

February 2024

## THE PUBLIC SWITCHED TELEPHONE NETWORK (PSTN) SWITCH OFF

British Telecom (BT) will permanently switch off all analogue phone lines by the end of 2025.

BT is phasing out PSTN and ISDN (Integrated Services Digital Network) from 2020 when it will stop allowing businesses to acquire these services.

**TVTEL<sup>®</sup>, Telguard and all other analogue telephone based visitor door entry systems** that dial out via an analogue telephone line on the Public Switched Telephone Network (PSTN) **will either completely stop working, or lose significant functionality. You need to plan now.**

BT's decision to switch off the PSTN network affects everybody still using analogue communications equipment.

**If you are using analogue BT lines and/or ADSL broadband routers to remotely connect to and program proximity access control systems etc – these will also stop working. You need to plan now.**

The Equality Act 2010 onwards means that **GSM Audio Only systems are NOT compliant**, VIDEO of visitors must be provided to residents – see attached PDF.

We are here to make the upgrade easy and with clear benefits with BATICONNECT<sup>®</sup> CLOUD Service & IPGUARD 4G/IP/GSM Smart Visitor Panels.

Yours sincerely

**John Mathew**  
*Managing Director*



Secured by Design (SBD) is the official UK police crime prevention initiative that works to improve the security of buildings and their immediate surroundings and to thereby help people live more safely. Secured by Design is the only way for products to achieve police recognition in the UK. In order to achieve Secured by Design status, the IPGUARD and EVE196-X3-RS (access control, door controller unit) had to adhere to rigorous test standards to meet the Police Preferred Specification. The principles of Secured by Design have been proven to reduce the risk of crime and the fear of crime.

IPGUARD<sup>®</sup> smart visitor entry panels, and the EVE196-X3-RS (proximity access control door controller unit) have all been tested as a critical component within the British security standard LPS1175-SR2. The product it was tested in is a Premier doorset.

## GSM VISITOR DOOR ENTRY PANELS MUST BE **IP** WITH LIVE VIDEO TO BE EQUALITY ACT 2010 (DDA) COMPLIANT

The Equality Act 2010 (DDA) requires **live Video pictures** of the visitor to the flats. Audio-only systems would fail!

### GSM Audio Only (Analogue non-IP) Visitor Panels **X**

- X No visitor calls via the WIFI in the flat.** Poor GSM signal means no call from the visitor panel to the mobile because it cannot come through like Facetime or WhatsApp etc.
- X Not compatible with smart phones, iPads, tablets.**
- X No real-time CLOUD platform** so only very limited programming features via text messaging.
- X Limited system events**
- X No programming/management of proximity keys or radio transmitters**
- X Limited security features**
- X Already obsolete technology**

### **All AUDIO ONLY Visitor Panels are NON-COMPLIANT with SBD.**

Secured by Design Homes, Version 2, March 2019, page 44 section 27.20 (and later publications) requires: Live audio and visual communication between the occupant and the visitor.

### GSM Visitor Panels must also be Smart Technology **IP**



**IPGUARD**  
4G/IP/GSM SMART  
Visitor Door Entry



TOTAL 24/7/365 REAL-TIME  
REMOTE MANAGEMENT  
OF ALL YOUR SITES  
[www.baticonnect.com](http://www.baticonnect.com)

- ✓ Smart technology – App based – Live Video
- ✓ 4G + **IP** (via WIFI) + GSM so future-proof
- ✓ Cloud based platform for management and programming
- ✓ Integral proximity access control
- ✓ Security features
- ✓ Equality Act 2010 (DDA) & onwards compliant

# VISITOR DOOR ENTRY PANELS MUST PROVIDE LIVE VIDEO TO RESIDENTS TO BE EQUALITY ACT 2010 (DDA) COMPLIANT

## THE DISABILITIES THAT MUST BE ADDRESSED ARE:



Hearing problems



Visual problems



Wheelchair users



Elderly, mobility problems



Arthritic

### Equality Act 2010 compliance

Equality Act 2010 compliance means that the service provided must not discriminate against people with disabilities. The objective of the ACT is to make sure that disabled persons can access the services that have been provided as easily as able bodied persons.

