



## ***Top 10 things to consider when choosing a signalling product:***

### **What grade of system should I use?**

Dependent on the insurance risk you need to consider which grade of signalling you require. Grade 2 reports critical failures Within 25 hours, Grade 3 within 5 hours and Grade 4 within 3 minutes. Some insurers specify a higher grade of signalling than they do for the actual alarm installation grade.

### **Does it matter if I just choose a Grade 2 system?**

When considering which grade of unit to use you must be aware that if you choose a grade lower than the one specified, or you change from a higher graded system, this may compromise your customer's insurance cover.

### **Which supplier should I use?**

AIM support most signalling path providers and Alarm Installers have their own preferences where it comes to suppliers of signalling products, we recommend that installers speak to the local representative from each of the main signalling providers before making a decision as to which to use. Always check with the customer before specifying a signalling product as their insurer may have stipulated a specific provider.

### **Which transmission methods are available?**

The main types of alarm transmission use either the normal telephone line (PSTN), GSM/GPRS radio or broadband (IP).

### **What if there is there no phone line availability?**

If there is no PSTN line available you may consider using radio only or just utilising the radio side of a dual signalling product, however it should be remembered that this will be classed as a grade 2 product regardless of the grade of hardware used.

### **Can the signaling work on non BT lines?**

All PSTN dialling systems can use non BT Lines - Digi, DualCom and Redcare Secure. However if Redcare Classic or Redcare GSM are required, then the telephone lines must be BT analogue (not ISDN).

### **Is there GPRS/GSM radio coverage?**

You should always carry out radio signal strength checks before specifying radio signalling products. Signalling suppliers can supply predictions from postcodes but actual signal strengths can vary dependent on building structure and location of aerial within the building. Most major suppliers can provide test equipment or software to carry out site surveys prior to installation.

**Is the radio signal weak on your chosen suppliers default radio network provider?**

Some rural areas do not have particularly good radio signal availability. Consider using a service that provides a SIM that can utilise more than one network .

**Does the customer want to use IP?**

Some customers wish to use their existing IP infrastructure to save money, although there are some savings to be made, IP should always have a back up method of transmission, usually GPRS . Be aware that using IP is reliant on your customer's internal network provision, IT department support and Internet Service Provider (ISP) failings in any of these areas can impact on the reliability of the signalling device.

**Can I use IP Only?**

Yes - but IP for security is in its infancy and would only be a grade 2 product.