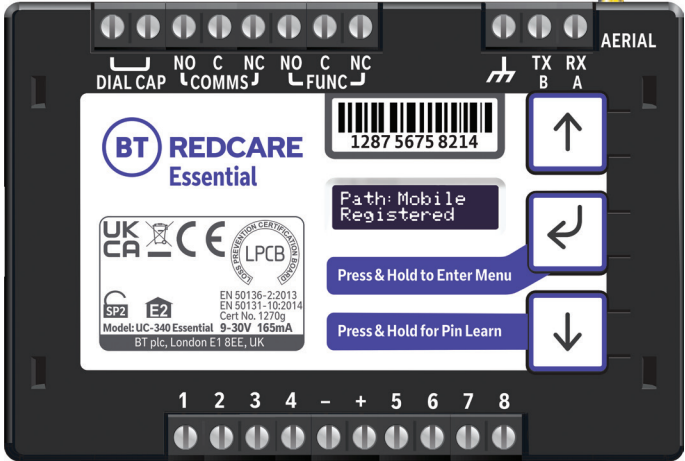
\*Other panels are being tested. Get in touch for the latest updates. \*\*Billing on activation or 90 days from order, whichever is sooner.



# Get to know Essential

## Simple alarm signalling with a small price tag

With Essential you always get the best connection. It switches between mobile networks to find the most reliable 4G and sends enhanced and encrypted signals in seconds. While outstripping SP2 performance levels (equivalent to the old Grade 2) to report path faults within 60 minutes. And it's fast to fit as it's wireless. It's the perfect set-up for low-risk premises.



EN 50136-2:2013  
EN 50131-10:2014  
Cert No. 1270g

Secured by Design



Police Preferred Specification



<b>Primary path fail reporting</b>	60 mins
<b>Alarm transmission category EN standards / PD6669 (UK)</b>	SP2
<b>PD6669, EN50131 (2017) Grade</b>	2
<b>Grade option</b>	2A,2B
<b>Previous grade</b>	2
<b>Environmental class</b>	II
<b>Encryption</b>	AES 256

# The technical details

## Essential

### SIM

- UK roaming SIM always connects and locks on to the strongest signal
- Automatically connects to the next best network if there's a failure
- Doesn't rely on a signal from a single network operator

### Signalling details

- LTE: Penta-Band 700 (Bd28)/800 (Bd20)/900 (Bd8)/1800 (Bd3)/2100 MHz (Bd1)
- Wireless connection via 24/7 VPN over 4G/2G
- GPRS Dual band (900/1800 MHz)
- Alarm messages and polling are highly encrypted to EN grade 4 using AES 256 encryption
- Software and firmware anti-substitution measures to EN grade 4
- Unit and service faults are self-reported
- Full integration with the BT Redcare ARC Gateway

### Upload/download

- Uses 4G/2G connectivity
- Currently supports Honeywell Galaxy range and Texcom\*
- Available via Dial Capture and RS232/485

### Management features

- Remote testing, polling, status and configuration as per Redcare protocol
- Simplified installation and service activation with billing on activation\*\*
- Firmware update notification

### Alarm panel interfaces

- 8 alarm input pins
- 2 relay outputs
- Dial Capture with phone line simulation
- Onboard RS232 or RS485 for direct panel interface to some panels

### About the Essential unit

- Antenna connection MMCX
- High performance aerial included
- Ambient temperature: -10°C to +50°C
- Humidity: 5% to 90% non-condensing

### Power specifications

- Nominal 13.5V input (9.5V to 30V)
- Low battery alarm reporting to ARC
- Average current = 70mA

### General purpose inputs and outputs

- 8 general purpose alarm inputs (Logic High = +3.5V to +30V/Logic Low = -0.5V to +0.8V)
- Unconnected state: Logic Low
- Standard screw terminals
- Programmable function output – for remote control of site devices
- Line fault output – for status indication at site of alarm signalling path
- Keyswitch mode to set and unset alarm systems

### 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

OLED display offers full text description

### Size of unit

- 67mm x 95mm x 17mm

### Configuration

- Simple single push button pin learn
- iOS and Android installer app
- Using on board menu driven by push buttons

### Unit arrives with

- Adhesive pads
- 1 x high performance antenna
- Quick start insert

### Warranty

- 10 years

### Compliance

- PD6662: 2017
- EN50131-1: Alarm systems
- EN50136, PD6669
- Performance SP2
- Environmental Class II

