

CASE STUDY - Emirates Arena

The Customer

Link-Tel Communications, a Platinum Motorola Solutions dealer established in 1977, specializes in MOTOTRBO systems from single-site to multisite trunked setups. They also offer repair, maintenance, radio hire, and licensing consultation.

Emirates Arena, an indoor velodrome and arena in Dalmarnock, Glasgow—built for the 2014 Commonwealth Games and now home to Sportscotland and Scottish Cycling—commissioned Link-Tel to deliver a tailored radio system upgrade.

The Requirement

The Emirates Arena relied on pagers to alert staff to fire and intruder alarms, but coverage issues led to missed critical messages. Staff also had to carry separate non-display radios, which was impractical. Technical Manager Stuart Frame noted that timely, location-specific alerts are vital during events, and their double-knock system helps verify incidents before triggering costly false callouts.



The Solution

Link-Tel Communications installed a MOTOTRBO two-repeater system with SMC Gateway integration, enabling fire, intruder, and disabled toilet alarms to alert both DMR radios and pagers. Future upgrades will support SMS-to-radio relays, enhancing communication with non-radio users and extending alarm coverage to mobile phone.

The Outcome

Leveraging the SMC Gateway, both pagers and radios now receive alerts from both alarm systems. Staff replaced pagers and non-display radios with a single Motorola DP4600e display handset with vibrating belt clip, streamlining equipment and improving response times.