



# T.react RADIO DISPATCH

WHEN EFFICIENT COMMUNICATION IS ESSENTIAL



**TERMA<sup>®</sup>**  
ALLIES IN INNOVATION

# T.react Radio Dispatch

Everything You Need in One Place

## Terma's T.react Radio Dispatch

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.

T.react Radio Dispatch offers a user-friendly interface and very reliable performance to ensure high efficiency.

## Why chooses T.react Radio Dispatch

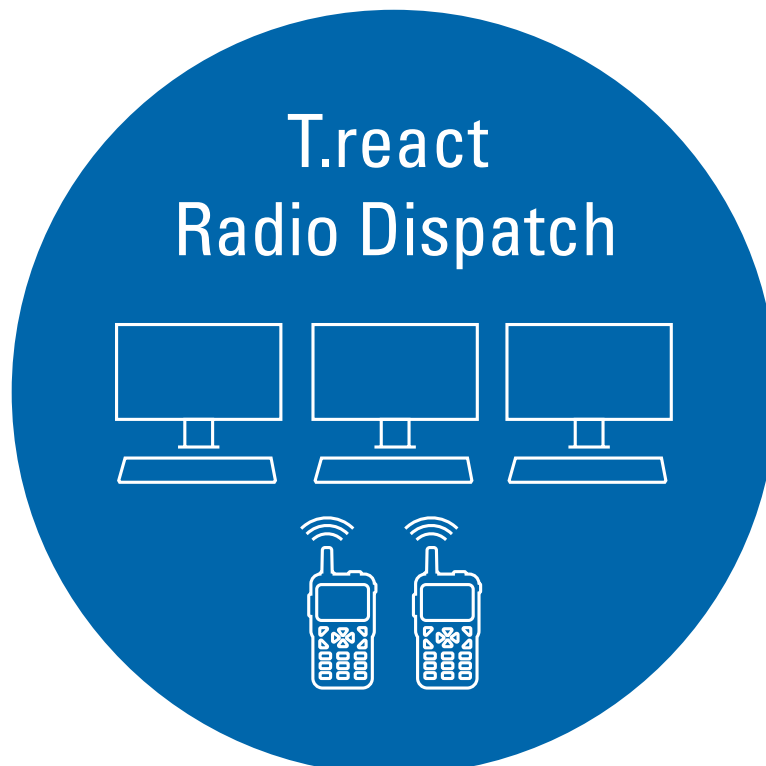
The many unique features of Terma's T.react Radio Dispatch sets it apart from the rest of the market. Emergency situations are handled easily and intuitively through the many features of the T.react Radio Dispatch.

## Select features

- Group and single calls
- Automatic prioritizing of calls
- Call request
- Neighbor assistance
- Zone transit

## Select benefits of T.react Radio Dispatch

- High system reliability
- Efficient operation and communication
- Focus on unmanaged events
- Improved situational awareness
- Agile adjustment to changing situations





# T.react Radio Dispatch

T.react Radio Dispatch offers a large array of administrator functions through a web platform. For example, control of user data, operator roles and rights, download of voice files and centralized handling of software updates with roll-back support.

