



CASE STUDY: Custom Two-Way Radio Solution Helps Deaf FedEx Employee Work Independently

CHALLENGE:

When Mark Weiss hired a deaf maintenance tech at his FedEx facility a few months ago, he knew he'd need to engineer a way for the employee to communicate with the rest of the team.

"This person could be called to handle any number of different situations like machine breakdowns or jams, so it was important to ensure he could communicate with us clearly and reliably," said Weiss, Facility Maintenance Manager. "We needed to hook him into our existing two-way radio system but I wasn't sure how to make that happen."

SOLUTION:

BAYCOM Communication Consultant worked with Weiss to engineer a solution.

"The employee was already using AVA speech-to-text recognition software on his phone, so I called the founder of that company and we started brainstorming," said the BAYCOM team. "And within a few weeks, we developed a potential solution that's currently being put to the test."

In the prototype, the employee's Motorola XPR radio is equipped with a vibrating battery, which alerts him to an incoming transmission. Then, from the two-way radio, the audio is sent through a cable to his cell phone where the AVA app translates the audio into text.

RESULT:

"So far, the beta version seems to be working well," said BAYCOM team member, who is also hard of hearing. "There have been instances in my own life when hearing has been an issue, so I feel strongly about helping them get this taken care of. But mostly, I just think this speaks to who we are as a company. We're here to help our customers solve problems."

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"The BAYCOM team has been extremely helpful bringing ideas and possible solutions to the table for us to try."

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Mark Weiss
FedEx Facility Maintenance
Manager

BAYCOM's lineup of Motorola two-way radios features advance technology that delivers security, sound quality and helps users keep businesses operating smoothly.

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Intrinsically safe solutions let you communicate worry-free and clearly—even in high-noise environments—with audio and noise canceling technology.



VERSATILE, MOBILE SOLUTIONS

Our solutions are engineered to withstand the dirt, dust, temperature extremes and mobility requirements common in manufacturing.



VOICE AND INTEGRATED DATA

Equipping facilities with voice, video surveillance and integrated data solutions creates a safer, more secure environment for people and assets.



SCALABLE & EXTENSIBLE

We help manufacturers make the most of their investments with solutions that can be easily upgraded or scaled over time as budgets allow and needs change.