

# iTalkie™: the scalable dispatch solution

## Integrated MOTOTRBO™ interoperability and multi-function

Seamlessly dispatch voice calls and text messages to 2-ways radios, handhelds and PCs. Track their location or use them as pagers or to receive SCADA notifications.

- Users of radios and computers can finally communicate between each other
- Employees can use their PCs to talk and send messages to others on their radios and handhelds
- Users with heavy handheld computers do not need to also carry radios and pagers
- Get more ROI out of your handhelds while maintaining your investment in radios
- Optimize communication equipment by mix and matching radios and handhelds
- Enable true convergence!

iTalkie™ is a very flexible solution that can easily meet most customers' different requirement. Whether you need to dispatch voice and text to radios and mobile computers, run work order management applications or simply send text alerts to radios, cellphones via SMS and handhelds, iTalkie™ is your Swiss-army knife.

The solution grows as needed: it can start as a simple call logger for a small radio network or to enable PTT over WiFi on rugged mobile computers, and grow to control several control station with thousands of radios, PDAs, PCs and dispatchers in multiple sites.

### Instant converged PTT, VoIP, text, telephone, email and SCADA!

iTalkie™ answers the demand of customers that require a quality text, voice and location solution which is easily deployable, maintainable and cost effective. It is a serverless software solution for push-to-talk with presence-driven phone-like calling, text and more. It easily expands and scales by "dropping" components in the network without the need to reprogram the devices.

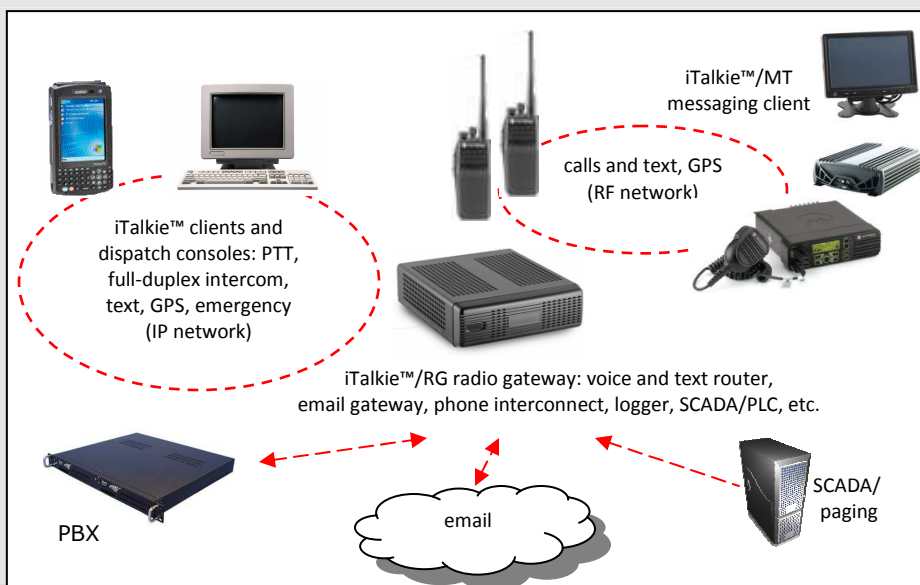
It also reduces TCO: since all of its software applications are optimized to require minimal storage and processing power, they can be deployed on existing systems to eliminate capital equipment expenditures.

### Selected Features

- Half-duplex calls between radios, handhelds and PCs
- Full-duplex intercom PCs and handhelds
- GPS location via Google Maps / Earth and export to other AVL solutions
- Cross patch / cross-mute / mixer
- Bridge bands and analog/digital radios
- Text messages between email, radios, mobile computers and PCs
- Phone interconnect to radios
- Email gateway
- SCADA plugins compatible with paging and other applications
- Configurable text routing
- Record all voice, text and GPS traffic
- Unlimited number of radios, clients, dispatchers and control stations
- Rapid deployment
- Direct interface to Motorola MOTOTRBO™ or analog radios

### Typical Applications:

- Warehousing / Manufacturing
- Retail
- Hospitality
- Education
- Public utilities
- Chemical plants
- Rural public safety
- Government



# iTalkie™ solution – multi-modal fixed and mobile distributed dispatch

## iTalkie™/DS: dispatch console

- 1:M and 1:1 half-duplex voice and text, 1:1 full duplex intercom
- Display, record and playback radio locations using Google Maps and Google Earth
- Very intuitive point and click to call user interface
- Last call replay, all system call and text, select, cross-mute, mixer
- Interactive call and messages history for fast reply and forward
- Remote radio monitor, check, inhibit, alert, dekey
- Emergency display, zoom with flashing icon, email alert
- Control station control (change channels and display channel status)
- HD quality low latency voice with background noise canceling

## iTalkie™/RG: advanced radio gateway

- Voice and data bridge between IP and radio networks with cross-patching
- Intelligent telephone interconnect
- Text messages with advanced programmable routing
- Email gateway with SMTP and POP3 support
- Customizable SCADA plugins: serial and network interfaces (TAP, COMP2)
- Logging and recording of voice/telephone calls and text messages
- Connector to export GPS coordinates
- MOTOTRBO™ digital interface with channel control, LCD display and audio levels

## iTalkie™ clients

- 1:1, 1:M half-duplex voice+text, 1:1 full-duplex intercom
- Channel scanning, all call, last call reply and replay
- High quality voice with background noise canceling
- Cross platform: Windows PCs, Windows Mobile and CE

## iTalkie™/MT

- Remote messaging client for touchscreens
- Pre-defined replies

## iTalkie™/PA Gateway

- Make calls through the overhead paging system

## Easy to deploy

- Scalable to thousands of users and control stations
- Software only solution, no 3<sup>rd</sup> party software required!
- Radio connection: USB cable to MOTOTRBO™ radios or inexpensive adapter for analog radios

## Professional services:

- Customizations available for special requirements

The screenshot shows the iTalkie™/ds dispatch console. The main window features a map of San Francisco with various colored overlays representing radio channels or locations. On the left, there is a 'Users' list with names like Alex 59lgv, Joe 12IV, Mike 67lgV, and Tom 36lgV. A 'Groups' list on the right includes Group1\_1, Group2\_2, Group3\_3, Group4\_4, Group5\_5, Talkgroup 8, and Talkgroup 9. The 'Manager' panel on the right has a 'PAGE' button and a 'REPLY' button. A 'Text messages' table at the bottom left shows a list of messages with columns for Time, Sender, and Message. A 'Status reply' menu is overlaid on the right side of the interface, listing options such as 'Status reply', 'In route', 'At destination', 'Send directions', 'Start', 'Stopped', 'Call customer', and 'Next pickup'.

Time	Sender	Message
01/29/2013[14:02:07]	me > ConsoleBB	P: "XAZ"
01/29/2013[13:59:53]	me > ConsoleBB	P: "sxAS"
01/29/2013[13:57:33]	GW_GRP2 > group	G: "Console1==aadscx"
01/29/2013[13:57:25]	GW_GRP2 > group	G: "Console1==the quick brown fox jumped over the lazy dog"
01/29/2013[13:56:41]	me > ConsoleBB	P: "awerfca"
01/29/2013[13:54:58]	GW_GRP2 > group	G: "Console1==the quick brown fox jumped over the lazy dog"
01/29/2013[13:54:51]	Console1 > group	G: "aadscx"
01/29/2013[13:54:20]	2003 > group	G: "Console1==the quick brown fox jumped over the lazy dog"
01/29/2013[13:54:11]	Console1 > group	G: "zsdffc"
01/29/2013[13:53:49]	Console1 > group	G: "zsdffc"

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