MULTICOM
Alarm Communicators

BOSCH
Invented for life

Wireless and Fixed IP Alarm Communicator
with direct integration to Bosch Solution 2000/3000 panels

Empower your Bosch panels.
Promote your brand.

BMC-3G. Built for Bosch.

Built for Bosch

Developed in Australia under a joint initiative between Suretek and Bosch, the new Multicom BMC-3G has been purpose built for the Bosch Solution 2000/3000 panels. The BMC-3G offers faster web-based setup and management, and twice the redundancy via the Surepoll network.

Why choose the BMC-3G?

- This is the first and only alarm communicator designed and built for Bosch in Australia

- Compatible with Bosch Solution 2000/3000

- Web browser setup for local/remote setup and installation (A-Link not required)

- Full access to all the panels is possible via the TechTools site - techtools.suretek.com. Log in to manage and update get all your devices. View device and network status, allocate technicians and end user rights.

- B & G series panel integration coming soon

- All programming methods accessible from your PC or mobile device.

- Connects your panel to Australia's leading private security network, with an unprecedented and proven 99.99% network uptime

- 24/7 Tech Support Australia-wide

- Facilitates compliance of Bosch panels with Australian Standard AS2201.5 2008

Multicom BMC-3G

3G, IP and Voice Dual SIM Communicator

The BMC-3G is designed to seamlessly connect with Bosch 2000/3000 alarm panels. Access to all the Bosch panel features are available via the TechTools web portal, which you can log into at - techtools.suretek.com

Offering full redundancy so that if one path fails, the BMC-3G automatically transmits across one of the remaining paths providing constant reliable communication.
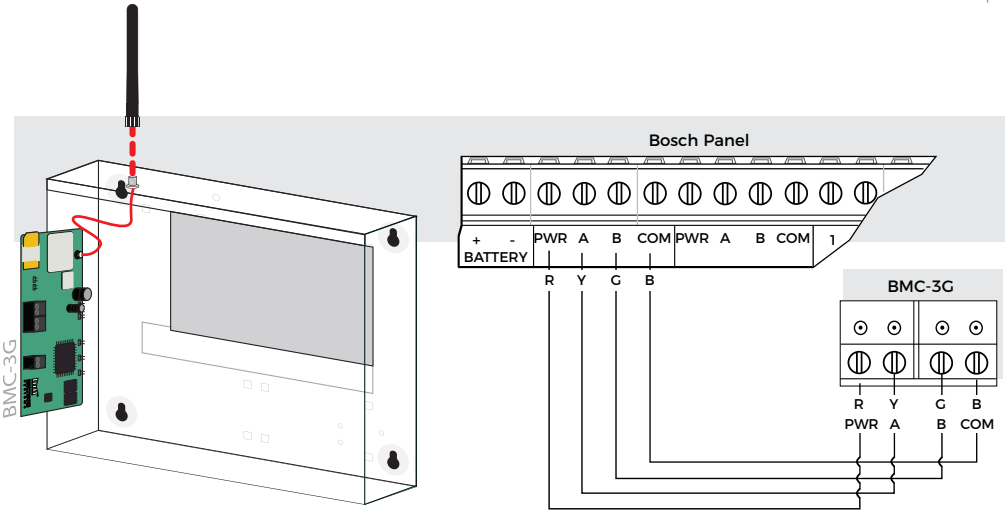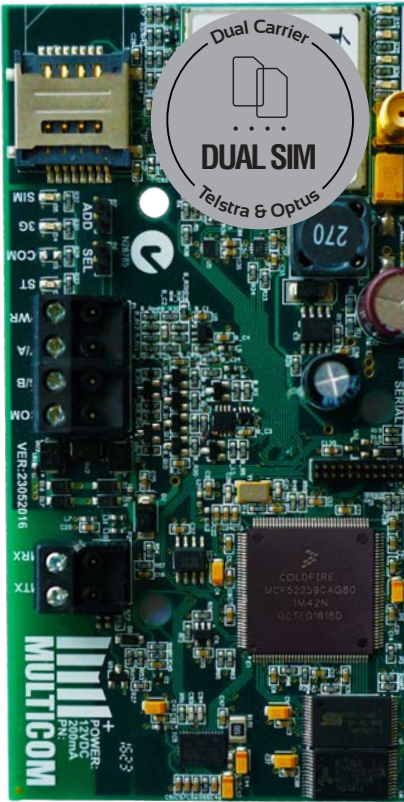
With Dual SIM cards, the BMC-3G doubles the redundancy on 3G, IP and Voice by utilising 2 separate carrier networks.

