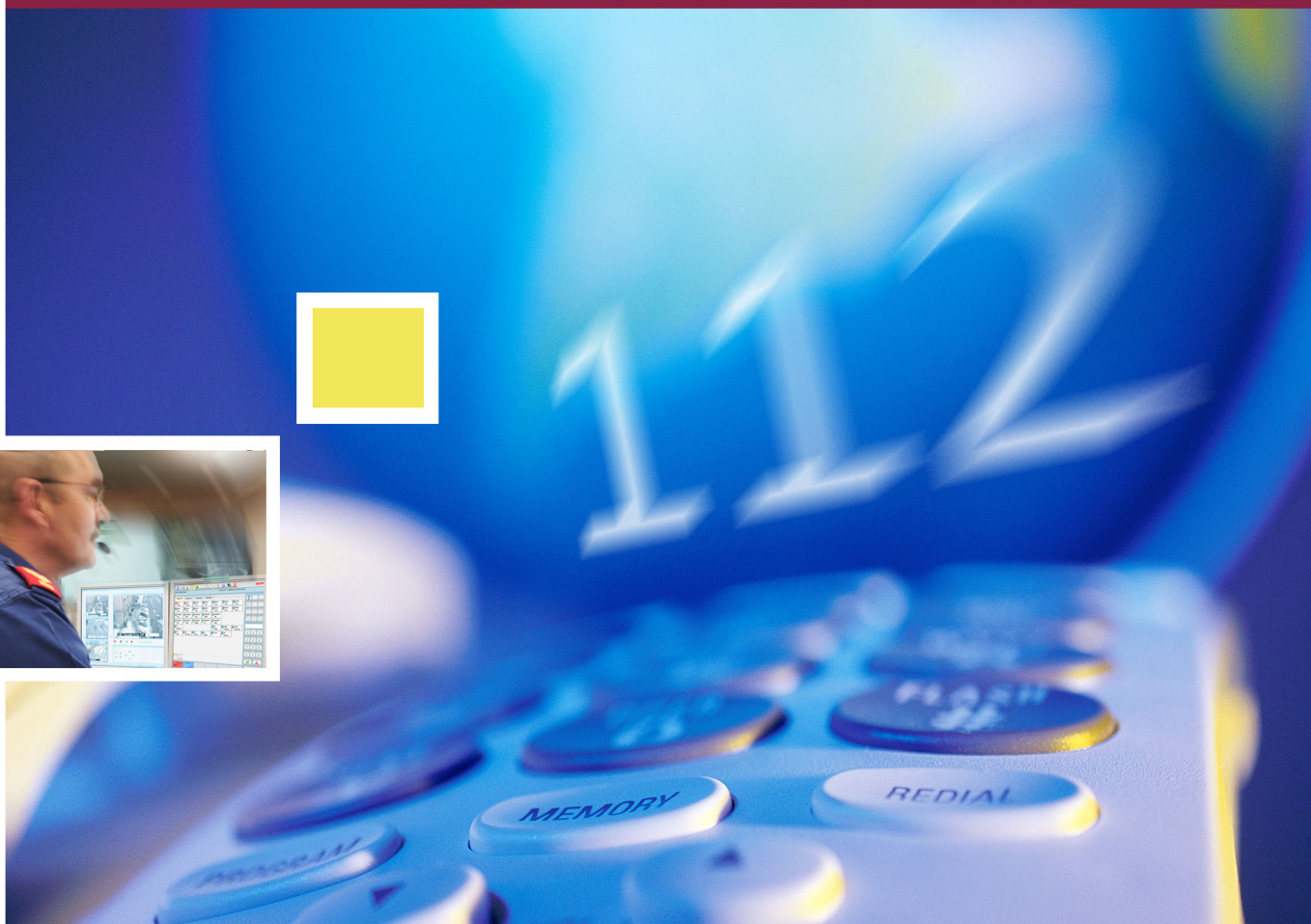
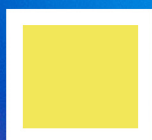


[PUBLIC SAFETY]

ECS safety

EMERGENCY CALL MANAGEMENT SYSTEM FROM  
ASCOM



ECS safety is the solution against the confusion of different devices.

