

AS AN ARC, HOW DO I CONNECT TO ECHO?

All approved **Alarm Receiving Centres (ARCs)** recognised by the police and holding Cyber Essentials/Cyber Essentials Plus are eligible to use the ECHO platform when it comes on stream. (see: www.cyberessentials.ncsc.gov.uk for further information.) To avoid delay in getting ECHO-connected when the time comes, it is strongly recommended ARCs not currently holding Cyber Essentials should obtain this certification as soon as possible, as a prequalification to commencing the ECHO onboarding process. Failure to do so will delay onboarding.

All UK **alarm handling software providers** have details of the ECHO interface specification and are at varying stages of interface development. ARCs should check with their providers to confirm the current status of the development.

ECHO is interconnected with the BT Redcare platform and CSL's Gemini Global platform. These connections connect ARCs' alarm handling systems with the ECHO platform.

All ARCs will have received an automated email invitation from ECHO to commence the 2-stage ECHO onboarding to enable automated alarm signalling to ECHO-connected police forces. Onboarding is a secure online process.

Onboarding Stage-1:

This involves registering contact details and all necessary information including Cyber Essentials certification to allow ECHO to accept signals from the ARC.

Once completed, final testing of signalling between the ARC and ECHO will confirm connectivity is established. This will mean automated signalling service is possible between the ARC and all ECHO-connected police forces.

Onboarding Stage-2:

This involves an online declaration by the ARC of the number of active URN connection elements (Hold up elements and Intruder Alarm elements) the ARC is monitoring for each ECHO-connected police force. It also requires the Commercial Agreement between the ARC and ECHO be signed and agreed payment arrangements completed.

Once completed, the ECHO service between ECHO-connected police forces and the ARC will commence.

Not all police forces will be ECHO-connected at the start of the ECHO service.

As police forces come onstream ARCs will receive an automated email informing them. A Stage-2 declaration will be required from the ARC to activate the ECHO service for the newly ECHO-connected police force. This forms the basis of fees due for the ECHO Service and allows the service to be extended to include the new police force.

The ECHO website will be updated with details of ARCs and police forces connected to ECHO.