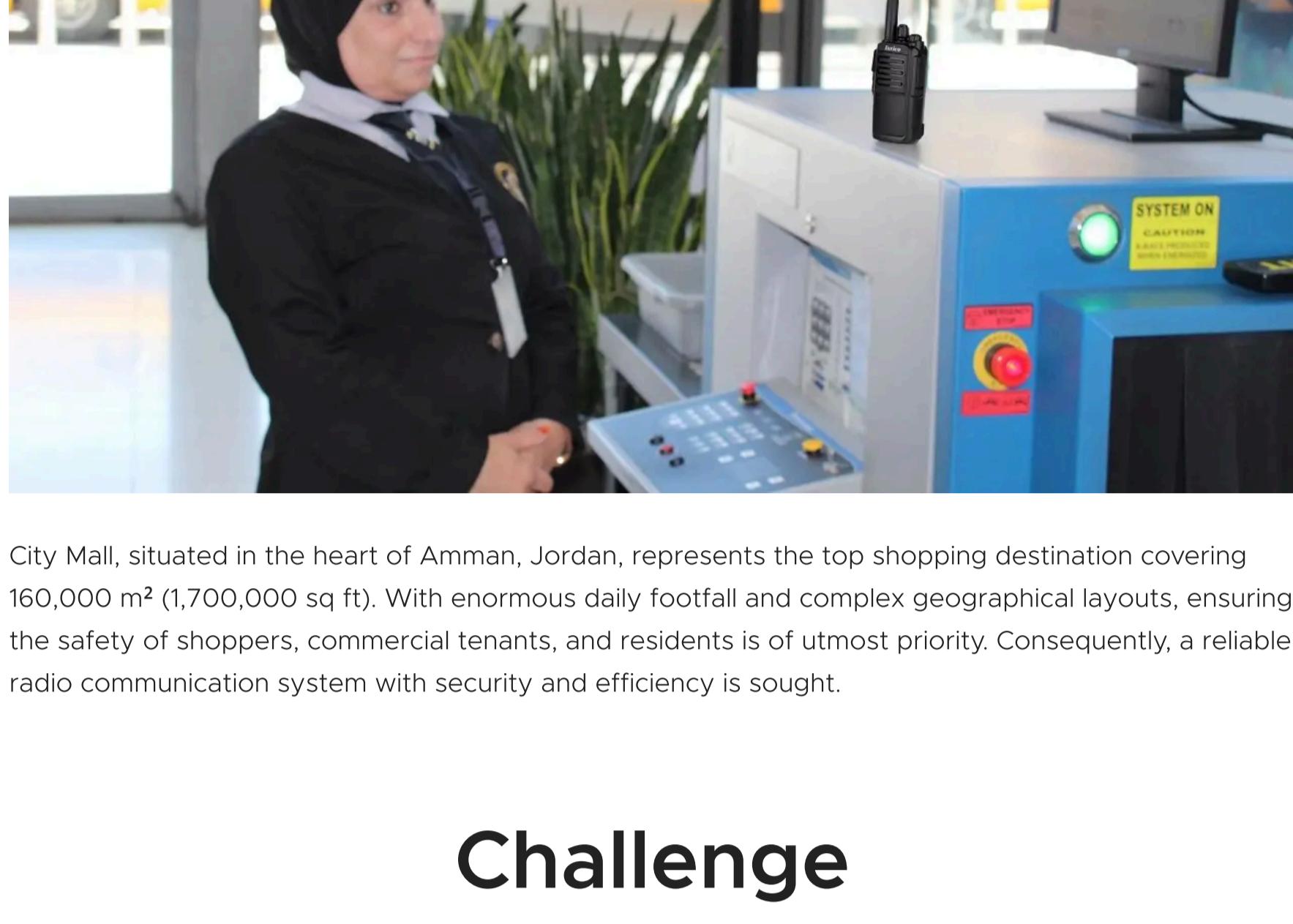
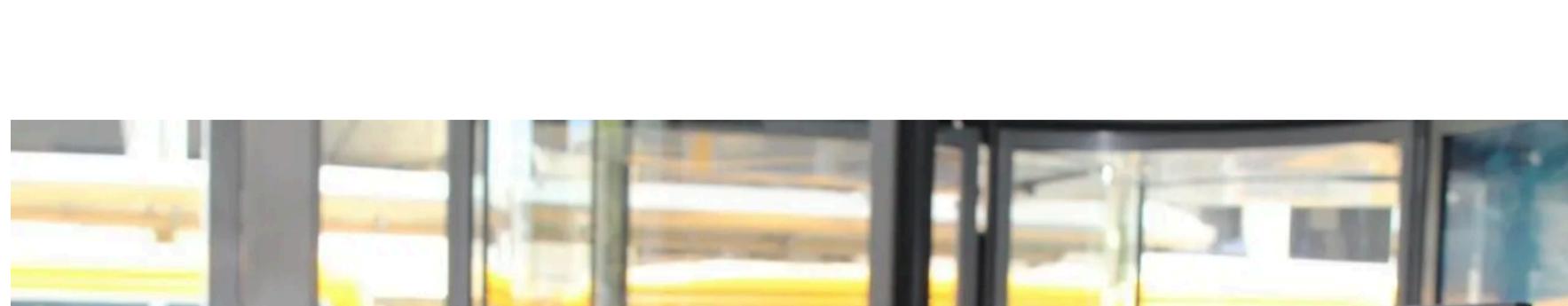


