



ZETRON SOLUTIONS



ZETRON[®]



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For specific examples of companies and agencies that have purchased Zetron products, go to **Markets** at www.zetron.com.

About Zetron

Zetron is a critical communications technology company providing integrated command & control solutions and information services with legendary reliability & support. For almost 40 years, Zetron has delivered interoperable end-to-end command & control systems across multiple industries and international markets. With over 25,000 console positions, 1,000 established resellers, and coverage in 70 countries, Zetron has established itself as the technology leader in connecting command centers with field personnel using radio and telephony technologies. Its solutions empower first responders with situational awareness by enabling console operators to provide them the right information at the right time.

Zetron's integrated IP-based solutions combine NG9-1-1 call-taking, CAD, GIS mapping, radio/telephony dispatch, and fire station alerting systems. They are expandable, interoperable, and able to support remote and geo-diverse operations. Zetron backs its products with technical support and project-management services (known for technical expertise and responsiveness). It has a worldwide network of resellers, system integrators and distributors. It is a wholly owned subsidiary of JVC Kenwood Corporation with offices in the United States, United Kingdom, Australia, and numerous field locations.

Markets

Work with an accomplished team that has the experience in delivering solutions in multiple industries and international markets with implementations in:

- Public Safety
- Campus Security
- National Security
- Utilities
- Petrochemical, Oil & Gas
- Airlines and Airports
- Maritime, Harbor and Port Authorities
- Rail and Mass Transit
- Border Patrol and Government agencies

ZETRON SOLUTIONS

MAX

ACOM

SPECIALTY

Maximize your command and control center with brilliant interoperable console solutions designed to enhance situational awareness and deliver quick, efficient and communications to both emergency or non-emergency response teams. Zetron Solutions include:

MAX Systems

Max Systems portfolio of products are tightly integrated to provide a complete command and control solution. Each solution can be purchased as a modular, cost-effective package, whether stand-alone or with one or more other console products.

ACOM Systems

ACOM Systems are designed to meet the complex demands of critical communications centers that are larger in size and require more tailored operational needs or have greater resource demands.

Specialty Products

Zetron provides a robust selection of reliable communication solutions. From consoles, radio adapters and remotes, to interconnects, console accessories, paging, remote monitoring and SCADA systems.

MAX Systems

Max Systems portfolio of products are tightly integrated to provide a complete command and control solution. Each solution can be purchased as a modular, cost-effective package, whether stand-alone or with one or more other console products.

MAX Call-Taking

MAX Call-Taking is a 9-1-1 call-taking solution designed to give the telecommunicator the tools they need to increase efficiency and minimize distractions. It provides the solid reliability for which Zetron is known in an end-to-end Next-Generation 9-1-1 call handling solution built with scalability and redundancy at its core. It offers a full range of features and functionality that are important to Emergency Call Centers (ECC) and employs the latest standards-based IP protocols and IT best practices. The intelligent user interface (UI) is expressly designed to streamline and simplify tasks, reduce distractions and fatigue while improving efficiency. The system comes with built-in interfaces and shared components with other Zetron solutions such as MAX CAD/GIS, MAX Dispatch, and MAX Fire Station Alerting creating an integrated command & control suite. With MAX Call-Taking, you are buying more than a 9-1-1 call handling product, you are buying a solution that scales to the needs of your operation both today and tomorrow.



Automatic Call Distribution (ACD)

MAX Call-Taking offers built in skills based routing capable of sophisticated call distribution. Configurable call queues reduces transfers by delivering specific call types to call-takers who have defined roles, skill, and ability to handle them.

Optimized call handling

Integrated workstation controls and an efficient user experience optimizes a call takers ability to receive, process, and complete emergency 9-1-1 calls and texts. Selective display of information pertinent to the task, single action operation, and advanced call handling features and mid-call recovery.

Telephony PBX Support

The PBX support within MAX Call-Taking provides a robust feature set integrating office personnel and phone systems into the total 9-1-1 Call-Taking solution. Robust PBX support enables call control functions such as call answer/release, call transfers, call hold, call mute, call parking, conference calling, auto-attendant, intercom, paging and other handset features are just a few of the capabilities available for supporting office personnel.

