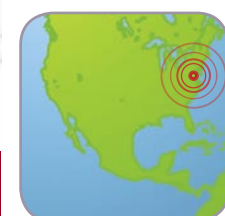


## Five Second Response In Delaware



**Location**  
Delaware, US  
**CommtechWireless Dealer**  
Kim Bowers  
USA Mobility

The Delaware Health and Social Services (DHSS) office in Delaware, the USA's first state, strives to "...improve the quality of life for Delaware's citizens by promoting health and well-being, fostering self-sufficiency, and protecting vulnerable populations."

The largest agency in the state, the DHSS employs more than 5000 staff and encompasses a number of facilities across Delaware. \*

One such facility under the DHSS umbrella is the Delaware Hospital for the Chronically Ill. Established in 1933, the hospital is a 24 hour facility specializing in long-term care for both adult and young adult patients.

Kim Bowers of USA Mobility, a long time CommtechWireless Dealer, was recently informed of a legal requirement pertaining

to internal fire emergencies for the hospital. The law states that a fine should be received if the response time to a fire emergency is greater than 50 seconds.

Coupled with the hospital's need for a message system to integrate with their in-house Emergency Response Preparedness program, this law meant the hospital wanted to reduce response times to much less than 50 seconds – to as low as 30 seconds.

Together with USA Mobility systems specialist Charlie Tucci, Kim Bowers proposed a CommtechMessenger solution to the Delaware Hospital for the Chronically Ill that would reduce message delivery time far below 50 seconds to as little as 5 seconds.

CommtechMessenger integrates with any number of emergency response systems using its flexible, built-in interfaces – receiving data from alarm events and sending it out as emergency messages to staff carrying pagers, DECT handsets and other text message capable technology.

Suitably impressed by the system, the hospital had an onsite evaluation to



ensure total coverage and promptly had CommtechMessenger installed – as well as upgrading a number of numeric pagers to alphanumeric units in order to take complete advantage of the capabilities of CommtechMessenger.

With first responder teams supplied with alphanumeric pagers and CommtechMessenger receiving data from alarms throughout the hospital, the Delaware Hospital for the Chronically Ill can be assured of rapid response during any emergency – helping to fulfill their civic duty, as well as protect their all-important patients.

\* <http://www.dhss.delaware.gov>

## Old World Charm, New World Order

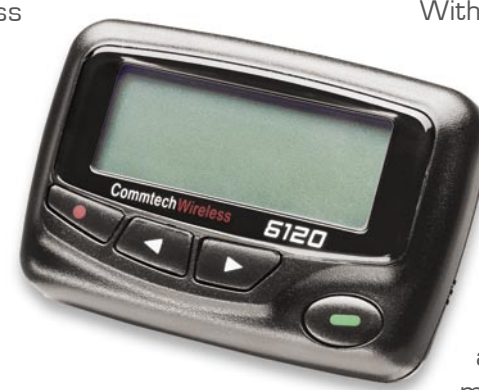


**Location**  
Killarney, Ireland  
**CommtechWireless Dealer**  
S&S Communications

The ruins of a 12th century castle that sit within the grounds of the Lake Hotel, Killarney have inspired the old world charm captured throughout the hotel – itself built nearly two centuries ago in 1820.

Its current owners, the world-famous Huggard family, purchased the Lake Hotel in 1940. Since that time, the hotel has undergone improvements that have seen the comforts and conveniences of modern life added to its wonderful historic warmth. It is the most recent refurbishment that provided interesting challenges for Laura Murphy at CommtechWireless dealer S&S Communications.

In devising a communications solution for the Lake Hotel, Ms Murphy proposed the versatile MAXPage system from CommtechWireless coupled with a number of 6120 model alphanumeric pagers for management and 4130 numeric pagers for staff.



Using the solution, reception staff can send preconfigured and on-the-fly messages to staff carrying pagers. By alerting key staff to the arrival of guests, or the requirements of visitors almost instantaneously, management at the Lake Hotel can assure everything runs smoothly.

When trialing the solution, Laura discovered that the steel structures in the refurbished areas of the hotel were causing interference and preventing transfer of messages from the transmitter to the 60 additional rooms built during refurbishment.

With the transmitter required to be mounted at Reception, simply moving it to the new section was not possible. Thinking on their feet, S&S Communications attached an antenna to the outside of the new building.

With the new antenna in place, coverage to the areas affected by the steel infrastructure is now total. Even the front doorbell is integrated with the new solution so that when it is pressed, staff get a message right away. Management at the hotel, who are still members of the original



Huggard family, were pleased with the result and report no further problems with message coverage.

With the help of S&S Communications and CommtechWireless, the Lake Hotel can maintain their long-earned reputation for quality customer service at the level of proud tradition long upheld by Ms Hilda Frances Huggard who, it is said, is "known the four corners of the Earth for her hospitality service and friendly welcome".\*

\* <http://www.lakehotel.com/history.htm>



# commtalk

QUARTER 4 2006

## SES Heroes Rescued From Carrier Fees



**Location**  
New South Wales  
**Local Implementation Partner**  
Simeon Kemp  
Horizon Wireless

In 1955, in Australia's Hunter Valley, more than 40,000 people from 40 towns were evacuated as almost every river system in the state of New South Wales (NSW) flooded. After 24 deaths and 5,200 flooded homes, 58 of those beyond repair, 15,000 people were left homeless and acres of crops and thousands of livestock were destroyed.