## Inrico Upgrades City Mall Security Communication with PoC Radio

### T526

Aug.12/2024



City Mall, situated in the heart of Amman, Jordan, represents the top shopping destination covering 160,000 m<sup>2</sup> (1,700,000 sq ft). With enormous daily footfall and complex geographical layouts, ensuring the safety of shoppers, commercial tenants, and residents is of utmost priority. Consequently, a reliable radio communication system with security and efficiency is sought.

## Challenge

The security department at City Mall previously relied on the DMR radio communication systems, which did not have the capability for increased usage coverage, resulting in security personnel's limited patrol and communication range. Sourcing and deploying repeaters and other infrastructure would entail costly investments. Additionally, using DMR radios requires multiple security licenses, and the application and renewal process is cumbersome and time-consuming.

## Solution

Inrico's local dealer, Lucid Solutions, recommended and deployed the Inrico PoC radios T526 for City Mall's security team. With its push-to-talk over cellular capability, powerful, long-lasting battery, GPS positioning, and noise-canceling microphone, this broadband communication solution has significantly improved the communication and operational efficiency of the security team.

### Extended Operational Range with PTTToC

The Inrico PoC radio system utilizes the mall's WiFi and cellular networks, enabling security personnel to communicate with individuals within groups over distances instantly, especially in areas where the narrowband network is not available. With just a simple press of the dedicated tactile push-to-talk (PTT) button, users can enjoy instant one-to-one and one-to-group communications within public network coverage.

Plus, managers can issue commands to on-site security personnel effortlessly through the PTT App installed on their smartphones, adding an extra layer of communication efficiency and flexibility.

### Greater Cost-Effectiveness and Simplicity

The Inrico PoC radio system does not use the conventional radio spectrum; coverage is provided by broadband networks, so no license application forms. Using PoC radios only requires initial acquisition and fixed cellular data subscription costs. There is no need to invest in costly DMR radio system infrastructure, including repeaters, cabling, radio programming, etc. This significantly saves on both the initial setup costs and the complex maintenance costs later on.

### Talk More, Recharge Less

The Inrico T526 boasts a high-capacity 5000mAh battery, which supports up to 12 hours of talk time (5-5-90 duty cycle) and 33 hours of standby time. This means security personnel can patrol for extended shifts without needing frequent recharges, ensuring constant vigilance for security personnel during both day and night patrols.

### Streamline Emergency Response Efficiency

In critical situations, every second counts in saving lives. The Inrico T526 radios are engineered with features for streamlined and high-efficiency responses in case of emergencies. The built-in GPS positioning facilitates the location of guard patrols, while the one-touch SOS button enables security personnel to issue an alarm for assistance in danger and emergencies. These critical mission-oriented designs mean rescue is always a click away if you encounter dangers.

### Improve Voice Intelligibility

The hustle and bustle of City Mall can easily get in the way of voice communications and order maintenance. Inrico's T526 PoC radio is designed to provide peace of mind for the security team in noisy environments. Its powerful speaker, coupled with an anti-interference microphone to suppress ambient noise, gives exceptional voice output, minimizing missed messages. The easy-to-operate dual-knob design supports the security guards in quickly adjusting the volume and switching groups, significantly improving user experience and enhancing communication efficiency.



"Thanks to Inrico T526 PoC radios, we have greatly extended our mobility range both inside and outside the mall, and now we can stay on duty for longer periods of time," said the head of the City Mall security team. "The safety and efficiency gains from Inrico's PoC system are remarkable and show the value of choosing the right device to get the job done."