T.react Radio Dispatch
– when efficient communication is essential
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 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 an intuitive user interface and highly reliable performance ensuring efficient operation in all situations.

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

- 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 emergency calls and operational status messages, including prioritized call back messages, for operators with 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 to providing 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 adding 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 minimize faulty decisions.
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 - 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 workstations installed in a control room support shared coordination of call requests from terminals, emergency call alarms from terminals, administration of terminals, and handling of SDS messages received in the control room, providing full support for fallback and dispatcher shift.

The T.react Radio Dispatch is designed for digitally based radio communication thus ensuring optimum utilization of the performance and abilities inherent in TETRA-based communication solutions. The human machine interface is based on extensive usability studies with operative dispatchers.

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.

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.
TERMA
Terma develops and markets high-tech solutions, systems and products for defense and non-defense applications. Our products are developed and designed for use in extreme mission-critical environments and situations, where human lives and valuable material assets are at stake.

Terma’s Business Areas cover:

- Defense and Security: Network and tactical systems, airborne and naval self-protection systems and electronics manufacturing services for mission-critical defense and security applications. Advanced radar systems for coastal surveillance, naval surveillance, vessel traffic surveillance, perimeter surveillance and surface movement surveillance at airports

- Aerostructures: Development and production of advanced structures for defense and non-defense aircraft and helicopters

- Space: Mission-critical products, software, and services for space applications

Terma A/S was established in 1949, is headquartered in Denmark and maintains international subsidiaries in a number of European countries, the US and Singapore.

For many years, Terma has worked closely with the Defense, public authorities, and international organizations around the world. Extensive dialog and meaningful relationships with our business partners give us an in-depth understanding and appreciation of their strategic, functional and management needs.