Radio Dispatch Systems

ZETRON DISPATCH SOLUTIONS:
AT THE CENTER OF YOUR CRITICAL OPERATIONS

Your dispatch system is the centerpoint through which your key operations are coordinated and controlled. That's why Zetron dispatch solutions are designed to deliver the highest levels of reliability, ease of use and flexibility in the industry.

Zetron dispatch systems...

- **Integrate tools and resources** onto the console screen, placing the information your dispatchers need right at their fingertips.
- **Support easy expansion, upgrades and maintenance** to keep your system up-to-date and performing optimally.
- **Provide high levels of redundancy** to keep your communications up and running at all times.

Easy to use

Because Zetron dispatch solutions are designed with dispatchers in mind, they help dispatchers do their jobs quickly, efficiently and effectively. This results in faster response times, lower error rates, and an easy learning curve. The innovative MAX Dispatch graphical user interface (GUI) can be configured to meet the unique needs of users in a particular organization. And Zetron's Advanced Communications (Acom) System offers the most customizable GUI in the industry.

Flexible, cost-effective connections over IP

All of Zetron's dispatch systems support IP technology. This allows you to connect your radio resources over IP, replacing costly leased lines with inexpensive IP connections. It also gives you greater flexibility in your system design because it allows console positions and radio connections to operate remotely from the main center.

A single system integrates multiple resources

Zetron dispatch consoles combine a rich variety of resources and tools (radio, telephony, I/O controls, video, and computer-aided dispatch) into a single system, then present them to your dispatchers in an integrated, easy-to-use format. This gives them immediate access to the resources they need.

Powerful ROI

Zetron dispatch systems not only provide high quality at an affordable price, but their robustness and reliability keep your operations up and running and your maintenance costs low. They offer easy, cost-effective upgrades that help keep your solution current. And their modular design allows you to scale upward as the need arises. The result is a solid, future-proof solution that gives you a powerful return on your investment.

Flexible architecture that supports a variety of operations

With Zetron dispatch systems' flexible architecture, the same system can support single-site or distributed operations. Zetron's Acom and MAX Dispatch systems can both scale from a single LAN configuration to a multi-node, geographically distributed WAN.

Whether yours is a single-console operation, a complex organization that spans multiple sites, or somewhere in between, Zetron has a dispatch system designed to help ensure the integrity, flow, and efficiency of your operations.

Advanced Communications (Acom) System

A fully integrated, digital console system, Acom combines radio, telephone, data, paging and video to maximize control and minimize effort. Acom is also Zetron's most customizable dispatch solution, offering completely flexible configuration and custom development. This allows the GUI to be configured to meet the dispatcher's precise requirements. The system's end-point redundancy ensures its availability, even when connections or power are lost.

Acom not only supports a variety of telephone interfaces (QSig, ISDN, ringdown, and SIP), but its integrated telephony package offers rich functionality that doesn't require the purchase of a separate PBX (automatic call distribution, call queues and priority, RVA, IVR, dialing plans, hunt groups, HTML address-book dialing, and XML address-book management). Acom's low bandwidth requirements make it ideal for large operations and help ensure bandwidth availability even when system traffic is high.

The size of an Acom system can range from a few dispatchers operating in a fixed or mobile environment to hundreds of operators who are centrally located or distributed across multiple sites. Geographically dispersed sites can be networked to provide distributed switching and wide-area control. This offers maximum operational effectiveness, efficiency reliability and security.

MAX Dispatch System

Zetron's MAX Dispatch offers industry-leading, end-to-end network redundancy in a breakthrough, IP-based system. The system's innovative GUI allows dispatchers to access the resources they need when they need them. This reduces clutter and helps dispatchers stay focused on the task at hand. The GUI's flexibility also allows administrators to build screen layouts that match their operational priorities and requirements.

MAX Dispatch supports up to 150 ports—which makes it ideal for small to medium-size operations. Its modular architecture supports centralized or distributed operations, including remote operations over IP. This allows the system to be expanded easily and inexpensively as your operations grow. Additional system tools monitor performance and make MAX Dispatch easy to install, manage and maintain.

MAX Dispatch + MAX Call-Taking: Combining MAX Dispatch with Zetron's IP-based MAX Call-Taking system gives you a single-vendor dispatch and E9-1-1 solution that compounds the benefits of both systems. It offers operators a flexible and consistent user experience across their dispatch and E9-1-1 call-taking activities. It gives you one vendor for both systems, which can simplify installation and maintenance. It also gives you the full benefits of IP, including the ability to operate remotely.

