multitone

Fire & rescue mobilisation technology

Alerters, apps, radio repeaters
and station transmitter linking

Ready for ESN

Communication is crucial

For all fire and rescue services (FRS), the ability to react effectively and efficiently to an incident is of paramount importance. Delays in either receiving critical information or getting firefighters to and back out of the station could cost lives. To ensure deployment happens in the shortest possible time, reliable communications are crucial.

Multitone have been working with the emergency services since the 1970's. This pedigree ensures that we are not just aware of the technical requirements of the FRS, but also have an understanding of their differing operational needs. As a result, we offer a range of alerters and alerter coverage enhancement technologies that ensure firefighters are always within reach when that 999 call comes in and every moment counts. All of our alerting options are ready for ESN.

Brochure contents:

Alerters

Based on reliable radio technology, alerters remain the most trusted, fail-safe method of letting fire crews know when they are needed urgently. But as communications technology has evolved, so too have alerters. As a UK partner of TPL Systèmes, we offer a range of their modern, robust and sensitive alerters to ensure fire services throughout the British Isles have the best mobilisation technology available to them.

Birdy WP

- Rugged case, waterproof to IP67
- High sensitivity 3µV/m
- Long battery life. Battery AA type (rechargeable or disposable battery)
- 8 RIC addresses, 4 sub-addresses for each RIC (32 addresses in total)
- 12 x User profiles
- Chameleon display
- New rear case with belt clip integrated
- RFID tag as standard
- Two year warranty
- Non-erasable message and events logs

Alerters

Birdy Slim

- Rugged case, waterproof to IP54
- POCSAG sensitivity: 2µV/m @ 512 baud
- Li-Ion swappable battery. Up to 15 days between charging
- 8 RIC and 128 RIC address options
- 12 x User profiles
- Chameleon display
- RFID tag as standard
- Non-erasable message and events logs

Birdy 4G

- Rugged case, waterproof to IP54
- 128 RIC codes each with 4 sub addresses
- Li-Ion rechargeable battery, 80 Hr autonomy with GPS enabled
- Chameleon colour display
- POCSAG sensitivity: 3.85µV/m @ 1200 baud
- GSM category: 4G LTE Cat1 –M1, NB-IoT
- RFID tag as standard
- Non-erasable message and events log
- GPS location and tracking
- Mandown SOS
- Status setting and tactical acknowledgement responses

Appear Crew App

Smartphone Paging for Emergency Services

Appear Crew brings paging to smartphones, complementing the use of radio pagers for call-outs and thereby minimising the chances of a crew member missing a call.

Appear Crew is impossible to ignore, as it is able to override silent & DND settings on smartphones, as well as the app's off-duty status for the most urgent emergencies. As a result, the app is ideal for sending call-out notifications to emergency service workers: particularly volunteers or retained staff. By ensuring multiple methods of call-out delivery, Appear Crew helps guarantee rapid mobilisation, and provides a layer of redundancy should either the alerter transmitter or an individual alerter experience technical difficulties.

Key features:

- Appear Crew integrates fully into your existing GD92 mobilisation systems
- It's simple to use; you can view and acknowledge alerts with just a few taps. The app delivers message receipts and acknowledgement back to the central system automatically
- If a message is undelivered, it will be re-sent as soon as the device restores connection to 3/4/5G or WiFi. All messages are AES 256 encrypted

