



## RISCO Group's E-News October edition

*A word from our Sales Director,*

I'd like to start with gracefully offering congratulations to the security excellence awards winners IndigoVision for Manufacturer and Siemens Building Technologies for their customer care.

RISCO Group did not win the awards for customer care initiative or manufacturer of the year this time around but on a positive note, RISCO Group were the only Intruder manufacturer to have reached the nomination stage of the awards process, so it was not all that bad. We can handle defeat and we still had a great night, which our photo here taken at 3am shows, maybe Man Utd should take a leaf out of our book.



Enjoy the read.  
Regards  
Rob Evans

### **Product Update New ProSYS Keypad**

Most of you have been asking for a more attractive keypad for the ProSYS system with proximity built in, who says we don't listen.

The first stage of this design is primarily to work with the ProSYS. At a later stage we will take this technology further for use with other RISCO products. The launch date of this elegant flush glass keypad is planned to be in March 2009.



### **News Bulletin 21st CENTURY NETWORK (21CN) UPDATE**

#### **1. Migration activity**

BT has confirmed (subject to any last minute delay) the Pathfinder migration is to start later this month. The migration will see 75K PSTN lines migrated over a 6-month period in Cardiff.

The BSIA 21CN Technical Committee feel 'end to end' delay sensitivity is not the only known cause for concern on 21CN. Equally, the reference of

'compliance' to the UK transmission (NICC ND1701) plan for security equipment is not compulsory, currently only as a guidance, and has not met with the full approval of the OFCOM Committee.

## 2. 21CN Live trials in Pathfinder

BT / BSIA and its trial partners (two BSIA member installers & ARC companies) are set to participate in the Pathfinder live trials to determine first hand, any impact of migration of CPE to 21CN. Although this is not exhaustive testing of CPE, it is designed to give a base line understanding of compatibility with the 21CN network.

### Summary

We are getting closer to the roll out, RISCO heard recently from one ARC that he expected upto 40% of communicators' to fail. Surely we need act now provide our customers with a solution?

### Freecom GP Dual Path Alarm Signalling Device (GPRS/PSTN)

RISCO are proud to announce the new Freecom GP, a cost effective single or dual path solution to give you the perfect answer to the potential problem.



The Freecom GP is a GPRS/PSTN solution utilising the Vodafone network. Operating on their VPN, it will provide GPRS as your primary route and PSTN as your secondary. It also meets the Grade 2 requirements of ATS 3 on the GPRS and AT2 on the PSTN.

We expect by its launch date, planned 1st December 2008, to have all ARC's onboard.

Look out for further news on this product.

### Carbon Monoxide Detection

There are currently applications to make it statutory for rented accommodation and council properties to have CO detectors installed. Carbon monoxide is a highly poisonous gas with no taste, colour or smell. Further it kills around 50 people each year, seriously injuring many more.



This safety device could save lives and is easy to add to any control panel.

Ask your sales staff for further details.

### Technical Hints & Tips

**Tip of the day - wireless tampers**

**Symptom:** I have a tamper fault from my wireless door contact, PIR, shock detector.

**Remedy: (at installation time)**

As you know, when learning in a wireless transmitter, the 'WRITE' signal (which is transmitted to the wireless receiver to say "Hey you! Learn me in") is sent by the wireless door contact, PIR and shock when you CLOSE THE TAMPER SWITCH.

With this in mind, you now know that the wireless door contact, PIR and shock DO NOT send a 'Tamper OK' signal when the tamper switch is closed. Right?

Instead, they send a 'WRITE' signal.

The wireless detectors send their 'Tamper Status' each and every time they detect something. In order for the panel to see a 'Tamper OK', the detector needs activating after the LID has been off and put back on again.

In the case of the **wireless door contact** – just open and close the door.  
**Wireless PIR** – wait 2.5 minutes (Sleep Time - 'NORM' jumper) and then give it a wave so it sees you.

**Wireless shock** – tap it so that the green LED comes on.

All these cases will cause the wireless device to transmit a signal and also report its tamper status (which should now be OK)

### **Wireless Supervision Time**

In order to comply with certain rules and regulations, most of the RISCO wireless products are capable of offering two rates of supervision signal periods.

