



Communications Centre for Emergency Services

About ComCent Emergency

ComCent Emergency is always actively available for immediate critical communications between emergency services personnel.

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 a web browser.

Regardless of their location, users can have instant discussions, sharing current information which allows timely decisions to be made providing effective responses in any environment.

ComCent Emergency's flexible design ensures a robust, redundant and fully secure solution for your needs.

Whatever the unplanned event, ComCent Emergency performs and operates reliably in every situation. It ensures that emergency personnel can communicate clearly and audibly during an unplanned event to keep the community and your assets safe.

ComCent Emergency in Action

When an emergency arises, an individual using ComCent Emergency can connect with team members to discuss the situation, or alternatively send them a message notifying them of the situation or of an action to be taken.

For those in the discussion group, the emergency situation can be assessed and appropriate responses can be actioned.

If required, ComCent Emergency will record all conversations as well as log event records detailing "what happened when". By

providing procedural tracking of responses ComCent Emergency can produce analysis reports for follow-up after the event.

With an emphasis on simplicity, ComCent Emergency is very easy to use. At the touch of a button your emergency response team can be communicating and mobilised effectively 24 x 7 to help save lives.

Key Features

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

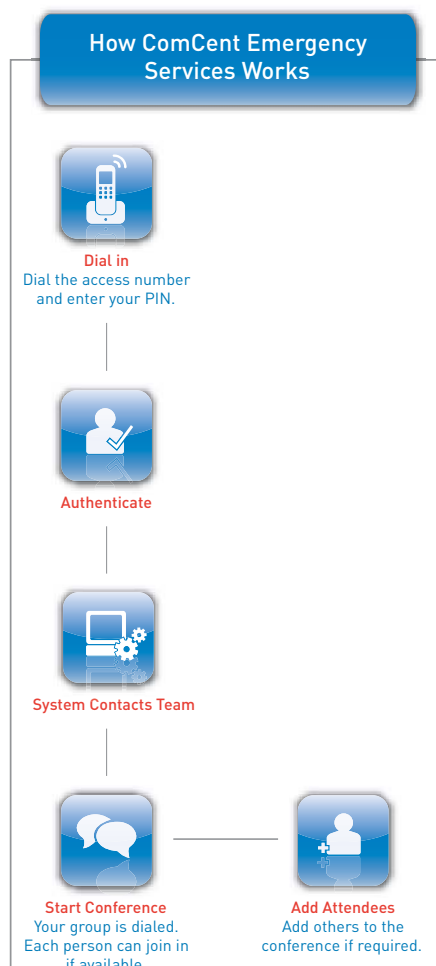
ALERTS Conference: Contact your team and place them into a conference call. Each person can have multiple connect methods.

ALERTS Voice Page: Allows a user to dial in to the system and by following simple voice prompts, record a voice message which is then sent to each member in the Voice Page team.

Call Recording: All voice communication is recorded on the system and is available for reference post the event. Unlike other solutions this functionality is integrated enabling easy retrieval in the future.

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 ComCent as they are happening. The system also allows participants to be easily released, added or their status changed within the conference.

Detailed Logging and Reporting: Scheduled or instant reports can be sent to designated administrators. They can be tailored to suit the organisation's requirements. The reports can be generated to include monthly logging of the service through to moves and changes done on teams.



Clear Voice Communication: The ComCent uses sophisticated algorithms to ensure the best quality voice is available.

Additional Features

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

Benefits to Safety Agencies

- Offers voice content
- Proven critical communications solution for responding to emergency situations
- Secure, robust and redundant

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

- 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 Emergency Services is suitable for:

- Police
- Ambulance
- Fire Brigades
- Emergency Services, and
- Other Public Safety Organisations

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

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