Multitone Messenger App

Secure, modern communications for your key personnel

Messaging apps are a very powerful way of keeping in touch, allowing you to make voice and video calls, communicate in groups, and share files and photos easily via Wi-Fi or mobile networks.
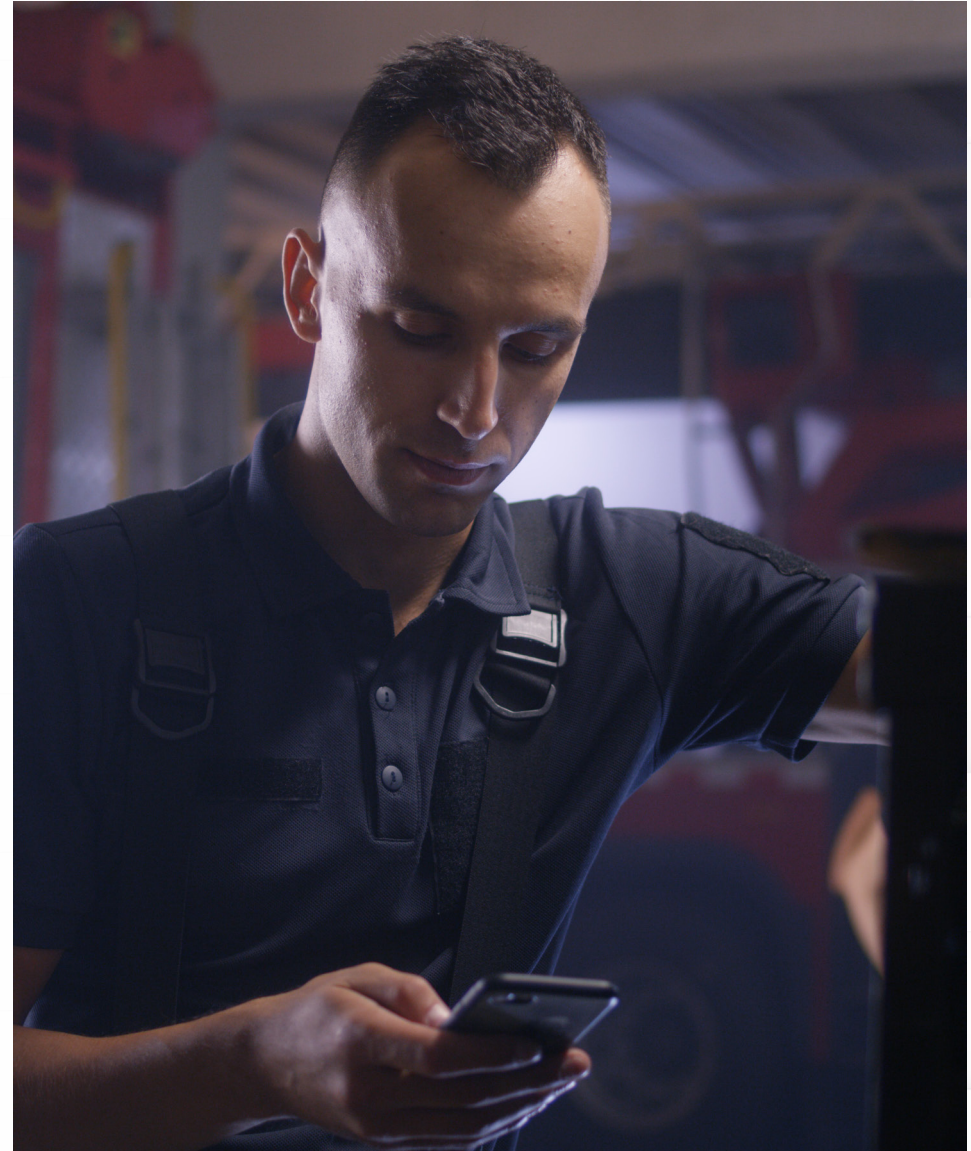
However, the downside of using publicly available apps, particularly on private staff devices, to communicate within a fire service is this erodes the distinction between personal and professional lives and places the security of potentially sensitive data at risk.

With Multitone Messenger, you get all the powerful features of a standard messaging app, providing key staff throughout a service with a powerful tool to communicate and collaborate, whilst ensuring central oversight and management.

Key features:

- Strictly professional: The Messenger address book is centrally managed by system administrators
- All data is backed-up, encrypted, and segregated on devices for maximum security
- All messages are stored centrally for audit purposes

Find out more at multitone.com/solutions

Radio repeaters

With the use of radio repeaters for a fire station's alerter transmitter, fire services can boost the signal inside structures and outside to new areas, helping overcome geographic and man-made obstacles and ensure full coverage where needed.