The State Emergency Service (SES), an emergency and rescue service made up almost entirely of volunteers, was created in response to this devastating tragedy. Today's NSW SES consists of 232 units comprising more than 10,000 volunteers. Clad in distinctive bright-orange overalls, the brave SES volunteers are primarily responsible for flood and storm operations.

Recently the SES, looking to save money on their sizeable subscription fees to the public paging network, turned to long-time CommtechWireless customer the NSW Rural Fire Service (RFS). The RFS employs their own series of paging transmitter towers that cover the entire state.

The SES, with their chief responsibility being flood rescue, realized that it would be a rare day indeed that saw both a fire and a flood in the same town. This meant the SES and RFS could share the existing paging transmitters without competing for bandwidth; and they soon approached Horizon Wireless to find out precisely how this could be done.

The system proposed by Simeon Kemp of Horizon Wireless employs a CommtechMessenger installation and a bank of modems. When an emergency message comes in to the central CommtechMessenger installation, a modem dials the RFS transmitter tower that is closest to the affected area using the TAP protocol. From there, the message is sent to the pagers of the relevant volunteers in the area.

The CommtechMessenger installation has, in effect, become the central hub of the SES' entire system. For even further benefit, the system can be expanded at any time to include the innovative Fusion Series, allowing volunteers to receive emails or SMS messages to their mobile phones.

By utilizing the existing, tried and true infrastructure of the NSW RFS and not having to pay subscription fees on the public network, the State Emergency Service can ensure the safety of NSW and save thousands of dollars every year.



## in this issue

No Drama in the Court  
For Durham

Communicating Onsite  
at 12th Century Ruins

Commtech Lights The  
Way for P&O

A Cure For Monday-itis  
at Friday's®

## contact details

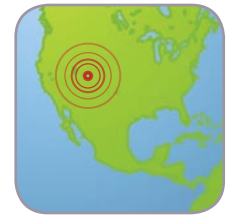
**Commtech Wireless**  
www.commtechwireless.com  
sales@commtechwireless.com

**Australia**  
PO Box 1037  
OPDC 6916  
Phone: +61 8 6240 0000  
Fax: +61 8 6240 0001

**United States**  
8301 Cypress Plaza Drive, Suite 105  
JACKSONVILLE, FL, 32256-4416  
Phone: +1 904 281 0073  
Fax: +1 904 281 0074



## Friday's Fun for MAXPage



**Location**  
Utah, US  
**Account Manager**  
Robert Wieland

At Thank God It's Friday (TGIF), the last day of the working week is celebrated - every day. The casual diner chain provides a fun, vibrant ambience where it's always Friday. TGIF first opened on First Avenue and 63rd Street in New York in 1965 and has since expanded to more than 500 diners in 55 countries.

Credited with coining the term "Happy Hour", and with more than 185 million customers through their doors since their inception, TGIF is a popular place.\*

So, like any popular place, customers often have to wait for a table. Knowing that wait times are a factor in the loss of diners to "walk aways", two TGIF stores in Utah have implemented the MAXPage restaurant solution.

Robert Wieland of CommtechWireless is no stranger to Friday's®, as a patron, a one-time employee and a solution provider. As an employee, he still remembers the

atmosphere of fun on which TGIF built a reputation.

Most recently Mr Wieland provided, in time for the grand opening of TGIF in Riverdale Utah, a MAXPage and 45 Patron Page Coasters.

The MAXPage restaurant system incorporates the desktop durability and power of MAXPage and the simplicity of the Patron Pager coaster pagers.

With the MAXPage transmitter and anywhere between 1 and 1000 pagers, diners can be alerted when a table is ready.

When patrons arrive, staff issue them a coaster pager and allow them to leave. That way, they are free to enjoy a drink in the adjoining bar instead of waiting in a foyer and becoming impatient.

When the wait is over, staff simply type the patron's coaster number into the small desktop transmitter and the durable Patron Pager coaster will light up, beep or vibrate to let them know.

The forward thinking of the Utah Friday's lights the

way for other diners and shows that the versatile MAXPage solution lets TGIF keep their restaurants humming with excitement in the way for which they are famous - instead of the sound of impatient customers.

\*<http://www.fridays.com>



## P&O Ports "Light" on Power Costs



**Location**  
Fremantle, Australia  
**Account Manager**  
Arthur Haycraft

P&O Ports is a world leader in cargo handling services and port management with 29 container terminals and logistics operations in over 100 ports in 19 countries. A core business of the P&O Group, P&O Ports only began its successful international expansion in 1986 after a history in Australia that stretches back to the 19th Century.