The BMC-3G detects issues & outages on the active carrier network and automatically switches to the inactive SIM.

The BMC-3G is the ideal offering for:
- ✔ Bosch alarm panel installers
- ✔ Commercial and industrial properties
- ✔ Small to medium businesses
- ✔ Large residential estates and campuses
- ✔ Sites that do not have a fixed phone line

- ✔ Class 4 AS2201.5
- ✔ 40 Second Polling

PRODUCT SPECIFICATIONS

Comm. Paths	3G/IP Telstra	Quad GSM band	850/900/1800/1900 MHz
	3G/IP Optus	Options	Emergency Phone Backup
	3G Voice Telstra		(PSTN to GSM Conversion)
	3G Voice Optus	Power Supply	12V >300mA
	PFP Poll fail Telstra	Approval	N28785
	PFP Poll fail Optus		
Reporting Format	Contact ID		
	Surepoll		
	PFP		
Inputs	1 x 24hr alarm input		

BMC-3G is available from your local authorised Bosch distributor
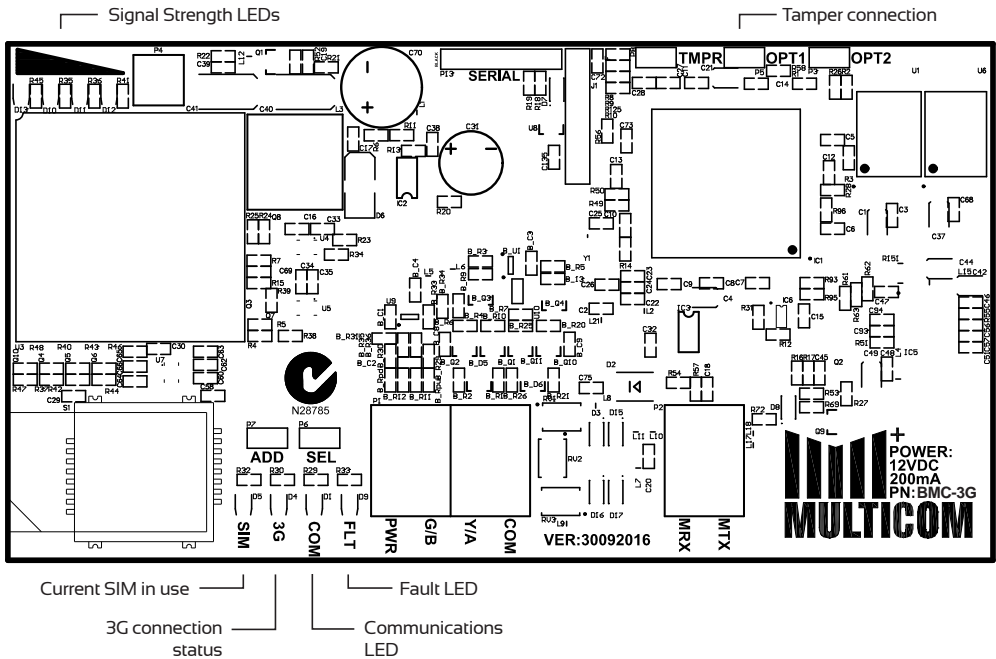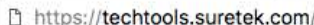

Bosch Panel

Mounting
The BMC-3G is designed to fit easily inside an existing alarm panel housing. The fly lead and antenna have been included for faster installation.

