



## TETRA World Congress 2002 – will it fulfil your expectations?

We hope so. But, you need to be there in order to find out. If you want to look to the future, either because you have yet to decide on a communications solution or because you want your existing TETRA solution to evolve, what questions would you like answered?

### Tell me what running a TETRA network is really like?

The best appraisals come from existing users, especially those running large networks. The conference will hear from users in Europe and Asia about their experience and progress in both Public Safety and Commercial marketplaces. Remember, these are the personnel responsible for delivering the service to their internal customers, so they have good reason to be very focussed on achieving success.

### Tell me where TETRA is going?

“Nobody wants to invest in dead-end technology”, a quote from the CEO of Dolphin who is quite clear that he and his customers are interested in the future as well as the present. Come and find out for yourself the real progress and possibilities of TETRA. Technology updates, reviews and demonstrations of applications, information about the TETRA standard. What can you reasonably expect your TETRA network to do as far as data communications are concerned?

### Tell me what TETRA will do for my business?

Part of the answer depends on what your business is all about. That's why the streaming this year has been carefully planned to offer the most appropriate programme to delegates. One stream will focus on Government, Military and Emergency Services, the other will focus on Transport, Utilities and Operators.

### Show me what's new?

Already, we know there will be new and innovative products from across the range of TETRA radio, applications and peripheral products. This year's Platinum sponsor, CIM Systems, will have their latest Command and Control products on show. You'll be able to try at least two new terminals, from DeTeWe and Nokia. There will be test equipment from IFR and a host of application products, many with live demonstrations.

### Summing it all up

Doug Gray, Chairman of ETSI Project TETRA, thinks this year's World Congress will be “the most informative ever”. Doug went on, “it will demonstrate how TETRA is meeting and exceeding user expectations, resulting in TETRA being the preferred technology of choice for many user organisations across many different market segments”.

For more information, visit [www.tetra2002.com](http://www.tetra2002.com)

### New Executive Vice President for Marconi – Private Mobile Networks

Marconi, re-affirming their commitment to the PMR market, has appointed a highly experienced PMR industry executive, Vittorio Biscarini as its new Executive Vice President of Marconi – Private Mobile Networks. Mr Biscarini confirmed TETRA's importance, “My main objective is to understand the customers' needs so we offer the best solution for them considering their operational, geographic and regulatory environment. TETRA is a key technology for us and will be properly integrated into our product portfolio as appropriate to the specific customer solution.”

## Dolphin Telecom – back in business... the specialist radio business.

When you talk to Tony Greaves, the new CEO of Dolphin, you quickly understand why his 50,000+ customers in the UK and France have good reason to be confident. Since the purchase by Inquam in June, he has focussed his attention on serving the existing customer base and re-building the core competencies of his business. Tony has clearly defined Dolphin's business objectives focussing on the professional sector of the marketplace with a very pragmatic business plan. It offers fixed price, specialist radio services to specific groups of professional users in the Private and Commercial markets for whom GSM technology simply doesn't meet their business needs.

If you do the maths and listen to the plan, it makes very good sense. The network is there and was not expensive to buy. The existing customer base is there. He has assembled an experienced executive team to drive the business, bringing in talent that has relevant experience of professional communication users. The Customer Care team has trebled under the direction of a new Customer Care Director. A distribution network has been re-established. There is a good stock of radios, ready to go. All of this plus the launch of exciting new handsets from manufacturers is almost guaranteed to stimulate interest from existing and new users. The important thing is, according to Tony “being realistic about the business plan and keeping the cost structure firmly under control”.





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### No big bang – just a lot of talking to customers

If you are waiting for a fanfare of trumpets and a massive launch party to mark Dolphin's reappearance, you may have to wait a while. It's all part of the new style in Dolphin – get on with the business and invest in an appropriate way to focus on the target customer groups to grow the business. With the headcount growing almost daily, the teams are there both in the UK and France to service their existing customer base well and start the search for new customers. The situation in Germany is still subject to commercial negotiations, but Tony is confident that it will be resolved soon.

In the past, Tony doesn't think that business attracted some of the customers it should have done. A change in philosophy is designed to address this. "We want to open a dialogue with industry. For example, if a Utility says they have a particular requirement or if there is a demand for enhanced coverage in a specific area, we want to understand this and see how we can make our service fit their needs".