## SUPPORT

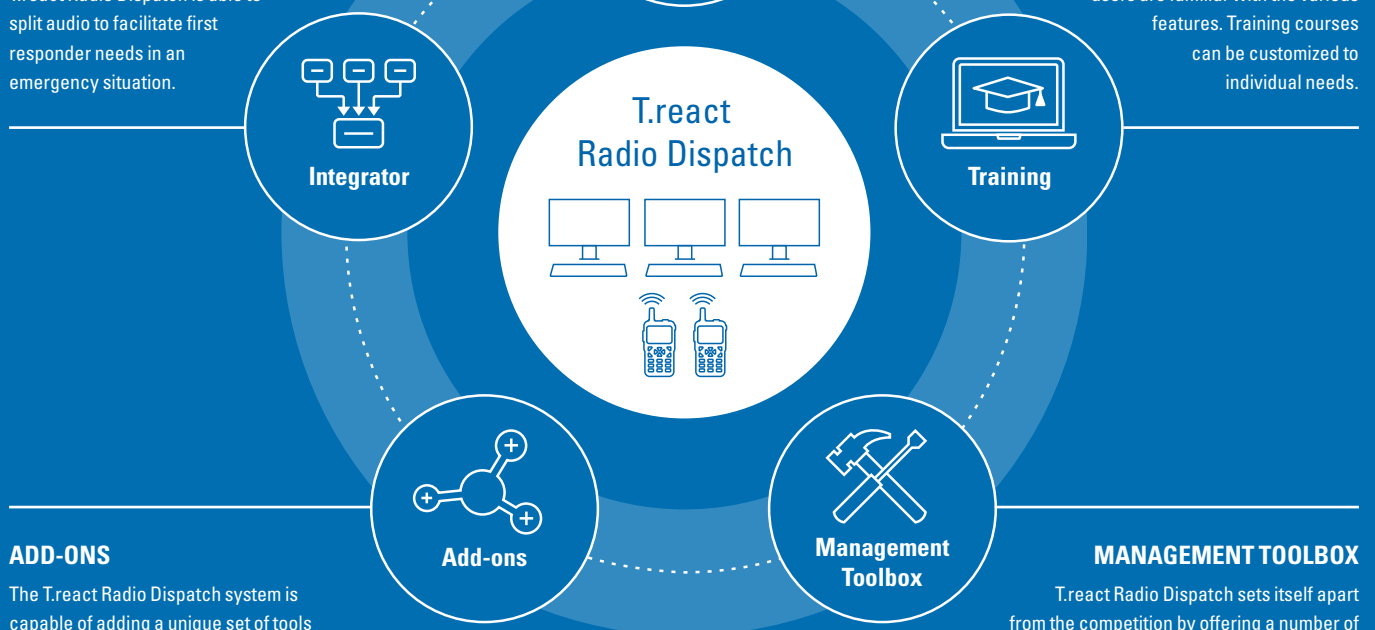
When critical situations arise, it is imperative that there are no technical glitches. Terma developed T.react Radio Dispatch to be a dependable and stable system. Terma does offer a variety of technical support functions, should technical issues arise. These functions can be catered to individual needs.

## SYSTEM INTEGRATOR

The software package within T.react Radio Dispatch makes it possible to communicate across a variety of systems. Furthermore, T.react Radio Dispatch is able to split audio to facilitate first responder needs in an emergency situation.

## TRAINING

At the time of purchase of the T.react Radio Dispatch system, extensive training is available to ensure that all users are familiar with the various features. Training courses can be customized to individual needs.



