

Microtel

Quick-to-market Solution from a Source They Could Trust

Microtel has been the dialer of choice since 1983. Similar to Multi-Tech, the company builds quality into their product along with innovative features to provide outstanding product value and long-lasting durability. Today, the Multi-Tech MultiModem® GPRS wireless modem is a key component in Microtel's new CellStat™ Cellular Dialer, a remote monitoring and notification system that contacts personnel directly via voice, SMS text message, and e-mail notifications when it detects out-of-range sensor conditions or equipment malfunctions.

Because it speaks customized voice messages, the CellStat cellular dialer required a solution that preserved voice quality during a cellular call and allowed the users to record voice messages remotely via the cellular connection. According to Don Miccio, CEO of Microtel, this was a key technical challenge, as GSM is notorious for introducing "bumblebee" noise into the audio path. However, the MultiModem GPRS wireless modem features a 4-wire audio interface and careful internal design of its audio circuitry. This, combined with shielding and noise-canceling audio circuitry in the CellStat dialer, provides a natural-sounding solution for delivering voice-based alarm notifications.

In addition to overcoming GSM voice quality challenges, Microtel was looking for a solution that had already been through carrier and FCC certifications, and was compatible with today's digital cellular networks. The CellStat dialer works on AT&T and T-Mobile GSM cellular networks nationwide. Multi-Tech's experience with these carriers and its in-house testing capability ensured a rapid development schedule. "With Multi-Tech's assistance, Microtel was able to move from concept to product introduction in just three months," explains Miccio. "Moreover, Multi-Tech provided immediate follow-up after the product was released."

Furthermore, as a manufacturer of products with long lifetimes, it was very important for Microtel to find a source it could trust for quality and long-term availability. "Touring Multi-Tech's factory was an extremely valuable and reassuring experience," said Miccio. "Multi-Tech manufactures thousands of modems per month, in a very modern manufacturing environment. This made it apparent Microtel would not have a problem obtaining enough modems for its needs, even on a short-term notice."

From Microtel's experience, it was also apparent that Multi-Tech has a strong customer orientation. "Its customer and technical service is outstanding—a real strength that likewise aligns well with Microtel's long-time customer focus," said Miccio. "It's a great partnership, and Microtel is very happy that a company such as Multi-Tech exists in the fast-changing wireless industry."

Multi-Tech Systems • Tel: (763)-785-3500 or (800) 328-9717 • www.multitech.com

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MultiModem GPRS

- GPRS Class 10
- Packet-switched data rates up to 85.6K bps
- RS-232, USB, PCI and Ethernet interfaces
- Desktop or panel mounting
- Carrier approved

Microtel, Inc. manufactures telephone and cellular voice dialers, and has served the industry since 1983. It was the first company to offer "Real

Voice" and FAX notification

capabilities in a remote monitoring solution.

Microtel dialers have been installed in thousands of locations

nationwide, providing

peace of mind to custom-

ers over the years. The firm endured unprecedented business disruption

when hurricane Katrina destroyed its

headquarters in Chalmette, LA. But

thanks to its resilient and dedicated

employees, the company is now devel-

oping a new line of

wireless products for

M2M applications.



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