Interoperability and Open Standards

Zetron dispatch solutions support more radio protocols and interfaces than any other manufacturer. This gives you the interoperability you need to communicate across jurisdictions and different radio equipment when events demand it. It also helps bridge the gap between legacy equipment and new, digital technologies, and eases the transition when multiple agencies using different types of radio equipment merge into a single, regional center.

Zetron solutions support open standards—such as Project 25 (P25), Digital Mobile Radio (DMR), and Terrestrial Trunked Radio (TETRA)—that integrate seamlessly with other open-standard-based equipment. For example, Zetron’s support for the P25 Digital Fixed Station Interface (DFSI) and P25 Console Sub-System Interface (CSSI) allows the Zetron console to connect to conventional [DFSI] and trunked radio systems [CSSI] that also employ these interfaces. This gives you more choice in the equipment you include in your overall radio solution.

Zetron systems support radio protocols and open standards such as:

- Project 25 (P25), CSSI and DFSI
- Digital Mobile Radio (DMR)
- Terrestrial Trunked Radio (TETRA)
- MPT1327
- EDACS®
- SMARTNET®/SmartZone®
- NEXEDGE®
- OpenSky®
- LTR®
- Sprint® Direct Connect®
- iGAP®
- SEP®

Services That Support You

Zetron’s full range of service and support options help ensure that your system is set up and maintained to perform optimally.

- **Services**
  - Support Services: Includes technical support, installation and configuration assistance, and a variety of service plans, warranties, and support contracts. Zetron also offers phone support during work hours and emergency phone support after hours.
  - Training: Factory and onsite technical and operator training help ensure that your system is being properly used and maintained.
  - Project Management: A variety of project-management, installation assistance, and configuration-optimization services are available for Zetron configured systems. They help ensure that your system is installed on time and within budget, and that it performs as expected.
ZETRON DISPATCH SOLUTIONS: AT THE CENTER OF YOUR CRITICAL OPERATIONS

Your dispatch system is the command post through which all your key operations are coordinated and controlled. That’s why Zetron dispatch solutions are designed to deliver the highest levels of reliability, ease of use and flexibility in the industry.

Zetron dispatch systems...

Integrate tools and resources into the console screen, placing the information your dispatchers need right at their fingertips.

Support easy separation, upgrades and maintenance to keep your system up-to-date and performing optimally.

Provide high-levels of redundancy to keep your communications up and running at all times.

Easy to use

Because Zetron dispatch solutions are designed with dispatchers in mind, they help dispatchers do their jobs quickly, efficiently and effectively. This results in faster response times, lower error rates, and an easy learning curve. The innovative MAX Dispatch graphical user interface (GUI) can be configured to meet the unique needs of users in a particular organization. And Zetron’s Advanced Communications (Acom) System offers the most customizable GUI in the industry.

Flexible, cost-effective connections over IP

All of Zetron’s dispatch systems support IP technology. This allows you to connect your radio resources over IP, replacing costly leased lines with inexpensive IP connections. It also gives you greater flexibility in your system design because it allows console positions and radio resources to be integrated and controlled. That’s why Zetron dispatch solutions are designed to deliver the highest levels of reliability, ease of use and flexibility in the industry.

Zetron’s DCS-5020 Digital Console System combines a variety of features that make it unique in the industry. The DCS-5020 Digital Console System is a tough, proven performer with a reputation for reliability, interoperability, ease of use and scalability. Zetron’s advanced communication (Acom) system offers the most customizable GUI in the industry.

Powerful ROI

Zetron dispatch systems not only provide high quality at an affordable price, but their robustness and reliability keep your operations up and running and your maintenance costs low. They offer easy, cost-effective upgrades that keep your system current. And their modular design allows you to scale upward as the need arises. The result is a solid, future-proof solution that can be easily expanded to support additional dispatchers and resources.

Advanced Communications (Acom) System

A fully-integrated, digital console system, Acom combines radio, telephone, data and video to manage control and monitor information. Acom is also Zetron’s most customizable dispatch solution, offering complete flexibility in configuration and custom development. This allows the GUI to be configured to meet the dispatchers’ precise requirements. The system’s end-point redundancy ensures its availability, even when connections or power are lost.

Acom not only supports a variety of telephone interfaces (ISDN, ISDN, ringdown, and SIP), but its integrated telephony package offers rich functionality that doesn’t require the purchase of a separate RAS (automatic call distribution, call queue and priority) RAS, (driving plans, hunt groups, NIM, address-book, dialing and, NIM address-book management). Acom’s low bandwidth requirements make it ideal for larger operations and help ensure bandwidth availability even when system traffic is high.

The use of an Acom system can range from a few dispatchers operating in a fixed or mobile environment to hundreds of operators who are centrally located or distributed across multiple locations. Geographically dispersed sites can be networked to provide dispatchers with the same level of service and reliability. The system’s end-point redundancy ensures its availability, even when connections or power are lost.

MAX Dispatch System

Zetron’s MAX Dispatch System offers industry-leading, end-to-end network redundancy in a breakthrough, IP-based system. The system’s innovative GUI allows dispatchers to access the resources they need when they need them. This reduces clutter and helps keep operators focused on the task at hand. The GUI’s flexibility also allows administrators to build custom interface screens that match their operational priorities and requirements. MAX Dispatch supports up to 300 dispatching positions, which makes it ideal for small to mid-sized operations. It also supports up to 150 ports—which makes it ideal for small to medium-size operations.

MAX Dispatch + MAX Call-Taking

Combining MAX Dispatch with Zetron’s IP-based MAX Call-Taking system gives you a complete end-to-end IP-based solution that combines the benefits of both systems. It offers a flexible and consistent user experience across their dispatch system. And it’s 10-10-10 architecture. It gives you the ability to configure your system for both operations, so you can simplify configuration and maintenance. It also gives you the benefits of IP including the ability to operate remotely.

MAX Solutions: Zetron’s open-standards-based MAX Solutions gives you completely, continuous management of all emergency from the moment a call comes in. It’s all-inclusive is designed for the some. MAX Solutions includes MAX Dispatch, MAX Call-Taking, MAX CAD, Mapping, and AVL. You can use the system individually or together and with other vendors’ open-standards based solutions.

Series 4000 Communication Control System

Zetron’s Series 4000 Communication Control System is a tough, proven performer with a reputation for reliability, interoperability, easy programming and economical upgrades. It supports a wide variety of wireless radio interfaces and can be used with public safety agencies that use different radio equipment. Designed primarily for medium-sized organizations, the Series 4000 can be customized to accommodate up to 150 operator positions.

The DCS-5020 Digital Console System

Zetron’s DCS-5020 Digital Console System combines telephone and digital radio control to support up to 30 dispatchers, including up to 15 operator consoles. Although it offers many of the features of a traditional console system, the DCS-5020 is based on a distributed architecture that eliminates the need for a central switch. When dispatchers are adjoined the system, it can support dispatch position anywhere on the IP network. Its mission-critical redundancy makes it an ideal solution for public safety, emergency services, transportation, utilities and private industry.

Note: Not available in North America.

Comparison of Zetron Dispatch Systems