### Third party certification

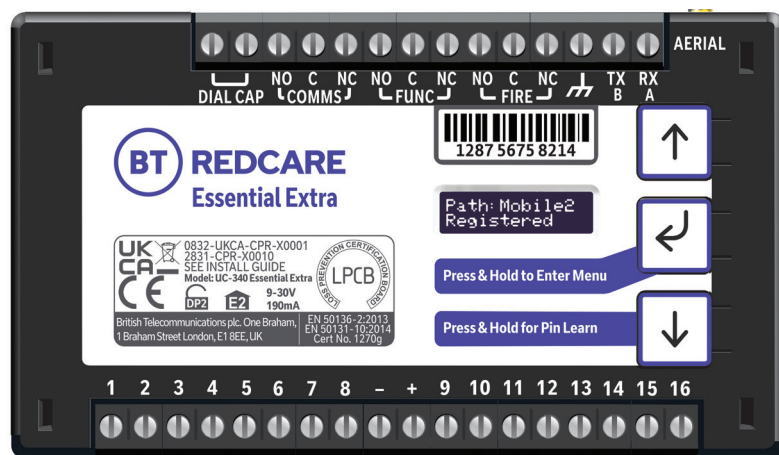
- LPCB Cert No 1270g redbooklive.com
- BSI Kitemark™ IoT Devices KM742188
- Secured by Design of Police Preferred Specification



# Get to know Essential Extra

## Provide dual-path alarm signalling without doubling the price tag

With Essential Extra, you no longer need a fixed connection for more resilient alarm signalling. It uses superfast 4G to send encrypted, enhanced signals in seconds and report path faults within 30 minutes. While a fully-monitored second SIM kicks in if anything goes wrong. So low-to-medium risk premises get added protection.



EN 50136-2:2013  
EN 50131-10:2014  
Cert No. 1270g

Secured by Design



Police Preferred Specification



<b>Primary path fail reporting</b>	30 mins
<b>Secondary path fail reporting</b>	5 hours
<b>Catastrophic failure (both paths together)</b>	31 mins
<b>Alarm transmission category EN standards / PD6669 (UK)</b>	DP2
<b>PD6669, EN50131 (2017) Grade</b>	2/3
<b>Grade option</b>	3C, 2F
<b>Previous grade</b>	3
<b>Environmental class</b>	II
<b>Encryption</b>	AES 256

# The technical details

## Essential Extra

### SIMs

- Always connect and lock on to a strong signal
- Roaming SIM automatically connects to the next best network in the event of failure
- Does not rely on a signal from a single network operator
- SIM 1 – EE UK single network SIM
- SIM 2 – UK roaming SIM

### Signalling details

- Wireless connection via 24/7 VPN over dual 4G
- Continuously polled dual radio paths
- LTE: Penta-Band 700 (Bd28) / 800 (Bd20) / 900 (Bd8) / 1800 (Bd3) / 2100 MHz (Bd1)
- GPRS Dual band (900/1800 MHz)
- Alarm messages and polling are highly encrypted to EN grade 4 using AES 256 encryption
- Software and firmware anti-substitution measures to EN grade 4
- Unit and service faults are self-reported
- Full integration with the BT Redcare ARC Gateway

### Upload/download

- Uses 4G/2G connectivity
- Currently supports Honeywell Galaxy range and Texecom\*
- Available via Dial Capture and RS232/485

### Management features

- Remote testing, polling, status and configuration as per Redcare protocol
- Remote software download via 4G or 2G
- Simplified installation and service activation with billing on activation\*\*
- Firmware update notification

### Alarm panel interfaces

- 16 alarm input pins
- 3 relay outputs
- Dial Capture with phone line simulation
- Onboard RS232 or RS485 for direct panel interface to some panels

### About the unit

- Dual antennae connection MMCX
- High performance aerials included
- Ambient temperature: -10°C to +50°C
- Humidity: 5% to 90% non-condensing

### Power specifications

- Nominal 13.5V input (9.5V to 30V)
- Low battery alarm reporting to ARC
- Average current @12V = 110mA
- Average current @24V = 50mA

### 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
- Standard screw terminals
- End of line and dual end of line available
- Return path signalling – for confirmation at site of opening and closing
- User output – for remote control of site devices
- Line fault output – for status indication at site of alarm signalling paths
- Configurable for two separate line fault outputs
- Configurable for ACK/NAK indication
- Keyswitch mode to set and unset alarm systems