Connection
The BMC-3G connects directly to the Bosch Solution 2000/3000 panel as shown in the above wiring diagram.
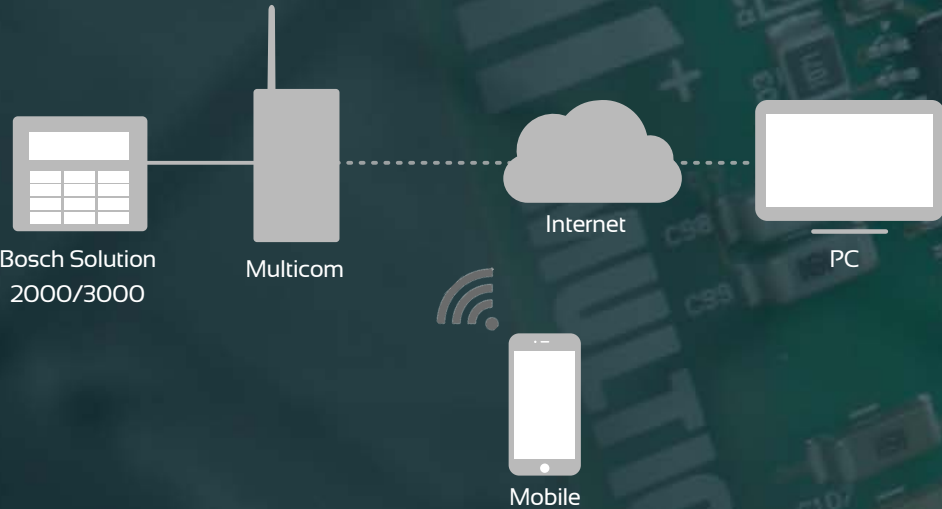

Signal Strength LEDs

Tamper connection

Current SIM in use

3G connection status

Fault LED

Communications LED

TechTools - Login

https://techtools.suretek.com/

Bosch panel programming via a web browser

Bosch Solution 2000/3000

Multicom

Internet

PC

Mobile

TechTools website let's you locally or remotely program your Bosch Solution 2000/3000 panels using a standard web browser.

Login to **techtools.suretek.com**

Welcome to Multicom TechTools, the complete installation tool.

TechTools

Panels

Permissions

Manuals

Support

Panel List

RECENTLY ACCESSED

091091002	**Goodman Fielder**
091091006	**Davidson Industries**
091091012	**Roche Australia**
091091024	**Caterpillar**
091091031	**BTN Toyota**
091091038	**Inovate**
091091042	**Chemeq**
091091047	**JBS Australia (Temperature)**
091091052	**Brighton Mazda**
091091053	**Sydney Water**
091091066	**AJ Smith Residence - Point Piper**
091091070	**AWB Limited**

Manage and configure all your Multicoms using a standard web browser

TechTools - Login

https://techtools.suretek.com/

TechTools Website

Davidson Industries 091091006

● Status: Poll Restored

Last Poll: 21/09/2017 2:11:11 PM

-71dB Active
TELSTRA

-69dB
OPTUS

Status updates on polling, alarms, signal, line faults and more.

Permissions Administer technicians

I HAVE BEEN AUTHORISED BY

David Smith
TechCode: ITCH66

Carl Jones
TechCode: JNC218

Mark Stewart
TechCode: NWA920

Frank Watts
TechCode: GLE837

I HAVE GIVEN AUTHORITY TO

+ Add

Ben Lewis
TechCode: RVR218

✖ Deauthorise

Central management of technicians and Tech Codes

Welcome to Multicom TechTools, the complete installation tool.

Davidson Industries 091091006   Status   Relays & Zones   Ala

Installer programming via your PC or mobile device

ACCESS PROGRAMMING

Access Programming ▼

A-LINK PLUS OPTIONS

☑ Upload/download allowed
☑ Call back phone number required for upload/downloa
☐ Exit from upload/download connection on alarm
☐ Reserved

INSTALLER CODE   1234

USER #01   2580

USER #01 AUTHORITY LEVEL LOCATION   Arm/Disarm

USER #02

USER #02 AUTHORITY LEVEL LOCATION   Arm/Disarm and Arm/Disarm Reports

USER #03

USER #03 AUTHORITY LEVEL LOCATION   Arm/Disarm

USER #04

Guaranteed Alarm Delivery

The BMC-3G connects to Surepoll, the only managed private network in Australia that's designed for guaranteed alarm delivery.

