# COMM& SIP

**Computer Aided Dispatch System for Public Safety and Industry**



# VoIP Dispatch System for Public Safety, Industry and Healthcare

Assono COMM& SIP allows organizations to rapidly respond to incidents, emergencies and facility events. COMM& SIP dispatch consoles receive, initiate or transfer calls, set up conference calls or announcements and perform a variety of communication services. This system simplifies daily dispatch operations and maximizes collaboration in critical situations. COMM& SIP, a software-based solution, uses open standards for high-level interoperability and was designed for high-availability, round-the-clock operation.

Dispatch professionals in public safety, emergency services, healthcare and industrial command centres demand reliable systems to manage the resources and information required to respond to emergency calls. Featuring high reliability and flexibility, Assono COMM& SIP was designed to complement Mitel MiVoice (former Aastra, Ericsson) MX-ONE IP telephony systems.

## A SOLUTION FOR

- Public Safety
- Police, Fire, Ambulance, Military
- Healthcare
- Industry
- Transportation
- Utilities

**Assono** telecommunications

25 years IN ENTERPRISE COMMUNICATIONS

## Solution Overview

Assono COMM& SIP is fully integrated with the reliable Mitel MiVoice MX-ONE system through IP trunks and IP extensions. This software-based application does not need a CTI interface. It provides fully distributed, workstation-based processing of all critical dispatch functions operating under Microsoft Windows®.

Workstations can handle one or two independent lines and allow the use of different types of USB devices (handset, headset, speaker & microphone).

Should any workstations fail, COMM& SIP with other dispatch positions will continue to operate without any disruption.

The CallLog module stores data pertaining to all calls and conversations passing through the system. Operators can add comments to each log for later use or easier identification of events.

The COMM& SIP Directory and the Phone Book (two independent databases) are stored on a central server and offer an easy-to-use tool for the handling and maintenance of telephone numbers used by operators.

The Dynamic Field of the Assono COMM& SIP is an advanced feature for handling multiple calls on a single terminal. Operators can have a clear overview of the status and other necessary information of all active calls, i.e. they do not need to select button groups (pages) for call handling.

Assono COMM& can be used with an optional Voice Recording System* in order to meet all legal and organisational requirements emergency services and industrial users may face.

The Info Panel can relay information and instructions to the dispatchers and can even display pre-defined external URL's (web pages).
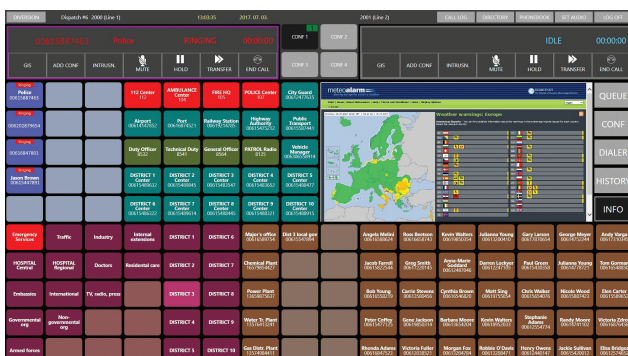


## Advanced features specifically designed for emergency call-taking

- 1 multiline or 2 independent lines (each of them multiline) with audio device(s)
- Multifunctional display showing call queue, teleconference participants, call history, dialer, and the Info Panel
- Functions and audio settings
- Easy and quick call set-up, answer and transfer
- Visual and audible indication of incoming calls
- Smart queue handling
- Handling priority levels that can be assigned to Directory entries
- Busy Line Indication for monitored lines*
- Large display for calling/called party telephone number, name and call duration
- Putting calls on hold
- Call intrusion
- Dynamic field for easy handling of multiple calls
- Setting-up and handling of conference calls (up to 4 conference rooms with up to 10 participants in each conference room)
- Answering calls ringing at adjacent dispatcher workstations
- Call Qualification
- Separate administration, statistics and reporting
- Application for group managers
- Call recording option*

## Direct Access (DA) Keys

DA keys are used to make an outgoing call (without manually dialling any number), to answer a DA call or to perform specific functions in combination with a function key (e.g. call transfer). DA keys provide fast access to a large number of pre-programmed parties. Incoming as well as outgoing connections are established at the touch of a key. DA keys are organised in a number of groups (pages) that enable operators to have many pre-selected parties. You can set up the system with 5...30 groups and each group can have 50...75 keys (up to a total of 1500 available DA keys).

## Pop-Up Keypad

For dialling, a pop-up keypad (keypad window) appearing on the panel can also be used. To activate the pop-up keypad, press the DIALLER function key. A REDIAL function is also available.

*Optional features. Monitoring function needs CTI interface for the Mitel MiVoice MX-ONE.