### 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

- OLED display offers full text description

### Size of unit

- 67mm x 114mm x 20mm

### Configuration

- Simple single push button pin learn
- iOS and Android installer app
- Using on board menu driven by push buttons

### Unit arrives with

- Adhesive pads
- Two high performance aerials
- Quick start insert

### Warranty

- 10 years

### Compliance and third party certification

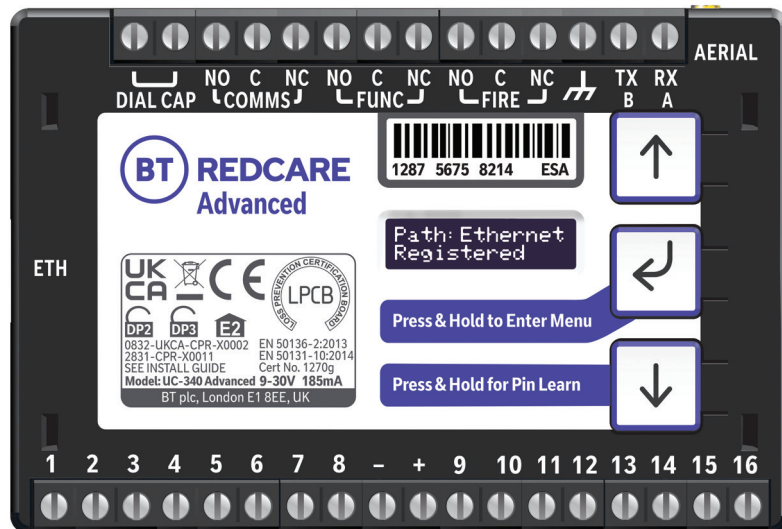
- PD6662: 2017, PD6669
- EN50131-1, EN50136
- Performance DP2
- Environmental Class II
- EN54-21
- LPCB Cert No 1270g redbooklive.com
- Constancy of performance 0832-CPR-UKCA-X0001 2831-CPR-X0010
- BSI Kitemark™ IoT Devices KM742188
- Secured by Design of Police Preferred Specification

\*Other panels are being tested. Get in touch for the latest updates. \*\*Billing on activation or 90 days from order, whichever is sooner.

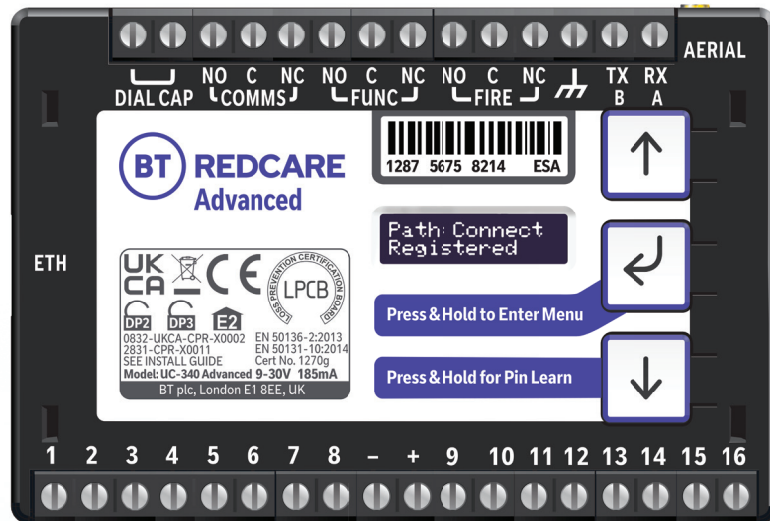
# Get to know Advanced and Advanced Extra

## True dual-path alarm signalling that you can dial up to match the risk

Not every home or business has the same risks. That's why we've made Advanced and Advanced Extra more flexible. They both have two diverse signalling paths, IP and mobile, for twice the reassurance. And dual SIMs for extra mobile network resilience. Enhanced monitoring and end-to-end encryption everyone can afford. You can easily upgrade Advanced to DP3 performance (equivalent to the old Grade 4) for even faster signalling, on day one or down the line.



