



## ICCS 3020 REL. 2.0 – DECADES OF EXPERIENCE IN CONTROL ROOM SOLUTIONS

Around the globe thousands of dispatchers manage safety related missions every day to support people in difficult situations. They rely on Frequentis dispatch centre and control room solutions. ICCS 3020 Rel. 2.0, the latest communications system in the Frequentis line, incorporates decades of experience in the field of communications and control systems. It offers solutions for all decisive aspects of public safety.

### TRUST IN SYSTEM SAFETY

The ICCS 3020 Rel. 2.0's robust system architecture ensures the highest degree of stability. All important system components are duplicated and continuously active. This degree of fail-safety is unique in the market.

### SUPPORT FOR DISPATCHERS

The Frequentis User Interface Centre delivers user interfaces that offer simple access to all functionalities. The information overload is avoided and the dispatchers can concentrate on the essential, without compromising their response flexibility.

### EXPLOIT THE POTENTIAL OF DIGITAL RADIO

With its unique technical architecture, the many fold possibilities of digital radio (TETRA/TETRAPOL/APCO-25) can readily be exploited. The added-value of new technologies is integrated in a simple manner in the dispatcher's work processes. An easy migration from the familiar analogue radio is always kept in mind.

### SET UP NETWORKED COMMUNICATIONS AND CONTROL CENTRES

Concentrating small and mid-sized dispatch centres into fewer, larger dispatch centres leads to a higher degree of operational availability and cost savings. Cooperating organizations can then utilise synergies efficiently, without relinquishing autonomy, by using a shared technological platform.

<b>SPECIAL FEATURES OF THE ICCS 3020 REL. 2.0</b>	→ Highest degree of reliability	→ Secure recording system	→ Mobility
	→ Unique communications functions	→ IP network	→ Intuitive operation
	→ Modular architecture	→ Open standards	→ Extensive solution portfolio
	→ Free scalability	→ Digital radio connection	→ Tailor-made solutions
	→ Best speech quality	→ Digital radio encryption	→ Low life-cycle costs
	→ Simple system management	→ Networked dispatch centres	→ Protection of your investment

# ICCS COMMUNICATIONS SYSTEM



Technical specifications and requirements are correct at the time of going to press, but may change without prior notice as our products and services are continually updated. Frequentis has endeavoured to ensure that the information in this document is, to the best of its knowledge, correct, but does not accept any liability whatsoever for any error or omission.

## PROVEN TECHNOLOGY

- Future proof IP technology
- Voice communication via Voice over IP
- Uniform services across the entire dispatch centre network due to functions and service oriented software architecture
- Modular architecture
- Highly scalable system

## HIGHEST DEGREE OF AVAILABILITY

- De-centralised system architecture, operating in parallel
- Non-blocking system
- Distributed application software
- Logical Star topology connection to all peripheral devices
- No interruption of voice connections in the event of a failure thanks to active redundancy
- Extremely high fail safety

## COMMUNICATON TECHNOLOGY

- Fully digitised voice processing
- Excellent speech quality
- Numerous performance features that go far beyond standard telephony
- Flexible conferencing options
- Analogue and digital radio connections
- Parallel operation of telephone, radio and other systems
- Free combination of radio and telephony
- Intelligent call distribution plus ACD

## OPERATOR POSITION

- 24/7 capable PCs with high performance plug-in card
- Connections for headset/telephone receiver/microphone /footswitch/loudspeakers that are active in parallel
- Operation via touch screen, mouse/keyboard or command and control system
- Ergonomically correct user interface tailored to individual needs
- Unique operation of telephone and radio
- Role concept for task dependent functions assignment
- Free seating
- Open system interfaces for third-party applications (e.g. command and control systems)

## PERFORMANCE FEATURES FOR SAFETY-CRITICAL APPLICATIONS

- Interconnection of various communication and control centres
- Integrated digital radio connection (TETRA, TETRAPOL, APCO-25)
- Integrated call recording
- Intelligent call distribution
- Mobile Data messaging and selective calling (e.g. 5-tone-call)

## SIMPLE SYSTEM MANAGEMENT

- Menu guided monitoring and control system
- Comfortable management and configuration system
- Central system management via SNMP
- Network wide configuration of several systems
- System status indication down to board level
- Continuous monitoring of all system functions
- Parallel monitoring of redundant components
- Line monitoring
- Intuitive, clear status messages

## SUPPORT OF VIRTUAL DISPATCH CENTRES

- Country wide dispatch centre networks
- IP network
- Central management
- Distribution of operator positions
- Comprehensive structuring into organisational units
- Role management and free seating throughout the network
- Connection to a shared digital radio network
- Shared use of all resources
- Cost effective operation

## DIGITAL RADIO

- High performance integration of digital radio
- End-to-end encryption
- Smooth migration from analogue radio
- Range of interfaces for digital radio systems (e.g. TETRA, TETRAPOL, APCO-25)

## SOFTWARE

- Object oriented paradigm
- Service oriented design principles
- Open architecture

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