Integrated i3 Text to 9-1-1

MAX Call-Taking delivers SMS Text to 9-1-1 calls to the call taker screen in a user friendly format. Text calls ring and are answered in the same format as voice calls. This feature is configurable so that a call-taker may be enabled to handle multiple text calls as well as voice calls at the same time.

Map Viewer displays calls using local ESRI GIS data

Map Viewer integration allows 9-1-1 calls and Text to display on the viewer prior to answer. This feature allows call-takers the ability to answer a call based on geographic location. Locations will update and map as the call-taker rebids for better location accuracy. Traditional ALI and RapidSOS location (when available) are displayed on the Map Viewer. 9-1-1 voice and text calls can be answered and released from the Map Viewer display. The Map Viewer uses your local ESRI GIS data.

Supports current and emerging NENA i3 standards

SIP-based solution with support of softphones and SIP phones, ready to meet existing and emerging NENA NG9-1-1 i3 functional and interface standards. Compatible with Emergency Services IP Networks (ESInets) supporting both single Emergency Call Centers and hosted solutions.

Supports RapidSOS Enhanced Location Services

Improve response times with enhanced location accuracy for 9-1-1 cell phone calls and texts through integration with RapidSOS location services. RapidSOS is partnering with leading device manufacturers and app developers to get precise handset location from all different sensors on modern devices, such as GPS, WiFi Access Points, cell towers, Bluetooth beacons and barometric pressure sensors. When a 9-1-1 call comes in, MAX Call-Taking 9-1-1 equipment queries the NG9-1-1 Clearinghouse for supplementary location straight from the device. This information is included in addition to standard ALI.



Zetron's MAX Computer Aided Dispatch (MAX CAD) helps public safety answering points (PSAPs), emergency services dispatchers and first responders provide real-time incident management for improving overall situational awareness. Scalable to support consolidation, multi-jurisdiction, and multi-agency deployments. MAX CAD integrates into the NG-911 environment and can accommodate future consolidation through its scalable architecture. As the number of communities and agencies served by the PSAP increase, MAX CAD provides support for multi-jurisdiction and multi-agency workflows.

Scalable to Support Multi-jurisdiction/Agencies

MAX CAD integrates into the NG-911 environment and is future proofed to accommodate future consolidation through a scalable architecture with the ability to add more workstations and locations. Multi-jurisdiction and multi-agency workflows are supported as the number of communities and agencies served by the PSAP increase.

Smart Work Assignment

MAX CAD is optimized to allow CAD operator incident assignments based on roles and responsibilities. With screens that can be optimized to assigned roles, call takers can focus on the responsibility of answering and responding to emergency requests, while dispatchers can focus on the need to manage and respond to incident resources. Workspace can be customized based on operator preferences greatly simplifying incident tracking, management, and data based dispatching.

Advanced Incident Management

MAX CAD is designed with efficiency allowing operators to open, close, reopen, void, merge, and clone incidents. Ability to manage incidents from multiple data types (user names, address, status, date, time, etc.) and automatically recommends resources based on location, capabilities, and status. Shared incident information with Mobile CAD users and robust ability to search open or closed historical incidents.

Local Administrative Control

MAX CAD can be configured by the CAD administrator to meet current and evolving agency requirements. This allows the application to grow and change along with PSAP. Local administrative control also reduces support costs and allows local customization without customized CAD development.

Simplified GUI

The clean, intuitive design of the graphical user interface (GUI) makes the system easy to learn and use. The MAX CAD screen supports a customized, administrator enabled, PSAP workflow by personalized call queues and a configurable CAD screen that changes both layout and color scheme base on dispatcher preference.

Integrated Operation

MAX CAD automatically populates incoming E9-1-1 information, performs NCIC queries/searches, and includes optional interfaces to RMS applications, protocol-integration solutions, and other third-party databases. This allows agencies to integrate third-party medical and disaster Standard Operating Procedures (SOPs) into MAX CAD. MAX CAD also provides robust integrations with MAX Call Taking and MAX Dispatch enabling a more efficient use of resources and operational efficiency.