✔ **More Secure**
The Surepoll network guarantees 99.99% alarm delivery. All alarm transmissions fully encrypted and deciphered at the monitoring centre.

✔ **More Paths**
As well as Dual-SIM 3G, GSM and IP, Surepoll also offers PFP, a proprietary Poll Fail Protocol that verifies active communication paths in the event of signal dropout.

✔ **Future-Proof**
Fully compatible with all future technologies and equipped to handle all major infrastructure changes including fibre, NBN and 4G.

✔ **More Investment**
With Optus and Cisco as network partners and over $1,000,000 spent in R&D; Multicom communicators offer unrivalled support and network uptime through a dedicated data centre, manned 24/7.

✔ **More Options**
Polling plans ranging from 20 seconds to 24 hours, adapting to your client's circumstances and level of risk.

✔ **More Compliant**
Complies with Australian/New Zealand standards AS 2201.5 2008.

Alarm Panel

Multicom

Configure

TechTools app
Technician

**3G
Voice
IP**

surepoll
patented delivery technology

**Guaranteed
99.99% alarms
delivered even
during outages**

Monitoring Centre
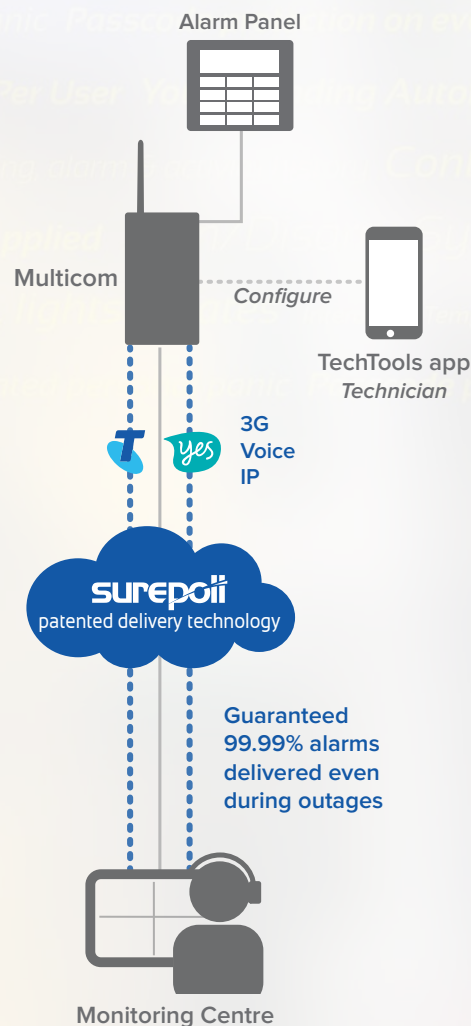
Superior Technology

✔ **Dual Sim Technology**
BMC-3G has two SIM cards, doubling the redundancy on 3G and PFP by utilising 2 separate carrier networks.

BMC-3G can detect issues & outages on the active carrier network and automatically switch to the secondary SIM. This technology allows BMC-3G to eliminate service outages due to a single carrier's network.

✔ **No fixed line required**
Traditional alarm systems weren't designed to work without a fixed phone line, but BMC-3G provides communication capabilities that will transform your old system to work with new transmission technology.

BMC-3G is perfect for anyone who wants to switch to the NBN or a VoIP-only service provider for their home or business.

✔ **Designed for Bosch**
BMC-3G is compatible with the Bosch Solution 2000/3000 alarm panels. It not only quickly and conveniently plugs into the existing panel, it also converts it to a Class 4 system.

BMC-3G was co-developed with Bosch to be discreet - compact enough to conveniently fit inside your existing alarm's housing.

You are always in control

AlarmLINK for iPhone and Android devices lets end customers connect and control their home and business alarm system from anywhere in the world. It lets multiple authorised users, control the Bosch alarm system. Multiple sites can be setup and instantly accessed. Connection to your Bosch panel is protected via permissions-based security as well as an optional passcode.

