TECHNICAL SPECIFICATIONS

Control interface:

Display: 17" color TFT touchscreen Contrast ratio: 800: 1 Number of colors: 16.7 million Viewing angles (vertical / horizontal): 160° / 160° Number of lines (concurrent calls): up to 25 Number of conference groups: more than 1 until the limit for the number of concurrent calls is reached Number of speed dial buttons: more than 10.000 in a two-layer structure of bookmarks and sub-bookmarks

Acoustic channels:

Audio equipment: handset, microphone and speakers, headset (wired or wireless) Echo suppression: active acoustic 8 to 128 ms

Signaling channels:

VoIP protocol: SIPv2 Transport layer: IPv4 UDP, TCP SIP connection modes: registration, trunk mode KONOS-RGW management: proprietary radio protocol via SIP OBC

Voice channels:

Processing: Comfort Noise Generation (CNG), lost packet regeneration (PLC) Voice transport: RTP/RTCP Adaptive PDV buffers: 1 to 100 ms Codecs: G.711, G.722, G.723, G.726, G.729, iLBC, Speex, AMR, AMR-WB, others depending on the project solution Packetization time: 10, 20, 30 ms DTMF Transfer: RFC2833, SIP INFO

Other technical parameters:

PBX integration protocols: SIMPLE, CSTA Voice recording and actions: Retia ReDATv3, XML Control computer: built-in with console screen Operating system: KONOS-OS Linux Ethernet interface: 2x10/100/1000 Mbps, RJ45 Reservation of connection ports: 802.1AX Remote control and monitoring: SSH CLI, web interface, SNMP Power supply: 100 to 240 VAC Maximum power consumption: 90 W Average power consumption: 44 to 50 W Operating temperature range: 0-40° C Dimensions (W x H x D): 410 x 349 x 83 mm Weight: 6.2 kg

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KONOS

DISPATCHER SOLUTION

The main purpose of the KONOS solution is to simplify the job of the operators at dispatching centers, and to unify different ways of communication (telephony, radio calls, public address, announcement systems, ..) through a unified interface - dispatching terminal. The whole system is designed to allow the communication lines to be operated by groups of operators, giving them full overview of the status of the incoming call queue, and complete control over the individual calls. Our goal is to allow the operator to focus on the essence of his job (crisis management) and not to waste valuable seconds searching for information or struggling with technology in situations where saving lives or property is at stake.



SOLUTION COMPONENTS

KONOS-DOT dispatching terminal serves for fast communication and processing of telephone calls. It can be deployed as a stand-alone terminal or as part of larger dispatching solutions.

Voice Gateways - The KONOS-DOT console can simultaneously work with multiple telephone exchanges (also from different manufacturers). Calling to analogue and digital radio networks is provided by the KONOS-RGW radio gateway. The legacy gateway component also enables communication with special interfaces such as local battery phones, various types of E&M connections, or special signaling interfaces such as 2-of-7 and the like.

KONOS Central Components - The KONOS-AS application server provides centralized configuration management for the entire solution, backing up user profiles, sharing phonebooks, and distributing speed dial buttons among operators, and integrating with customer's internal IT systems as needed. The dispatchers work together in workgroups with the KONOS-HD server, which handles the status of ongoing calls between terminals, and makes it easier to enter and forward calls. Central recording and surveillance servers can also be part of the solution.





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Dispatching platform for communication in critical infrastructure



- SIMPLIFYING COMMUNICATION COOPERATION IN GROUPS SHARING INFORMATION AND CONTACTS INTUITIVE INTERFACES MODULAR ARCHITECTURE **VENDOR INDEPENDENCE**
- INTERCONNECTION OF CONTROL SYSTEMS



KONOS-DOT DISPATCHER CONSOLE

It is an essential element of the KONOS dispatching solution. The solution is scalable, and the console can work as a stand-alone terminal or be part of larger dispatching solutions. The dispatching terminal is designed as an all-in-one industrial PC with 17" touchscreen, equipped with handset, external microphone, speakers and wired or wireless headset.



The dispatching console is a full-featured telecommunications IP device, with its own SIP stack and voice traffic processors (not just a CTI application). Each terminal acts as an independent device, and is able to provide its services even in the event of a central element failure. Continuous availability of individual gateways is ensured by their redundant architecture (master-slave model).

The console has a robust design - both in terms of physical HW, which is designed passively cooled, free of moving parts and dust-resistant, so that the device can be deployed in demanding operations - as well as computing power, allowing large conferences to be mixed at each terminal of up to twenty subscribers.

Professional graphical user interface is operated via touchscreen. Individual interface elements are (thanks to many years of development and user feedback) designed for maximum clarity and simplicity of operation. Operation of the console is very intuitive, and a full training of a new operator is a matter of hours.

FEATURES OVERVIEW

Incoming calls to the terminal:

Acoustic and color signaling of incoming calls Incoming call indication from caller on a subscriber

button Answering a call by lifting the handset, pressing the button to select a row or a subscriber

Automatic switching-over the active call on hold when there is an incoming call

Dispatcher automatically leaves the conference when there is an incoming call

List of missed calls

Color indication of missed calls

Outgoing calls from terminal:

Dialing a number from the touch screen keyboard, redialing

Use of speed dial buttons

Predefined conference groups

Selecting number from the call list or from the address book

Hold, Conference, Switching

Put calls on hold with a tone or melody

Automatic switching-over the call to hold during another call

Conference with the option of switching on/off the dispatcher

Joining two calls and transfering the call to a number

Radio communication:

Simultaneous operation of multiple dispatchers with several radio networks using KONOS_RGW Work with half-duplex networks Choice of connection with KONOS-RGW

Selecting a KONOS-RGW channel (group)

Listening to channel calls (monitoring)

Possibility to listen to several KONOS-RGW simultaneously

Selecting one audio device for radio calls

Selection of active KONOS-RGW for transmission

Keying with PTT button on handset, touch screen button, or pedal

KONOS-RGW status and transmission status indication

List of KONOS-RGW activities

Supervision and control of participants:

- Information about the availability and status of the conversation between the dispatcher and a subscriber with the color of the button
- Conversation status indication: active, hold, conference, incoming, outgoing
- Status of the subscriber: free, busy, incoming call
- Receiving an incoming call
- Forced call termination

Supervision and control of other terminals:

- Color display of call status list for one or group of selected dispatchers
- Receiving an incoming call to the dispatcher
- Take a call on hold from another dispatcher

Other functions:

- Record all active and conference calls on one or more servers
- Display list of recorded calls, listening
- Short and complete call history, filtration
- Central (company) and personal telephone directory Status indication on terminal and subsystem (connection to PBX, database server, call log, etc.)
- Workstation activation by entering username and password
- Retrieving personal settings from the database server Handling of priority and emergency calls
- Setup of ringing tones
- Setup of a call hold melody
- Remote access using SSH protocol
- Remote management via CLISH command interface
- Monitoring from the control system using SNMP, including MIB extension
- Remote logging using syslog protocol