

# Multitone Electronics

Worldwide

**Multitone Electronics is a market leader in innovative, customised, wireless communication. Providing security, critical messaging and mobile telephony system solutions for a diverse range of specialist markets.**

For more information on our products please visit:  
**[www.multitone.com](http://www.multitone.com)**

## Products

### ■ Critical messaging – paging solutions

Fast, efficient communication is a major contributing factor to the level of service provided by organisations. Even with all the latest advances in communications, paging continues to provide instantaneous voice and text messages faster than any other wireless technology. Critical messaging systems can communicate messages to multiple recipients in a short space of time, and can represent a fast and reliable solution to communication problems across a range of industries and sectors. Multitone specialises in providing integrated paging systems for efficient, rapid messaging.



### ■ Lone worker and staff protection communication solutions

It is essential that workers are able to communicate with other members of staff, be it to seek assistance, receive instructions or send a panic message. Multitone can provide lone worker and staff protection solutions to meet a range of requirements. When industry workers in different parts of a site need to communicate, Multitone can provide complete on-site integrated communication systems, allowing workers to send and receive instructions and remain in full contact. When a lone worker needs to send a distress signal, Multitone can provide personal alarms which rapidly distribute alarm signals to multiple recipients.

\*For the German market a dedicated system for industrial applications is available, which meets the German industry standard DIN V 0825 and German government safety organisation regulation BGR 139. Systems that meet these standards and regulations contain a built-in self-test, which reports the failure of each single system component immediately.



### ■ Telephony and cordless solutions

The cornerstone of a business is being able to communicate effectively and efficiently with customers. Multitone's telephone systems and mobility solutions are leading edge, delivering performance while offering the flexibility to grow and expand with the site. As a systems integrator, Multitone doesn't just deliver a phone; the company delivers an essential system that will enable increased productivity and customer satisfaction.



## ■ Alarms, monitoring and notification solutions

Multitone are experts in receiving, translating and delivering critical alarm information from a variety of different sources such as fire alarms, building management systems, intruder alarms, nursecall systems or simple closing contacts.

These alarms can be received from multiple locations across many networks and then delivered to any number of different devices including pagers, mobile phones, display boards, portable radios, DECT handsets and email, to name but a few. Multitone works with the emergency services, major health organisations and retail chains to monitor and deliver key alarm information to their staff 24 hours a day, 365 days a year. These organisations, together with blue chip companies and small businesses, trust Multitone systems and expertise to perform when it is needed the most.



## ■ Emergency services

Rugged and dependable, Multitone's emergency services products and solutions are as reliable as the men and women that use them every day. Designed to operate in the most demanding of environments, these qualities make them the first choice for over 85% of the UK's Fire Services.



## ■ Wireless nursecall system\*

For care home applications, a dedicated nursecall system with fixed or mobile emergency call units are available. Emergency calls are broadcast from a patient's room to the main unit, where an SMS message is transmitted to a paging system or a wireless telephone system. The nursecall system also has an integrated dementia alarm. All emergency calls are logged for reporting and analysis, and installation of the system is quick and straightforward due to minimal wiring.



\* Market specific product/service

## Markets

### ■ Healthcare

From hospitals to care homes, from surgeries to dedicated clinics, Multitone has years of specialised experience in delivering full communication solutions to the health sector. Hospitals are round-the-clock communities with scores of staff, patients and systems that need constant monitoring and integration. They are demanding places where situations change suddenly and rapid responses are essential. For this reason, a fully integrated communications strategy and system is vital to maintain high levels of service and care for patients.

### ■ Retail

Multitone systems enable efficient communication with customers and colleagues both on site and when out of the office. Good customer service demands fast response times, and a complete wireless communications system is essential. Paging and alerting devices with location tracking are available, which can also be integrated with existing alarms and communication systems for a complete, coordinated approach to efficient communication and enhanced customer service.

### ■ Industry

Communication becomes key when operating over a large site. When instructions need to be sent or contact made with workers in different areas of a site, Multitone can provide complete wireless communication solutions, which are reliable, durable, and fully integrated with any existing alarms or communications equipment. This can include wireless telephones allowing staff to walk around site and maintain contact at all times, even between buildings; a paging system for instant notification of critical messages or alarms; and lone worker alerting systems so anyone on site can contact others.



## ■ Leisure and hospitality

To enable excellent customer service, Multitone can develop complete systems linking doorbells, bedroom buzzers, reception calls and other customer request signals to staff paging systems. This allows for constant communication with customers and amongst staff, and when customers require round-the-clock attention, staff will be able to respond quickly to their needs from any location at any time.

Alarms such as freezer failure, staff attack or emergency exit use can also be integrated into the system, enabling quick response to minimise disruption and/or damage.

## ■ Local government and offices

In jobs where working with a wide range of people face-to-face, by email or by phone is a daily occurrence, Multitone can provide complete communications solutions. From teachers dealing with disruptive students, to job centres and benefit offices facing difficult situations, alerting colleagues to a potentially threatening situation is essential to the safety of staff. Multitone can provide an integrated communications system which allows staff to communicate easily within the office, between departments and externally. Integrated telephone and paging systems can also be developed for speedy, efficient communication on multiple levels.