Advanced



Advanced Extra



	Advanced	Advanced Extra
<b>Primary path fail reporting</b>	30 mins	180 secs
<b>Secondary path fail reporting</b>	5 hours	60 mins
<b>Catastrophic failure (both paths together)</b>	31 mins	4 mins
<b>Alarm transmission category EN standards / PD6669 (UK)</b>	DP2	DP3
<b>PD6669, EN50131 (2017) Grade</b>	2/3	3
<b>Grade option</b>	3C, 2F	3E
<b>Previous grade</b>	3	4
<b>Environmental class</b>	II	II
<b>Encryption</b>	AES 256	AES 256



# The technical details

## Advanced and Advanced Extra

### SIMs

- Always connects and locks on to a strong signal
- Automatically connects to the next best network in the event of failure
- Does not rely on a signal from a single network operator
- SIM 1 – EE UK single network SIM
- SIM 2 – UK roaming SIM

### Signalling details

- Wireless connection via 24/7 VPN over dual 4G/2G
- IP signalling over customers broadband or network
- Continuously polled IP path
- LTE: Penta-Band 700 (Bd28) / 800 (Bd20) / 900 (Bd8) / 1800 (Bd3) / 2100 MHz (Bd1)
- GPRS Dual band (900/1800 MHz)
- Alarm messages and polling are highly encrypted to EN grade 4 using AES 256 encryption
- Software and firmware anti-substitution measures to EN grade 4
- Unit and service faults are self-reported
- Full integration with the BT Redcare ARC Gateway

### Upload/download

- Uses IP or 4G/2G connectivity
- Currently supports Honeywell Galaxy range and Texecom\*
- Available via Dial Capture and RS232/485

### Management features

- Remote testing, polling, status and configuration as per Redcare protocol
- Remote software download via IP, 4G or 2G
- Simplified installation and service activation with billing on activation\*\*
- Firmware update notification

\*Other panels are being tested. Get in touch for the latest updates. \*\*Billing on activation or 90 days from order, whichever is sooner.

### Alarm panel interfaces

- 16 alarm input pins
- 3 relay outputs
- Dial Capture with phone line simulation
- Onboard RS232 or RS485 for direct panel interface to some panels

### About the unit

- Single antenna connection MMCX
- High performance aerial included
- Ambient temperature: -10°C to +50°C
- Humidity: 5% to 90% non-condensing

### Power specifications

- Nominal 13.5V input (9.5V to 30V)
- Low battery alarm reporting to ARC
- Average current @12V = 98mA
- Average current @24V = 45mA

### 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
- Standard screw terminals
- End of line and dual end of line available
- Return path signalling – for confirmation at site of opening and closing
- User output – for remote control of site devices
- Line fault output – for status indication at site of alarm signalling paths
- Configurable for two separate line fault outputs
- Configurable for ACK/NAK indication
- Keyswitch mode to set and unset alarm systems

### 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

- OLED display offers full text description

### Size of unit

- 67mm x 95mm x 17mm

### Configuration

- Simple single push button pin learn
- iOS and Android installer app
- Using on board menu driven by push buttons

### Unit arrives with

- Adhesive pads
- 1 x high performance antenna
- Quick start insert

### Warranty

- 10 years

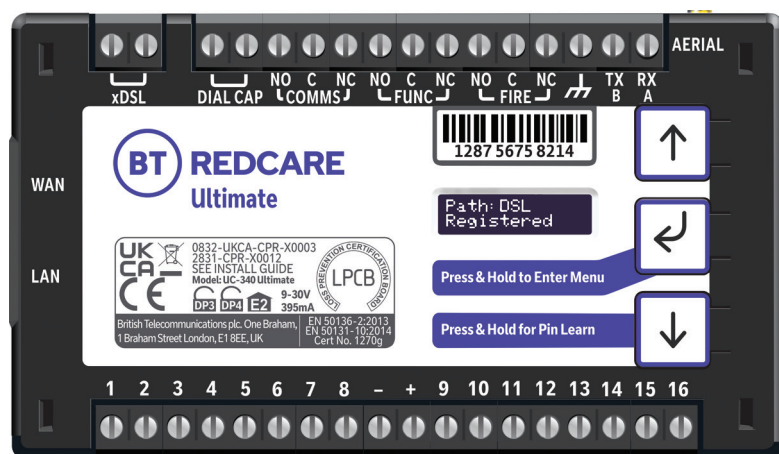
### Compliance and third party certification

- PD6662: 2017, PD6669
- EN50131-1, EN50136
- Advanced DP2
- Advanced Extra DP3
- Environmental Class II
- EN54-21
- LPCB Cert No 1270g redbooklive.com
- Constancy of performance 0832-CPR-UKCA-X0002 2831-CPR-X0011
- BSI Kitemark™ IoT Devices KM742188
- Secured by Design of Police Preferred Specification

