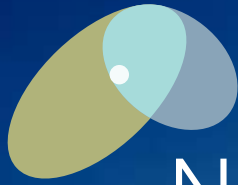


# 1Touch Push To Talk Services



Ninehundred  
Communications Solutions



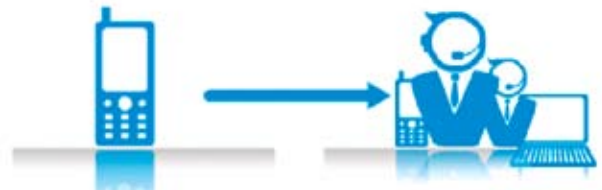
# INTRODUCING 1TOUCH...

An exciting range of services aimed at improving communications, management and the safety of field based teams and lone workers.

**Utilising the reliability and national coverage of the mobile networks but offering much more!**



INTRUSIVE AND NON-INTRUSIVE MODES



ONE OR MULTIPLE RECEIVERS

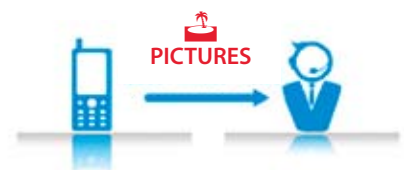


INSTANTANEOUS VOICE COMMUNICATION  
WITH JUST PUSH OF A BUTTON

**NATIONAL COVERAGE**  
**INSTANTANEOUS VOICE COMMUNICATION AND MUCH MORE...**  
**ALL AT THE PUSH OF A BUTTON!**



VISUAL INDICATION OF PRESENCE



## 1Touch Core Features

**1Touch** is Ninehundred Communications **Push To Talk (PTT)** service allowing your field workers to keep in constant touch with the office as well as each other by combining the benefits of two way radio with the flexibility and vast coverage of GPRS used by the mobile phone networks.

With no need to dial telephone numbers it is a fast and efficient real time communications tool which is simple to use, offering instant communication at the push of a button either on a one-to-one basis or as a broadcast to a group of people. Tailored to your needs, PTT technology can offer huge benefits over standard mobile phones.



**1Touch** gives you the freedom to take your valuable group communications services with you wherever you or your team need to operate. It also integrates seamlessly with your Local Area Network (LAN) so that office-based users can keep in contact with field based staff using a PC.

**1Touch** is a scalable solution offering the flexibility of the core PTT solution with options to add further features providing an enhanced service. These can be added singularly or together.

## Optional Enhancements



### **Push To Locate (PTL)**

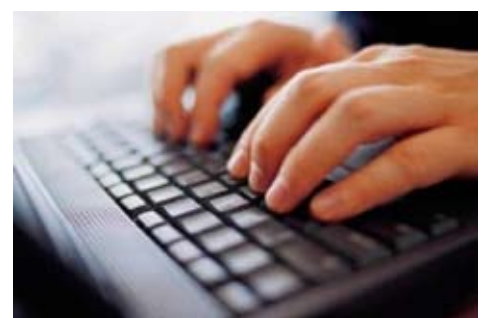
Added to PTT and via a secure website, PTL offers the unique ability of being able to locate and communicate to your remote working staff in an instant.

It also helps protect your lone workers as part of compliance with HSE and Corporate Manslaughter regulation. By ensuring that a supervisor can remain in constant touch and knows exactly where they are, they can quickly send assistance if someone is injured or in danger - even if they cannot answer the phone.

PTL also provides historical information of an employee's movement so that they can confirm, for example, if a delivery person was at the correct address at the correct time, or which route that the employee took. Instant messaging is included.

### **Push To Alert (PTA)**

Added to PTT, PTA provides a solution for lone worker safety with the provision of a panic alarm to notify the designated remote control room that assistance is required.



## The Products - BB3G Handset



### Features

- Push To Talk
- Push To Alert
- Speakerphone
- Two cameras - front and back
- Send / Receive Texts
- Send / Receive Pictures / Videos
- 1700mAh battery for long life
- 3G

### Accessories

- USB Cable
- Travel Charger



### Introducing... the BB3G Mobile Handset

Designed for durability, the Mobile Tornado BB3G handset is specially designed to the Ingress Protection IP54 standard for use in tough environments; being able to take bumps, knocks, drops and scrapes in its stride.

The handset comes with the latest Push To Talk technology and, along with 3G capability, the handset is the perfect solution for all workers, more specifically those working alone off-site.

### Technical Specification

- Battery Life: 350hrs standby time  
5hrs of Push To Talk time
- Dedicated PTT button: Yes
- Embedded PTT Client: Yes
- Audio Quality: 98dB at 0.5m via the Speaker phone
- Screen Display: 262k TFT LCD colour display
- Size: 123mm x 51mm x 23mm
- Camera: Dual (1.3 Megapixel/0.3 Megapixel)
- Durability: IP54 Dust and Water compliant
- Weight: 160g including battery
- Connectivity: Bluetooth, 3G and GPRS
- Memory: Approx. 60MB user space, 225MHz Processor
- Inbuilt GPS: Yes
- Compatible with Vigilite headset and other Bluetooth headsets

## The Products - Nokia 5140i Handset

### Introducing...

### The Nokia 5140i Handset

Designed for durability, the Nokia 5140i handset is ideal for use in tough environments; being able to take bumps, knocks, drops and scrapes in its stride.

