

## RISCO Group's E-News September edition

Hello and welcome to September edition of E-News. We continue to receive feedback from you regarding our E-News which is fantastic and always welcomed. You kindly say its content is informative and interesting.

Thank you for taking the time to enlighten us, we do value your opinions and suggestions and will do our best to continue communicating with you.

### Technical Bulletin

#### 21CN update

There has been a change in BT's operational plan to upgrade the exchanges to 21CN. These changes will now take place when the existing equipment reaches the end of its working life.

It was first announced that with 21CN the possible end-to-end delay would be maximum 300 milliseconds (ms) and the industry was working to produce equipment to be compatible with this size of delay. It has now become apparent that the 300ms delay could possibly be increased due to other parameters on the BT network and other network providers. The maximum delay is currently unknown and the BSIA are working in conjunction with BT to provide us with this figure by the end of the year.

RISCO Group, along with other manufacturers, have been working in conjunction with BT and BSIA to provide a test plan and in line with this, the maximum end-to-end delay on RISCO products are as follows: -

Product	Version	Fast Format	CID	SIA
Digi Modem with GT816 v8.4 & GT872 v8.5	2.4	638 ms	638 ms	N/A
ProDigi	3	806 ms	1049 ms	N/A
GT595	5.8	1120 ms	1120 ms	880 ms
WisDom	4.27	N/A	1800 ms	1800 ms
ProSYS	6.09	N/A	1800 ms	1800 ms
CPX/490X	2.5	1120 ms	1120 ms	880 ms
Agility	1.68	N/A	1200 ms	990 ms
FreeComGP		800ms	N/A	N/A

For an example of an end-to-end diagram please [click here](#).  
We endeavour to inform you of any changes to 21CN.

## Connecting the Agility with Configuration Software

Did you know there are four ways of connecting to the Agility panel with the configuration software?

### 1. Connection by local lead

Simply connect a wire.

### 2. Connection by modem to PSTN line

Using a Hayes Optima 56K modem from your desk and land line, make it dial the panel's land line and you're in!



### 3. Connection by modem to the SIM cards' analogue data channel

*(different number for the same SIM card)*

Using a Hayes Optima 56K modem from your desk and land line, make it dial the panel's SIM card analogue data number and you're in!

### 4. Connection by GPRS (SIM card over the internet)

Have the configuration software in GPRS mode (waiting for an incoming connection) and connected to the internet, send the panel an SMS (using a mobile phone) with the engineer code and the letters 'GPRS' followed by the IP number (and IP Port number) of the PC with the configuration software running. When the panel receives the SMS, the panel will begin (using the SIM cards GPRS connection) to make a connection over the internet to the PC running the configuration software and you're in!

To learn more about the Agility 2-way wireless solution please [click here](#).

## Broadband Filter - Advisory Note

With the increase of broadband usage in the UK, if you are connecting a RISCO panel to a telephone line that also provides broadband with the intention of communicating to an Alarm Receiving Centre, a broadband filter must be fitted.

This is necessary as the broadband phone line carries 2 signals; analogue (phone) signal and digital (broadband) signal which are carried at different frequencies. In order to receive both of these signals clearly you must connect all of your devices which normally plug into a phone socket, into a broadband filter.

If you do not connect a broadband filter the following problems can occur: -

- No connection possible on broadband service: common symptoms include a flashing ADSL light on your modem and Error 680 (No dial tone) on your computer
- Intermittent dropping internet connection
- Fuzzy or bad telephone connection when the modem is plugged in which means the central station could receive faulty data

The filter supplied with the broadband package is a plug in device. It is not recommended to plug in digital communications into the phone line as this would not comply with certain standards.

RISCO Group can supply a hard wired broadband filter, part no. 32345 ADSL Broadband Filter.

## Staff Update

We are pleased to announce that **Mark Vickers** joins our UK sales team. Mark will take care of the south east region, in replace of Sam Griffiths. Mark previously worked as sales manager for Siemens in the CCTV & Access Control area and before that has gained experience in the intruder sector with Ademco and Guardall.



Next week we will be issuing an up to date map showing the postcode areas that our Regional Sales Managers take care of, along with their contact details.

## Middleton Trade Counter open till 6pm

From 2nd October our Trade Counter at Middleton, on Stakehill Distribution Park will be open till 6pm every Friday. This is to accommodate those of that need to stock up for Mondays and the weekend when you have finished your install late on Friday. , there's nowhere to get your products from. Thank you for telling us of your needs regarding this. RISCO will always help you where we can. Thanks also to George Kirkwood, who runs our Middleton trade counter, and who will be serving you during this extended period on Fridays.

## Security Excellence Awards 2009

I am very pleased to tell you that in addition to being a finalist for 'Best Security Manufacturer' in the Security Installer's Security Excellence Awards 2009, RISCO Group are also a finalist for 'Integrated Security Solution'.



We find out on the evening of 22nd October if we are winners, fingers crossed and watch this space.

## Ability to sell the Agility

A.R.C. Alarms & CCTV in Burton on Trent have really taken to the Agility kit, so much so they have it sprayed on the back of their van.



What a quality picture!

## Website update

The Special offers have been taken off the website as they are emailed each month to our customers. If you do not already receive the offers monthly and you wish to be added to the mail-list, please [click here](#).

*Thank you.*

Send us an [email](#)

To unsubscribe, please send an email to: [marketing@riscogroup.co.uk](mailto:marketing@riscogroup.co.uk)