T.REACT RADIO DISPATCH

WHEN EFFICIENT COMMUNICATION IS ESSENTIAL


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T.react Radio Dispatch

T.react Radio Dispatch offers the best solution for handling TETRA voice communication for mission-critical command and control centers.

Introduction

The T.react Radio Dispatch has been designed to take advantage of the unique attributes in TETRA communication networks. The T.react Radio Dispatch enables control room operators to handle all voice communication in daily operations and in crises situations by smart and dynamic utilization of talk groups.

The T.react Radio Dispatch is an open-architecture oriented product which can be integrated and can be scaled from a single control room, with one or two operator seats, to a distributed nationwide solution. Each control room of T.react Radio Dispatch can be configured to handle any number of TETRA talk groups and terminals available in the network.
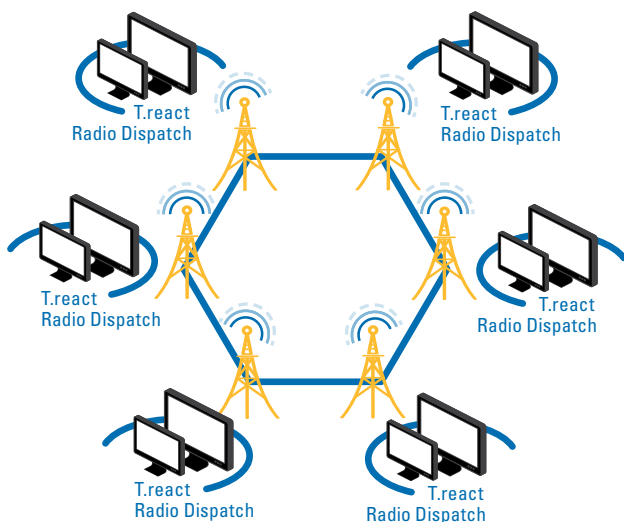
Benefits

T.react Radio Dispatch offers a range of benefits for the user in a mission-critical environment:

- T.react Radio Dispatch offers an intuitive user interface and highly reliable performance ensuring efficient operation in all situations.
- T.react Radio Dispatch enables operators to retain their focus on unhandled events, in their area of responsibility, through automatic event coordination across multiple workplaces.
- T.react Radio Dispatch offers one shared view of incoming emergency calls and operational status messages, including prioritized call request messages, for operators with the same area of responsibility.
- T.react Radio Dispatch offers easy run-time user configuration of talk groups in folders to support flexible support for evolving operational procedures and provides free seating for the individual user.
- Talk groups in folders can be activated or deactivated with one mouse click ensuring easy change of area of responsibility e.g. between day or night shifts or to provide fallback for a neighbor control room.
- Smart utilization of talk groups during crises escalation by easy addition of talk groups to operator consoles and easy distribution of the active talk groups to user terminals in the field.
- T.react Radio Dispatch offers shared view and handling of SDS messages for operators in each control room.
- T.react Radio Dispatch offers instant voice recording and playback for each operator to ensure that messages are correctly understood and to minimize faulty decisions.

Voice Logs

Voice logs are stored on the server together with the full call data record, containing time stamped information on who spoke when. Voice logs can be retrieved and added to external incident reports for a complete documentation of events.

Functionality

T.react Radio Dispatch is an open service-oriented architecture product that offers seamless integration in a system of systems as well as stand-alone installations.

The basic functionalities for handling and controlling the communication in the TETRA network are:

- TETRA voice communication - e.g. group call, multi-select group setup and call, patch group setup and call, emergency call, private call, ambience listening.
- TETRA SDS support - e.g. send and receive Short Data Service (SDS) text messages (individual, group, group individual) and receive long (concatenated) SDS messages.

TETRA Administration & Management
TETRA administration - e.g. download of talk groups to terminals to support dispatcher assisted terminal talk group selection and dynamically updated incident sets, test if terminal is within TETRA network coverage, temporary deactivation and activation of lost terminals, overview of terminal talk group selection and terminal power off, and terminal status message overview and history.

The T.react Radio Dispatch offers an extensive set of management functionalities through a web interface, e.g. management of fleet map and user data, operator role and rights, retrieval of voice log files and call data records, centralized management of software upgrade with roll-back support.

Features
The T.react Radio Dispatch supports Network Time Protocol (NTP) time synchronization to external reference.

The workstations support Single Sign On and can be configured to integrate into an existing Active Directory or Lightweight Directory Access Protocol (LDAP) installation.
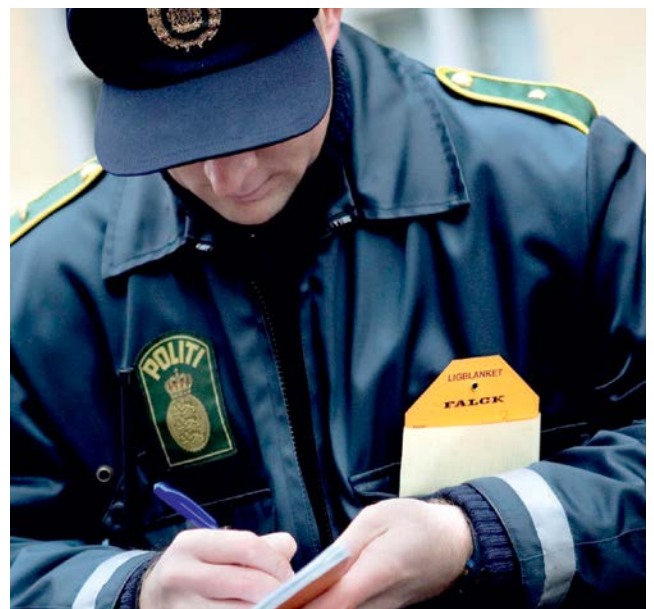
Operating in the aerospace, defense, and security sector, Terma supports customers and partners all over the world. With more than 1,600 committed employees globally, we develop and manufacture mission-critical products and solutions that meet rigorous customer requirements.

At Terma, we believe in the premise that creating customer value is not just about strong engineering and manufacturing skills. It is also about being able to apply these skills in the context of our customers' specific needs. Only through close collaboration and dialog can we deliver a level of partnership and integration unmatched in the industry.

Our business activities, products, and systems include: command and control systems; radar systems; self-protection systems for ships and aircraft; space technology; and advanced aerostructures for the aircraft industry.

Terma has decades of hands-on know-how in supporting and maintaining mission-critical systems in some of the world's most hostile areas. Terma Support & Services offers through-life support of all our products to maximize operational availability, enhance platform lifetime, and ensure the best possible cost of ownership.

Headquartered in Aarhus, Denmark, Terma has subsidiaries and operations across Europe, in the Middle East, in Asia Pacific as well as a wholly-owned U.S. subsidiary, Terma North America Inc., headquartered in Washington D.C. and with offices in Georgia and Texas.

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