## ADD-ONS

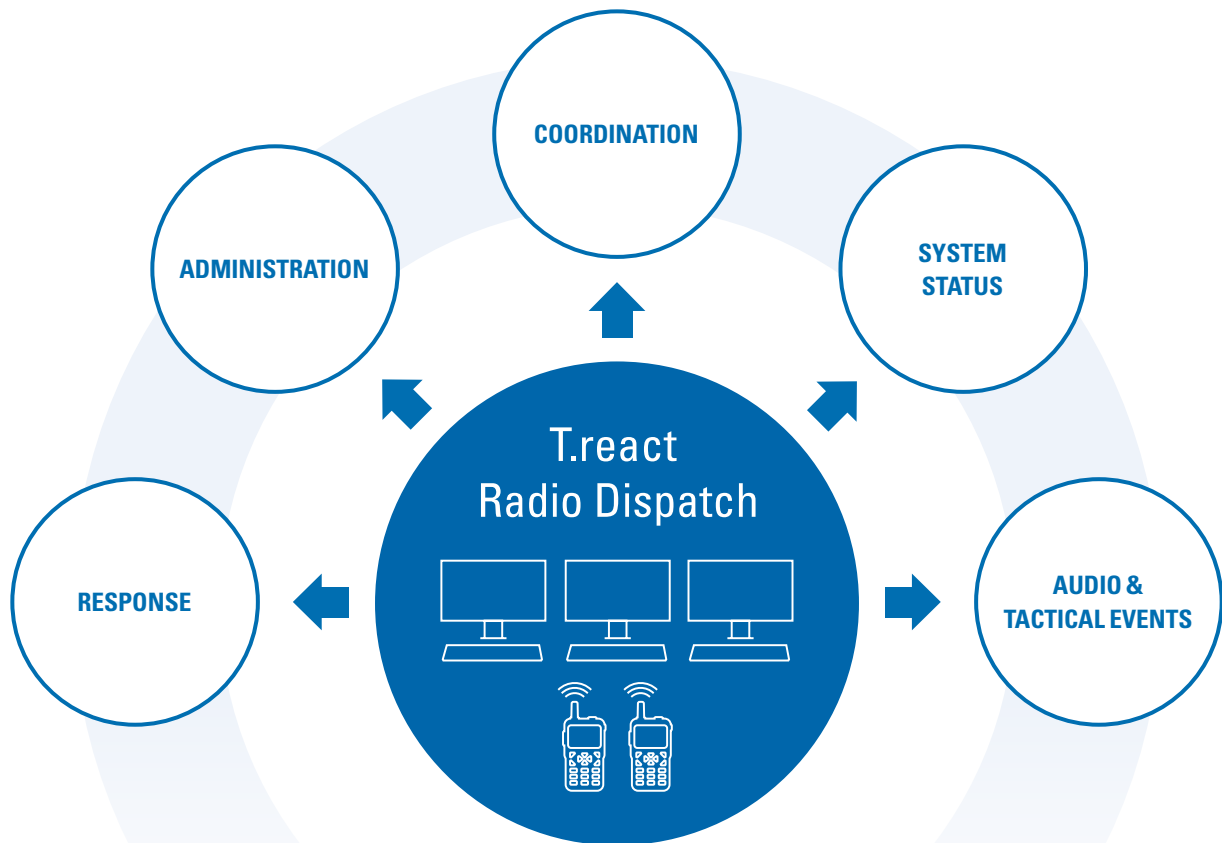
The T.react Radio Dispatch system is capable of adding a unique set of tools to help simplify everyday use and ease critical situations.

## MANAGEMENT TOOLBOX

T.react Radio Dispatch sets itself apart from the competition by offering a number of technical features that ensures reliable audio logging and unobtrusive system updates.

# Functions

The many features that T.react Radio Dispatch offers, provide the operator an effortless handling of critical situations. The system is intuitive and user-friendly, which reduces errors and prevents unmanaged events.



**T.react Radio Dispatch contains a wide range of features and characteristics. These include:**

## RESPONSE

- Group- and individual calls
- Speech groups
- SDS-messages
- Emergency calls
- Forced control
- Call requests

## SYSTEM STATUS

- System condition
- Status notifications

## ADMINISTRATION

- Digital AGC – Sound quality
- Digital low and high pass filters
- Fleetmap service
- Status reports
- GPS-positioning

## AUDIO & TACTICAL EVENTS

- Audio player (VLC Client)
- Silent listening

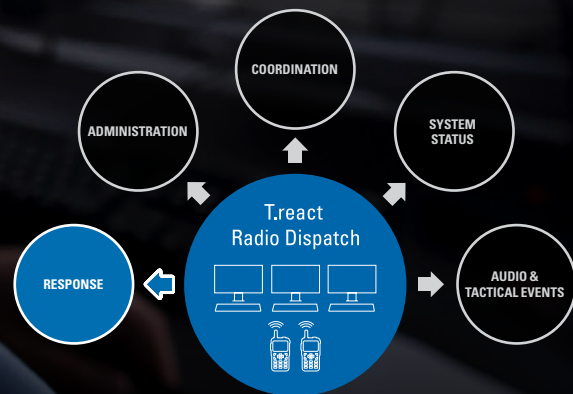
## COORDINATION

- Shared view of incoming emergency calls
- Focus on unmanaged events
- Remote control of radio units
- Priority call request messages
- Automatic event coordination
- Signal planning
- Control of crisis escalation
- Group notes for voice groups
- Neighbor assistance
- Zone transit
- Automatic call prioritizing