Mobile CAD

MAX Mobile CAD works with MAX CAD to bring full CAD and mapping functionality into a vehicle or Windows mobile device. It gives first responders access to the same incident-history data and map files dispatchers and call takers are viewing, which improves the effectiveness and accuracy of the emergency response. MAX Mobile CAD offers easy access to critical tools, information, and resources, including detailed maps, GPS locations, National Crime Information Center (NCIC) data, Department of Motor Vehicle (DMV) queries, and subject or vehicle information.

GIS Mapping

MAX GIS is integrated with MAX CAD to allow dispatchers to create incidents and dispatch from the map. The map is integrated with the CAD database to provide location specific information such as prior incidents at the location.



Zetron's MAX GIS Mapping is an Esri-based map viewer providing map-editing and publishing applications along with an optional AVL (Automatic Vehicle Location) module to improve GIS file management. Operate MAX GIS as a standalone map viewer using ANI/ALI information to display an active accident or integrate GIS with an active CAD incident and historical database. This integration automatically maps the active CAD incident, allowing dispatchers to deliver routing information and other critical information to field personnel.

MAX GIS Mapping handles the entire mapping, addressing, and reporting needs of emergency response organizations. These maps and integrated data provide a complete automated map-viewing system used by city, county, and state emergency response centers. The solution facilitates integration with other departments and agencies and offers smooth interoperability with leading computer-aided dispatch (CAD) and geographic systems (GIS).

MAX GIS includes a Esri-based map viewer, optional AVL module, and map-editing and publishing applications that improve GIS file management. MAX GIS can operate as a standalone map viewer that uses ANI/ALI information to display an active incident, or it can be integrated with an active CAD incident and historical database. When the map viewer is integrated with the CAD database, it automatically maps the active CAD incident, enabling dispatchers to provide routing assistance and critical information to field personnel. The optional AVL module displays vehicle locations on the GIS map viewer. The AVL module can be integrated through an API to a Zetron MAX Dispatch console to allow map-based vehicle dispatch.

Robust Map Editor

Interactive tools make it easy to route roads and generate addressing according to your standards, as well as automate specific NG9-1-1 information such as Emergency Service Number (ESN) and Master Street Address Guide (MSAG) boundaries.

Deliver powerful Esri-based map customizations leveraging the mobile map editor along with real time GPS tracking technology. Add addresses, road centerlines, and landmarks that can include street signs, utility poles and even fire hydrants. Import, convert other map data formats, and synchronize with other map databases.

Intuitive Map Viewer

Instantaneously displays the mapped location, with or without aerial photographs, along with other mission critical information. This information can include details on callers, residents, utilities, and other geographic information system (GIS) entities such as fire-hydrant locations, hazardous material, and historical medical and event data. Dispatchers are able to quickly and efficiently provide routing assistance and important landmark information to emergency response personnel. Unlike other map viewers, MAX GIS supports unlimited map layers that can offer a richer array of local information, such as emergency escape routes, building schematics, fire hydrant locations, pre-defined helicopter-landing zones, local construction, and landmarks. The intuitive operator interface enables fast refresh, panning with local map caching, zoom In, zoom out, pan and layer selection to ensure desired map details are presented. Quickly navigate to map locations by latitude/longitude, address, name, or phone number.

CAD and Map Integration

MAX GIS is integrated with MAX CAD to allow dispatchers to create incidents and dispatch from the map. The map is integrated with the CAD database to provide location specific information such as prior incidents at the location. MAX Call-Taking leverages the same map viewer to locate an incoming NG9-1-1 call where ANI/ALI location information is displayed. AVL integration is additionally available to enable the map viewer to display vehicle locations in a dynamically updated map layer.

- Integrated with MAX CAD or MAX Call-Taking
- Track and display resources with AVL
- Display with ANI/ALI location information or other third party locations such as RAPID SOS
- Display Video, Alarms, and Sensors
- NG 9-1-1 call locations

Local Administration and Control

The optional map editor and publishing module allows map files to be created and administered locally. As a result, administrators can add locally relevant information to the GIS and update maps in response to changing local conditions. It also gives administrators the flexibility to make changes at their convenience.

