



SeeHawk™ *Monitor* Use Cases

CASE #1: CITY OF GREENSBORO, NORTH CAROLINA

The City of Greensboro, NC was an early adopter of the SeeHawk™ *Monitor* system to help manage their public safety radio network. Greensboro needed to manage interference on their network, as well as to implement a new fire code designed to ensure more reliable in-building communications for first responders.

“The PCTEL SeeHawk monitoring system has proven to be very useful for us in monitoring interference and for BDA system testing,” said Lewis Cheatham, Manager, City of Greensboro Technical Services Division. “The system allows us to monitor RF signals from the tower sites we have it installed at without having to send out a technician, which saves us time and resources.”

SeeHawk *Monitor* was particularly useful for managing BDAs (bi-directional amplifiers), which are used to enhance in-building coverage. “With our new fire code here in NC requiring BDAs in most large buildings we are constantly using the system in checking uplink signals to our tower sites which is required by code,” said Cheatham. “The system has also already proven itself by assisting us to locate a bad BDA that was causing major interference to our radio system. We look forward to purchasing additional equipment in the future to expand our capabilities and use of this product.

> “I would definitely recommend the PCTEL SeeHawk system to anyone that owns a communications system or has any RF monitoring and testing needs.”

-- Lewis Cheatham, Manager, City of Greensboro Technical Services Division

CASE #2: BEARCOM WIRELESS

Prior to deploying SeeHawk™ *Monitor*, Bearcom was unable to identify the cause of illegal carrier alerts and intermittent loss of channel availability at three sites in Atlanta.

“After deploying the PCTEL [system], we were able to capture events that clearly indicated there were multiple noise and carrier sources contributing to the issues,” said Les Potts, Operations Manager for Bearcom Wireless. “While we have not yet completely located and eliminated all the contributing sources, we were able to find two sources and reduce the impact to the system.”

> “I would recommend this solution to anyone in a congested RF environment like we have here in Atlanta.”

Les Potts, Operations Manager, Bearcom Wireless