



RISCO Group's E-News

Welcome to our first edition of RISCO E-News

2007 was a massive year for RISCO worldwide, RISCO UK was a big contributor to the success of the Group and our great year culminated in us receiving the prestigious Security Manufacturer of the Year Award which was a very proud moment for me personally, in fact my excitement was such that I missed the winners group photo whilst ringing round my colleagues to inform them of the success! The award criteria is very meticulous and includes many various aspects and whilst I know more than anyone we are far from perfect, I know how much effort goes in to the business from the back end to the front, so we are very honoured to receive this recognition.

However, with success comes expectation both internally and externally. With so much activity within the industry on new standards and networks, we really have to work hard at product development as well as concentrate on the area of sales and service. As Sales Director I received a lot of praise in 2005 from our customers regarding our preparation and groundwork to the illustrious EN release, especially for the way we communicated to you, the customer, and continually kept you informed.

We start 2008 with our best foot forward and being an expert in communication, we provide RISCO UKs update on 21CN, along with an update on what we can expect from the EN standards in 2008. Also in this issue are details of our exhibit at IIPSEC, situated at Stoneleigh Park, near Coventry on January 29-31st, our new Technical Corner gives a link to the first Troubleshooting Guide available on our website and we introduce our new Integration Manager Richard Key.

May I also take this opportunity to thank you for your business in 2007 and I look forward to us continuing to work together in 2008.

Rob Evans, UK Sales Director

Technical Corner

Troubleshooting Guide to control panels As a quick reference guide to queries relating to the display messages on LCD keypads of GT panels, our Technical dept have produced the Troubleshooting guide. This is available to download on our website under the Products section. It is password protected so please ensure you have already registered on the website for your login details, if you have not already registered please [click here](#) and complete the form. Your login will be sent to you within 48 hours.

To download the control panel troubleshooting guide please [click here](#)

21CN

You are probably aware that British Telecom are making changes to the telephone network. This change will transfer all voice calls as a digital signal using an internet protocol (IP). BT are marketing this as the introduction of their 21st Century Network and it is commonly abbreviated to 21CN.

If you have installed digital communicators then this change may well affect you and your customers. RISCO Group in conjunction with the BSIA and British Telecom have conducted a series of test on all RISCO Group's products with digital communicator capabilities. The results are shown on our first 21CN document. To download the 21CN document please [click here](#)

Wireless proves popular in 2007

2007 was a great year for RISCO Group with the wireless range. We have identified by listening to our customers that some of you like to hard wire the keypad and the sounder, to keep in line with your company image, but use RISCO's wireless accessories such as PIRs, contacts, flood, shock and glassbreak detectors to reduce installation time.

An impressive 384 new customers switched to RISCO hybrid wireless in 2007. If you have not already considered switching to wireless, just imagine how many more installs you could carry out in a day. [Click here](#) to download RISCO's Wireless Accessories brochure and see the wide range of wireless products available, or contact your sales team for further information.

New Integration Manager

RISCO Group is pleased to welcome Richard Key as the new Integration Manager. Richard will head up the Integration department focussing on the Group's product range in Access Control and Integrated Systems. Richard has worked within the industry for a number of years starting as an intruder engineer then moving to sales, branch management and finally integrated systems with Modern Alarms. Following on from this Richard worked as Operations Manager for Britannia Security Systems, moving to Abel Alarms as National Accounts Manager. Richard then became self employed for 8 years working in the Access Control/Integrated Systems sector, and has since worked within this sector for a number of years before joining RISCO Group, gaining a total impressive 31 years of experience within the security industry.

IIPSEC

29th to 31st January 2008, Stoneleigh Park, Nr Coventry. At IIPSEC RISCO Group will be presenting its Integration Software Solution - SynopSYS™. You will be able to experience SynopSYS integration with ProSYS FreeCom, RISCO Group's flagship Dual Path IP Security System.



Additionally, RISCO Group's high-end Access Control Solution will be presented in conjunction with SynopSYS. The Access Control Solution offers advanced management and configuration with IP communication.

Join us and experience how you can integrate and Control Security, Access Control, CCTV, Safety, and HVAC from ONE user interface using IP technology. SynopSYS Security and Building Management Software Solution is your ideal choice for commercial and industrial installations.

Send us an [email](#)

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