## Multitone Electronics plc

For over 75 years, Multitone has worked successfully with businesses and organisations to meet complex communication problems. Using considerable expertise in integrated wireless communication systems, each strategy designed by Multitone is created to improve operation and performance.



Our areas of expertise include:

- lone worker and staff protection systems – enabling you to send alerts and locate staff in the case of accidents, sudden illness, or attack
- cordless telephones with messaging capabilities – enables staff to walk and talk for more efficient response times and better customer service
- critical messaging/paging – provides wide area and on-site coverage, time efficiency and security advantages that cannot be met by cellular or other radio-based communication
- centralised alarms – bringing all site and equipment alarms to one central monitoring point for response and efficiency benefits

Multitone Electronics plc is part of Kantone Holdings Ltd, a member of the Champion Technology group of companies.



### Key

- Multitone Electronics
- Multitone Electronics Partners/Distributors

## Multiton Elektronik GmbH Deutschland

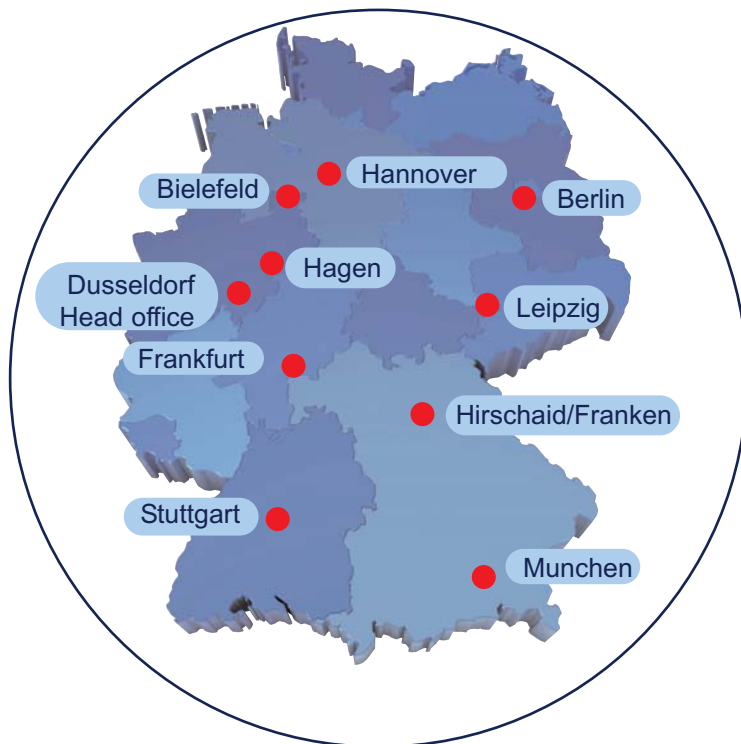
Multiton Elektronik was founded in 1958 and has its headquarters in Düsseldorf. The comprehensive sales and service network has grown to 15 locations across Germany, ensuring a timely, local response for customers country-wide. From planning and radio surveys to installation and startup, Multiton Elektronik provides complete turnkey systems. If required, messaging, safety, security and nursecall systems can also be integrated with existing or new telecommunications equipment for a complete workplace solution.

In Germany, the product range includes security systems in accordance with DIN and BG regulations, wireless nursecall systems and dementia solutions, as well as modular structured DECT communication solutions, also with VoIP capability.

Using a network of regional offices, Multiton Elektronik takes pride in producing the right solution to meet customers' individual requirements with ongoing, local support available.

The company also offers cost-effective full service packages which provide regular monitoring and maintenance to ensure that customers always get the best from communication solutions, for efficient, long-term operation and regulatory compliance.

With over 50 years in business, providing communication solutions to more than 5,000 customers, Multitone Germany is recognised as a high quality brand for customised solutions. The company has grown to stand for continuous development, patented technologies, and strong quality management and customer focused services.



## Contacts

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## Customer Service

### ■ Design and development

Multitone's worldwide market coverage requires close teamwork between its design and development engineers, marketing and production specialists. Teams of experienced engineers take full advantage of technical advances to develop innovative product designs, offering customers improved functionality and performance. With integrated teams, Multitone is able to respond rapidly to market opportunities and customer requirements, such as interfacing with existing systems or hardware for a complete communications solution.



### ■ Support

Throughout the relationship with Multitone, customers can keep in touch through a state-of-the-art Customer Service Centre, giving access to a fleet of technicians, engineers and customer service team who provide customers with first-rate support.

### ■ Advice and servicing

Multitone's sales teams provide free advice on radio coverage, system planning, installation, upgrade routes and risk assessments. Servicing and repairs are carried out on-site if possible, and all our distributors worldwide have arrangements for skilled repair work at local centres. Multitone products are designed to be easily serviced, and the experience of service engineers is fed back into future designs.

### ■ Training worldwide

Specialist trainers provide technical training for users, system operators, technical and service staff, on any site, anywhere in the world.

### ■ Global sales and service network

Being an international organisation, Multitone has specialised Account Managers and Partners all around the world including North America, South America, Western Europe, Eastern Europe, the Far East and Australia.

### ■ Quality

Excellent customer service and product quality is always Multitone's major focus, so no matter where in the world you are based there is always first-class support and technical assistance on hand. Multitone is ISO9001 certified and continues to review its quality processes and products to ensure customer satisfaction at all times.



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