

Value of the Aina Wireless Voice Responder from the Perspective of a Field Engineer



Glen Mann is from Fort Collins, Colorado and works as a Field Sales Engineer for an industry leader in process instrumentation and automation control.

“Someone in engineering at AINA Wireless was really paying attention to customer needs in terms of ergonomic design and Bluetooth protocols. Having the IP67 rating gives me the confidence to take the device wherever needed while doing my job.”

Glen Mann - Field Sales Engineer



Process Technology, Inc.

CHALLENGE

Glen is frequently on-site in extreme conditions that are highly noisy and dangerous, making conventional cell phone use difficult. Working close to hot, loud machines, he needs to be able to go in, communicate with his tech support and get out as soon as possible. Glen does not want to waste a second worrying about miscommunication. Although his preferred phone is an iPhone 6, he also uses Android phones depending on the occasion. If he has to wade into water, he prefers his phone to stay protected, in his pocket or another safe spot.

SOLUTION Glen has tried many different solutions:



- In-ear headsets, regardless of whether they were wired or Bluetooth, were not able to provide sufficient volume to be heard next to heavy machinery such as industrial pumps.
- Wired solutions were a massive liability when jumping in and out of service trucks/sales cars, or climbing on an industrial site.
- Other Bluetooth speaker-mics were marginal at best on Android devices with a poor execution of Bluetooth link and no compatibility with iOS. They were also missing the required decibels so stakeholders could hear what he is hearing from his tech support on the other end of the phone.

He found the AINA Wireless Voice Responder at Zello, a PTT application that he is occasionally using for personal communications. The Voice Responder provided the required compatibility to all platforms (OS, PTT apps, and regular phone calls). Noise cancellation capabilities and speaker volume output effectively meet the needs his work environment demands.

POSITIVE OUTCOMES

The AINA Wireless Voice Responder has become a crucial tool for Glen to get his job done. Without it, the communication with his tech support would be very difficult.

Audibility is the same, regardless if Glen is directly talking into the phone or into the voice responder mic which he carries close to his neck. In noisy environments, Glen he can clearly hear the instructions of his tech support where others using different solutions, are struggling. The activation of virtual assistant, Siri through the phone button helps him to establish direct phone calls without having to take out the mobile phone. The Bluetooth connection is very reliable and wires don't get in the way of his work. On one occasion, when the belt clip broke, customer service to get a replacement was fast and painless.



TECHNICAL ENVIRONMENT

- ✓ Mobile Device: iPhone 6 as well as Samsung
- ✓ PTT App: Zello but mostly direct phone calls
- ✓ Accessory: AINA Wireless Voice Responder
- ✓ Others: Siri to trigger phone calls, generate calendar entries and take notes



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