



&



News from Prism-IPX:

"Customers expected changes and improvements and we are making it happen" says Jim Nelson, President and CEO of Prism-IPX which recently acquired Hark Technologies. "John Bishop and our Engineering team have been working very hard to organize product features and add the capabilities our customers want. Here are some of the most recent changes and improvements."

1. Prism-IPX and Unication successfully demonstrated encryption of paging messages for the FLEX™ paging format in the Prism IP Message Gateway system. Messages were encrypted in the Prism and sent over the air to Unication pagers which decrypted the messages and displayed them as expected. All FLEX paging data rates were demonstrated. The Prism provides POCSAG encryption for any selected capcode and function code selected. FLEX does not use function codes so encryption is performed on all messages going to a capcode. We welcome feedback from customers to understand if they want the ability to encrypt numeric paging messages as an option. Send an email to John (jbishop@prism-ipx.com) and let him know your thoughts.
2. Prism-IPX will introduce encryption options for FLEX and POCSAG in Prism products starting with August shipments. Two systems have already been sold and will be installed in the next few weeks. We will introduce FLEX encryption later this year for our Hark Technologies Omega Systems. The Omega-LX, with software version 6.3, supports a basic beta version of POCSAG encryption and will have full support later this year.
4. Prism-IPX will introduce an enhanced encryption key management system for Omega and Prism products later this year. The enhanced system provides simpler key management, as well as linking to automate uploading via OTA. Further enhancements are being planned including secure, automated updates through a pager programming cradle. These features are currently being reviewed with customers to determine their interest and additional ideas.
5. Prism-IPX is introducing an enhanced quality management program for all Prism and Hark Technologies products. All products will be processed according to the Prism standards including intensive testing for new software releases. This process has been proven to reduce the number of issues customers' encounter thus reducing total cost of ownership.
6. Prism-IPX is announcing new versions and features for Hark Technologies product line. Version 7 of the Omega-LX will begin rolling out in August, as will enhancements to the IPT product line. New versions of the POCSAG PDR and Verifier 3 are now available. FLEX decoding options will be released soon.
7. Prism-IPX introduces its new web-based direct access Customer Support system for trouble tickets. Customers with support agreements can register their support staff contact information with Prism-IPX

and then be able to submit trouble tickets for any registered system directly into the new trouble ticket system.

8. Prism-IPX introduces a new email address for customer support: prism-harktech_support@prism-ipx.com. If you are not registered for the web-based support portal, or do not have a support agreement with us, you can email requests to us.

9. Prism-IPX announces it has installed its new ipBSC (base station controller) system in several Prism systems using both direct connections to transmitters and using PURC tone remote control. Most of the systems are using simulcast options with GPS timing and oscillator frequency stabilization. The Prism-IPX ipBSC system has been designed and tested to support 1024 units in a system; however it is scalable and can be increased if required. Large message packet delivery and acknowledgment from remote transmit sites average around 1/10th of a second (100 milliseconds) for 1000 network connections on networks with low latency transport.

Prism-IPX and Hark Technologies are committed to providing the best quality and highest performance products possible for our customers along with excellent support and contract maintenance. We welcome your comments and suggestions for improvements and new features.