## Editable Directory

The Assono COMM& Directory is stored on a central server and offers an easy-to-use tool for handling and maintaining telephone numbers used by the operators. If enabled by the administrator, users may even create and edit phone lists and assign Direct Access Keys to frequently called phone numbers.
To each entry the following data can be added:
- Phone number
- Name (first name, last name)
- Button title (appears on the button itself; if empty, name will be displayed)
- Comment (i.e. department, station, etc.)
- Priority (selectable: normal, high, top)

Operators can search in the Directory by
- Name (first name, last name)
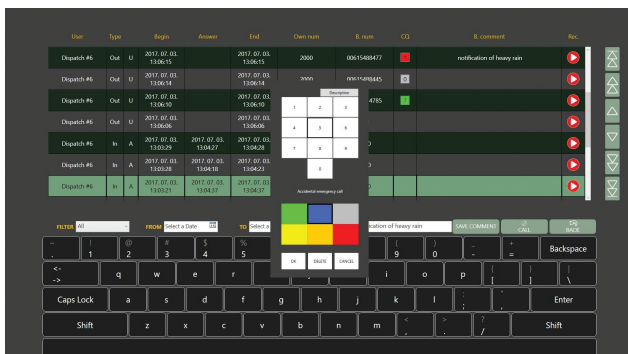- Comment (i.e. department, station, etc.)

## Phone Book

The Phone Book (Telephone Directory) is a separate database that can be fed with databases received from landline or mobile phone operators. If an incoming call is from a number that is stored in the Phone Book and there is a name and/or other data attached to it, then the COMM& SIP terminal will display such name or other data.

## Call Logs

The CallLog feature contains a list of all calls handled by the console. For each call the list shows the following information:
- Begin time
- Time when the call was received
- Time when the call was answered
- Time when the call was terminated
- Call type (incoming, outgoing)
- Telephone number of caller/party called
- Description (name), if the caller or called party is registered in the Directory
- An editable Comment field which can be used for a short summary for later use or the easier identification of a specific call.
- Call Qualification (if entered)



## Console History

The Console History feature contains a list of the last 11 calls handled by the console. For each call the list shows the call type (incoming, outgoing), time received, time answered, time terminated, the telephone number of the caller/called party, the description (from the Directory, if any) and Call Qualification.

## Display settings

Assono COMM& supports individual background and font colour settings on DA keys, Groups (Pages), Speed Dial and Dynamic Fields. These are typically used to categorize groups of keys or to indicate different priorities.

## Reports, Setup & Administration

COMM& SIP has independent applications for Setup & Administration and Reporting. Setup & Administration enables system administrators to manage users, user privileges, the main directory, system settings (like conference room numbers, URL for INFO screen, CQ descriptions) the colours of each button and also the Direct Access buttons. The button layout can be copied from one terminal to the others.

Statistical and reporting features ensure great freedom in evaluating call information stored in the database and in generating reports by call type, time, periods, users etc. Such reports can be exported to .csv files.

## Tailored to your needs

Assono COMM& is designed to give high flexibility and to meet the needs of a varied client base (police, ambulance, fire brigade, transportation, industrial use, etc.). Together with the customer, we design and program the necessary functionality and layout and integrate them into a single, customer-specific solution.

## Assono Service & Support

- 24x7 customer support
- Regular software updates
- On-site professional services*
- Installation & maintenance*
- Training courses*
- Data conversion expertise
- Dedicated customer care representatives*

*These services are provided either by Assono Hungary or Assono's local partners.

## Operating System

Server: Windows® 10
User: Windows® 10

## IP (SIP) trunk connectivity

Up to 32 SIP trunk channels to an IP PBX
Requirements:
- SIP (RFC 3261) compatible
- Sip trunk with 1 registration account or peer mode without registration
- DTMF mode with inband, RFC 2833 / 4733
- Tested on Mitel MX-One 6.2, 6.3

## Hardware Platform

All hardware components must be listed on Microsoft's Compatible Hardware Products list for the OS being used.
COMM& SIP server:
- Ethernet Network Interface (100/1000) or better
- Processor: 3GHz or better, dual core or better
- RAM: 4GB min. (8GB recommended)
- Data Storage: 40GB or more fixed disk drive for installation of application

User Terminal (Client PC):
- Processor: 2GHz or better, dual core or better
- RAM: 4GB min.
- Ethernet Network Interface (100/1000)
- USB ports
- HDD: 10GB min.
- Video card with 1920x1080 resolution, True Color 32bits
- Sound card: Windows compatible audio in/out device or equivalent USB device

## Display for the client PC

Recommended: 22" touch screen with 16:9 aspect ratio
1920x1080 @ 60 Hz
Regular screen, mouse and keyboard are also supported

## Audio

2-line version: 2 audio devices recommended
1-line version: 1 audio device recommended
DirectX compatible Windows audio device (phone, headset or speakerbox)

## Database

MySQL Community Server 5.7 or above

## Pointer

2- or 3-button USB Mouse, trackball or equivalent

## Network

TCP/IP Protocol

## Serial Ports

One USB port for the touch screen.
Min. two free USB ports for the hardware license key and telephone/headset/speakerbox.
Other integrator applications may require additional ports required for advanced options.



Please request a quotation
at assono.eu here>>!

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