

Communications Centre for Medical Services



About ComCent Medic

ComCent Medic is always actively available for immediate critical communications between emergency medical 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 Medic's flexible design ensures a robust, redundant and fully secure solution for your needs.

Whatever the medical emergency, such as transporting the critically injured from the scene of an accident or aiding survivors of a natural disaster, ComCent Medic can help. Doctors, ambulance staff, nurses and other authorised team members can immediately communicate and respond in life-saving situations.

ComCent Medic in Action

When a medical emergency arises, an individual using ComCent Medic can either contact team members who in turn connect into a discussion group, 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 medical situation can be assessed and appropriate responses can be actioned.

If required, ComCent Medic will record all conversations as well as log event records

detailing "what happened when". By providing procedural tracking of responses ComCent Medic can produce analysis reports for follow-up after the event.

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

Key Features

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

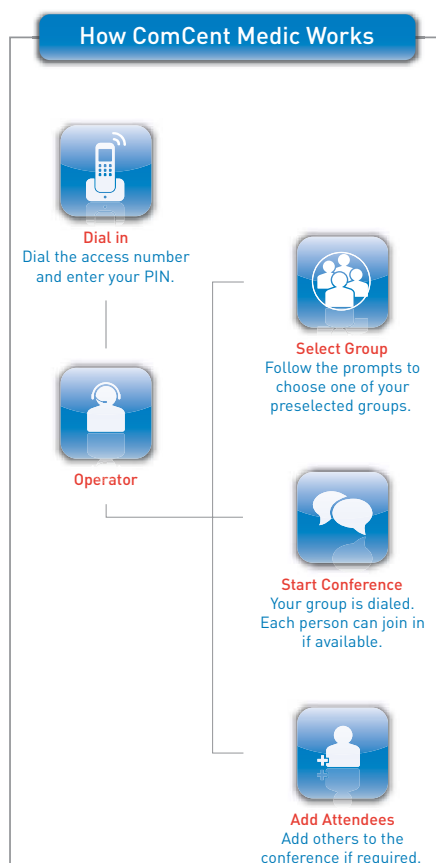
ALERTS Operator: This service allows incoming calls on a pre-assigned number to be forwarded to operators within the system. If these operators are not currently logged in, then the service will call them on their available phone number(s). This means that the first operator to pick up will be assigned to the incoming caller.

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

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

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.

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.

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

Additional Features

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

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

Benefits to Medical Agencies

- Offers voice content
- Proven critical communications solution for responding to emergency situations
- 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 Medic is suitable for:

- Hospitals
- Medical Centres
- Medical Emergency Personnel
- Medical Transport Services

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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