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AMR Chooses IDAS™ for Florida Operations

For emergency medical services (EMS) providers, a reliable land mobile radio system is critical for providing patients the highest quality medical care. Local 9-1-1 call centers route emergency calls to EMS providers via two-way radio, which in turn dispatch emergency vehicles to the incident. Ambulance personnel also rely on two-way radios to communicate with the destination hospital and relay information on patient status and time of arrival.

If any part of this communication relay breaks down, patient care suffers. So when the time came for the Miami and Ft. Lauderdale, FL. American Medical Response (AMR) operations to replace their two-way radio equipment, the EMS provider carefully evaluated its options.

AMR contacted Doug Sinclair, sales manager with Rapid Communications & GPS Tracking, its longtime two-way radio dealer. With the loyalty and respect that develops through a 20-year business relationship, AMR entrusted Sinclair to find a new system that would fit its need for a reliable and affordable narrowband system. Another stipulation was that the system be capable of digital/analog mixed mode operation.

"I analyzed all the available systems out there and felt Icom's IDAS system was the best solution for them," Sinclair says. "IDAS offers both analog and digital and is supported by a single source, unlike other manufacturers that rely on a third-party analog board to operate a digital radio in analog mode. Icom's product offerings seamlessly took care of AMR's needs."

The order included 88 F6061 mobiles and 40 F4161 portables. The equipment was ordered in late May, and Rapid Communications & GPS Tracking completed installation in late June.



AMR had never used Icom land mobile radio products before, but after a live demonstration of the IDAS system and a competing manufacturer's product, AMR selected IDAS with confidence.

"Icom offered a great value vs. investment, and its digital board was developed in-house. These value items were the biggest selling point."

– **Doug Sinclair**, Sales Manager Rapid Communications & GPS Tracking

While AMR will operate in analog mode initially, it plans to migrate to digital at a later date as the budget allows. Because AMR anticipates transitioning to digital communications in the future, it was important that the radios be backward-compatible with analog equipment

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including the analog LTR™ format, preventing the need to change out other fleets and allowing interoperable communications with other agencies and facilities still using analog conventional and LTR equipment.

“IDAS is the only equipment on the market that allows customers to use 25 kHz, 12.5 kHz, and 6.25 kHz, allowing you to continue to use legacy equipment,” says Bob Mance, owner and president of manufacturer representative Frontier Communications, who worked with Rapid Communications & GPS Tracking on the sale.

“It is a future-proof purchase,” Mance says. “People are sick of buying new radios every year. IDAS equipment is software-enabled so the system can be kept factory-fresh through software revisions. IDAS radios are durable and made to last, and allow the customer to get the full value from their radio purchase.”

Installation of the new system proceeded flawlessly and customer feedback is very positive, Sinclair says.

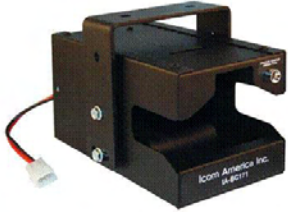


“There were no dead-on-arrivals or infant mortality. All of the 88 mobiles and 40 portables came out of the box working perfectly. AMR tells us it was the smoothest change-over ever and that the product is performing very well and beyond expectations.”

For People Who Make Smart Choices

Accessory of the Month

IA-BC171 Vehicle Charger



BC-171 drop-in trickle charger with ASAP metal casing for the F3161/F4161 radios.

- Heavy duty
- Works with speaker microphone attached
- 12 volt operation
- Mounting bracket for vehicle floor
- Snug fit, won't rattle out of place

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FOR IMMEDIATE RELEASE

TWO-WAY RADIO FM APPROVAL OPENS NEW INTRINSICALLY SAFE MARKETS FOR ICOM

Bellevue, WA – Icom America has just received FM Approval – Intrinsically Safe and Nonincendive for select versions of their F3161 series radios. Because of this certification, employees and co-workers can take advantage of team communication and work safely together using these two-way radios in certain places where combustible substances or environments exist.

“The flexibility of these radios offers so many combinations for customers that we can provide the right technology and future migration path for them,” said Mark Behrends, Icom National Sales Manager. “Offering a FM Approved radio that can be analog, digital, mixed mode, conventional, and trunking fits almost any need for customers that work in hazardous environments.”

The series passed an IP test for dust-protection and water jet resistance. Its durable construction is backed up by an aluminum die-cast chassis and polycarbonate casing, allowing reliable operation under harsh weather and environmental conditions.

The F3161 radio series has popular features like a lone worker check function, bell icon, answer back call, auto TX, radio stun/kill/revive, scan, push-to-talk id, call alert, and emergency mic monitoring.

Select versions of these new radios operate on the Icom IDAS™ system. IDAS is Icom's digital land mobile radio system using the NXDN™ common air interface and offers a complete system of handheld radios, mobile radios, repeaters, network interface/trunking controller, IP-based virtual radio, various accessories and a complete system solution.

“IDAS is the perfect solution for a customer that has legacy radios, or a need for analog radios, and their future operations need to migrate to digital,” said Behrends. “Our system operates in analog, digital, and mixed mode. These new FM Approved radios complete the mix of our technology offering, at a price point that is very competitive.”

About Icom Incorporated

Icom Inc. has been a world leader in radio communications for over 45 years. Icom manufactures a total radio line-up of Land Mobile, Marine, Amateur, Air Band Transceivers and Wide Band Receivers. Icom America Systems offers turn-key radio solutions for today's business and agency needs. Icom continues to lead the industry with the development of digital technologies to provide the future in radio communications to the world.

First In Communications

For People Who Make Smart Choices