Management at P&O Ports recently saw the need for a method of automatically and remotely turning on and off their working lights. At the same time, their security lights were to automatically turn on at dusk and off again at dawn. In their quest to find a solution, P&O Ports contacted the Fremantle Port Authority.

At the FPA, light-sensitive cells on top of each tower interact with CommtechMessenger and RELAYPage to switch lights on and off when the level is high or low. This solution was not quite ideal for P&O Ports. Firstly, P&O were looking to integrate their *Bespoke* panel so that indicator lights would show at

a glance whether any lights were on and, secondly, they did not want a PC-based solution.

With this in mind, Arthur Haycraft of CommtechWireless devised a Fusion Series based, rack-mounted solution. In order to turn the security lights on and off, photo-electric cells are employed in the same manner as the FPA solution, and a unique system controls the working lights.

To operate a working light, a button is pressed on the *Bespoke* panel and an indicator light is lit. However, if the same light is turned off automatically due to information from the photo-sensitive cell, the indicator stays lit until the *Bespoke* button is manually pressed. With the port covering a massive area of 13.2 hectares, there is then no easy way to tell if a light is on or off.

To solve this problem, two RELAYPage telemetry devices are contained in the *Bespoke* rack. Configured on the same address as the devices on each light pole, the RELAYPages activate or deactivate the

indicator lights on the panel whenever a working light is manually or automatically turned off. This provides confirmation of the status of the light at a glance.

The Fusion Series and CommtechWireless have provided P&O Ports with a simple and cost efficient, non-PC-based method of automatically managing their lights across the wide expanse of their Fremantle location.

For added value, the same solution can be rolled out across all their other locations, worldwide, with a minimum of cost and effort.



## Sneak Peek : BRAVO Ex



New from CommtechWireless and available soon, the Bravo EX is an outstanding 4 line intrinsically-safe, synthesized pager certified under ATEX (Atmosphere Explosibles, France) - the directive governing the technical requirements applicable to equipment for use in potentially explosive environments.

The ATEX approved product offers Flex or POCsAG format, plus, the 4 line alphanumeric pager can be zoomed to 2 lines of easy to read text - all in a casing that's approved for use in Europe.

This is exciting news for European dealers in particular, but also for any dealers looking for a solution in environments, world-wide, where intrinsically-safe operation is required.

Many such customers already utilise Bravo intrinsically-safe pagers - from the New South Wales Rural Fire Service to the US Military.

### ATEX Compliance

The Bravo EX is compliant with the ATEX standard II 1 G EEx ia IIA T4.

In layman's terms, this means the pager is safe for use in Zone 1, Zone 2 and Zone 3 of the ATEX Directive.

The Bravo EX is also safe for use in Propane environments and at temperatures of 200°C

### Feature-Rich Operation

The Bravo EX allows flexible operation with a host of premium features.

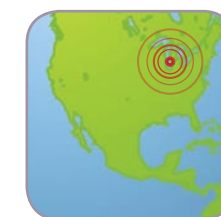
Three speed page scrolling, adjustable LCD contrast, a low battery reminder, a daily alarm function, continuous message alert and so much more make the Bravo EX the most versatile pager available in the Bravo range.

### Extra Protection

With a high quality plastic enclosure, the Bravo EX is among the most durable pagers on the market. With the addition of a rubber protector from CommtechWireless, your investment is kept even better protected while retaining all the functionality that makes it an important tool for your staff.



## Commtech Brings Order to the Courts



**Location**  
Durham, Canada  
**CommtechWireless Dealer**  
Multitone

In 1974, the Regional Municipality of Durham was established as a regional government in the province of Ontario, Canada. The region has a population in excess of 500,000 people and is a major centre in the Canadian automobile industry.\*

The Municipality of Durham recently approached Multitone Canada to address a concern they had about the safety of staff at their courthouses.

In the event that staff members such as Judges and Court Reporters felt threatened, court officials wanted a way to alert the Police Officers who patrol the halls of the courthouse.

In other sites throughout Canada, Multitone had set up several systems to address just such a concern.

The system proposed to the Municipality of Durham consists of an Alarm Interface Module (AIM) from CommtechWireless with

32 closed contact inputs and a number of 6120 alphanumeric pagers.

The alarm system already set up in the courthouses of the Durham Region provides emergency buttons at the Judge's desk, in the chambers and in other locations throughout the court.

The Multitone system that was added integrates the CommtechWireless AIM and 6120 pagers with the existing alarm panel.

Now, when an emergency button is pressed, a message indicating the location of the alarm is sent to the pagers of Police Officers on patrol.

Besides the value of virtually instant notification, the courthouses have benefited from the vibrate-only feature of the 6120 pager. With the pagers set to vibrate, Police

Officers can prevent any distress or panic to other persons within ear shot.

Multitone's system, installed with no interruptions to court proceedings, enables court staff to undertake their work without fear for their safety.

Representatives of the Durham Region credit the system with the fact that "our staff now feel secure while carrying out their courtroom duties."

\*[http://en.wikipedia.org/wiki/Regional\\_Municipality\\_of\\_Durham](http://en.wikipedia.org/wiki/Regional_Municipality_of_Durham)

