

Do You Want To Reduce Queue Times And Improve Customer Service?

As competition in the retail market increases, the one issue that retailers can not afford is unhappy customers. With so much choice available, if they receive a poor in-store service consumers will not think twice to look elsewhere to shop.

One issue that causes customer frustration is the age-old problem of queuing. Nothing frustrates a customer more than spending time selecting goods on offer in a store only to reach a queue and spend an equal amount of time standing in line waiting to pay.

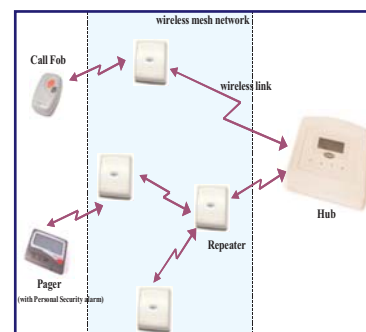
Another rising problem in retail is the growing levels of violence against staff. EkoTek features a personal attack alarm immediately alerting other users of trouble and reporting the location

EkoTek is a two way messaging and location reporting system, which can be used to enhance customer service and prevent loss of business.



In the Retail and Leisure sectors, Multitone's **NEW** EkoTek solution provides the following:

- ◆ **Queue Management System - Eliminate queues fast**
- ◆ **Customer Assistance Alerts - Help assistance button around the store**
- ◆ **Staff Location Reporting - Monitoring and locating staff for customers**
- ◆ **Personal Attack Alarm - Protect staff from violence**
- ◆ **Task Management - Send instant messages and make effective use of staff time**
- ◆ **Till Point Assistance/ Alarm - Requesting more staff or alerting staff of theft or violence**
- ◆ **Warehouse Alerts - Pre programmed messages sent to warehouse staff**



Call Fob



The Call Fob allows an assistance call to be generated either by the User pressing a button or automatically by the Dead-Man or Man-Down features. Accurate location information is obtained from nearby Repeaters. The Call Fob can also report the User's location to a Hub web page as the User moves around, allowing User tracking applications such as patient or visitor location to be implemented. Acceptance of assistance calls by an EkoTek Pager is indicated at the Call Fob to reassure the User.

Repeater



Repeaters automatically form the backbone mesh radio network, relaying messages to/from the Hub. The network physical layout is determined by the placing of Repeaters, which may extend across floors and buildings. Repeaters are battery powered and do not need any wires, making installation very quick and low cost. Each Repeater provides a location beacon signal for accurate location determination for alarm signals and also for tracking.

Pager



The Pager is multi-function supporting display of received messages with acknowledgement plus the ability to generate an alarm from the User, Dead-Man or Man-down Features. The Pager displays shows alarms from other Pagers and Call Fobs, allowing the User to accept the alarm and signal back to the Call Fob or Pager User sending the alarm that assistance is on its way.

Hub



The Hub displays assistance call messages, showing the calling User and location. Device configuration is stored on the Hub and can be changed using a PC running web browser software such as Internet Explorer. Statistics and logs are collected and stored at the Hub and can be viewed using a web browser. Additional web browser functions include creation of pager messages, allowing messages to be sent to individual or groups of Pagers and also location display to allow Call Fob or Pager Users to be located.

Technical Specification

Operation Frequency:	2.4 GHz-16 channels
Radio Power:	10 mW
Radio Structure:	Self-configuring/repairing mesh for range and easy expansion
Hub Interfaces:	DC power input, alarm contacts, serial to external paging system, antenna
Powering:	All devices battery powered except for the Hub which has an external DC power input and internal backup batteries for operation during mains failure

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