

IMR (IP Mobile Radio)

1. SERVICE DEFINITION

1.1 Service overview

IMR (IP Mobile Radio) is a secure communications service that provides voice, messaging, location sharing and mapping over IP networks. It is designed to give users reliable, real-time situational awareness using modern mobile and desktop devices while maintaining the familiar behaviour of traditional radio systems.

IMR is suitable for organisations that need secure, controlled communications across teams, locations and operations, including when operating over public network infrastructure.

1.2 What the service does

IMR delivers encrypted voice, text and data communications through Android and Windows applications, supported by a scalable hosted service. Users communicate through private channels and groups that are only visible to authorised participants.

The service allows organisations to:

- Communicate instantly using push-to-talk voice
- Coordinate teams using shared channels and messaging
- View and share real-time locations via maps with online and offline support
- Maintain control over who can access communications

1.3 Key features

1.3.1 *Push to Talk voice*

- Radio-style push-to-talk voice communication
- On-screen and physical button activation
- Support for Bluetooth and wired accessories
- Radio tone emulation for familiar operation

1.3.2 *Voice channels*

- Create and switch between multiple voice channels

- Real-time communication
- Playback of previous voice transmissions

1.3.3 *Instant messaging*

- One-to-one and group text messaging
- Persistent notifications
- Text-to-speech for hands-free use
- Message reactions
- Translation into more than 90 languages

1.3.4 *Location sharing*

- Optional real-time location sharing
- View and follow users on a map
- User-controlled visibility

1.3.5 *Mapping*

- Online and offline mapping
- 2D and 3D map views
- Spot layers and points of interest sharing

1.3.6 *File sharing*

- Capture and share images
- Send files between users

1.3.7 *SOS alerts*

- Send emergency alerts to all users
- Designed for urgent support situations

1.4 **Platforms supported**

1.4.1 *Android application*

- Discreet distribution and installation
- Runs alongside third-party applications
- Designed for integration with existing mobile capabilities

1.4.2 *Windows application*

- Suitable for team members and operational leaders
- Access to multiple channels at the same time
- Supports coordination across multiple operations

1.5 **Service delivery model**

IMR is delivered as a hosted service that can either be self-hosted i.e. you host the server on your infrastructure or C Software can host the server for you which includes a full support

model. Applications connect securely to the hosted network over IP. The service scales to support small teams through to large, multi-operation deployments.

Configuration and access are controlled to ensure only authorised users can see and use channels and groups.

1.6 Security

Security is a core part of the IMR service design.

- All voice, messaging, and data are encrypted in transit using modern encryption standards
- The server infrastructure does not have access to customer data content
- Only authorised client devices can access communications
- Systems are designed to ensure confidentiality, integrity and availability
- Industry-standard security and vulnerability assessment tools are used throughout the service lifecycle

1.7 Service management

The service is designed for high availability and reliable operation. When the customer cannot host themselves C Software can manage the hosted service, including:

- System monitoring
- Security updates and patching
- Ongoing maintenance

1.8 Support

Standard support includes:

- Patching and maintenance
- Telephone support
- Email support
- User and technical documentation

Optional services include:

- Custom support packages tailored to customer requirements
- Training and onboarding services

1.9 Onboarding and setup

C Software supports customers with:

- Initial service setup
- User and device onboarding
- Configuration of the capability and access controls

1.10 Service limitations

IMR requires IP network connectivity to operate. Performance may depend on available network coverage and bandwidth.

1.11 Service ownership

IMR (IP Mobile Radio) is provided and supported by C Software Ltd.