MAX Dispatch



MAX Dispatch is a versatile software based dispatching console system for managing your radio and telephony operations while additionally managing robust alerting capabilities for fire stations or remote agencies. It effectively enables command and control operators to simultaneously talk to local and geographically dispersed users. Whether you're in the control center or out in the field, you're connected. The MAX Dispatch modern architecture enables your teams to cross radio & telephony technology boundaries easily providing unparalleled situational awareness to first responders.

Configurable, easy-to-use

With a configurable, modern, intuitive user interface, that allows the dispatcher access to the appropriate resources with the system while reducing screen clutter and information overload. The IP-based MAX Dispatch can integrate a wide range of tools and resources into a single console system. This provides dispatchers with instant access to the information they need by displaying only relevant data to the incident they are working. Through a simple drag and drop dispatchers can also communicate with assets that they seldom use. Multiple unique screen layouts can be created to meet the varying needs of your dispatch center.

Redundancy

MAX Dispatch will keep your vital operations up and running with redundancy for every end point. It can be set-up to provide the ability to tolerate any single point of failure with no loss of service. Redundancy can be set-up to meet your specific requirements.

Interoperability

An essential part to managing events across departments or jurisdictions, MAX Dispatch brings compatibility with all major radio interfaces and radio manufacturers equipment making it one of the most interoperable systems on the market. Leveraging industry standards such as CSSI (analog & P25 conventional), EDACS, Smartnet/SmartZone, P25 DFSI, DMR AIS Tier II & III, and NXDN, the system supports the robust radio communications offered on the market today. From Analog radios to Digital radios and using gateways or digital interfaces MAX Dispatch has a solution.

As broadband push to talk over cellular continues to be adopted, MAX Dispatch has a solution with direct integration to Kodiak Push-To-Talk (PTT). This solution connects users using smart devices with console operators and users on land mobile radio solutions enabling the same robust call features that are standard in LMR systems today.

Finally, MAX Dispatch integrates easily with most CAD systems providing Application Programmer Interfaces to CAD systems to enable radio communications, AVL, and radio paging.

Enhanced Broadband Push-To-Talk

MAX Dispatch Integrates broadband Push-To-Talk (PTT) capabilities with cell phones enabling communications with dispatch and directly through to radios and radio talk groups. This benefits both non-mission critical users (e.g. utilities, transportation, public works, schools, hospitality) and mission-critical users needing backup to LMR for indoor or extended-range coverage.

Expandability

MAX Dispatch is design for your needs now and into the future. You can easily add new dispatcher positions or new radio interfaces into your system. We are constantly monitoring the industry and adding new capability into MAX Dispatch.

Fire Station Alerting Systems

Zetron offers two fire station alerting options, MAX Fire Station Alerting and IP Fire Station Alerting. MAX FSA is a new product designed for existing MAX Dispatch customers as a cost effective solution that meets the basic fire station alerting needs of most dispatching operations. IPFSA, which is a mature solution with a robust feature list. IPFSA is designed to be implemented standalone without MAX Dispatch with both solutions offering CAD interfaces for easy integration into your control room.

MAX Fire Station Alerting

MAX Fire Station Alerting is designed to meet the extraordinary demands of fire houses today and into the future. Our unique approach of extending the MAX Dispatch console with additional alerting, acknowledgement, and auxiliary I/O communication capabilities provides your operation with a cost effective way of integrating dispatching and fire station alerting together as a single integrated solution. Standardize your fire station on a common platform that can provide fast, dependable, usable information from the dispatch center. It is delivered as a simple solution for existing MAX Dispatch customers allowing alerting from a central site with integration with any modern CAD system. Added to the console is an industry leading set of alerting capabilities such as ramp-up tones, pre-recorded voice announcements, live voice announcements, lighting controls, garage bay door controls, sensing alarm inputs, motor vehicle status, and relay controls for other unique functions. It includes built-in interfaces and shared components with other Zetron solutions creating an integrated command & control suite. No other solution in the market provides both voice and full alerting capabilities packaged together exposing data and voice interfaces for CAD and other third party systems.



Alerting You Can Count On!

Know that you have a alerting system in place that never fails in delivering those critical alerts to responders.

Combined Dispatch and Fire Station Alerting

Saves space and promotes ease of access/use. Easy integration with existing MAX Dispatch installs.