# Voice Communication

## For Mission-Critical Command and Control Centers



## Response

The essential part of T.react Radio Dispatch is of course response. It is crucial that the radio user can communicate with operators using a selection of methods to suit the situation.



### Group and individual calls

T.react Radio Dispatch can be used as a mobile phone where you talk directly between the radio user and an operator. In addition, voice groups can be used, where the operator can communicate with an entire group of radios at the same time.



### Voice groups

Voice groups in folders can be activated or deactivated with a single mouse click, which ensures quick and easy change of area of responsibility i.e. to assist another location during peak load or between day and night shifts.



### Text messages – SDS

Much like a mobile phone, T.react Radio Dispatch can send unlimited length text messages to or from an individual radio.



### Call request

If the radio user is unable to make a call, they can with one touch request the operator to be called.



### Remote control

With this function, the operator can remotely control which voice groups the individual or more radios need to be tuned in to. In certain events the operator can forcibly control radios and tune to a certain voice group, so all communication happens in the same place during an incident.



### Emergency call

In critical situations where the radio user does not have the option to call up the dispatcher, an emergency call can be made. The radio user activates an emergency button on the T.react Radio Dispatch, which sends an alarm to the dispatcher. When this is answered, the call can be listened to from an operator station for 30 seconds. Then the operator can switch to silent listening. All audio is recorded for documentation.



## Administration

In crisis situations, proper communication and correct information and location are important factors in order to remedy the situation best and as soon as possible. T.react Radio Dispatch offers several fine-tuned features that ensure that all information arrives as accurately and securely as possible to dispatch so that they can provide the right support.



### Digital AGC – sound quality

This feature adjusts the volume so that there is one uniform output regardless of sender and receiver. If the radio signal is weak this function amplifies the sound and if the radio signal is loud, the sound is reduced.



### Digital high and low pass filters

Sound quality is important in critical situations. This feature adjusts the sound to neutralize any highs or lows as well as filtering out any noise.



### Fleetmap service

Is described under Management Toolbox



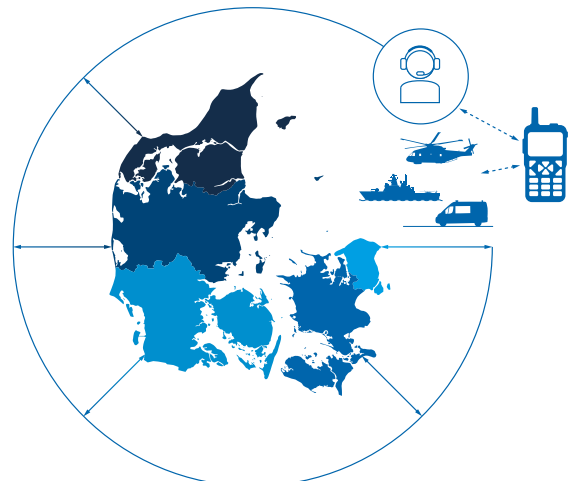
### GPS positioning

The operator can activate GPS broadcasting on selected radios. With this location information, they can send backup in escalating situations.



### Status reports

Is described under Support





## Coordination

Being able to coordinate in crisis situations is crucial in order to decide the importance of a call. With the T.react Radio Dispatch system the dispatcher has a great tool to help this coordination. The system contains a lot of utilities to precisely coordinate and prioritize tasks based on importance.



