JobTrek Mail Gateway

HOSTED SERVICE THAT INTEGRATES WORK TICKETS, EMAIL AND ALARMS WITH DIGITAL RADIOS

A managed solution for Motorola MOTOTRBO™ Professional Digital Two-Way Radio Systems.

JobTrek Mail Gateway is an application that enables users to connect the power of their digital two-way radios to their work ticket management and email programs for more reliable and timely response to customer requests and emergency issues. It is an ideal and flexible solution for a wide range of industries, including hospitality, building management, healthcare, manufacturing and utilities.

Installation is fast and easy and the solution is fully managed by StreetTrek Solutions.

Sends written work requests to radios

Busy maintenance, engineering, security or other key personnel can easily misunderstand, overlook or forget verbal work requests made over their radios. JobTrek Mail Gateway enables written work requests to be sent to the screen of their radios for more effective communication.

How it works

Job tickets are transmitted from your work ticket program to the cloud-based StreetTrek server. Our server processes the tickets and sends them via web service to the Gateway client at the user's location, which then sends the tickets to the MOTOTRBO repeater via radio or ethernet connection, and then to the radio. When the target radio receives the ticket, a message confirming delivery is sent to the Gateway client. The radio user then selects a response message, which is forwarded by the Gateway client to the StreetTrek cloud-based server, and in turn to the originating work ticket program.

Integrates with wide variety of programs

JobTrek Mail Gateway easily integrates with most email-based work ticket applications from 360Facility, Angus Systems, InnSend, GuestWare, Four Rivers, Hotel Expert, Hotel SystemsPro, Maestro, MicroMain, Servidyne, SynergyMMS, MRI and others.

Supports variety of radio system configurations

JobTrek Mail Gateway supports standalone, single-site, multi-site, IP Site Connect, Capacity Plus, Linked Capacity Plus and Connect Plus systems.

Manage responses with historical work order records

A unique feature, JobTrek Mail Gateway automatically logs each transmitted work order and employee acknowledgement. Reports can be easily generated and reviewed to track open issues, diagnose problems and optimize work flow.

Receive emergency alerts

JobTrek Mail Gateway can also be integrated with building management systems and critical equipment. When an alarm is detected or equipment fails, an automated alert is sent to designated radios.

JobTrek Mail Gateway System Requirements

Server Computer Requirements

> Windows 10 / 11 Professional 64-bit, or Windows Server 2019 64-bit with 1 Administrator Login **(Windows Server 2019 is the preferred Operating System)**

> 8 GB of RAM

> 1TB of available hard-disk space

> 1 free USB port per MOTOTRBO radio (if applicable)

> MSSQL 2021 Express Server or higher downloaded to computer

> Motorola NAI MNIS and DDMS are required for Linked Capacity Plus

> Network or Internet access at repeater site (where required)

Contact us today to find out how JobTrek Mail Gateway can help you better respond to customer requests and emergencies.

AUTHORIZED APPLICATION PROVIDER

MOTOTRBO™

MOTOROLA SOLUTIONS

StreetTrek Solutions®

516.900.1599 | **www.StreetTrek.com**