EMS-LPR

- Repeats station alerter calls into marginally covered areas
- Coverage footprint: village or large estate
- Repeat all received RIC addresses
- Repeat listed RIC addresses
- Repeat calls based on message content
- VHF frequency. 25 Watts max RF power

PicoPOC

- Repeats station alerter calls into marginally covered buildings
- Coverage footprint: house or office etc
- Repeat all received RIC addresses
- Repeat listed RIC addresses
- Repeat calls based on message content
- VHF frequency. +14dBm (25mW)
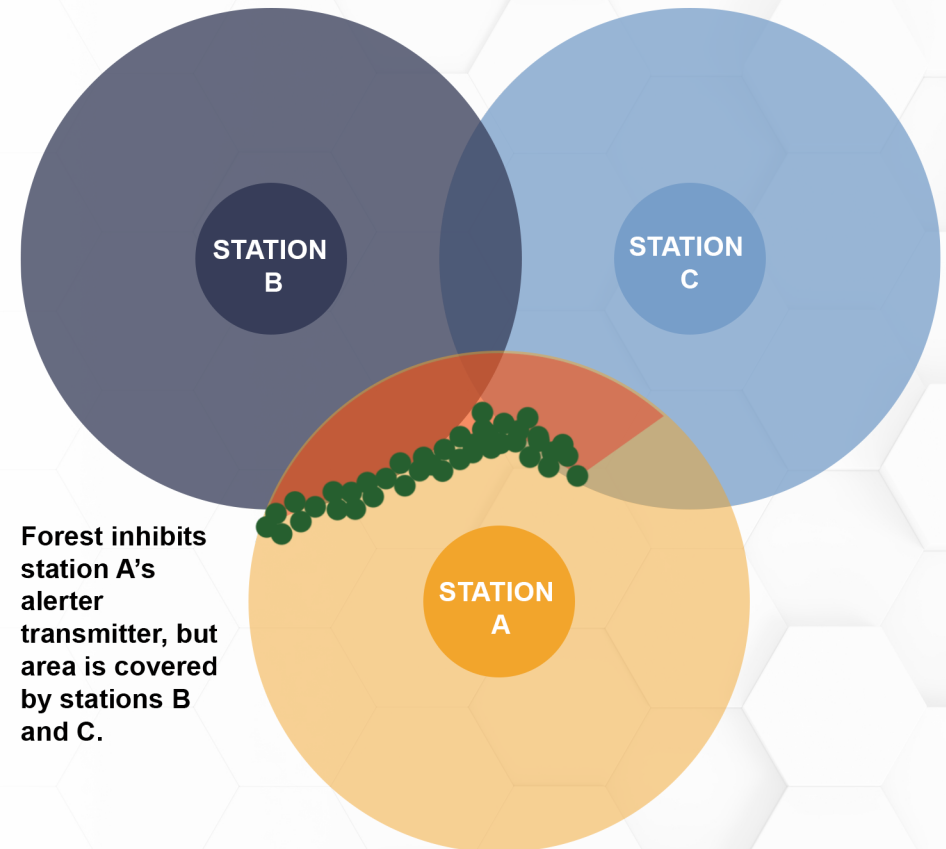
NSM Adjacent Alerting

In some cases, the coverage of existing fire station alerter transmitters overlaps, and linking them together for call repeats can actually improve the reliability and reach of alerter calls within station A's operational area with the use of station B and station C's transmitters.

NSM is our Network Status Manager software, picking up GD92 alarms generated anywhere on the network and reporting them. Additionally, NSM routinely and automatically interrogates and tests Multitone station ends and bearers, reporting any failures created by this background testing. The NSM software can be configured to create station groupings which provide the adjacent alerting function described above.

Benefits of NSM Adjacent Alerting:

- Increased alerter coverage
- Capitalises on existing infrastructure
- Exploits coverage overlap
- Fully automated

STATION B

STATION C

STATION A

Forest inhibits station A's alerter transmitter, but area is covered by stations B and C.

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