It is, therefore, **reasonable** that a visitor door entry system must not be audio only – if it is to comply with the **Equality Act** because **a resident with a hearing disability** would clearly be disadvantaged and **would benefit from being able to view visual images**.

**Visuals from a visitor door entry system must be provided to flats.**

A resident with a visual, hearing or mobility disability needs to be able to view, hear, speak and open the door to the visitor as easily as an able bodied person.

It is **reasonable** to expect that the visitor door entry panel, resident access control proximity readers / keypads, exit buttons, emergency exit devices are designed with **reasonable features** to make actual usage as easy as possible for persons with disabilities. For example; buttons should be large, tactile, braille embossed, raised, illuminated as applicable. There should be bright colour display screens, voice and visual information output messages, visual icons, audible alarms and hearing aid loops.

Fireman switches, trades buttons, programming buttons and cameras are not used by visitors and so have marginal relevance to Equality Act 2010 compliance; for example, the camera providing the visual pictures (services) to residents is not a 'touch' device used by visitors.

**The Equality Act 2010, the "ACT"**, requires public bodies, landlords and other service providers to prevent and address disability discrimination. The Equality Act serves not only to ensure that these various bodies do not discriminate, but there can also be a positive legal requirement on these bodies to make **reasonable changes** to improve services for disabled people.

The Equality Act protects anyone with a **disability**, defined as "a physical or mental impairment that has a substantial and long-term adverse effect on the ability to carry out normal day-to-day activities". Blind, visually impaired, hearing impaired, speech impaired, arthritic and the mobility impaired (physically disabled and elderly) are all protected as **disabled**.

The requirement to make **reasonable changes** applies to landlords and service providers. A service provider is defined in the Equality Act as "a person concerned with the provision of a service to the public or a section of the public (for payment or not)". This is clearly a wide definition and includes all bodies that deal directly with members of the public, including Housing Associations and all other services provided by government departments. A builder would be a service provider to the extent that they provide services to the public. This duty requires service providers to take positive steps, and not simply to avoid discrimination. **Reasonable changes are required wherever disabled people would be at a substantial disadvantage compared with non-**

**disabled people. A substantial disadvantage is defined as a "disadvantage which is more than minor or trivial".**

Importantly, landlords and service providers are now obliged to think ahead and take steps to address barriers that impede disabled people and not wait until a disabled person experiences difficulties using a service.

Furthermore, the Equality Act also imposes a duty on public bodies (under section 149) to "advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it". The definition of public body includes councils, hospitals, police across the UK. Therefore, failure by a public body to approve of systems that can assist persons with disabilities may be in breach of disability discrimination legislation, and failure by a public body to use systems that can assist persons with disabilities may be in breach of disability discrimination legislation.

**The following may be considered as examples of disability discrimination:**

1. Failure by a public body, landlord or other service provider to approve or implement visitor door entry systems and/or resident access control systems which would assist disabled persons.
2. Approval (or failure to adjust) by a public body, landlord or other service provider of a visitor door entry system and/or resident access control system which places disabled people at a disadvantage which is more than minor or trivial.

# VISITOR PANELS, PROXIMITY READERS, KEYPADS, EXIT BUTTONS, EMERGENCY EXIT DEVICES MUST BE EQUALITY ACT 2010 (DDA) COMPLIANT

## THE DISABILITIES THAT MUST BE ADDRESSED ARE:



Hearing problems



Visual problems



Wheelchair users



Elderly, mobility problems



Arthritic

1

Wide angle adjustable HD colour camera with LED night time illumination.

2

Voice output information messages, to indicate call progress, door has been opened etc.



The door is open

3

Markings illuminated for the visually impaired.

Panels with a yellow ring only around each button are not compliant because the yellow rings are of no use at night, no use to the colour blind, and do not assist in identifying the markings on a button.



4

Large markings for day time usage when illumination does not assist.



5

Blind or severely visually impaired persons need braille embossing on the buttons so that if they know the flat number they are visiting, they can still call. Buttons must be illuminated for night time usage.



### IPGUARD PRO 3000 FLAT CAPACITY



6

A resident with hearing impairment must be provided with video of the visitor. A resident with visual impairment must see a close up of the visitor. Remember, the camera in the panel is for the benefit of the resident only not the visitor.



