VoiceInterop

- Communications
- Command
- Control

Crash Phone Solution

On September 11, 2001 the plane crash at the Pentagon required an immediate public safety response from over 10 different agencies, some with overlapping jurisdictions. Arlington County, Virginia, because of the unique geography and politics of the area, was forced to rely on surrounding jurisdictions to assist with providing aid to the injured, attack the fire in the building, and direct automotive traffic away from the Pentagon.

How will your airport communicate immediately with many different agencies?

AN EXTRAORDINARY WAY TO COMMUNICATE
VoiceInterop, 8000 N Federal Hwy #100, Boca Raton, FL 33487
Voice: +1 561.939.3300 Fax: +1 561.953.5073
www.voiceinterop.com

Problem

While airport managers hope they are never faced with the magnitude of emergency that surrounded the Pentagon on that horrible day, September 11th brought to the surface the critical need for immediate and reliable communications, command, and control.

An emergency incident at your airport represents a microcosm of the Pentagon response: airport rescue and fire fighting assets must be alerted and directed for maximum effectiveness, police must restrict pedestrian and automotive traffic from entering the hot zone, while administrative personnel must be kept on the same page to keep the business of the airport running while managing ancillary responders to the incident, such as utilities and cleanup contractors.

Airport Manager
ATC Manager
Airport Operations
Airport Police
ARFF
City EOC
County EOC

Despite the sea change in communications capabilities, many crash phone systems in place today are falling behind technologically. While they still function, they are limited in their capabilities and expandability compared to modern alternatives. Worse yet, some legacy crash phone systems are so old that parts can no longer be ordered or technicians with the expertise to maintain them have retired or moved on.

In worst-case scenarios your airport might be out of compliance with FAA regulations that require a working crash phone system.

Requirements

Above all else, the crash phone system must be highly reliable. When the ATC picks up the red phone to issue the alert, there must be no question that the system will work as intended.

Also, there must be no mystery as to who is participating in the conference call. It should minimize the learning curve so that any controller or manager can easily understand the operation of the system at a glance.

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Solution

VoiceInterop offers its Crash Phone solution which integrates modern, commercial off-the-shelf products fine tuned to the needs of busy airports. This optimizes reliability, usability, availability, and cost.

Reliability

To provide reliability, we specify a self-healing fiber-optic ring network to link all endpoint stations in the system. If an outage or break disrupts a segment of the fiber ring, traffic is automatically re-routed and maintenance personnel receive notification of the trouble. The system combines software from our industry-leading partner, Twisted Pair Solutions, and switching and routing equipment from Cisco and Motorola.

The VoiceInterop Total Vision 1200 annunciator display shows the status and presence off all endpoints in the crash phone conference.

Usability

To optimize usability, VoiceInterop provides a compact touch screen to display the status of the crash phone system and the state of each station. The ViTv1200 display provides users with a total view using both text and color to indicate whether a station is idle, ringing, or off-hook and participating in the conference call. Endpoints may join a crash phone conference already in progress by simply picking up the red phone.

Expandability

WAVE software from Twisted Pair Solutions provides the breakthrough that provides highly scalable outbound conferencing capabilities. The basic system consisting of the customary red phones and ViTv1200 controller display can be expanded to include connections to existing analog and IP-based PBX systems. Expanding a step further, it allows interconnection to existing 2-way radio systems regardless of frequency or brand of radios in use (including Nextel iDEN walkie-talkies).

