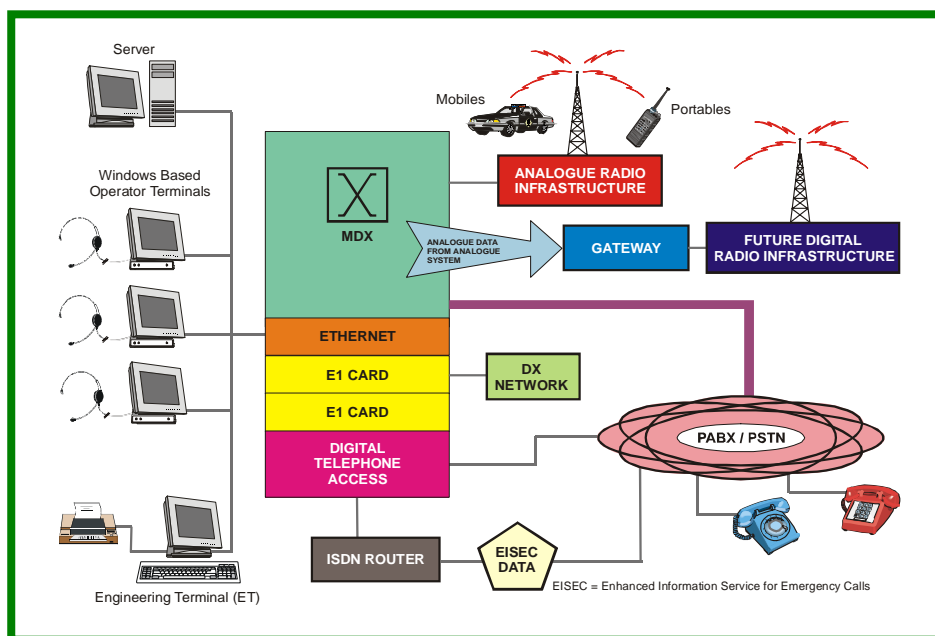


DX4000 ~ INTEGRATED COMMUNICATIONS CONTROL SYSTEM

The DX4000 Integrated Communications Control System (ICCS) is a feature rich integrated radio and telephone control system product. It provides managed voice communications to operators in a control room environment. The DX4000 was initially designed to satisfy the UK Home Office ICCS specification targeted at UK Police Forces. However, the product today will support a significantly wider set of facilities, some suited to general operation, such as utilities, process industries, some suited to Fire Service applications and others to Ambulance Operation.

The DX4000 features are designed to provide the operator support for handling call traffic, both incoming and outgoing during both quiet and busy periods.



- Ergonomically designed Touchscreen (MS Windows®) user interface
- Fully integrated control of radio and digital/analogue telephone traffic
- Core digital switch using pulse code modulation technology (PCM)
- Comprehensive support for Radio Control including alarm recovery from sites
- Flexible selective calling system
- Multiple switch networking capability

System Functionality

The system has been designed to provide three tiers of functionality to users:

Basic Communication Control Facilities

These facilities are the foundation of the product. The operators are provided with the capability to handle all communication, to select and monitor one or more radio channels and to answer and make telephone calls, from a single simple-to-use workstation. The operators are also provided with facilities to enable them to work together on incidents either via intercom or by the provision of the listen-in facility.

Many other features are available that assist the operators in handling incident communications.

Supervisory Facilities

The DX4000 provides management feedback to supervisors to allow them to manage the operators to keep the control room running as required.

To this end a supervisor is provided with additional facilities to monitor and review both the actions of the operators and the performance of the control room as a whole.

The system can provide the supervisor with alarms if the control room performance falls outside limits that are expected, for example, the operators fail to respond promptly to emergency telephone calls.

Management and Engineering Facilities

The DX4000 can be re-configured whilst on-line from either a manager position, or the engineering terminal. This enables the system to be "fine tuned" to optimize the control room performance. Statistics are generated, from which control room planning can be developed and implemented.

System Advantages

The benefits that the DX4000 delivers are:

Enhanced Call Management

In a control room environment, the DX4000 must address the requirement that operators will be presented with several calls at once. Should each operator only be presented with one call, then call management is unnecessary. To attempt to optimize overall performance of the control room in terms of traffic handling, the DX4000 offers the following features (equally applicable to telephone, radio or other communications mediums):

Call Distribution

Call Priority

Assistance in Answering Calls

Assistance in Making Calls

Integration

To reduce operator time in manually entering repetitive information wherever possible, and to provide the operator with the most efficient means of taking a new action from each previous action. Again, this is true for all call media. This improves:

Work Reduction

User Interface Simplicity

Supporting Information

The system provides access information and collects information to assist the users to take appropriate actions. This may include the last known site, channel and status for each resource being managed (resource management information). This may also include comments entered by the operator on resource status.

Control Room Interaction

Some control rooms are characterized by the incidents that they manage, where the handling of incidents requires the action of several operators, often at the same time. The DX4000 enables several operators to get involved in the same calls, to ask for assistance from colleagues or to monitor actions of others etc.

Technical Data

INTERFACES SUPPORTED

2 or 4-Wire PABX
 Private Wires, Public Address & Direct
 PSTN
 Operators
 Networking
 ISDN; QSIG; DPNSS
 IP
 TETRA
 Analogue Radio

GENERAL

Maximum Channels	63	
Maximum Select or Monitor	12	Configurable to less
Maximum Connect Groups	16	Configurable to less
Maximum Connect Groups per Controller	6	Configurable to less
Maximum Controllers	2000	IDs and Passwords
Maximum Telephone Groups	255	Larger than the number of lines to accommodate groups of remote lines
Maximum Telephone Lines	200	
Maximum Information Pages	100	70 characters x 100 lines per page

TELEPHONE DIRECTORIES

Number of Directories	2	One Local, one system-wide
Maximum Sub-directories per Directory	100	
Maximum Entries per Sub-directory	100	

SYSTEM

Maximum Channels Total	300	
Maximum Control Positions Total	500	
Maximum Telephone Lines Total	1000	
Maximum Inter-switch Audio Ports	31	Per Switch
Maximum Sites	500	
Maximum Voters	300	Maximum of 12 x Tx/Rx Sites per Voter
Maximum Number of Switches	14	

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