



Communications Centre for Corporate Services

About ComCent Corporate

ComCent Corporate is always actively available for immediate critical communications allowing safety officers to communicate in real-time as a team, share information rapidly and co-ordinate a response to help guard both lives and resources. Whether faced with a fire in a corporate building, a factory explosion or the partial collapse of an oil rig, fire wardens and safety officers need to be able to communicate instantly and effectively to evacuate staff, help protect lives and assets.

ComCent is a unique solution that enables individuals and team members to interact via voice, SMS, email and if required, social networking applications. Users can easily navigate through a menu of advanced features seamlessly across multiple networks using their phone pad or the web.

Regardless of where they are located in a building, plant or mine site, all team members can share current information allowing timely decisions to be made providing effective responses, be it the need for an orderly evacuation, staff roll call or identifying a new meeting point.

ComCent Corporate's flexible design delivers a robust, redundant and fully secure solution.

Whatever the unplanned event, ComCent Corporate performs in any incident and operates reliably in every disaster or shocking accident. It ensures that safety officers can communicate clearly and audibly every time to help evacuate staff and keep them safe.

ComCent Corporate in Action

A fully automated critical communication solution, ComCent Corporate ensures immediate delivery of an alert and acknowledgement. It lets safety officers reach team members and communicate with executives in seconds.

Entirely flexible, ComCent Corporate supports multiple communication networks and provides interoperability across devices. Robust and durable, it offers secure access to information in real-time.

With an emphasis on simplicity, ComCent Corporate is very easy to use. At the touch of a button your safety officers can be communicating and mobilised quickly and effectively 24 x 7.

Key Features

ComCent Corporate offers a menu of key functions that can be configured to meet your corporate emergency response needs.

ALERTS Conference: Contact your team and place them into a conference call. Each person can have multiple connect methods.

Call Recording: All conference activity can be automatically call recorded or operator initiated. The recording can be accessed through the logging module to provide a complete history of events.

Detailed Logging and Reporting: This feature provides information on all call activity on the system. In addition, reports can be generated on a time basis and automatically emailed to key people.

Immediate Information: Participants can function effectively as they can see what is occurring within the system at any given time. Feedback can be provided on actual events within the server as they are happening. The system also allows participants to be easily released, added or their status changed within the conference.

Clear Voice Communication: This allows users to hear and communicate responses clearly regardless of the handheld technology in use.

How ComCent Corporate Works



Dial in

Dial the access number and enter your PIN.



Authenticate



System Contacts Team



Start Conference

Your group is dialed. Each person can join in if available.



Add Attendees

Add others to the conference if required.

Interactive Voice Response: A front-end communications system that delivers additional functionality and allows users to navigate their telephone keypads easily and quickly to activate a particular function.

Additional Features

- ALERTS Notifier
- ALERTS Operator
- ALERTS Voice Page
- Call Forward
- Canned Message
- Heartbeat
- Meet Me Conference
- Operator Controlled
- Roll Call
- Rostering

Benefits of ComCent Corporate

- Offers voice content
- Proven critical communications solution for responding to emergency situations

Specifications

Hardware

Dimensions: 19" rack mount, 2RU high, 698mm depth

Weight: 29.6kg (max)

Make: IBM x3650 M3

Power: Redundant power supply modules 670W, 110V AC or 240V AC

Environment: Humidity 20 to 80%; maximum dew point 21° C; maximum rate of change 5° C/hr

Air temperature 10 to 35° C (50 to 95° F); altitude: 0 to 914 m (3,000 ft). Decrease system temperature by 0.75° C for every 1,000-foot increase in altitude

Operating System

Server: Red Hat Enterprise Linux 5

User: Windows, Mac, Linux

Processing Methods

Host Based Processing: Supported in SIP and H.323 only

Card Based Processing (DSP): Supports SIP, H.323, TDM E1 and TDM T1

Call Capacity

IP: Up to 1000 channels in single chassis

TDM: Up to 480 channels in single chassis

Additional capacity is available on other hardware hosts upon application

VoIP Protocols

Signalling and control: SIP, SIPS, SDP, H.323, MRCP

Media: RTP, Secure RTP, RTCP

TDM Protocols

Signalling and control: Euro ISDN, QSig, CAS R2

Qsig and CAS R2 require customer interface testing

Media: G.711, PCM-A, PCM-U

VoIP Specifications

Codec: G.711 Annex I & II, G.723.1A, G.726, G.728, G.729A, G.729AB, G.729D, G.729E, G.729i, OKI IMA ADPCM, GSM-FR, GSM-EFR, MS-GSM, AMR-NB, EVRC, iLBC, Speex, TETRA, iSAC, MELPe, Skype SILK, G.722, G.722.1, licensed from Polycom®, G.722.2/AMR-WB

NOTE: fee may apply for some codecs

- Secure, robust and redundant
- Simple-to-use and easy-to-expand
- Can be located on-site or as an off-site managed solution
- Cost-effective solution
- Tailored to suit your specific requirements
- Supports multiple network and hand-held equipment
- Professional service and high-quality support
- Delivers comprehensive reporting
- Integrated voice recording

Applications

ComCent Corporate is suitable for:

- Financial Institutions
- Insurance Companies
- Transportation Organisations
- Oil, Mining and Gas
- Power Generation
- Venue Infrastructure Managers

DTMF: DTMF detection and generation; inband; pass-through; DTMF relay and user indications (RFC 2833);

DTMF out-of-band (SIP INFO, RFC 2976)

QoS: Enhanced jitter buffer; packet loss concealment

Echo Cancellation

G.168 compliant with configurable tail of 40, 72, 104, 136, 168, 200m

Ethernet Interfaces

Card Based Processing: Dual redundant 10/100 BASE-T via RJ45 connector

Host: 10/100/1000 Base-T via RJ45

Paging Protocol

PET, TAP

SMS Gateway Compatibility

SMS Global, Clickatel, Hutchison Telecoms, Telstra dial up

Recording Format

wav: 8bit, mono, muLaw, 8k sampling

AMR - mobile phone playback

MP3

User Interface

Administration Client: Requires Java 1.6 plugin for your browser. Enables full control over system functionality.

Setup Client: Runs in any web browser. Enables low level control of audio files, number setup, server management and logging.

Recording Portal: Runs in any web browser.

Enables remote retrieval of audio files associated with conference recordings.

Conference Monitor: Runs in any web browser. Allows real-time monitoring and management of conferences.

WAP Admin: Runs in smart phone browsers.

Allows manipulation of teams and member contacts. Enables sending of messages.

WAP Heartbeat: Runs in mobile phone browsers. Allows users to activate and deactivate themselves for receipt of heartbeat polls.

Contact

ADTEC Communications
Suite 13, 89-97 Jones Street
Ultimo NSW 2007

Phone: (02) 9281 0444

Fax: (02) 9281 7575

Email: sales@adtec.com.au

Website: www.adtec.com.au

