

# Paging For Fire

*Designed for Fire and Rescue Services.*

A secure, reliable pager replacement that enables Fire & Rescue Services to efficiently communicate with and mobilise resources in any situation.



## Frequently Asked Questions

### How Good Is your Connectivity?

Paging For Fire uses both 3/4g networks and internet connections to ensure that all alerts are delivered and with the ever growing mobile network and number of wifi hotspots, connectivity will only get better.

### Will Alerts Be Delivered In Black Spots?

Every alert sent through Paging For Fire has a time to live and the alert will continue to be sent via the mobile network during this configurable time. Therefore if the first message is not instantly received it will be sent repeatedly until the lifetime runs out.

As the system monitors responses, if an alert is not acknowledged within a specific time then an optional secondary alert via text can automatically be sent providing cover even in the remotest of areas .

### Will We Need To Purchase New Hardware?

As Paging For Fire is a mobile application which uses minimal battery and data on both Android and Apple devices it can be installed on both service and personal (BYOD) devices.

BYOD is supported to reduce the number of devices personnel need to carry and as the app works across wifi and mobile phone connections, no other hardware is required to ensure connectivity.

### How Much Training Is Required?

We have spent a significant time developing the user interface (UI) for Paging For Fire to ensure that formal training is not required. Both the application and the console aspects are intuitive and based on familiar layouts. The feedback we have had is that our Pager app is the best in its field.

### Can A Disturbance Fee Be Avoided?

Yes, as opposed to a station end radio broadcast, Paging For fire is able to send out alerts to targeted individuals and groups. Our flexible integration layer can also be linked to rostering system to ensure only those on shift receive the alerts.

### Can I see Who Responds In Real-Time?

The paging app acknowledgement is instantly fed back to the console, station view and CAD allowing the control team to quickly and accurately identify who is attending an incident, react instantly to declines & non-responders. This enhanced real-time information will enable the control team to make a quick & informed decision on whether deploy an appliance or to alert another station.

### Can You Integrate With Our CAD?

We are able to integrate Paging For Fire direct into your CAD system so that alerts can be pushed out through it and then you are able to monitor responses via our Console, Station View or your CAD system.

# Why Choose Paging For Fire?

In 2018, short and long-range pagers still form a critical aspect of fire and rescue service communication infrastructure across the UK. However, the cost of managing ageing technology and recent changes to the long-range paging market have resulted in reduced choice, higher costs and reduced network coverage.

This is encouraging forward-thinking Fire Services to re-evaluate the use of legacy technology with the aim of finding more reliable, future proof alternatives.

In parallel, the exponential adoption of smartphones and their acceptance in the workplace has given rise to many mobile applications that are already being used by public and private sector organisations to deliver efficiency and improve business resilience.

CommonTime, a UK based software company with over 20 years of mobile application experience, is currently working in partnership with a number of UK Fire and Rescue Services, such as the new Thames Valley Fire Control Service, to deliver a ground breaking Intelligent Paging app designed as a replacement that can surpass traditional paging systems in keeping with the goals of the new ESN network.

Paging For Fire is a modern, practical alternative that empowers Fire and Rescue Services to reliably communicate with and mobilise resources. Improved visibility of resource availability, message delivery rates and compliance with governance policy all contribute to a communication system that meets the unique needs of UK Fire & Rescue Services.

# Key Features



## Persistent Notifications

Persistent notifications demand immediate attention, bypassing smartphone volume & sleep settings.



## CAD System Integration

Alerts can be sent from within existing command and control systems, minimising administrative effort.



## Multiple Alert Types

Intelligent Paging supports custom message types, including fire calls, standby and insufficient crew alerts.



## Optional SMS Failover

For improved deliverability, Intelligent Paging offers the option of an automatic SMS failover.

In addition, Paging For Fire offers a host of other core features that make it an ideal fit for Fire & Rescue Services across the UK. The easy-to-use app is deployable on Android & iOS, and operates over WiFi and mobile internet networks.

Support is provided for individual and group messages, multimedia - including images & sound, multiple pager tones and full 256bit encryption.

## Intelligence from the Frontline

With Paging For Fire, Fire services can broadcast real-time alerts to officers and fire personnel and monitor responses within the live console dashboard, allowing accurate management of resources in a developing situation.

This live information provides total incident visibility and identification of who and what skills are attending each incident, allowing for quick decisions on when to deploy.

## Instantly Raise the Alarm

Ensure that officers and other fire personnel are instantly aware of incidents and alerts can deliver specific incident details to different personnel using streamlined workflows.

Alerts are delivered as persistent notifications which override device lock and mute settings. This ensures important messages are always delivered.

All alerts are configurable to ensure that you can issue out the essential information you desire.

## Get in Touch

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