The ECS safety emergency call management system combines all voice systems on a single platform and allows a user-friendly handling with an uniform graphical user interface.

The ECS safety emergency call management system connects incoming emergency calls (such as emergency call numbers from the public network, emergency call stations, radio systems, in-house telephone systems, intercom system and other communication systems) with the workstations operated by the relevant security organisation.

With the clear, uncluttered user interface of the ECS safety workstations the operator has complete control of even exceptional emergency situations.

ECS safety is based on modern Voice over IP (VoIP) technology and provider connections to analogue, digital (ISDN, GSM) communication networks and radio systems.

This allows you to handle voice and data services on new or existing installations with one and the same VoIP communication network.

### Safeguarded Investments

The system's cost-effectiveness is maximised by the consistent use of standards such as the choice of components and protocols.

ECS safety allows systems to be adapted at any time to changes in requirements, in keeping with users' specific needs.

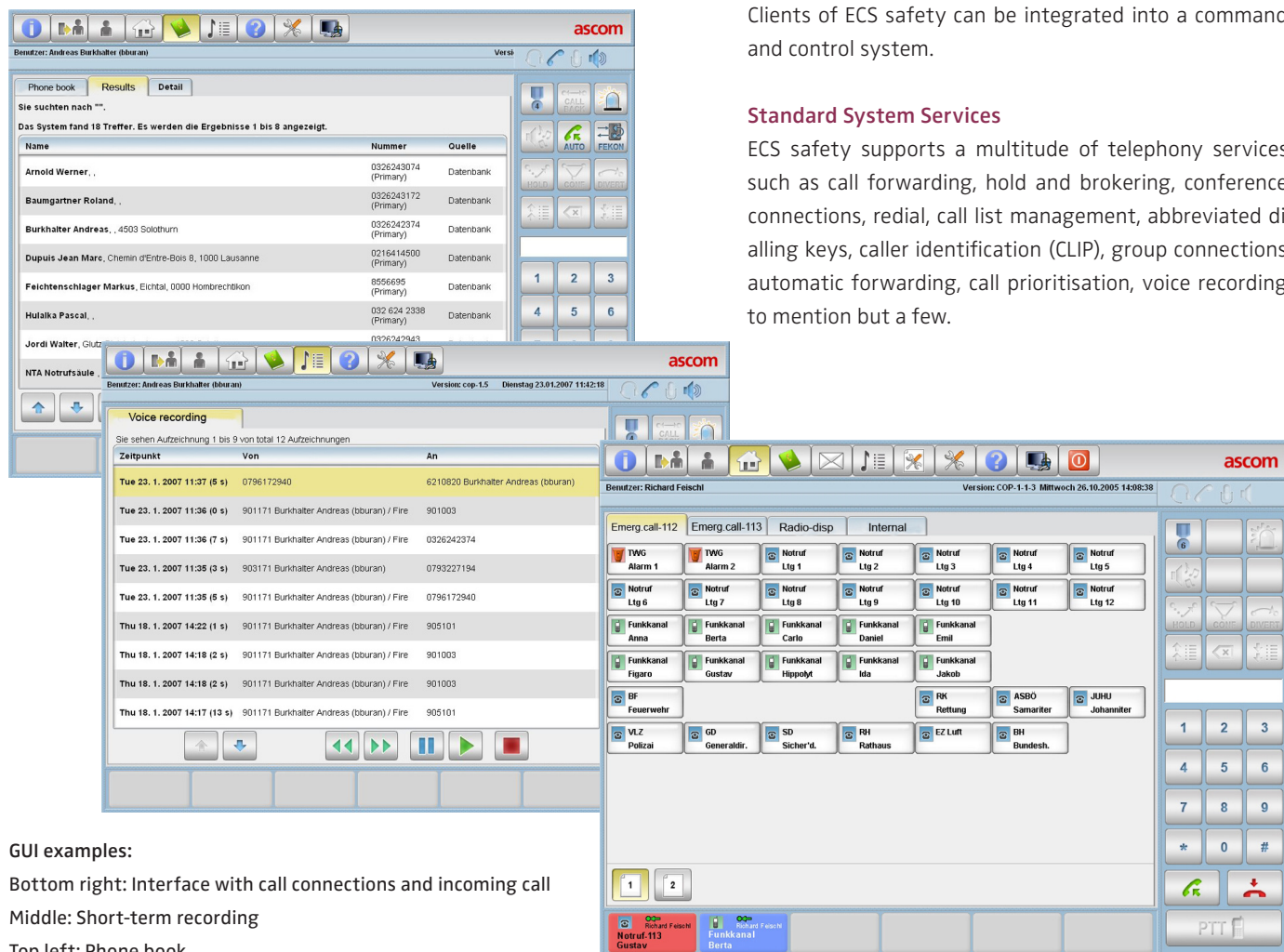
The system can be expanded step by step. With its multitude of connection and integration possibilities ECS safety protects the original investments made in the previous installations and peripherals.