MAX Solutions: Zetron's open-standards-based MAX Solutions gives you complete, continuous management of an emergency from the moment a call comes in until help is dispatched to the scene. MAX Solutions includes MAX Dispatch, MAX Call-Taking, MAX CAD, Mapping, and AVL. You can use the systems individually or together and with other vendors' open standards-based solutions.

Series 4000 Communication Control System

Zetron's Series 4000 Communication Control System is a tough, proven performer with a reputation for reliability, interoperability, easy programming and economical upgrades. It supports a wide variety of wireless radio interfaces and can be used to patch together agencies that use different radio equipment. Designed primarily for medium-sized organizations, the Series 4000 can be scaled to accommodate up to 48 channels and 16 operator positions.

The DCS-5020 Digital Console System

Zetron's DCS-5020 Digital Console System combines telephony and digital and analog radio control to support up to 30 definable ports, including up to 16 operator consoles. Although it offers many of the features of a traditional console system, the DCS-5020 is based on a distributed architecture that eliminates the need for a central switch. When IP-connected consoles are added to the system, it can support dispatch positions anywhere on the IP network. Its mission-critical resiliency makes it an ideal solution for public safety, emergency services, transportation, utilities and private industry.
Note: Not available in North America.

Comparison of Zetron Dispatch Systems

ZETRON CONSOLE SYSTEMS FEATURES	Acom	MAX Dispatch	Series 4000	DCS-5020
Size	> 200 positions, > 2000 channels	150 ports	16 positions x 48 channels	30 ports, up to 16 channels/positions
Dispatching Need	Large to very large, complex, multi-site operations	Small to large operations	Small to medium operations	Small to medium operations
Suitable for Conventional PMR/LMR Systems	Yes	Yes	Yes	Yes
Suitable for Trunking Radio Systems	Yes, via mobile radios & RFSS	Yes, NEXEDGE®, DMR and via mobile radios	Yes, via mobile radios (full ID w/PC, limited ID w/ button)	Yes, TETRA, NEXEDGE®, iDEN
Radio Selective Signaling	Yes, all types	Yes, all types	Yes, all types	Yes, only European (5/6 tone)
Suitable for Telephony	Yes, analog, digital & IP	Yes	Yes	Yes, analog
Telephone/Radio Headset Interface (TRHI)	Optional	Optional	Optional	No
IP Radio/ Telephone Interfaces	Yes	Yes	No	Yes (via gateways)

INTEROPERABILITY AND OPEN STANDARDS

Zetron dispatch solutions support more radio protocols and interfaces than any other manufacturer. This gives you the interoperability you need to communicate across jurisdictions and different radio equipment when events demand it. It also helps bridge the gap between legacy equipment and new, digital technologies, and eases the transition when multiple agencies using different types of radio equipment merge into a single, regional center.

Because Zetron solutions support open standards—such as Project 25 (P25), Digital Mobile Radio (DMR), and Terrestrial Trunked Radio (TETRA)—they integrate seamlessly with other open-standards-based equipment. For example, Zetron's support for the P25 Digital Fixed Station Interface (DFSI) and P25 Console Sub-System Interface (CSSI) allows the Zetron console to connect to conventional [DFSI] and trunked radio systems [CSSI] that also employ these interfaces. This gives you more choice in the equipment you include in your overall radio solution.

Zetron systems support radio protocols and open standards such as:

- Project 25 (P25), CSSI and DFSI
- Digital Mobile Radio (DMR)
- Terrestrial Trunked Radio (TETRA)
- NEXEDGE®
- Sprint® Direct Connect®

- EDACS®
- SMARTNET®/SmartZone®
- OpenSky®
- MPT1327
- LTR®

SERVICES THAT SUPPORT YOU

Zetron's full range of service and support options help ensure that your system is set up and maintained to perform optimally.

Service options include:

- **Support Services:** Includes technical support, installation and configuration assistance, and a variety of service plans, warranties and support contracts. Zetron also offers phone support during work hours and emergency phone support after hours.
- **Training:** Factory and onsite technical and operator training help ensure that your system is being properly used and maintained.
- **Project Management:** A variety of project-management, installation assistance and configuration-optimization services are available for Zetron configured systems. They help ensure that your system is installed on time and on budget, and that it performs as expected.

ZETRON

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