

Alarm systems explained

There are so many security options on the market these days: it isn't easy to judge what's best for you. This brief summary of the types of alarm systems used by most small and medium-sized businesses and homes should give you a better idea of what's available and the level of police response you can expect.



'Bells only'

If an alarm is triggered, an external bell on your premises rings for up to 20 minutes.

The problem is: ringing bells are often ignored these days as nothing more than a nuisance. So if your premises are away from passing traffic or it's the middle of the night, there's unlikely to be any response.

Passive monitoring

This is where your alarm system is connected to a remote monitoring centre via a dedicated phone line. When an alarm is triggered, the monitoring centre receives notification and calls the police.

The problem here is if the phone line is cut or damaged, the alarm signal cannot reach the monitoring centre. Systems of this kind usually require a dedicated phone line, incurring additional annual rental costs.

Active monitoring

This type of service also connects your alarm system to a remote monitoring centre via a phone line – but it also does a lot more than that. It actively checks that the phone line is always there – and this is the service that **redcare** offers.

With **redcare's** intelligent continuous alarm monitoring service you're safe in the knowledge that your alarm will be delivered to the monitoring centre – and acted on – in seconds. **redcare** is the only service to guarantee that your alarm signal will reach the monitoring centre – and so the only one to provide you with this level of peace of mind.

Also because **redcare** works on an existing BT phone line, you save the cost of installing and renting an additional line, all without incurring any additional call charges. And with a small attachment (Modem Compatible Device), **redcare** can even work on the same line as a fax machine or a PC and other digital equipment.

Active Monitoring using two signalling paths

The ACPO Policy 2000 requires all new remotely monitored systems to be capable of sending two alarm signals to the monitoring centre. This gives added confirmation that an intruder is on the premises and that the alarm is not false.

Using two alarm monitoring paths, radio and the telephone line, if one of the paths is attacked the other continues to monitor for any further alarms and transmits them as 'confirmed activations'. **redcare** GSM is the only system of this kind that's capable of sending a confirmed activation if the radio path or telephone line fails, regardless of which one fails first. This makes it the most secure alarm monitoring service in the world.

No automatic police response

In line with the Police Policy (ACPO Policy 2000) ringing bells do not get automatic police response. A third party would need to confirm that the premises were in the process of being burgled before the police would attend.

'Phone-line-dependent' police response

If the phone line is cut the alarm will not reach the monitoring centre and they will be unable to call the police.

Immediate police response

Assuming that your installer has designed a confirmed activation system in line with the ACPO Policy 2000, the police response will be Level 1 – immediate*.

Immediate police response

This system is designed to eliminate false alarms so police response should be immediate*.

* For systems installed after 1 October 2001 that have not generated an unacceptable level of false alarms.

...always there