

PageOne Responder



Advanced Alerting &
Resource Management

Know Who is Attending – Improved Response

When mobilising resources or teams in an emergency, the ability to know who has received a message and who is responding or attending can allow you to make better use of resources and improve your response times.

Currently with one-way tone alerters, Control Rooms do not know whether retained fire-fighters have received the message or whether they are attending. Valuable minutes can be wasted, waiting to see whether an appliance can be mobilised and whether the correct resource is in attendance.

PageOne's 2-way Responder pager closes the loop allowing Control Room staff to know whether an appliance will be mobilised more quickly. By knowing who is attending and their role, you can make quicker, more informed decisions that could shave vital minutes off the response process.



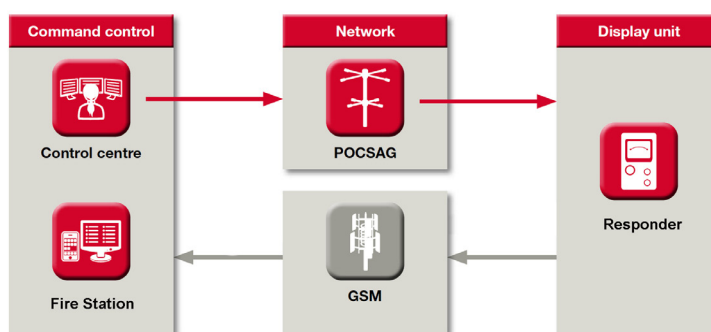
The Responder 2-way paging solution

Alerts are distributed to a paging group call as normal and team members acknowledge an alert with a press of a button and are able to respond immediately by selecting from pre-defined reply messages (e.g. Attending, Not Attending). Responses are sent directly into PageOne's messaging gateway with a dashboard view showing the individual responses as well as a summary graph of how many staff of which role are attending (e.g. 1x Driver, 4x Crew), so you can see at a glance whether the appliance will be mobilised.



CAD System Integration







PageOne also has a range of interface API's to allow Responder messages to be sent direct from current CAD software systems and responses/replies can be integrated back into the CAD system to allow quicker decisions and improve response times.



Staff Availability

Knowing which staff are available in advance allows more effective use of resource and can make a difference to which teams you mobilise. PageOne's Responder pager incorporates a Status Update feature which allows staff to update their current availability in real-time, so you always know who is available for work. IVR and SMS-based book-on/off options are also available.

- > Staff members update their status (available/not available)
- > Control Room and Fire Station have an overview of status at any time
- > Allows realtime view of station and pump availability

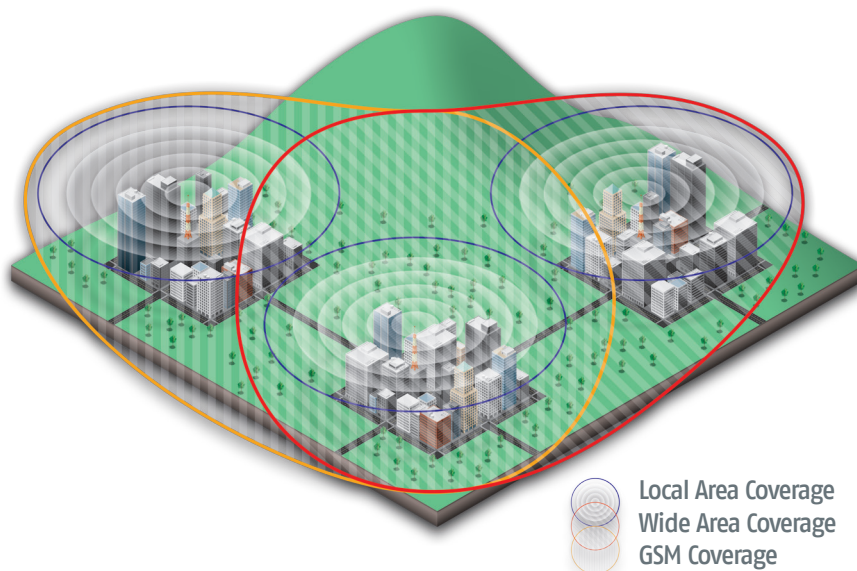
Wednesday 24.01.2013		
Available  Nick Smith	Not Available  David Bond	Not Available  Steve Jones
Available  Paul Fegan	Available  Jim Kerr	Not Available  Dan Gray

MTPAS-enabled

The Responder 2-way pager uses the paging network for outbound messaging, leveraging proven resilience, coverage and group broadcast. Responses are transmitted via a mobile data channel with the Responder unit being given special dispensation by the Cabinet Office to be MTPAS-enabled, assuring mobile network throughput even in times of major emergency.

Triple-Resilience Alerting

Capable of operating in dual-frequency mode with SMS fall-back, the Responder pager provides triple-resilience message delivery to ensure critical alerts are received where-ever staff are. The device listens to both the on-site local paging frequency as well as PageOne's national paging network, and messages can be automatically diverted via SMS if the pager is unable to detect a paging signal.



Local Paging System Replacement

The Responder pager operating on PageOne's national paging network, together with SMS fall-back provides a real alternative to the costly replacement of legacy local paging systems. Delivering acknowledged alerting on proven national networks improves service management without local infrastructure renewal and maintenance costs.

Responder feature summary

Responder 2-way pager

- > Full 240 character text messages
- > Individual and Group alerts
- > Message delivery and read confirmation
- > Up to 8 pre-defined Response messages
- > Up to 8 pre-defined Status Update options
- > MTPAS-enabled
- > Re-chargeable battery
- > Typical 7 day battery life (14 days with extended battery)*
- > Proven robust design
- > Optional SOS 'press and hold' alert button
- > Optional GPS location positioning
- > Dual-frequency capability (local and national paging)
- > SMS fall-back capability

*with GPS disabled



PageOne Connect

- > Secure cloud-based messaging console
- > No software/hardware install
- > Send individual and group alerts
- > Supports messaging to pager, SMS, email, landlines
- > Full sent/received message log inc. delivery confirmation
- > Address book and pre-defined message templates
- > Response Dashboard
- > Optional location and mapping
- > SMS fall-back – divert messages via SMS if Responder loses paging signal

Responder API's

- > Send directly from all current CAD systems
- > Acknowledgements and responses directed back to Control Room and Fire Station
- > Range of documented, secure API's to suite any software environment

Further Information

Contact us now and discover what our mobile technology can do for your world.

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