# Get to know Ultimate

## Get the highest level of security with our smartest and fastest alarm signalling system yet

With all the speed customers need to stay safe, Ultimate reports path faults in just 90 seconds. It sends enhanced, encrypted signals, using its built in hub, over private broadband it doesn't share with any other devices. With two 4G SIMs for wireless resilience. While its compact design means it fits in the alarm panel. This makes it harder for anyone to tamper with or accidentally unplug any cables. And means it keeps working even during a power cut. So it's ideal for protecting medium-to-high risk premises.\*



EN 50136-2:2013  
EN 50131-10:2014  
Cert No: 1270g

Secured by Design



Police Preferred Specification



Internet of Things - Commercial  
Secure Digital Applications  
KITEMARK™ KITEMARK™

<b>Primary path fail reporting</b>	90 secs
<b>Secondary path fail reporting</b>	60 mins
<b>Catastrophic failure (both paths together)</b>	3 mins
<b>Alarm transmission category EN standards / PD6669 (UK)</b>	DP4
<b>PD6669, EN50131 (2017) Grade</b>	4
<b>Grade option</b>	4C
<b>Previous grade</b>	4
<b>Environmental class</b>	II
<b>Encryption</b>	AES 256

\* Ultimate is subject to location availability of the line required. Connection is only available using Openreach.

# The technical details

## Ultimate

### SIMs

- Always connects and locks on to a strong signal
- Automatically connects to the next best network in the event of failure
- Does not rely on a signal from a single network operator
- SIM 1 – EE UK single network SIM
- SIM 2 – UK roaming SIM

### Signalling details

- Wireless connection via 24/7 VPN over dual 4G/2G
- IP signalling over private Redcare broadband service
- Continuously polled IP path
- LTE: Penta-Band 700 (Bd28) / 800 (Bd20) / 900 (Bd8) / 1800 (Bd3) / 2100 MHz (Bd1)
- GPRS Dual band (900/1800 MHz)
- Alarm messages and polling are highly encrypted to EN grade 4 using AES 256 encryption
- Software and firmware anti-substitution measures to EN grade 4
- Unit and service faults are self-reported
- Full integration with the BT Redcare ARC Gateway

### Upload/download

- Uses IP or 4G/2G connectivity
- Currently supports Honeywell Galaxy range and Texcom\*
- Available via Dial Capture and RS232/485

### Management features

- Remote testing, polling, status and configuration as per Redcare protocol
- Simplified installation and service activation

- Remote software download via IP, 4G/2G
- Firmware update notification

### Alarm panel interfaces

- 16 alarm input pins
- 3 relay outputs
- Dial Capture with phone line simulation
- Onboard RS232 or RS485 for direct panel interface to some panels

### About the unit

- Single antenna connection MMCX
- High performance aerial included
- Ambient temperature: -10°C to +50°C
- Humidity: 5% to 90% non-condensing

### Power specifications

- Nominal 13.5V input (9.5V to 30V)
- Low battery alarm reporting to ARC
- Average current @12V = 308mA
- Average current @24V = 150mA

### 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
- Standard screw terminals
- End of line and dual end of line available
- Return path signalling – for confirmation at site of opening and closing
- User output – for remote control of site devices
- Line fault output – for status indication at site of alarm signalling paths
- Configurable for two separate line fault outputs
- Configurable for ACK/NAK indication
- Keyswitch mode to set and unset alarm systems

### 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

- OLED display offers full text description

### Size of unit

- 67mm x 114mm x 20mm

### Configuration

- Simple single push button pin learn
- iOS and Android installer app
- Using on board menu driven by push buttons

### Unit arrives with

- Adhesive pads
- 1 x high performance antenna
- Quick start insert

### Warranty

- 10 years

### Compliance and third party certification

- PD6662: 2017, PD6669
- EN50131-1, EN50136
- Performance DP4
- Environmental Class II
- EN54-21
- LPCB Cert No 1270g redbooklive.com
- Constancy of performance 0832-CPR-UKCA-X0003 2831-CPR-X0012
- BSI Kitemark™ IoT Devices KM742188
- Secured by Design of Police Preferred Specification
- Openreach MCT