The handset comes with the latest Push To Talk technology and this small rubberised handset is a perfect solution for all workers, more specifically those working alone off-site.



### Technical Specification

- Battery Life: 150 - 300 hrs standby time  
2 - 5hrs of Push To Talk time
- Built in Push To Talk via dedicated key
- Very small and lightweight
- Rubberised Case
- Screen Display: 65,536-colour display (128 x 128 pixels)
- Size: 106.5 x 46.8 x 23.8 mm
- Weight: 100.8g
- Camera: Integrated VGA
- Case and keypad design provides resistance against dust and water ingress
- Connectivity: GPRS

### Features

- Push To Talk
- Push To Alert
- Speakerphone
- Camera
- Send / Receive Texts
- Li-ion 820 mAh battery

### Accessories

- Travel Charger

*Colours vary*



## The Products - Accessories and Car Kits

### Vigilite Call All Wireless Remote Push To Talk Unit

For use with the BB3G handset, the Vigilite Push To Talk unit offers remote access for comfort and convenience.

A range of audio accessories are available for use with the unit.

These include:



- High Noise headset - Boom microphone for high-noise environments, fits regular ear protectors.
- Behind the neck headset - Electret condenser microphone with windscreen.
- Lightweight headset - Integrated microphone, PTT and earplug speaker.
- Lightweight throat microphone



### Bluetooth Car Kit

The Parrot CK3100 LCD is one of the best known hands-free car kits on the market. With use of the Push To Talk button, you will be able to place and receive calls in comfort and safety, without ever touching the handset.



Options are available to route audio through the external speaker supplied or to be integrated with the vehicle's audio system by muting the radio and routing audio through the front audio system speakers\*. Professionally installed by our own Engineers and covering the UK.

\* Not all vehicles support audio system integration

## The Products - Dispatcher Application

- Perfect for remote team co-ordination
  - E.G. Logistics company administrator, providing instant work assignment updates for multiple warehouse teams.
- Point and click communications for individuals and groups
  - Pre-defined talk group plans or adhoc groups created via UI
- Ability to set up large groups with multiple session support.
  - Dispatcher can monitor and be engaged in multiple conversations at once
  - Advanced call screening across distributed organizations
  - Fleet Management
- Embeds communication and control of a mobile fleet into the core of an operation
  - Can be loaded onto any Windows based product / PC
  - Works over any broadband IP connection (Wired or WiFi)



## The Products - Push To Locate Portal

The Push To Locate (PTL) service is managed through it's own web portal. Adaptable to your requirements it provides real time locating of your mobile workforce.



With report capability this service can help your business meet it's obligations in ensuring the safety of mobile teams or lone workers.



## Who will benefit?

Designed to offer a continually evolving range of services, **1Touch** is ideal for businesses or any organisation where employees need to stay in regular and close contact with each other and is an efficient way for businesses to communicate with remote workforces.

Offering instant voice communication functionality, **Push To Talk (PTT)** allows teams to focus on the job at hand while offering the ability to talk instantly with colleagues in a one-to-one or group situation regardless.

Adding **Push To Locate (PTL)** and **Push To Alert (PTA)** provides even greater flexibility.



### Typical applications for 1Touch include:

- Construction
- Facilities Management
- Field Service
- Hospitals
- Hospitality
- Local Authorities
- Traffic Management
- Transportation and Logistics
- Security and Crowd Control

And many more...

# Frequently Asked Questions

## What Is Push To Talk?

Push To Talk (PTT) is a radio service for businesses that uses GSM mobile phones instead of traditional two way radios. Like a two way radio you can broadcast to everyone, but you can also talk privately on a one-to-one basis or to a small group of users. You can also use it as a regular mobile phone which avoids the need to carry a phone and a radio.

## How does it work?

The PTT service uses the GSM mobile phone network rather than radio base stations. When a PTT call is made, instead of making a phone call, the voice message is transmitted over the phone's data channel direct to the PTT servers.

The PTT servers then forward the speech to the intended user or users, which results in the message being played out of the phone's loudspeaker. All of this happens without the need to answer the call which makes the communication much more immediate than a mobile phone call. Because the PTT infrastructure is integrated into the UK's major mobile phone networks, it is also possible to make and receive PTT calls across different mobile networks.



\* **Internet Packet Radio System Server**

The IPRS platform authenticates and controls all PTT Subscribers, including group and contact settings and call routing.

\* **Network Management System Server**

The NMS Server runs the Web Provisioning platform which is used to add and remove subscribers and manage call groups.

\* **Mobile Operator Access Points (APN)**

The APNs offer a gateway between the Mobile Operator Networks and our Mobility Services Platform and allow us to improve management and security of GSM based connections.

\* **Internet**

Internet connectivity can be used on both Wired and Wireless based IP networks to connect to the service.