It is possible to change the 'rate' at which the Wireless Device transmits its supervision signal.

**PIR:** Move Jumper from 'NORM' to 'FAST MON' for 15 minute supervision

**DOOR CONTACT:** Put DIP switch 4 on for 15 minute supervision

**SHOCK:** Put J2 Jumper ON for 15 minute supervision

**FLOOD:** Put J2 Jumper ON for 15 minute supervision

**GAS:** Model dependant (Two models: 15 min / 65 min)

**CO2:** Model dependant (Two models: 15 min / 65 min)

**WATCHOUT:** Put DIP switch 4 OFF for 15 minute supervision

**Wireless Sounder INDOOR:** Configurable by the WisDom panel

**Wireless Sounder OUTDOOR:** Configurable by the WisDom panel

**SMOKE DETECTOR:** Fixed at 15 minutes

**Double Push PA BUTTON:** Does not have supervision

**Single Push PA BUTTON:** Does not have supervision

**WRIST PANIC:** Does not have supervision

### **RISCO's Roadshows**

Our recent roadshows have been a success, with an impressive number of visitors attending to see the products on display and speak to our staff.

- Agility Wireless System incorporating 2-way wireless technology with full remote control & diagnostics
- ProSYS FreeCom Integrated Security System



As well as our products, also exhibiting at our roadshows were:-

- CSL DualCom - GPRS intruder alarm signalling device
- EMCS East Midlands Central Station
- EnerSYS battery manufacturer

Those that did attend our roadshows received a FREE trio pack of Grade 3 Detectors, took advantage of our generous one day only special offer, entered the prize draw to win an Agility Wireless panel and keypad and took part in our cross-bar challenge.



**Andy McCreedy from AM/PM**, won the cross-bar challenge at our Manchester roadshow in September and he's not a football enthusiast. Well done Andy.

Our last roadshow for the year was at Wimbledon this week, again with a very pleasing number of visitors. We hope you have enjoyed our roadshows and found them as worthwhile as we have.

Early next year we have two more arranged as below and we will let you know in good time of any more we arrange for next year.

**Birmingham** - 30th January 09

Goals Soccer Centre, Star City, Watson Road, Birmingham, B7 5SA

**Leeds/Bradford** - 6th February 09

Goals Soccer Centre, 282 Kings Road, Swain House, Bradford, BD2 1NR

**Staff Corner**

**Douglas Luscombe**

Doug joined RISCO UK in 2005 as our Managing Director and has taken care of the UK operation, leading us in achieving our goals and successes. After a satisfying 3 years with us, Doug has decided to leave RISCO UK and, after a well earned break, will continue to work for RISCO Group at another location. We wish Doug all the best in his future success within the Group.

The role of Managing Director will be taken up by Robert Cotterill in January 2009. Robert (Bob) joins us from Siemens where he was also Managing Director. As MD of RISCO Group, Bob will focuss his efforts on the Integration/Access Control area within the Group's offering.

I will tell you more about Bob when he joins us in January.

**Allison Tomlin**

Since joining the company in 1989 Allison has spent 14 years on the shop floor as Supervisor where (some of you old school will remember) we used to manufacture equipment on our site in Rochdale.



Allison joined the telesales operation in 2003, focussing on the Rochdale area and is now as Senior Telesales covering Rochdale, Stoke, Liverpool, N.Ireland and Carlisle. Allison's happy demeanour, commitment and enthusiasm to her role and

responsibilities, added to the rapport she has built with her customers, only proves she is an asset to RISCO Group, and those of you who deal with Allison will know this only too well. Helpful and concise, Allison is a respected valuable member of RISCO Group.

### **Cycle2work Scheme**

You may not be aware that the government has introduced tax breaks/incentives for cycling to work. Earlier this month we introduced a salary sacrifice cycle2work scheme. I am pleased to say we have obtained approval for it from HMC&R.

Under the scheme anyone who regularly cycles part of the way to work, is eligible to purchase a bike through the scheme. It effectively saves them the PAYE and national insurance on the purchase price of the bike (approx 33%), whilst also saving the Company money.

We are pleasantly surprised by the level of uptake, especially given the weather in wet Manchester were our head office is. We'll be entering the Tour de France before you know it.

Send us an [email](#)

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