

EkoTek for hospitality

Supplementary information

Lone worker & staff protection



To facilitate the continuous high level of service customers demand and to assist employees in managing a well organised and efficiently run establishment, Multitone's EkoTek solution is the ideal choice.

In the highly competitive hospitality industry, delivery of good customer service to both the business and leisure guest is of highest importance. Customer service includes every aspect of what customers experience within in a hospitality environment. In order to provide a high level of customer satisfaction, hospitality businesses need to be run smoothly and efficiently.

The EkoTek wireless, two-way communication solution consists of easy-to-install devices capable of locating and sending messages between hospitality staff and guests.

In the hospitality sector, Multitone's EkoTek solution provides the following:

- improved staff productivity
- easy location of staff and guests
- fast and efficient communication with staff and guests
- staff protection and safety reassurance in difficult circumstances
- better performance and task management from staff with work duties
- enhanced customer service to guests from improved operational efficiency
- staff and lone worker assistance with work situations and customer queries
- accurate alarm reporting so incidents can be dealt with swiftly to minimise staff risk and disruption to guests

Call fob holder



Solar powered repeater



Call point



Charging rack



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 staff or guest location to be implemented.

Repeater

The repeater automatically forms the backbone mesh radio network, relaying messages to and from the hub. The network's 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. Pull cord and alarm button models are also available.

Snatch cord pager

The snatch cord pager is multi-functional, displaying received messages with acknowledgement, plus the ability to generate an alarm from the button, snatch cord (panic), dead-man or man-down features. The snatch cord pager display shows alarms from other snatch cord pagers and call fobs, allowing the user to accept the alarm and signal back to confirm that assistance is on its way.

Hub

The hub is the system's central control unit. It 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 which 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 snatch cord pager users to be located. The EkoTek system may be extended using additional slave hubs for large site applications.



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
Power:	All devices battery powered except for the hub which has an external DC power input and internal backup batteries for operation during mains failure

Multitone Electronics plc, Geddes House, Kirkton North, Livingston, West Lothian, EH54 6GU

Tel: +44 (0)1506 418198 Fax: +44 (0)1506 411711 Email: info@multitone.com Web: www.multitone.com

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