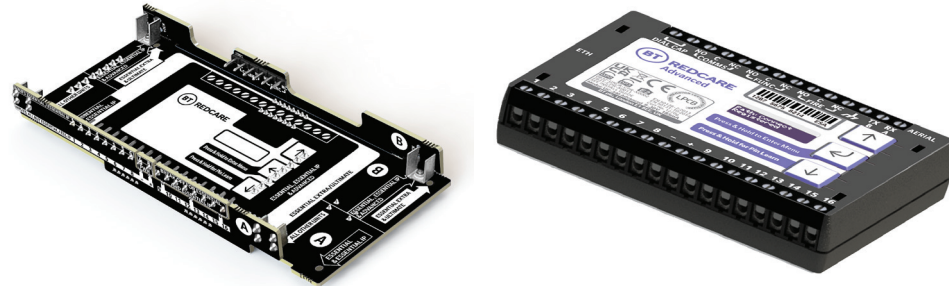
\*Other panels are being tested. Get in touch for the latest updates.



# Get to know Classic and GSM Replacement

## Get customers ready for the Classic and GSM network closure.

With the all-IP switchover and more people moving to fibre, we're closing down the Classic and GSM network by the end of 2025. Getting your customers ready for the switch off is easy with our Classic and GSM Replacement bundle. This combines the power of Advanced Extra with two new products: Plug-In Adaptor and Redcare Connect, a wireless Ethernet replacement. So you can upgrade older systems with true dual-path signalling with a painless, wireless install.



	Advanced Extra
Primary path fail reporting	180 secs
Secondary path fail reporting	60 mins
Catastrophic failure (both paths together)	4 mins
Alarm transmission category EN standards / PD6669 (UK)	DP3
PD6669, EN50131 (2017) Grade	3
Grade option	3E
Previous grade	4
Environmental class	II
Encryption	AES 256

# The technical details

## Classic and GSM Replacement

### Plug- In Adaptor

#### In package

- Weight 104g
- 148mm x 169mm x 17mm

#### Assembled

- Weight 88g
- 82mm x 169mm x 28mm

#### Supports the following Next Generation devices:

- Essential IP, Essential , Essential Extra, Advanced, Advanced Extra, Ultimate

### Connect

#### Size of unit

- 99mm x 64mm x 26mm

#### Weight of unit

- 70g

#### Average power figures

- 12V @ 60mA or 24V @ 30mA

#### Voltage range

- 9V-30V

#### Operating range

- -10 to + 50 degrees Celsius, average 90% non-condensing humidity

#### Wifi frequency and power

- 2.4GHz - Maximum transmit power +20dBm

#### Redcare IoT frequency and power

- Band 56a - 896 MHz - Maximum transmit power +7dBm

#### Compliance

- Environmental class II

#### Configuration

- Via Advanced Extra unit programming buttons, webserver or app

### Connect Hub

#### Size of unit

- 157mm x 91mm x 22mm
- Connect Hub with antennas: 157mm x 109mm x 59mm

#### Weight of unit

- 147g
- Connect Hub with antennas: 164g

#### Max power figure

- 5V @ 500mA

#### Processor

- ESP32

#### Operating range

- -10 to + 50 degrees Celsius, average 90% non-condensing humidity

#### Wifi frequency and power

- 2.4GHz - Maximum transmit power +20dBm

#### Redcare IoT frequency and power

- Band 56a - 896 MHz - Maximum transmit power +7dBm

#### Compliance

- Environmental class II

#### Configuration

- Via the onboard webserver with laptop or WiFi access point

### Advanced Extra

See Advanced Extra technical details [page 14](#)

- Simplified installation and service activation with billing on activation\*\*

#### Warranty

(Plug-In Adaptor, Connect and Connect Hub)

