

Quail Digital Retail Headset System Frequently Asked Questions



Sales

What kind of outlet is the system most suitable for?

Supermarket, retail store, restaurant, business premises where up to 12 people working as a team need to be in routine or party communication to improve efficiency.

What would each of these outlets use it for?

The headset is useful as a communication device on its own, but it can also interface with keypads, hard wired systems and Ethernet connections to extend its use. In our current markets many would use a combination of headsets and keypads for supervisory staff to receive assistant messages from checkouts, help points, changing rooms, kitchens, prep areas etc and around the store.

What are the key sales messages for customers?

Good communication delivers improved efficiency. This system is shown to improve efficiency at tills and around premises because assistant requests get straight through to supervisors who respond quicker than with alternative solutions. No dialling, no bells, no waiting for responses. Supervisors can hear requests on the move and bring solution. Customers are satisfied quicker. More calls get dealt with quicker.

What are the key USP of the system?

Excellent quality audio. Headsets interface with keypads, Ethernet and hardwired intercoms. Light, easy to use, hands free; very popular with staff. Employees can seek help whilst staying in verbal contact with customer, unlike using a phone handset.

What else can it be used for?

Good results from small stores in reducing theft. The visible use of headsets (and keypads on counters) enables staff to be more proactive in the aisles and dissuading shop lifting.

The System

What are the components of the system?

Wall mounted base station located on the sales floor, wireless headsets, 6 port charger, repeaters.

What does the system come with as standard?

1 x Base station, 1 x Repeater, 6 x Headsets, 6-port Charger and 1 x Registration keypad.

What items can be added?

Up to 3 additional repeaters can be added. Also chargers and headsets can be added.

Where do you locate the components in the premises?

The base station contains a transmitter so will be located to give the best coverage in the operating area, see QD Installation document for tips and advice. The battery charger must be located within the coverage range of the system otherwise headsets could become de-registered.

What should be look out for when doing a site survey?

Physical features; including shelves, racking, stairwells and other structures that could reduce effective range. Check availability of power points. The base station and each repeater require an uninterrupted power supply. See installation instructions for explanation.

What is the range?

In clear space (such as supermarket) the base station and 1 repeater will cover 40,000 sqft. Use additional repeaters to cover extended areas, always subject to site survey.

About DECT

How does DECT work as an operating platform?

Quail Digital is a short range communication system based on the Digital Enhanced Cordless Telecommunications (DECT) standards and using the radio frequency band 1.88-1.90 Ghz for Europe and 1.910 GHz for North America. DECT uses GFSK (Gaussian Frequency Shift Keying) modulation methods and supports most telecommunications protocols and services. Its multi Carrier, Time Division and Multiple Access, Time Division Duplex (MC/TDMA/TD) radio access method and continuous Dynamic Channel Selection and Allocation capability enable high capacity, cellular systems being utilized even in busy or hostile radio environments. These methods enable DECT to offer excellent quality of service without the need for frequency planning. DECT makes efficient use of the assigned radio spectrum, even when multiple operators and applications share the same frequency spectrum and it makes it interference free, unlike the 2.4 Ghz band. For more information of DECT, please visit www.dect.org

Can you get interference?

No, DECT is interference free

What happens if another DECT system is operating nearby?

DECT standard is designed to share the same space with other wireless devices without causing interference. DECT also uses encryption and in order to establish communication between a portable part (handset/headset) and a fix part (base station) a hand-shake must be established in order to be part of an operating team or system. Each DECT device carry a unique ID which is only shared as part of this hand-shake know as registration.

Can a second Quail Digital system operate in the same premises, if so how is it set up?

Yes, all DECT base stations have a unique ID and will only communicate with portable parts that have been registered, this allows multiple DECT systems to co-habit in small areas without interfering with each other

Does the system need a license?

No, DECT is license free

Batteries

What are the batteries made from?

Lithium Ion

How long do the batteries last between charges?

Average 8 hours PTT, 6 hours on talk-lock

What is the life expectancy of the batteries?

Two years before capacity reduces significantly

What range do they have?

About the same as the base station, without repeaters and therefore care needs to be taken in planning the layout. Remote keypads can be deployed using a repeater base station linked to the main base station.

How do we record voice messages in local tongue for our clients?

Use any computer audio application to record the messages and save them on MP3 format. See manual.

How do we place them onto the system?

Once the MP3 files are stored on the memory card, insert the card in the slot inside the base pcb.

How do we produce keypad labels locally for our clients?

Quail Digital supplies an Excel template that can be downloaded from its website or requested by email.

Warranty

What is the repair policy?

Headsets are repaired under warranty for electronic failure. Mechanical breakages are deemed to be wear and tear, upon which the headset is replaced at published prices. Headbands, foam ear pads, and batteries are consumable items and replaceable at published prices.

What is the warranty?

Base station, headsets, repeaters, registration pod and keypads carry 12 months warranty. See details of warranty statement.

Data Download and Interfacing

Can clients download keypad usage data?

Yes, see details in Installation Manual. This will require a laptop

How is that done?

User needs to load a small software application that can be downloaded from www.quaildigital.com

Can the system interface with other systems, if so what?

The system provides an Ethernet port which can be connected to any LAN or server. For more details on the communication protocol used, please see the manual. This communication port allows the retail base station to connect to other messages sources. This could be as simple as connecting the managers computers in order to trigger operational messages such as “store closing in 10 minutes” or to allow till manufacturers to implement virtual keypads n their touch pad screens. Other applications could be to convert pager messages into voice messages so messages can be sent to pager users as well as Quail Digital headset users.

Competitive Solutions

What are the alternative systems and what benefits do Quail Digital headsets offer over these systems?

Telephones - Can be negative; waiting for call to answer and speaking on the phone alienates the customer; not hands free; expensive; QD headsets receive messages automatically; all headset wearers hear all speech.
Walkie-Talkies - Can be intrusive, have no interface ability; normally require a license; not hands-free
Hard-wired intercoms – give no mobility, Quail Digitals mobility is central to its efficiency; not hands-free
Pagers – Need to be read, Quail voice messages are heard automatically; not hands free.

Sales Closure points

- Immediacy of reacting to queries very positive for team and customers
- Built in flexibility to integrate with other systems including hand-held devices
- Headset is very light, in-built messages useful. Widely accepted by staff
- VOX mode provides completely hands-free use, ideal for multi-tasking
- Flexibility to place keypads anywhere in the store
- Positive contribution to security as a visual deterrent.
- Time saving produces a very tangible ROI

For more information on these and other products, please contact Intrepid on

020 8893 9922 or visit

www.intrepidsecurity.com