\* **Mobile Operator Networks**

Operate nationwide GSM networks which support the GPRS data channels used for PTT communication. They also have roaming agreements in place with international Operators to allow a worldwide PTT service.

\* **Wi-Fi Connectivity**

WiFi connections offering Internet access may be used with PTT - see 'Internet'.

\* **Push To Talk Handsets**

Compatible handsets programmed with Push To Talk software.

\* **PC Client**

Connects the office PC's with the field based staff for instant communication using Internet connectivity.

### **What is the benefit over my current radio system?**

The major benefit is service coverage. As PTT uses the global GSM mobile networks, the range of the service is restricted only by the coverage of the mobile phone networks, a range of approximately 99% of the UK. PTT can also perform better than mobile phones during periods of heavy network congestion, for example during a large event or emergency situation. Unlike phone calls which are blocked when all the available voice channels in a cell are in use, PTT uses the data channel which slows down under congestion but is much more likely to remain available.

### **Which mobile networks does PTT work with?**

Our Push to Talk service works on the major mobile networks in the UK.

### **Do I need a separate PTT handset?**

We offer a choice of rugged and robust handsets, however, the PTT service can be delivered over any compatible handset. This can be checked with your dedicated Account Manager.

### **How long does it take to set-up?**

The PTT service is built around a unique Provisioning Portal which is designed to allow us to fully manage the end users. Using this system a user can be set up on the service in a matter of minutes.

### **How many user groups can I establish?**

It depends on which mobile phone you are using but all phones can support a minimum of 10 groups per handset and most can support many more. 10 groups is expected to be sufficient for most users and their applications.

### **What is the maximum number of users in each group?**

You are able to set up a maximum of 100 users per group.

### **Is there a minimum term contract?**

The minimum contract term is 12 months for full system configuration. Short term hire available - PTT only.

### **Our organisation has a mobile contract. Can we still get PTT?**

Yes, it can usually be added to your existing service. We will work with you and your mobile phone service provider to make sure you have an appropriate data tariff for your anticipated PTT usage.

### **What do I need to start PTT?**

A compatible phone, a subscription to a mobile data tariff, and the 1Touch PTT service.

### **What happens when I receive a PTT call while on a regular voice call?**

During a phone call your PTT state is automatically set to "Do Not Disturb" so that you will not be interrupted. At the end of the phone call, your PTT state reverts back to its original setting.

### **What happens when I receive a regular voice call while using PTT?**

During a PTT call, incoming phone calls will usually be treated in the same way as if you were on the phone. In other words, the caller will receive the same treatment as if you were on another call and they will be diverted as specified on your handset. Note that this behaviour is network and phone dependent and may vary.

## How much does it cost?

There is a fixed monthly charge for the PTT service and there is no limit on how often you use it. Note that as PTT uses the data channel on your phone, you will also be charged by your mobile operator for any data used if it exceeds your monthly data allowance. We recommend an unlimited data package which is available from all the major mobile networks.

## How much data does PTT use?

A PTT call uses just 5kb/s so is very efficient. An average PTT user will consume about 15MB per month.

## Will PTT work nationwide?

Yes, you just need to make sure you have a mobile signal. Please refer to your network coverage maps from your mobile operator for GPRS data services.

## Can I use Push to Talk overseas?

Yes, provided that your phone has a mobile signal, GPRS (data) is available, and your mobile phone account is configured to allow data roaming abroad. If in doubt, please contact your mobile phone network operator.

## How much will it cost to use it overseas?

This will depend on the country you are in and the mobile tariff you are on. Using data abroad is usually more expensive than in the UK so we recommend you consult your mobile phone network operator before travelling. Note that your mobile phone network operator will charge you each time you receive a PTT message as well as when you send them, so we recommend that you disable the PTT client on your phone when abroad if you do not intend to use it.

## What are the Purchase or Hire Options?

### Option 1 - Purchase (Handset + Airtime)

Buy or lease the handset and just pay the monthly airtime cost. Airtime costs are dependant on the number of 1Touch services chosen.

### Option 2 - Hire

Hire a BB3G or Nokia 5140i handset for a fixed cost solution. Cellular calls excluded.

### Option 3 - Airtime Only (No Handsets)

Use your existing mobile handset (where compatible) and just pay a monthly fixed cost for the 1Touch service/s you choose (PTT,PTL,PTA).

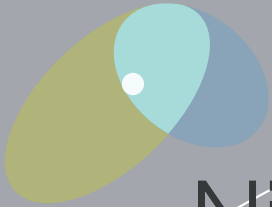
*Options available for daily, monthly or yearly*

## How can I find out more?

Simply call us on **0845 600 4 900**

Alternatively, email us and we'll get back to you - [1touch@ninehundred.co.uk](mailto:1touch@ninehundred.co.uk)

**Visit us at [www.ninehundred.co.uk](http://www.ninehundred.co.uk)**



# Ninehundred

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**0845 600 4 900**

[www.ninehundred.co.uk](http://www.ninehundred.co.uk)

[info@ninehundred.co.uk](mailto:info@ninehundred.co.uk)

