Tetra Ireland MERS

Managed Emergency Response Service

NATIONWIDE   SECURE   RESILIENT   INTEROPERABLE

TETRA IRELAND

THE EMERGENCY SERVICES AND PUBLIC SAFETY NETWORK

TETRA Ireland MERS - Managed Emergency Response Service

How it works

If a radio user activates an emergency by pressing the RED emergency button on the top of the terminal or by 'man-down' being activated, an emergency call will be forwarded to a Dispatcher Agent.
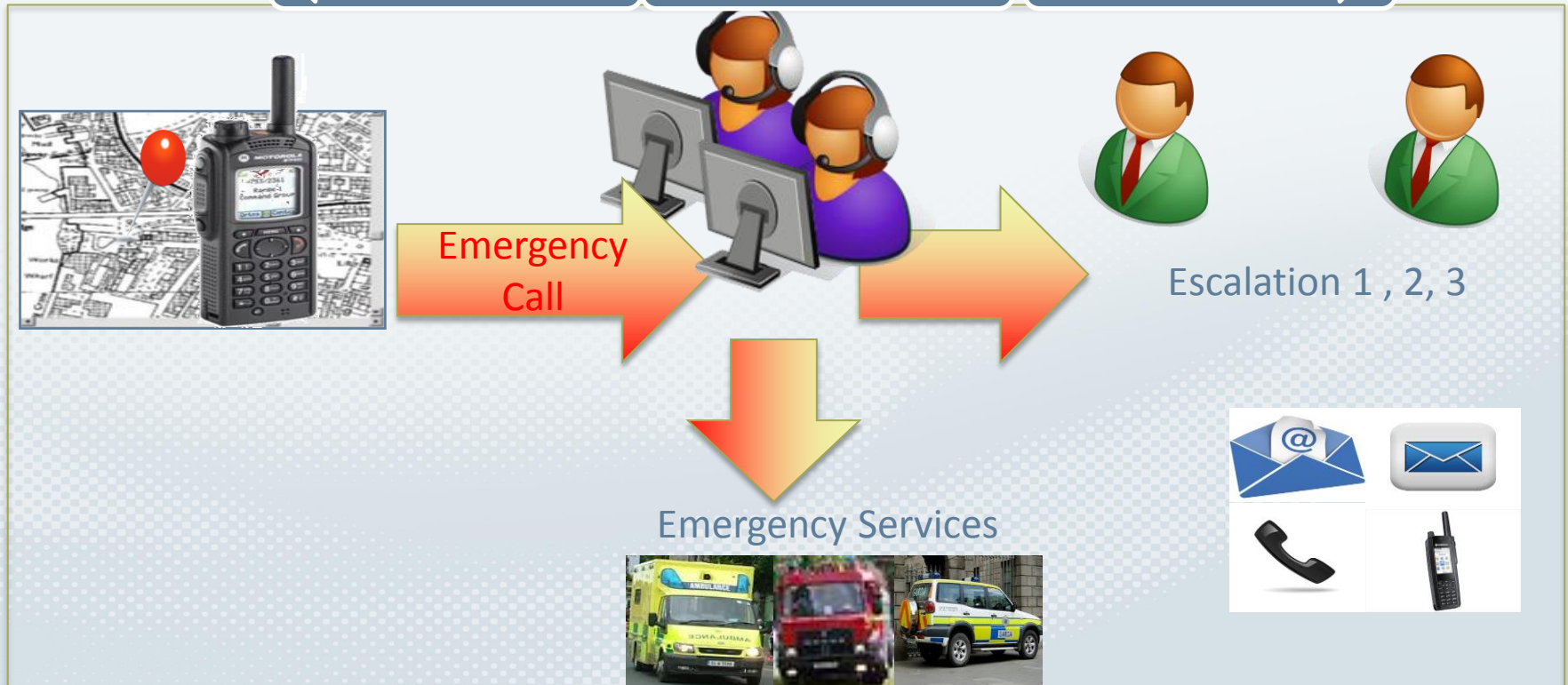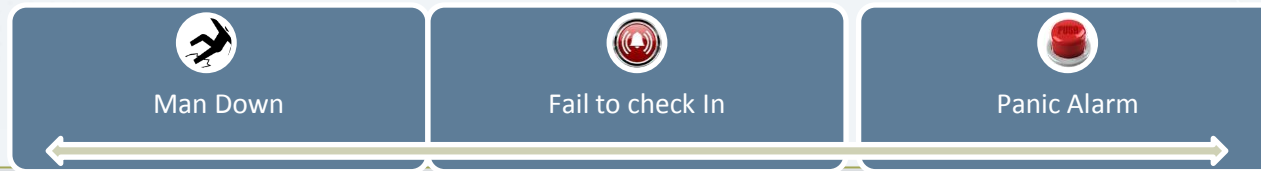
The call provides the dispatcher with the information of the caller and places the terminal in 'hot mike' mode (typically 30-60 seconds). This means the caller can talk to the Agent without the need to press any buttons on their terminal.

After the hot-mic period the caller must press the terminal's PTT button to talk to the Agent.

It is important for the caller to provide as much information as possible to the agent.

Please see illustration on next slide:

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Managed Emergency Response

Man Down	Fail to check In	Panic Alarm

Emergency Call

Escalation 1 , 2, 3

Emergency Services

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Emergency Call Operations

⊙ To initiate Emergency Mode:

- Push and hold the **Emergency Key** until Emergency Mode starts

  - 0.5 seconds

⊙ To exit Emergency Mode:

- **This is a 2 step process.**

- Push **END** Button

- Then Push and **Hold** the **Exit Key** until Emergency Mode stops

  - 2.0 seconds

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Man-Down Operations

➢ When the radio 'falls' more than 45 degrees from **'SET'position**, and remains still, an alarm will be sent after 30secs.

➢ A warning beep will sound 10secs before alarm is sent.

➢ Press any button or move radio to cancel alarm during the warning time.

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Emergency Power On

➢ If pressed when radio is off, the radio will automatically power on in Emergency Mode.

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