WAVE software is the glue behind the application

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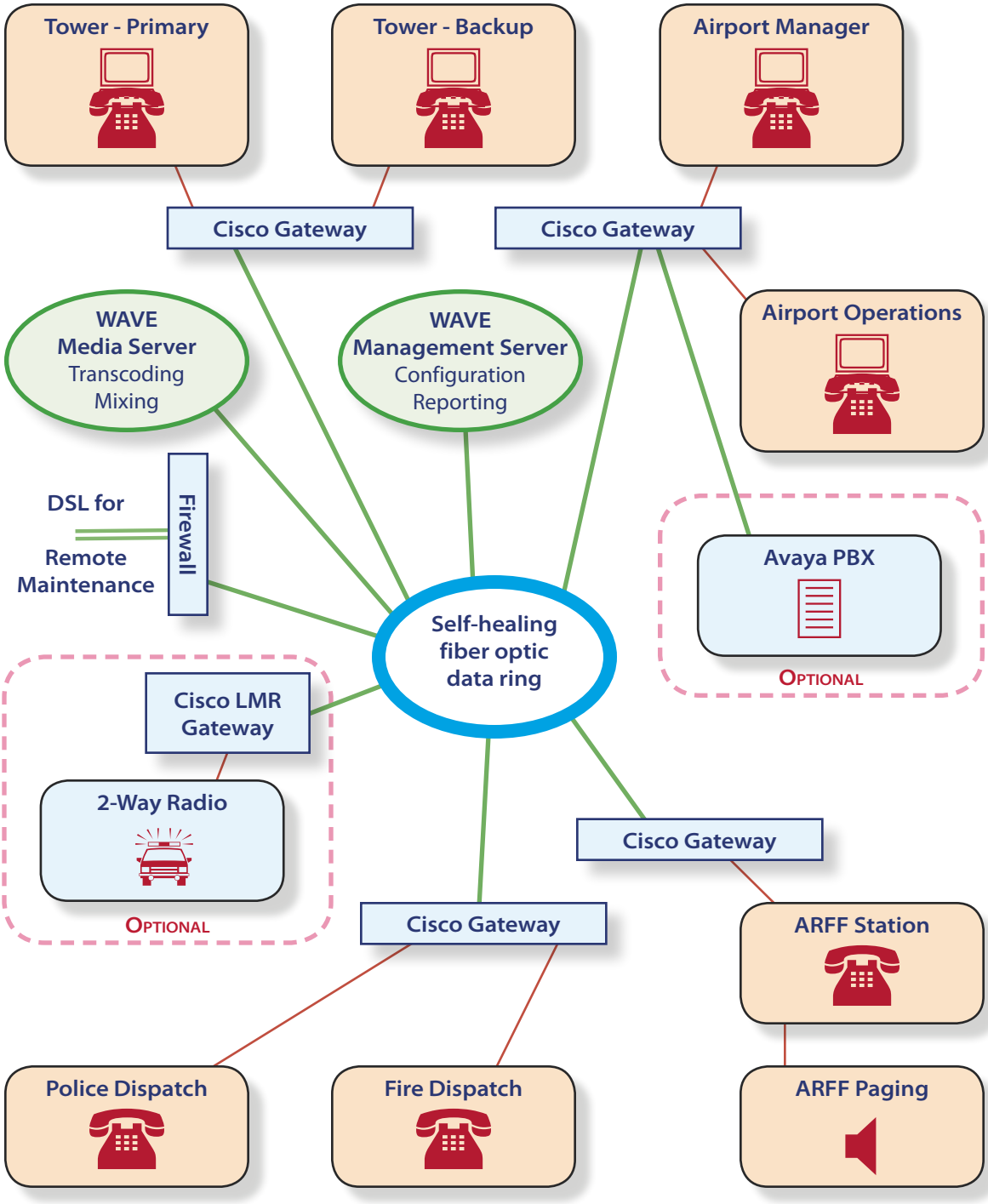
VoiceInterop Crash Phone — Fiber-Optic Ring Topology



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Components of the Ultimate Crash Phone

WAVE – The Prerequisite for Design

WAVE software by Twisted Pair Solutions has been installed by government agencies including the Department of Defense, Navy, Army, and Special Operations Command, which require the highest level of reliability. One significant reason these agencies chose WAVE is due to the superior technical capabilities of the software.

WAVE supports more gateways, IP phones, virtual private networks, and codecs with greater scalability than any other IP–based solution in the world. It can be installed on desktop PCs, laptops, and tough books running Microsoft Windows XP Professional or Windows 2000 Professional.

Twisted Pair Solutions' WAVE for LMR interfaces with your current equipment, revitalizing them as new assets. Because it is frequency-agnostic it connects together any phone or radio from any manufacturer. WAVE for LMR supports any UHF, VHF, P25, TETRA, iDEN, analog, and digital two-way radios, landline phones, cell phones, soft phones, and IP phones.

WAVE can provide for "Meet Me" conferences where participants dial in to a pre-arranged number to converse, or Group Call conferences that are initiated by WAVE dialing out to conferees.

Ultimately, WAVE can bridge together disparate technologies that formerly kept people isolated and leverage your existing systems for optimum effectiveness.

The WAVE Dispatch Communicator soft console adds instant playback of communications, ad-hoc cross-patching among channels, TDM phone patch, "status and presence indicators", archiving, and more.

Start with the basic crash phone system.

Expand it with links to your PBX, 2-way radios, iDEN, or even unified messaging platforms.

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Cisco – The Leader In Networking

VoiceInterop, Twisted Pair Solutions, Cisco Systems, and Motorola are all strong partners in the effort to offer the ultimate crash phone. The routers and gateway devices provided by Cisco are world-renowned for reliability and robustness. The Cisco hardware used in the crash phone complies with NEBS guidelines and bears certifications from numerous regulatory bodies around the world.

The Cisco 2800 series router integrates analog telephone ports (to connect the red phones) with fast Ethernet ports for the ViTv1200 command display and to link to the WAVE media server, where the brains of the crash phone reside.

HP Industrial Computers

Hewlett-Packard / Compaq computers run the WAVE media and management server software in optional NEBS-compliant rack-mount housings. Hot-swappable RAID storage maximizes up-time, as do redundant power supplies.

The VoiceInterop Crash Phone keeps you in vital communications

About VoiceInterop

VoiceInterop provides voice interoperability and business continuity solutions for mission critical and B2B commercial applications in the public and private sector. The core element of VoiceInterop Service is WAVE™, by Twisted Pair Solutions.

As a systems integrator and managed service provider, VoiceInterop offers the most economical approach available today for deploying a voice and/or audio interoperability solution. The VoiceInterop solution considers every aspect of a prospective client's existing IT network design. Then, VoiceInterop Certified Engineers leverage business partner relationships to provide the exact commercial off–the–shelf (COTS) products required to build an all–inclusive, customized, end-to-end voice interoperability solution.

Call us

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