### Integrated into Command and Control System

Clients of ECS safety can be integrated into a command and control system.

### Standard System Services

ECS safety supports a multitude of telephony services such as call forwarding, hold and brokering, conference connections, redial, call list management, abbreviated dialling keys, caller identification (CLIP), group connections, automatic forwarding, call prioritisation, voice recording, to mention but a few.



GUI examples:

Bottom right: Interface with call connections and incoming call

Middle: Short-term recording

Top left: Phone book

#### Key advantages at a glance

- Increased efficiency and reduced stress through intuitive, user-friendly operation
- Compatibility with all conventional telecommunication networks
- Prompt integration of innovations
- Safeguarded investment through the use of forward-looking technology with interfaces to conventional, existing solutions
- Scalable, from small systems to nationwide systems
- Integratable into higher-order systems
- Cost-effective to implement thanks to the use of standard components and protocols

#### Dispatcher Station

ECS safety provides a versatile user interface adapted to the user's need. Whatever the situation, the optimum GUI is generated by assigning user rights and predefined roles.

With the web-based Configuration Manager, add-ons and adjustments can be made at any time.

#### Radio Dispatching

An ECS safety workstation can be expanded into an adequate radio dispatcher workstation. Each telephone or radio set connected is able to communicate with any other communication set.

ECS safety implements relevant media-specific properties such as push-to-talk criterion and functional addressing.

#### The Operator Terminal

The operator terminal corresponds to an IP phone terminal with enhanced functions. It provides clear, uncluttered and intuitive handling of incoming calls, with GUI representation of queues and call priorities.

The terminal supports a various number of call and dial functions. The user interface displays a wide array of information such as text, tables, graphics and symbols. Each important status is visualised. Voice connections to call stations are established by clicking the station symbols.

Provision is made for automated speaker announcements, for internal and external calls, patching in information via FM radio, and selecting different displays of key areas.

#### Priority Queuing for Incoming Calls

ECS safety places incoming calls in a queue. Calls with a high priority are placed at the front of the queue. Incoming emergency calls are prioritised and can, if required, be made to interrupt lower-priority calls.

#### Call Data Logging

ECS safety records and archives all call data (Call Detail Records).

#### Call Recording

ECS safety provides a fully integrated short-term recording feature for workstation recording.

For long-term recording an interface is available for external voice recording systems.

#### Electronic Phone Book

A system-wide electronic phone book (local or online) provides operator support with search functions and direct dial options.



As an OPERATOR of an emergency call centre, you will certainly appreciate the fact that ECS safety is able to safeguard the investments you have made in the past in installations and peripherals with its flexibility of connection and integration possibilities.