- 2 Years

# Reporting times

Here's how our products stack up against industry standards

Key:  
**BT Redcare**  
**Standards minimum requirement**

BT Redcare latest portfolio				Essential IP/ Essential	Essential IP/ Essential				
Options	A	B	C	A	B	C	D	E	F
Alarm Transmission System (ATS) Standard (EN & PD6669)	Optional	Optional	SP1	<b>SP2</b>	<b>SP2</b>	DP1	SP3	Optional	<b>DP2</b>
Remotely powered audible warning device	2	Optional	Optional	<b>2</b>	<b>Optional</b>	Optional	Optional	Optional	<b>Optional</b>
Self powered audible warning device	Optional	1	Optional	<b>Optional</b>	<b>1</b>	Optional	Optional	1	<b>Optional</b>
Primary Alarm Transmission Path (ATP) reporting time	Optional	Optional	32 days	<b>60 mins</b> <b>25 hours</b>	<b>60 mins</b> <b>25 hours</b>	25 hours	30 mins	Optional	<b>30 mins</b>
Alternate ATP maximum period when primary operational	Optional	Optional	Optional	<b>Optional</b>	<b>Optional</b>	50 hours	Optional	Optional	<b>5 hours</b> <b>25 hours</b>
Alternate ATP maximum period when primary failed	Optional	Optional	Optional	<b>Optional</b>	<b>Optional</b>	25 hours	Optional	Optional	<b>30 mins</b>
Catastrophic Failure	Optional	Optional	32 days	<b>60 mins</b> <b>25 hours</b>	<b>60 mins</b> <b>25 hours</b>	25 hours	30 mins	Optional	<b>31 mins</b>
Previous grading standard (pre-June 2019)	<b>Grade 1</b>			<b>Grade 2</b>			<b>Grade 3</b>		
Current grading standard	<b>Grade 1</b>			<b>Grade 2</b>					



Key:  
**BT Redcare**  
**Standards minimum requirement**

Options	Essential Extra and Advanced						Essential IP	Advanced Extra/ Classic & GSM Replacement	Ultimate			
	A	B	B	C	C	D	E	A	B	C	D	
Alarm Transmission System (ATS) Standard (EN & PD6669)	SP3	SP3	SP3+	<b>DP2</b>	DP2+	<b>SP4</b>	<b>DP3</b>	SP5	SP5	<b>DP4</b>	SP6	
Remotely powered audible warning device	2	Optional	Optional	<b>Optional</b>	Optional	<b>Optional</b>	<b>Optional</b>	2	Optional	<b>Optional</b>	Optional	
Self powered audible warning device	Optional	1	1	<b>Optional</b>	Optional	<b>Optional</b>	<b>Optional</b>	Optional	1	<b>Optional</b>	Optional	
Primary Alarm Transmission Path (ATP) reporting time	30 mins	30 mins	10 mins	<b>30 mins</b>	10 mins	<b>3 mins</b>	<b>3 mins</b>	90 secs	90 secs	<b>90 secs</b>	20 secs	
Alternate ATP maximum period when primary operational	Optional	Optional	Optional	<b>5 hours</b> <b>25 hours</b>	25 hours	<b>Optional</b>	<b>60 mins</b> <b>25 hours</b>	Optional	Optional	<b>60 mins</b> <b>5 hours</b>	Optional	
Alternate ATP maximum period when primary failed	Optional	Optional	Optional	<b>30 mins</b>	10 mins	<b>Optional</b>	<b>3 mins</b>	Optional	Optional	<b>90 secs</b>	Optional	
Catastrophic Failure	30 mins	30 mins	10 mins	<b>31 mins</b>	11 mins	<b>3 mins</b>	<b>4 mins</b>	90 secs	90 secs	<b>3 mins</b>	20 secs	
Previous grading standard (pre-June 2019)	<b>Grade 3</b>					<b>Grade 4</b>						
Current grading standard	<b>Grade 3</b>						<b>Grade 4</b>					



## Why choose BT Redcare?

### You can't put a price on security – so we don't

From fast and affordable to best in the business, we can meet every customer's budget with a broad range of alarm signalling systems. Many of them come with no upfront costs, plus our 10-year guarantee.

### You can rely on us in an emergency

To report path faults our alarm signalling systems work over superfast 4G and future-ready IP. Or a combination of the two diverse connections for added resilience. If that wasn't enough, we can also underpin all of our signals with our dedicated network and platform with 99.99% availability.

### Fit alarm signalling systems faster

Our products work straight out of the box. Installers just need to power them up and they'll start to connect. They're simple to install no matter what technology is used. Push-button programming and an easy-to-read OLED display make configuring easy. Saving time and effort.

### You need a partner you can trust

We've got more than 35 years of experience in the fire and security industry. We've developed all of our

products in partnership with installers, ARCs, homeowners and businesses. If you need any help, our support team is here 24/7 to answer install and maintenance questions. Installers can even take us on the job with our free SightCall app.

### Industry leadership

Our ongoing commitment to best practice is highlighted with our third party certification with rigorous testing completed by world renowned bodies. LPCB for alarm signalling standards, BSI Kitemark for IoT devices and Secure Digital Applications and Secured by Design - Official Police Security Initiative. So you can install our products with confidence.

### Get ready for what's next

To protect customers both today and tomorrow, you need cutting-edge kit. We were the first to offer dual SIM back-up for extra mobile network resilience. All of our systems offer enhanced end-to-end encrypted alarm signalling, are ready for the move to all-IP.

