

# EkoTek for retail & leisure

Supplementary information

Lone worker & staff protection



## 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 about going elsewhere.

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 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 - preprogrammed messages sent to warehouse staff

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 visitor 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

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