### Shared view of incoming emergency calls

When an emergency call is received at dispatch it is crucial that it is handled immediately. Therefore, the call is received on all active dispatch positions, and disappears immediately after it is answered.



### Focus on unmanaged events

When a call is received at dispatch, the event lights up so it is clear that it must be responded to. As soon as it is responded to, it disappears at the other dispatch locations and it fades at the one who responded to the call.



### Priority call request messages

A radio user can send call requests on several levels, depending on how critical the situation is. At dispatch, requests are prioritized automatically based on severity.



### Visual planning

To visually help dispatch coordinate voice groups, pictures of operating structures can be displayed at the dispatch screen.



### Neighbor assistance

Is described under Add-on.



### Group notes for voice groups

With the T.react Radio Dispatch notes can be transmitted to different devices, for example to notify radio users that a vehicle is out of service.



### Automatic call prioritizing

When calls are received at the dispatch stations, T.react Radio Dispatch will automatically prioritize calls according to the importance of each call.



### Crisis escalation management

Smart utilization of voice groups during crisis escalation with easy addition of voice groups to operator consoles and easy distribution of the active speech groups to radios in the ground.



### Remote control of radio units

If a radio is lost, dispatch can disable it to avoid abuse. The opportunity can also be used on vehicle mounted radios when a vehicle is taken out of service.



### Zone transit

Is described under Add-on.





## System status

The fact that an IT system operates flawlessly is a mandatory factor in crisis events. Termas T.react Radio Dispatch offers more options to avoid crashes and system failures, making it one of the most reliable and stable systems on the market.



### System condition

An icon on the T.react Radio Dispatch constantly shows the state of the system. If the icon is green, the system runs perfectly and if it lights up red, you can easily and quickly find out where the problem lies.



### Status notifications

If operator executes a command that fails, it will appear in a status bar at the bottom of the screen.

## Audio & tactical events

In certain situations, it may become a necessity to re-listen to a given sequence, for example to find information that can clarify a situation. T.react Radio Dispatch can access historical data as needed.



### Sound player (VLC Client)

Is described under Management Toolbox.



### Silent listening

During events where critical incidents can be expected to occur, Dispatch can activate silent listening. Here they can follow what is occurring at the radio user and call for backup or other assistance if necessary.



## Support

When critical situations arise, it is crucial that no technical failures occur. Terma has developed T.react Radio Dispatch with the certainty of a reliable and stable product. Should technical challenges arise, Terma offers various support solutions as needed.



### Technical support

If there are questions about the product or technical challenges, Terma offers online technical support.



### 24/7 Support

If urgent technical situations arise, 24-hour telephone support is available from Terma.



### Onsite Support

Should incidents occur that cannot be resolved remotely or via telephone support, Terma can send out one of our specially trained technicians to assess and rectify any issues.



### Maintenance service

Terma has the ability to monitor the system online to ensure that everything runs optimally and prevent downtime. This is one of the reasons why T.react Radio Dispatch is extremely reliable and ensures efficient operation.



### Status reports

With a service agreement, it is possible to create service cases via Terma's ticket system, where the status of these can be seen in a logical overview. It is also possible to request an in-depth system status report that among other things details the previous month's reported events and results from log file analysis.



## Training

When purchasing the T.react Radio Dispatch, there is the option of a number of training sessions available to ensure that all users are well equipped to use the system. We tailor the process according to demand, so that the system is utilized as needed.



### Super-user training

During this course, Terna trains a group of select employees to become super-users in the system. These super-users can then further train others on the system as well as be internal supporters within the organization.



### User defined training

The course is customized to the organization's needs. The training course is adapted to larger or smaller groups as needed.



### E-learning

The course can be performed when and where desired. The course can be used for those employees who have not had the opportunity to participate in a physical course, for new employees to be trained in the system or those employees who just need a brush-up on the system.



## Radio Dispatch Management Toolbox

T.react Radio Dispatch excels in the market with a number of technical features that ensures reliable audio logs as well as uninterrupted system updates.



