

StaffCall

Lone worker & staff protection

StaffCall monitors employees and lone workers to provide reassurance and alerting in case of attack, abuse or other emergencies via your mobile phone.

At Multitone we are aware of the increased risks associated with lone working and the need to protect staff who work in environments where violence is possible. Our StaffCall system provides automatic monitoring using the public telephone network to contact (poll) staff, protecting them whether they are working out in the field locally or country-wide.

The StaffCall system is designed for ease of use; users are automatically called (polled) by a server on their mobile phones to ensure that they are safe. If users do not respond to the call, StaffCall starts an escalation procedure, repeatedly calling members of the response team until the alarm is acknowledged. The escalation procedure ensures that a call doesn't go unnoticed. There is also the ability for users to record messages telling the system where they are and any status information. This message will be played if an alarm is raised informing the response team of where the user was when the alarm was raised.

StaffCall has an element of flexibility, allowing users to assess their own environment and level of risk. If a user was going into a low-risk environment they could set the system to poll them every hour or, alternatively, if they felt they were entering a potential harmful environment or a situation where they may feel uncomfortable, they can set the system to poll them every 10 minutes. By providing a flexible way for employees to raise an alarm, staff gain an increased sense of security through knowing that StaffCall requests regular status checks and has a procedure in place to ensure that any problems are reported and acted upon.

Key benefits

- Country-wide automatic monitoring of workers
- Friendly voice messages
- Easy-to-use system
- Flexible monitoring time periods set by users
- Recording of user's message and status providing location information
- Audit trail of alarms
- Comprehensive logging of all StaffCall activities
- Reporting functionality

For more information on our products please call:

+44 (0)1506 418198

or visit:

www.multitone.com

Rugged servers

Our StaffCall servers are available in a tower or 19" rack mounted configuration. Each server contains dual redundant power supplies plus three hard discs arranged in a RAID5 configuration to ensure uninterrupted operation in the event of disc failure.

PSTN

The StaffCall server may be connected directly to the PSTN or PABX. A hunting group is used for incoming calls to allow employees to contact StaffCall via a single telephone number.

Dual redundant servers

For ultimate reliability, StaffCall is available with dual redundant servers and a hot standby server which is permanently ready to take over if the live server fails.

Technical specification

■ PSTN Interface:	analogue loop start lines
■ Number of PSTN lines:	4 to 12 lines per server
■ Number of workers:	typically up to 400 logged on
■ Server:	redundant power supplies, RAID5 disc striping
■ Server Mounting:	tower or 19 inch rack mount variants
■ Power:	230 V AC
■ StaffCall Configurations:	single standalone server or Live/Backup switching
■ User Interface - to user:	pre-recorded StaffCall voice messages
■ User Interface - from user:	DTMF tones and recording of user voice location/status messages

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