Polling for greater security

Polling authenticates your alarm system's integrity, which means if your alarm system fails or has been tampered with in some way, your monitoring centre will know about it almost immediately. Polling is like security for your security system. If polling fails on the default 3G network, BMC-3G transparently switches to PFP, a patented proprietary polling method exclusive to Suretek.

Management Apps

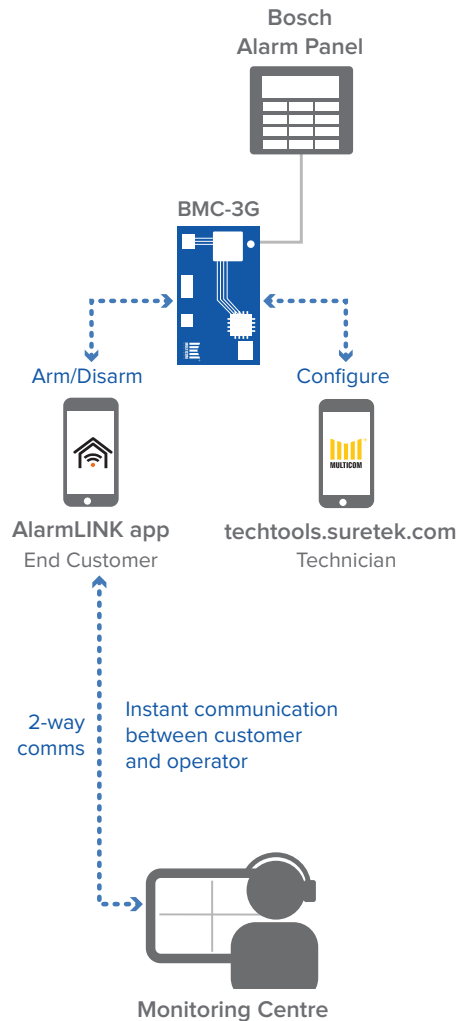Two powerful apps have been provided for both installers and users of the BMC-3G alarm communicator.

TechTools provides the technician with full management of the BMC-3G, while AlarmLINK provides users access to alarming events, alarm history and two way communication with the monitoring centre.

TechTools

Developed for the technician, this app enables fast setup and configuration of the BMC-3G. Ongoing management of the device can be done locally or remotely from the tech's mobile device. All of the technicians device installations are stored in the app for easy multi-site maintenance.

AlarmLINK

This gives the end customer full access to the alarm panel via their mobile device. The app allows instant arming and disarming of the alarm panel. It also keeps the user up to date with the latest alarm events. In the case of an important alarm event the central monitoring centre operator can send instant alerting to the app with an action request.

Bosch
Alarm Panel

BMC-3G

Arm/Disarm

Configure

AlarmLINK app
End Customer

techtools.suretek.com
Technician

2-way
comms

Instant communication
between customer
and operator

Monitoring Centre

For the End User

AlarmLINK

For the Technician

MULTICOM **TechTools**

End User App

Download
> bit.ly/alinkapp

Technician App & Website

Download
> bit.ly/multicom

The apps deliver a seamless experience for both customers and installers. Full interactivity from any mobile device gives consumers instant access on demand from anywhere in the world - all you need is an Internet connection

