DualCom SafeLink®

What is SafeLink?

SafeLink ensures the continuous protection of people and property by monitoring telephone lines and providing a secondary secure communication path using any GPRS mobile network.

In grouped living environments such as sheltered housing schemes it is standard practice for community alarm equipment and fire alarm systems to share the use of a single telephone landline. If this line is already in use, if for example the scheme has dialled the monitoring centre as a result of an incident, any calls raised by the fire alarm panel can only be answered after the original call has been cleared down. This will result in valuable time elapsing and cause delays in the attendance of the emergency services to deal with any potential fire.

SafeLink always uses the secure mobile data network to send alerts from fire alarm systems to monitoring centres regardless of whether the landline is in use or even out of action. This ensures that the alarm is raised as quickly as possible.

SafeLink continuously monitors the telephone line to ensure it is operational, and raises the alarm at the monitoring centre if it detects a fault. The monitoring centre will be alerted within minutes of a telephone line problem and will still continue to receive scheme and fire alarms.

How does it work?

SafeLink is a small device which is quickly and easily fitted close to any community alarm control panel. It can connect to any telephone line (not just a BT line), and into any fire alarm system.

SafeLink will continually check the telephone line for line voltage and dial tone, notifying the monitoring centre within 4 minutes if the line fails.

Regular test calls using a free phone number are also performed to ensure end-to-end calls can be made and received.

If a fire is detected and the alarm system triggered, SafeLink will signal a fire alarm to the monitoring centre via the secure mobile network, regardless of the telephone line's status. Seconds later it will present as a fire call on the monitoring centre system to ensure operators are aware of the urgency.

SafeLink can monitor up to 12 separate inputs or system applications. One SafeLink installation can monitor community alarm equipment, fire alarm systems, security alarms and lift alarms for example.

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Who is it for?

SafeLink offers social care and housing providers peace of mind that in the event of a fire at one of their properties an alert will be raised at the monitoring centre without delay, enabling swift action to be taken.

The system can also be used in multi-occupancy dwellings such as tower blocks to monitor fire alarms, security systems and lifts without the need to install or rent a telephone landline.

SafeLink also gives PNC monitoring centres the ability to monitor fire, security and environmental alarms directly rather than via a third party provider, providing the opportunity to develop new revenue streams.

Why is it needed?

Most assisted living environments such as sheltered housing, extra care schemes and nursing homes rely on a single telephone landline as an emergency communication link. If this line fails or is in use during an emergency, residents will be left vulnerable.

SafeLink ensures that failure of the telephone line will be notified at the monitoring centre within 4 minutes and that fire alarms will always be delivered to the monitoring centre no matter what the status of the telephone line.

Features and benefits

Cost effective – SafeLink can be supplied, installed and monitored for less than the annual cost of a second telephone landline. Up to 12 inputs can be monitored using a single unit.

Flexible – SafeLink can be powered by scheme control equipment or transformer battery back-up, enabling SafeLink to be used in properties where no hard wired power is available.

Reliable – SafeLink is supplied with CSL's unique WorldSIM® enabling full roaming between all available mobile networks for added reliability. Every SafeLink installation is routinely checked by CSL's Gemini® network for power, mobile signal, and performance.

Efficient – SafeLink notifies the monitoring centre of telephone landline faults within 4 minutes, and automatically informs the monitoring centre when a line is back in operation. Alarms are delivered into the monitoring centre within seconds.

Safe – SafeLink provides dual path signalling for fire alarms, significantly reducing the threat to life and property due to fire. SafeLink is designed to the highest levels of security and risk and is recognised by all UK insurers.

Accredited – SafeLink complies with EN50136 as referenced in BS5839 for fire systems. SafeLink provides scheme and fire monitoring beyond the requirements set by the TSA code of practice.

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