### TETRA based solutions perform well

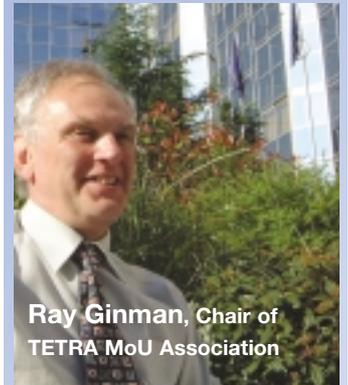
There is little to debate about TETRA's ability to deliver the sorts of services Dolphin customers want. Large customers struggling with analogue solutions and pagers find TETRA's digital voice and data solutions offer them a great deal of benefits. Tony believes TETRA's Release 2 technology roadmap is vital. As he puts it "No customer wants to sign-up for a dead-end technology!"

New business opportunities are closely related to technology enhancements. Tony gave the example of a bus company with cameras fitted in their vehicles for use if there was an incident on the bus and driver safety was at risk. Inevitably, increased data speeds and capacity are critical to the efficient provision of these sorts of services. Dolphin are looking forward to playing a full role in the development of the PAMR roadmap, but turning hypothetical into actual means the manufacturers have to step up to the mark and invest resource to deliver the new technology. Make no mistake, Tony will be pushing industry hard to make sure they do!



[www.dolphin-telecom.co.uk](http://www.dolphin-telecom.co.uk)

## A note from the Chair



Ray Ginman, Chair of TETRA MoU Association

Since the last edition of TETRA News, we've passed a significant milestone for the Association – we have our 100th member, reflecting the significant growth in the global TETRA market. Also, in July, the MoU Board appointed John Cox as its first Chief Executive – and we offer him our congratulations.

Preparations for the TETRA World Congress in Nice are now at an advanced stage. During the event, we will be welcoming master-talk, the Austrian national public safety service provider, to our growing club of European Public Safety operators. The Austrian Government chose TETRA technology because of its competitive ability to meet key user requirements now rather than through expensive upgrades later.

See you all in Nice.

## TETRA in use – some highlights from around Europe

### Nokia's first IP-based TETRA system is delivered to BVG

Designed around the Nokia DXTip switch, the system allows different Nokia TETRA components to be connected using an IP-based backbone. Berliner Verkehrsbetriebe (BVG) is the leading municipal public transport company in Germany running nine subway lines, 170 stations as well as 160 bus and 28 tram lines. The network is to be used initially by the Berlin subway. Deliveries start in September 2002. BVG chose TETRA for its cost-effectiveness and technical capabilities. Holger Seedorf, Vice Director Information and Communication at BVG, says: "TETRA is the most cost-effective option to meet the functional requirements in the subway area with innovative digital mobile communications."



Motorola radio helps THW fight floods

### Leicestershire Police – First with Sepura's latest TETRA handset

Leicestershire Police is the first U.K. Police Force to take delivery of Sepura's award winning digital radio, the SRP2000. Gary Lewis, from the Leicestershire Police Airwave Project said "The performance of the SRP2000 is remarkable. The rugged, compact nature, functionality and the audio quality are well above our expectations. We are pleased to be the first UK Police Force to use the SRP2000 under operational conditions."

### Motorola TETRA system up and running in 2 days helps flood relief in Germany

Motorola, together with Deutsche Telekom AG and T-Systems, have provided the German Technical Relief Organization (THW) with a TETRA digital radio network system for use in the flooded regions of Germany. Existing communications were definitely under strain, so within two days, transmission sites were located in Bitterfeld and near Coswig/Dessau. These sites are also connected to the Berlin police force's existing Motorola TETRA system. This allows the THW teams not only to communicate within the flooded region, but also with their personnel in Berlin. Motorola MTP700 TETRA handheld radios are being used by the rescue forces.

### Czech Republic – flooded with water, soon to be flooded with people

In a similar demonstration of support as given to German rescue teams dealing with the floods, Czech rescue authorities have also been helped by Motorola with the provision of a TETRA communication system. This system is giving much needed extra communications capacity around the stricken city of Terezin.

Later this year, a Motorola TETRA system will be the official communications for the 2002 NATO summit. The summit, to be held in Prague in November, will see delegations and observers from all over the world converging on the city. Planning for the technical and support logistics for the system has been in hand for a while. In addition, managing the hundreds of radios in use by the various delegations visiting Prague will be a full time job for ASCOM, Motorola's local distributor as well as their team on site.

## Introducing our new CEO - John Cox

The TETRA MoU has undergone a lot of change in the past year. The increased demand for services and the heightened expectations from its membership means that the structure of the Association has to change.