AlarmLINK

Offering end users arm/disarm plus a full suite of additional services and allows technicians to promote their business at the same time.
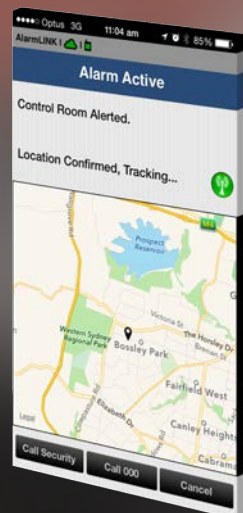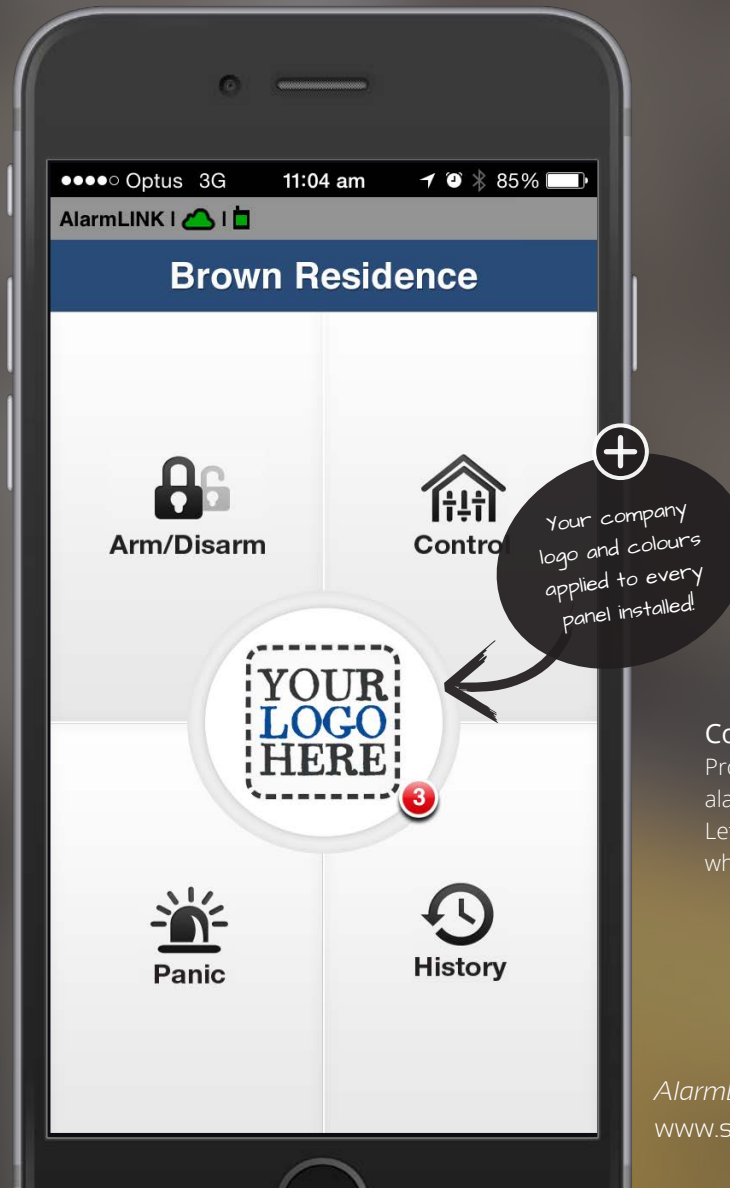
Available on the App Store

Get it on Google play

Virtual Keypad
control any alarm system

Arm/Disarm Sync
patented sync function

Remote Arm & Disarm
Empower end customers with one-touch remote arm and disarm of their existing alarm system.

Brown Residence

Arm/Disarm

Control

YOUR LOGO HERE

Your company logo and colours applied to every panel installed!

Panic

History

Personal Panic Alarms
Offer personal protection - panic alarms generated in AlarmLINK are delivered to your monitoring centre with your customer's geo-location.

