

ESSENTIAL UPGRADE

(Digital Communicator
to MiniAir 2)



We would like to notify you of an essential upgrade to your security system from your current telephone line based digital communicator to a wireless radio product called MiniAir 2.



HIGHER LEVEL OF SECURITY

Your current system relies solely on a telephone line to send intruder signals. These telephone lines are being closed down now as part of the UK's All IP project. The MiniAir 2 uses 4G technology to overcome this threat whilst monitoring your system 24/7 and the Alarm Receiving Centre will be notified of any fault within 24 hours.



WIRELESS 4G SIGNALLING

MiniAir 2 uses a Roaming 4G SIM to send its signal, which provides access to all UK mobile networks. The unit will transfer to the strongest available network in order to deliver your alarm signal. This offers the best guarantee of radio coverage increasing its reliability and your property's security. In addition, every MiniAir 2 is supplied with a second standby SIM to further safeguard your system. Signals will be sent via this standby SIM, should the primary SIM lose its connection. MiniAir 2 is also available as a LAN variant, for areas with limited 4G coverage.



SAVE ON LINE RENTAL CHARGES

If you have a dedicated telephone line, solely in place for your current digital communicator, this can be cancelled after the upgrade has taken place. This will remove the cost of expensive line rental charges and dedicated lines.

For more information on All IP please visit: www.csl-group.com/all-ip

Please see the overleaf page for the
FAQ's regarding this change.

IN PARTNERSHIP WITH



Q: Do I need to let my insurance company know about the upgrade?

A: This upgrade is recognised by all major UK Insurance companies and as a point of courtesy we would advise you to notify your Insurer of the change.

Q: Is this upgrade approved by my insurance company?

A: The upgrade fully complies with the standards set by Insurers and the European Standards. Some insurance brokers may not be aware of the upgrade and in these cases they need to refer back to the Insurer.

Q: Will the upgrade work on my existing telephone line?

A: The unit we are installing doesn't require any phone line or broadband connection leaving you free to cancel any unused phone lines.

Q: Can I cancel my alarm telephone line?

A: In many cases, once the upgrade is complete, you can cancel the dedicated telephone line and save on the line rental costs. Please check with your security installer first.

Q: Can I cancel my Redcare signalling?

A: This will be done automatically for you only when the upgrade is completed.

Q: What mobile telephone network does the upgrade use?

A: The unit uses all mobile networks and all technologies (4G, 3G & 2G) so will always find good signal in which to operate.

Q: How long does the upgrade take to do?

A: To cause you as little inconvenience as possible, we try to carry out the upgrade as part of a routine maintenance visit – adding just 30 minutes to the time on site.

Q: Will there be any disruption to my business?

A: The unit fits into the same location as the previous device so there should be little or no need to drill holes or relocate any existing equipment. The signalling change will be carried out immediately so you will not be left without alarm signalling at any point.

Q: Will the Alarm Receiving Centre telephone numbers or my password change?

A: No. As you are simply swapping your signalling device and not your Alarm Receiving Centre, nothing will change in this respect.

Q: Will the Alarm Receiving Centre still contact me as before?

A: Yes. The upgrade will not change any procedures that are already in place.