### Dedicated resource is needed to achieve results

World economics have forced all member organisations to control their costs even more than before. Unfortunately, this means less voluntary effort is available from member companies to tackle the work of the MoU. In order to achieve its

tasks, it was concluded that the MoU would need dedicated resources. The most significant role was for a CEO to manage and drive the organisation forward and to ensure the Association's key objectives are met. John Cox was appointed CEO in August and in addition, both a part time administrator and a book-keeper have been appointed and recruitment is in progress for a part time marketing manager.

### The future for TETRA?

John has a great deal of confidence in the future for TETRA, but is under no illusion that it will be a smooth path. However inappropriate, other technologies (such as GSM) have been attacking classic TETRA private and public markets. However, John's confidence seems justified; "Resilience seems to be a feature of this community and I am pleased to see that significant TETRA contracts continue to be awarded – just look at Austria's recent decision to opt for TETRA. And there is the good news that Dolphin is back in business again. This, along with the work on the technology roadmap for TETRA with Release 2, makes me feel confident in the future".

### Concentrating on key objectives

The MoU will continue to promote TETRA with events such as country specific seminars, especially in regions where TETRA has only just started to be introduced. Plans to consolidate and enhance the appeal of TETRA in its existing markets are closely associated with supporting the introduction of applications. Applications are vital in terms of customising TETRA solutions for individual organisations in order to bring the maximum business benefits to them. John has a project already in hand; "We are currently researching the vast range of TETRA applications available so we can produce a comprehensive guide. Our website will play an increasingly significant role in this communication process. I plan to continue its expansion so it becomes the authoritative central resource for TETRA information and knowledge."

All of this, along with responding to specific requests from MoU members and the Board, will mean the new CEO is going to have a busy but rewarding time.

## ITU Seminar on Public Protection and Disaster Relief Communications

**TETRA will be on the agenda when MoU Board Member Dr. Egil Bovim gives his presentation at this ITU seminar in Geneva. Quoting from the ITU's own introduction to the event - 'it has become evident that additional international attention should be placed on the importance and the need for enhanced telecommunication for public agencies and organizations dealing with law and order, safety of life and property, emergency and disaster relief'. No wonder that there is so much interest in TETRA!**

## Motorola's Airwave Open Day

**Motorola played host during the summer to representatives from 23 UK Police Forces plus organisations such as PITO at an 'Open Day' for Airwave users. Partner companies supporting the UK's Public Safety TETRA solution were also involved. Visitors witnessed demonstrations of Motorola's innovative Tx-I (Transmit Inhibit) as well as seeing DMO Gateway operation in use through a Cleartone mobile, live packet data video transmission and a number of advanced Mobile Data applications. Partner companies were APD, SIS (Securicor Information Systems) and Sonic.**

## TETRA Health & Safety – UK workshops for the Police

Professor Lawrie Challis and Professor Colin Blakemore, with representatives from Airwave suppliers, participated at two workshops jointly hosted by the UK Home Office and PITO in July. Professor Challis' view that "...the guidelines are there to protect us; [Airwave] operates way below the guidelines" and Professor Blakemore's that "Nobody has established a medical risk and on balance there is no real reason to worry about TETRA" supported the positive tone of the event. Visit [www.homeoffice.gov.uk/pcrg/tetra.htm](http://www.homeoffice.gov.uk/pcrg/tetra.htm).

## More contracts from around the world show TETRA's continued growth

**New nationwide police and security radio network in Austria**  
R&S Bick Mobilfunk, a subsidiary of Rohde & Schwarz, has been commissioned to supply the new Austrian TETRA security radio network ADONIS (Austrian digital operating network for integrated services). The first stage will be in operation next year. ADONIS is the largest security radio network ever to be set up in Central Europe, consisting of over 1200 TETRA Base Stations and with a total value €190 million. The Austrian Ministry of the Interior has contracted the Viennese company master-talk to set up and operate the nationwide TETRA security radio network as part of an operating model. R&S Bick have also recently supplied a TETRA system in Siberia to SIBNEFT for pipeline communication.

**Special Forces take on more TETRA radios from Sepura**  
TCIL, an Indian Government organisation, has ordered over a thousand terminals from Sepura to add to those already in service with the security forces. The radios will be a mixture of SRP1000, and the new SRP2000 handsets. The contract also includes SRM1000 vehicle mounted radios.