### Sound player (VLC Client)

All data and conversations are logged automatically, and with the help of Termas Voice Log Client solution events can be reconstructed from a report and used for clarification in lawsuits etc.



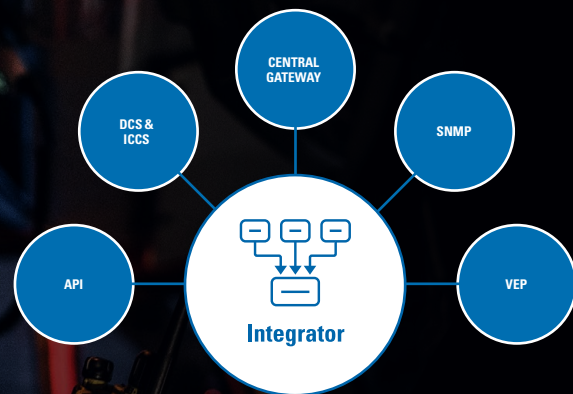
### Fleet map service

Updates to Fleet map (radios and voice groups) take place remotely online. Data is retrieved from DBK's (Danish Emergency Management Communication) FleeDa (Fleet Map database) and transferred automatically.



### Radio Dispatch Management

With this tool you can access log data, perform software updates and upload Fleet map. The system can be accessed locally and remotely, so that the operating spaces are always fully functional and up to date.



## Integrator

The T.react Radio Dispatch software has a feature that makes it possible to speak across systems. Additionally, the system can share audio so that it helps the work of the operators in emergency preparedness.



### Application programming interface (API)

This software interface enables T.react Radio Dispatch to communicate with other software systems so that all communication can take place in one system, regardless of provider.



### TETRA network access (DCS & ICCS)

T.react Radio Dispatch is certified to access the TETRA network via DCS and ICCS. These are Dansk Beredskabs Kommunikation's gates to the TETRA network.



### Central Gateway

Opportunity for single point, network communication is usually offered as an interface to web applications.



### System Monitoring (SNMP)

Standard integration for SNMP monitoring. Inquire for further information.



### Voice end point (VEP)

This specially developed audio box integrates telephone, radio and concierge audio into one headset, and thus minimizing changing communication methods. With a VEP, digital audio is distributed to one primary and a secondary speaker that are individually adjusted in volume. Furthermore, it can be connected to a third speaker, which can be used for internal communication such as a concierge.



## Add-ons

With the T.react Radio Dispatch, there is the opportunity to take advantage of a number of unique additional work tools. These can simplify everyday life, and provide support in critical situations .



### Neighbor assistance

In certain situations, it may be necessary to monitor from a different location than usual. With “neighbor assistance”, operator control can be handled completely or partially from another location or operators can be moved from one control room to another during major incidents.



### Visual signaling

When critical situations occur, signal lights in various colors flash according to the importance of the alarm. This function can be set according to time if an alarm is required only at night or during other specified times.



### Zone transit

This function is used by vehicles that move across regional zones - on land, at sea or in the air. These vehicles can communicate across regional operators, just by pressing a key on a pre-configured SINE radio, which offers a unique opportunity for communication across regions regardless of home location. The function is used with great success by rescue helicopters in Danish regions.



**Terma's T.react Radio Dispatch contains a number of features and technical qualities that stand out and differ from other solutions on the market.**

Terma is today one of Denmark's leading suppliers of radio dispatch solutions, and the solution is currently used locally by regions, the National Police plus fire and rescue services. In addition, the solution is used in Finland's comprehensive emergency communications. With safety and stability at the forefront, the system caters to a wide range of organizations seeking a stable and future-proof solution.

Contact us at [RD.Support@Terma.com](mailto:RD.Support@Terma.com) to learn more about how T.react Radio Dispatch can help your voice communication.

**A selection of Terma's T.react Radio Dispatch users:**





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 Inc., with offices in Washington D.C., Georgia and Texas.

