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FREQUENTIS VCS 3020IP – New Voice-over-IP-based Voice Communication System

Frequentis now offers the latest generation of Voice Communication Systems for police, fire brigade and ambulance dispatch centres. The VCS 3020IP combines the system concepts of the proven VCS-product line with future-oriented Voice-over-IP technology.

The VCS 3020IP Voice Communication System has been specially optimised for applications in emergency dispatch centres with extremely stringent requirements in regard to fail-safety, voice quality and simple system control. The system enables an integrated, uniform control of the telephone, as well as of analog and digital radio, and offers comprehensive communication functions that go way beyond the possibilities of standard telephone and radio systems.

Uniform Control of all Communication Channels

The system is controlled via a PC-operator position. All communication channels can simply be controlled via a central user interface that can be adapted to meet individual customer needs. The operation of the system can be controlled via touch screen, mouse and keyboard, or – if the system is integrated accordingly – via an external application (e.g.: dispatch centre software).

Additional Integrated Functions

The VCS 3020IP covers the comprehensive requirements of any dispatch centre through the integration of functions such as FMS and 5-tone selective call, the control of facility management systems (gate control, CCTV) or call documentation. An innovative role concept allows the allocation of different functions to individual employees and the respective adaptations of the individual's user interface. This simplifies the definition of different task groups such as "Call Taking" or "Mission Processing".

Set-up of Control Centre Units

The VCS 3020IP furthermore supports the combination of several dispatch centres. Flawless processing of emergency calls can be guaranteed even in crisis situations through the networking of dispatch centres. In addition to increasing the response quality, the combination of dispatch centres could also translate into cost-savings because it will no longer be necessary to man all dispatch centres around the clock.

Highest Fail-Safety and Optimal Voice Quality

Over the course of the development of the VCS 3020IP great importance was attached to fail-safety and optimal voice quality. A redundant IP-network architecture with duplicated switch and duplicated interface server ensure highest fail-safety. The omission of data compression, a sampling frequency that is synchronised system-wide and the prioritising of voice data assure optimal voice quality.

Numerous Standard Interfaces

The connection of the system to different communication and data networks such as the telephone network (analog and ISDN) and analog as well as digital radio networks is effectuated via high-performance scalable interface servers. Additionally, there is a special gateway that allows the connection of VoIP-terminal devices that are based on the standardised SIP-protocol (Session Initiation Protocol).

Via an open software interface that connects to the Microsoft .Net-Framework, the VCS 3020IP can be integrated into dispatch centre computer systems. This enables the operation of the Voice Communication System via the central dispatch computer.

Cost Advantages for Small and Mid-sized Dispatch Centres

Roland Leimer, Head of the Frequentis business field "Public Safety" is proud of this latest product development: "Thanks to our new VCS 3020IP, dispatch centres can now opt for a Voice Communication System that combines the advantages of proven VCS-product lines with future-oriented voice-over-IP-technology. The system allows the use of standard hardware and network components, which result in important cost advantages especially for smaller and mid-sized dispatch centres."

About Frequentis

For Background Information about Frequentis please see www.frequentis.com.