Complete History
Provide full transparency with alarm, poll and activity history. Let's the end user discover who uses their alarm & when!
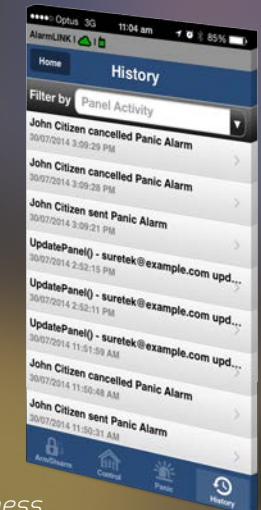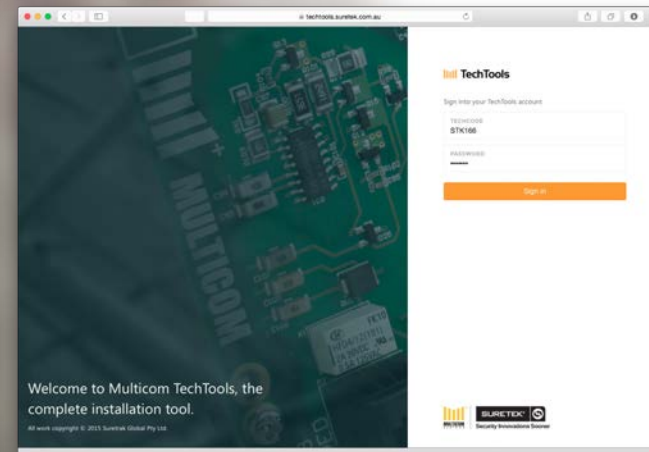
AlarmLINK can help your business
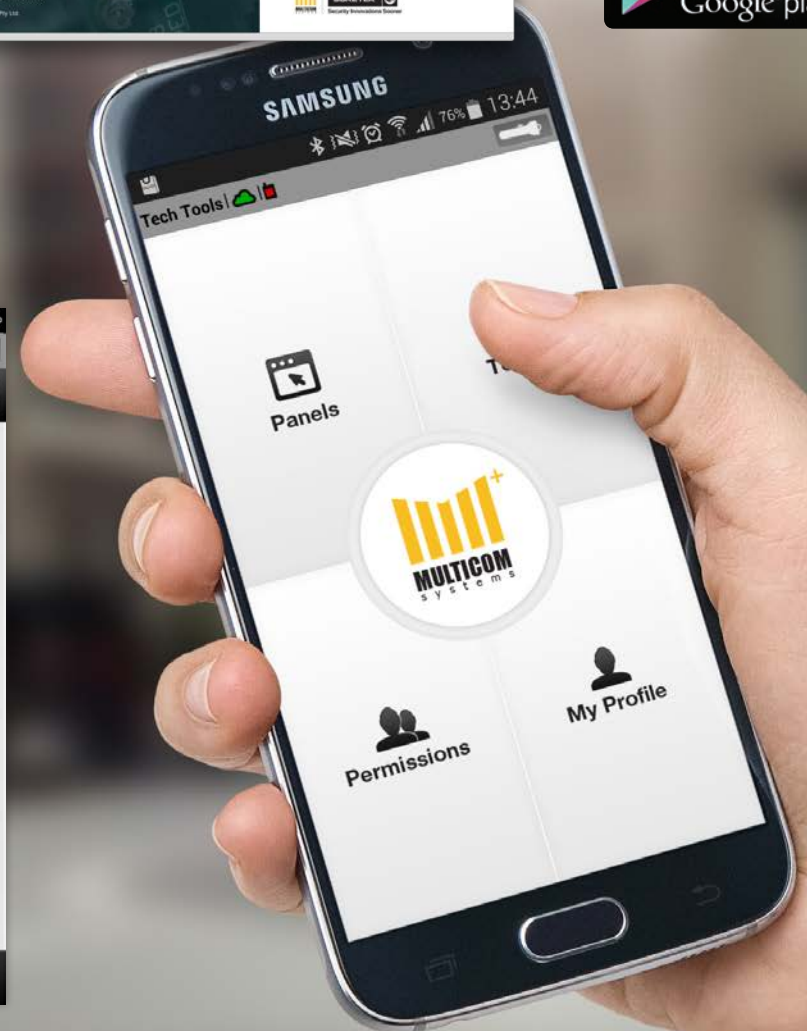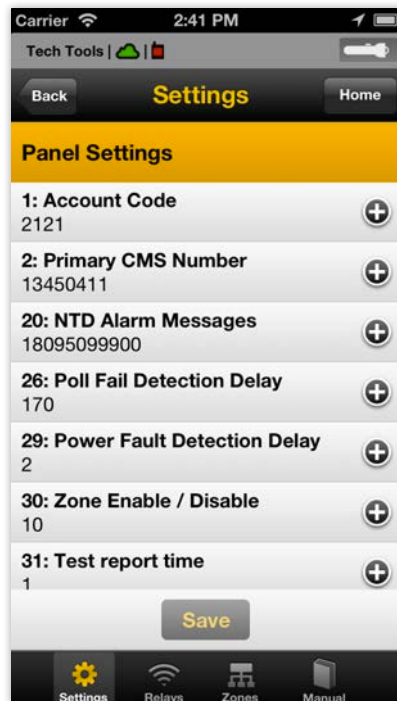www.suretek.com.au/alarmlink

TechTools

The complete installation tool for technicians.
Install and configure devices in the field in real-time.