**Taiwan Coast Guard Administration chooses TETRA**  
The Coast Guard Administration (CGA) of Taiwan has chosen Nokia's state-of-the-art TETRA solution as the platform for evaluating its future professional mobile radio communication needs. This is the first such deployment of a TETRA digital professional mobile radio system in Taiwan. Highpull Technology Co. Ltd., Nokia's authorized reseller in Taiwan, will oversee the implementation of the system.

**Motorola's TETRA System chosen by Shanghai Police**  
Motorola has signed a contract with the Shanghai Public Security Bureau to expand its current digital communications system. This is the first 800 MHz TETRA Public Safety solution in China. Following the successful implementation of the Dimetra™ system during the 2001 APEC meeting, expansion will now increase police communication to the whole city.



## TECOM 21 – a new Handheld Radio from DeTeWe

Designed for communications under extreme conditions, according to DeTeWe the TECOM21 can be used in complex customer applications by police, armed forces, fire and transportation. It features a large display for easy reading, whilst its menu-driven graphical user interface (GUI) and ergonomic controls have been designed to eliminate operating errors in stressful situations.

The radio has a lightweight water and dust proof and rugged magnesium-based diecast casing. It supports Dual Watch mode, parallel operation in two networks as well as circuit and packet data transmissions. Secure communications are guaranteed and user specific end-to-end encryption is possible. Internal modules for additional features including GPS, Bluetooth, text scanner and position and movement detector are provided.

For further information visit <http://funkwerk.detewe.de/>



### Nokia's new THR880 TETRA terminal

- a winner whichever way you look at it!

Two-sided design, wearable concept, voice feedback and colour display – Nokia THR880 TETRA handheld radio represents cutting edge usability.

Nokia has introduced a new THR880 TETRA handheld to be available on the market during the 1st quarter of 2003. The product introduces a new two-sided design that will set new standards for usability and durability for professional users.

The unique two-sided design of the handset gives users the possibility to choose the way of communication. On one side is the TETRA phone with colour display for phone calls and messaging; on the other side is the radio for group communication with a 'hands and sight free' user interface and informative voice feedback. The accessories for the Nokia THR880 include a wearable active holder that makes the radio part of any work outfit. When in the holder, the radio controls can be directly accessed by the user without the need for additional microphones or loudspeakers.

More information: [www.nokia.com/phones/thr880](http://www.nokia.com/phones/thr880)

### New TETRA standards published

A variety of new TETRA standard documents have been published recently by ETSI. These cover a wide range of aspects of TETRA and demonstrate the continuing strong level of support and activity from within the various Working Groups (WG's) devoted to the standard.

New documents cover the following:

- Supplementary Services
- General Network Design
- Direct Mode Operation
- Inter-System Interface (ISI)

For full information visit the website [www.etsi.org/news/home.htm](http://www.etsi.org/news/home.htm) and look in the Technical News & Press Releases section.

### News from the Secretariat

**New Members** A warm welcome is extended to three new members: Eltek Energy, Lockheed Martin and Triage Consulting. Applications from a further three organisations are currently being processed and we look forward to welcoming them to the Association soon.

**Web site** August saw our hits increase to 1.65 million, once again emphasising the continuing growth in interest in TETRA and the MoU. The world map of contracts has been updated to reflect the 176 TETRA contracts in 46 countries.

**Member's Workshop** The 36 who attended the annual MoU Members Workshop voted it a great success with actions planned to address many of the issues raised. A full report is available to members on the web site. Planning has already commenced for next year's event.

**Staffing** The MoU recently advertised for a Marketing Manager and the difficult task of selection from the many applications received is ongoing. This will complete the current phase of restructuring of the MoU.

## TETRA Events Diary

Event	Date	Information
Russian TETRA Congress	7th-11th October, 2002, Moscow	<a href="http://www.tetraforum.ru">www.tetraforum.ru</a>
PMRExpo	15th-17th October, Leipzig	<a href="http://www.pmrexp.de">www.pmrexp.de</a>
5th TETRA World Congress	18th-22nd November, 2002, Nice	<a href="http://www.tetra2002.com">www.tetra2002.com</a>
Annual Norwegian TETRA Seminar	March 2003, Norway	<a href="http://www.tetraforum.no">www.tetraforum.no</a>
2nd Annual Trunked Radio International Summit	April 2003, Beijing	<a href="http://www.iir.com.hk">www.iir.com.hk</a>
BAPCO 2003	April 2nd-3rd, 2003, London	<a href="http://www.bapco.co.uk">www.bapco.co.uk</a>

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