7

Hearing impaired visitors need visual aids to help them call the correct flat, to know when a call has been answered, when to start speaking, when the door has been unlocked etc. The panel needs to have a clear display and visual indicators.



8

Proximity reader:

- Obvious (image of a key)
- Illuminated for night time
- Bright so stands out
- LEDs to indicate door open
- Buzzer to indicate door open



9

Hearing aid loop.



10

Tactile, raised and large buttons (15.6mm diameter) for the arthritic.



BS316 STAINLESS STEEL

Secured by Design



Police Preferred Specification

BRE/LPCD Certificate No. 1079A, dated 28/03/22



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## IPGUARD MINI PLUS PRO-CAM

3000 FLAT CAPACITY

**1** Wide angle adjustable HD colour camera with LED night time illumination.

**11** Illuminated blue in standby. Changes to green on door open. Changes to red if access denied.

**2** Voice output information messages, to indicate call progress, door has been opened etc.

**3** Markings illuminated for the visually impaired.

**4** Large markings for day time usage when illumination does not assist.

**5** Blind or severely visually impaired persons need braille embossing on the buttons so that if they know the flat number they are visiting, they can call without pressing any other buttons. Illuminated for night time usage.

**6** A resident with hearing impairment must be provided with video of the visitor. A resident with visual impairment must see a close up of the visitor.

**7** Hearing impaired visitors need visual aids to help them call the correct flat, to know when a call has been answered, when to start speaking, when the door has been unlocked etc. The panel needs to have a clear display and visual indicators.

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**9** Hearing aid loop.

**10** Tactile, raised and large buttons (15.6mm diameter) for the arthritic.

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# SECURITY COMPARISON

## IPGUARD® 4G/IP/GSM ← COMPARISON → GSM AUDIO ONLY

FEATURE	IPGUARD 4G/IP/GSM	GSM AUDIO ONLY
<b>1</b> Is a picture of every visitor (genuine/nuisance/opportunist/missed) using the visitor entry panel automatically recorded and sent to the flat/resident?	YES, picture always sent to smart device with date/time stamp. Resident can enlarge picture of nuisance caller(s), use "save screen" and immediately forward to management/police.	No picture of the visitor, no possibility of visual identification. No security.
<b>2</b> Comparison of the risk probability of genuine visual mis-identification of visitors?	The quality of iOS® / Android™ smart device displays are too good to be compared with anything else available.	
<b>3</b> Does the system allow the management company / police to identify which flat opened the communal entrance door into the building, and exactly when they did it?	Yes, the system will provide information with date/time on which flats were called, which specific device answered, the length of the conversation & whether the resident opened the door for the visitor.	Limited logs available and not in real-time. Check carefully with manufacturer.
<b>4</b> Does the system allow the management company to control who is allowed to open the communal entrance door?	Yes, via www.baticonnect.com Cloud, the management company can customise resident user profiles (rights, authorisations etc) as applicable.	No.
<b>5</b> Does the system allow the management company to easily and quickly disconnect problem flats from the visitor call panel: For example: illegal sublets, illicit trades (drugs/prostitution), anti-social behaviour letting in problem visitors etc.	Yes, management can 24/7/365 quickly and easily remotely connect to the system in order to disconnect, or limit the time zones when a problem flat/resident can receive calls from the visitor door panel.	Limited and requires installer programming intervention.
<b>6</b> Does the system allow residents' to open the communal entrance door even if they have not been called from the visitor door panel?	Yes. Management company authorises (or not) this feature and each opening is logged and recorded.	Yes, but limited logs for management. Check carefully with manufacturer.
<b>7</b> Equality Act (2010 onwards)... compliance for the hearing and visually impaired.	Yes, hearing and visually impaired persons can answer visitor calls on iPads / tablets (any iOS® / Android™ smart device) so can select the display size that best suits their needs.	Not providing live video means Non-Compliance for the visually and hearing impaired.
<b>8</b>  Police Preferred Specification	Yes complies. IPGUARD 4G/IP/GSM has achieved Secured by Design "Police Preferred Specification" status having been tested as a critical component in a Premier door set to meet British Security Standard LPS1175-SR2.	Audio only is non-compliant. See Secured by Design Homes, Version 2, March 2019, page 44 section 27.20 (and later publications) requires: <b>Live audio and visual communication between the occupant and the visitor.</b>