✔ TechTools Web now available at techtools.suretek.com.au

✔ Log in to your customer's devices from anywhere

✔ Advanced security protects your customer from unauthorised access

✔ Administer multiple technicians to work for your business

✔ Quickly add end users to the AlarmLINK app

✔ Scan devices using your smartphone camera

✔ Configure all device settings

✔ Comprehensive library of alarm panel manuals built-in

✔ View and filter live history of alarms, polls, poll fails and tech activity

Efficient Setup and Management

TechTools provides technicians with a faster way to set up and manage all of the BMC-3G devices and end customers.

1.
Install the BMC-3G

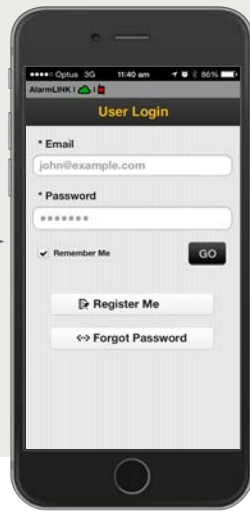Connect the BMC-3G Alarm Communicator to your Bosch alarm panel.

2.
Configure with TechTools

Use techtools.suretek.com.to configure the BMC-3G using a standard web browser.

Add customer's to AlarmLink to create a login for them. They then receive an email with AlarmLINK download url.
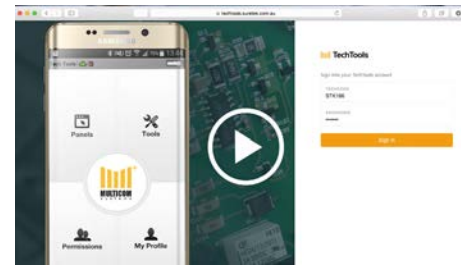
3.
Setup AlarmLINK

Your customer downloads AlarmLINK and then enters their login credentials.

They'll immediately see the BMC-3G with your branding applied and can start viewing alarm history and perform arm/disarm of the panel.

Educational Tutorials & Podcasts

TUTORIAL: How To Program Your BMC-3G - PART 1
Before you start programming you will need to obtain a TechCode that will enable you to log into the TechTools site - www.techtools.suretek.com

TUTORIAL: How To Program Your BMC-3G - PART 2
Once you have obtained your TechCode, you can then log into TechTools and start programming your Bosch panel.

UNDERSTANDING GSM AND IMPACT ON REDUNDANCY

PODCAST: An interview that discusses what options bureaus should consider in terms of wireless and fixed line redundancy. This podcast was recorded just prior to Telstra's shut down of the 2G network.

FUTURE FOR 1345, REBATES AND ADVICE TO BUREAUS

PODCAST: What is the future for the 1345 business in Australia and will the outcome impact rebates? Plus some general advice for installers and bureaus and what to consider before partnering with a monitoring centre.

ARE YOU PREPARED FOR THE NBN ROLLOUT?

PODCAST: The NBN is causing alarm delivery failure and increased call costs. Here we discuss how the NBN network is impacting the industry in Australia and what you can do to prepare in advance for a smoother transition.

HOW TO CHOOSE THE RIGHT ALARM COMMUNICATOR

PODCAST: While alarm communicators may look the same on the outside they differ in reliability in terms of uptime and alarm delivery. Here we discuss what bureaus and installers should be looking for in choosing the right device.

The Multicom BMC-3G was codeveloped by Bosch and Suretek in Australia

BMC-3G is available from your local authorised Bosch distributor