The user interface tailored specifically to your requirements and the GUI display of queues and call priorities will help you, as the operator, to process each case efficiently and intuitively.

## Technical Data

### Server

An HP server with SCSI Raid 1 is used as the standard server. A different model can also be used if required.

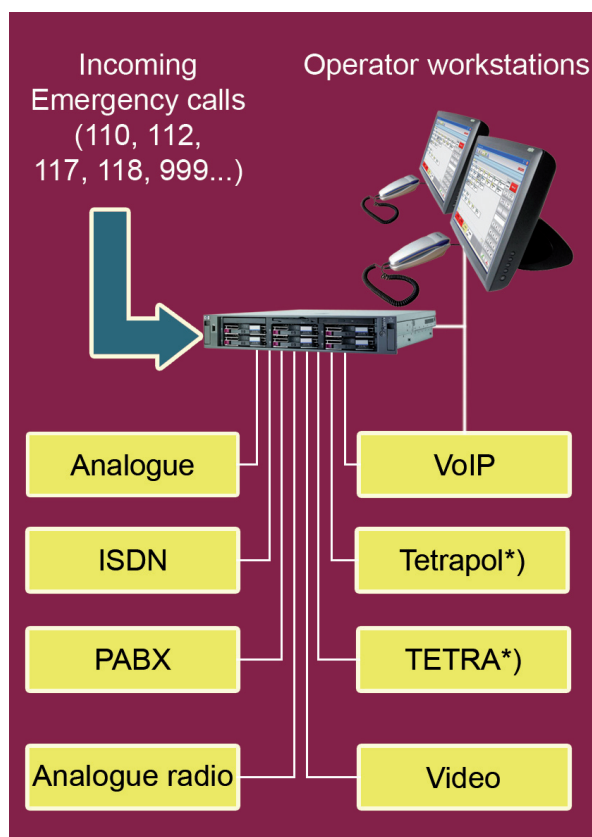
- OS: Linux
- DB: Oracle or MySQL
- Redundant power supply
- Redundant hard disk

### Operator workstations (SOT):

- IP Client and HTML Client
- Available as an all-in-one PC with touchscreen
- or on a standard PC with mouse and keyboard

### Interfaces:

- Telephony (analogue, ISDN, GSM, PBX)
- ISDN telephony via BRI/PRI (DSS1 / QSIG protocol)
- Voice-over-IP (VoIP)
- Analogue radio (70cm / 2m / 4m band)
- Polycom CH (in preparation)
- TETRA BOS 5.3 / 6.0 (in preparation)
- Digital I/Os (optional)
- Data interface to Command and Control system (optional)
- Voice recording for external equipment (PCM 30)
- Video: webcam integration



\*) In preparation

#### Ascom (Switzerland) Ltd.

Belpstrasse 37  
CH-3000 Bern 14 | Switzerland  
Phone +41 31 999 21 11 | Fax +41 31 999 16 82  
teleaction@ascom.ch

#### Ascom Austria Ges.mbh

Lemböckgasse 49  
A-1230 Wien | Austria  
Phone +43 1 811 77-0 | Fax +43 1 811 77-10  
info@ascom.at

#### Ascom Deutschland GmbH

Edisonstrasse 11 -13  
D-60388 Frankfurt am Main | Germany  
Phone +49 6109 738 584 | Fax +49 6109 738 333  
info@ascom.de

#### Ascom (Finland) Oy

Ensimmäinen Savu  
FIN-01510 Vantaa | Finland  
Phone +358 9 825 901 | Fax +358 9 8259 0209

#### Ascom (CZ) s.r.o.

Zemské právo 1199/5  
CZ-102 00 Praha 10 | Czech Republic  
Phone +420 267 219 518 | Fax +420 267 219 511  
info@ascom.cz

#### Ascom Poland SP. z o.o.

ul. Farbiarska 71 A  
PL-02-862 Warszawa | Poland  
Phone +48 22 54 42 200 | Fax +48 22 54 42 205  
ascom@ascom.com.pl