### Help protect the planet

All of our alarm signalling systems come in cardboard packaging. Any plastic we use is recyclable. And they use less power than ever before. That's good news for the environment and your installer's customers' utility bills.



# Meet our Mobile Apps

Help is at hand. It's never been easier for you to fit and maintain a Next Generation alarm signalling system. We have not one, but two apps to assist you.

## Your mobile toolkit

Our BT Redcare app wirelessly connects with our Next Generation alarm signalling systems. Installers can use it to set up a static IP address or configure outputs for remote operation. It'll also help them keep on top of system diagnostics.

And it's not just for you. You can offer customers more control over their home and business security too. They can set their security system with a tap, get mobile alerts whenever an alarm goes off, and much more.

## Third Party Certification

BSI Kitemark™ Secure Digital Application KM 742187

## Helpdesk Support

All of our alarm signalling systems come with 24/7 support from our Technical Helpdesk team. But you don't just have to describe your install issues to them down the phone. Our SightCall app puts our experts on-site, even when they're miles away. They can then use your smartphone camera to see what's happening. You can send them photos through the app or stream live video. Our support team can also highlight areas on your pictures and video. So you can get to the bottom of your problem and fix it faster.

## How to get them

Both the BT Redcare app and SightCall are available for free from the App Store and Google Play. Download them today.



## Download our Apps

### BT Redcare



iOS



Android

### SightCall



iOS



Android



# How to get in touch

## Customer service

For orders and service enquiries  
Tel: 0800 800628 option 1  
Email: [redcare.orderproc@bt.com](mailto:redcare.orderproc@bt.com)  
Availability: 08:30-17:00  
Monday to Friday (except Public  
and Bank Holidays)

## Need some extra support?

You can find technical manuals,  
brochures and more at [www.redcare.bt.com](http://www.redcare.bt.com)

## Technical helpdesk

For faults, technical enquiries and free  
product training  
Tel: 0800 800628 option 3  
Email: [redcarefaults@bt.com](mailto:redcarefaults@bt.com)  
Availability: 24 hours a day,  
7 days a week, 365 days a year

## Installer shop

Our online shop has everything you need to install  
our Next Generation portfolio. Buy from us and  
you can be confident that you're getting industry-  
grade equipment at the right price.

Go to <https://www.btinstallershop.bt.com>

## Your regional account managers

**Scotland and Northern Ireland**  
Garry McCallum  
Tel: 07971 821134  
Email: [garry.2.mccallum@bt.com](mailto:garry.2.mccallum@bt.com)

**North West**  
Neil Richards  
Tel: 07889 978251  
Email: [neil.richards@bt.com](mailto:neil.richards@bt.com)

**North East**  
Salim Saleh  
Tel: 07795 980019  
Email: [salim.saleh@bt.com](mailto:salim.saleh@bt.com)

**Central & Midlands**  
Raj Patel  
Tel: 07889 644413  
Email: [raj.2.patel@bt.com](mailto:raj.2.patel@bt.com)

**South West & Wales**  
Joanne Watkins  
Tel: 07483 314331  
Email: [joanne.watkins@bt.com](mailto:joanne.watkins@bt.com)

**East Anglia & North London**  
Raff Miah  
Tel: 07484 928326  
Email: [surath.miah@bt.com](mailto:surath.miah@bt.com)

**South East & South London**  
Baz Choudhury  
Tel: 07703 502155  
Email: [bazlay.choudhury@bt.com](mailto:bazlay.choudhury@bt.com)

## Your regional desk based account managers

**North**  
Rebecca Mellor  
Tel: 07483 951833  
Email: [rebecca.mellor@bt.com](mailto:rebecca.mellor@bt.com)

**South**  
Naomi Helps  
Tel: 07483 437444  
Email: [naomi.helps@bt.com](mailto:naomi.helps@bt.com)

## Your regional technical managers

**North**  
Rob McLaughlin  
Tel: 07736 497349  
Email: [robert.2.mclaughlin@bt.com](mailto:robert.2.mclaughlin@bt.com)

**Midlands**  
Jason Minney  
Tel: 07483 377913  
Email: [jason.minney@bt.com](mailto:jason.minney@bt.com)

**South**  
Ryan Baker  
Tel: 07484 530362  
Email: [ryan.l.baker@bt.com](mailto:ryan.l.baker@bt.com)



Offices worldwide

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