Voice Announcements through VoIP and Radio Links

MAX Fire Station Alerting is pure IP, making it extremely reliable and easy to work with. MAX Fire Station Alerting provides the flexibility of delivering and receiving audio transmissions over IP and radio at the same.

CAD Integration

Dispatcher can use their CAD and activate all alerting functions. The implementation can be automated so that the CAD system controls alerting automatically and manages station apparatus availability. For example, with station input CAD will know if a truck is out of service and automatically select an available truck for deployment, freeing the dispatcher to handle other issues. In addition CAD can automatically be set up to activate schemes based on the time of day or size of the incident.

Multiple Audio Paths

MAX Fire Station Alerting can alert single or multiple fire stations at the simultaneously through VoIP or radio, which speeds up the process of getting alerts out to the stations.

Multiple Levels of Redundancy

MAX Fire Station Alerting has dual network connections throughout the system, and has hot standby capability, providing automatic failover in the event of a hardware failure. Any single point of failure can be eliminated with redundant MAX Central, MAX Radio Gateways (MRGs), and power supplies. MAX Fire Station Alerting has the ability to be configured with various levels of redundancy to meet your needs.

Secure two-way audio with the station

Station personnel have two-way audio through a MRG back directly to a dispatcher.

Control and Manage Fire Station Peripherals Using I/O

Using remote auxiliary input/output devices with MAX Fire Station Alerting allows dispatch to monitor and pull fire station unit status. It also allows operation of station lighting, door activations and alarm sensor inputs. MAX Fire Station Alerting can support hundreds of I/O devices.

Voice Logger Interface

Using the voice logger gateway will output all activity from the system into a third-party logging recorder for later extraction to recreate the event.

Modern User Interface

If alerting is implemented using the MAX interface, as opposed to CAD, the user will be comforted by a well-designed, intuitive, efficient user interface.

Zone Alerting and Zone Lighting

MAX Fire Station Alerting has zone alerting capability, so that within a station multiple areas can have different alerts. For example, if EMTs only are required for a night-time incident the dispatcher has the ability to notify only the EMT area within the station and allow other personnel to rest.

Supports Major Radio Interfaces, DMR Tier 2 & 3, P25 Trunked and Conventional

Because MAX Fire Station Alerting is combined with the MAX Dispatch system, announcements to the fire stations can be done through any of the radio interfaces that MAX Dispatch supports including DMR Tier 2 & 3, P25 trunked & conventional. Other IP based systems don't have the ability to communicate over multiple radio systems.

IP Fire Station Alerting

Zetron's IP Fire Station Alerting (IP FSA) system is ideal for any municipality that has IP links between its central communications center and its fire stations. Converting to IP between the central site and the fire station increases the alerting speed and broadens connectivity options.

The graphical user interface (GUI) on the PC at the console position gives dispatchers an intuitive, space-saving way to view status and control the PA, tones, and relays at the station. The server architecture manages the communication with individual fire stations and allows dispatchers at remote locations to interact with the system over an IP connection.

The GUI client application runs on a PC and includes an intuitive user interface with a "quick-look" status layout. It also provides tools for filtering, selecting, and controlling stations or individual apparatus. In addition, the system can be controlled entirely through a CAD interface.

The station unit can be configured to open bay doors, control station lights or alarm when station sense an external input. The IP station unit includes a response button that can be used for manual acknowledgements or to reach the communications center.



- Supports up to 254 stations per system.
- Supports up to 25 dispatch positions.
- Station unit includes flexible alerting, control and status capabilities.
- Near instantaneous alert times achieved with independent voice and data channels.
- Dispatcher announcement via Voice over Internet Protocol (VoIP) or radio.
- Includes dedicated dispatcher client application to initiate commands from each dispatch position.
- Console Application can alarm when station unit senses an external alarm input.
- Integrates easily with radio dispatch consoles.
- Provides computer aided dispatch (CAD) integration with existing M26 CAD protocol or XML.
- NFPA 1221-compliant for dispatch systems.

ACOM Systems

Acom Advanced Communications Platform

ACOM Command & Control

ACOM Command & Control is designed to meet the complex demands of critical communication centers throughout the world. The solution is an end-to-end console solution bringing both voice and data communication together to enable operators to orchestrate field personnel conveying situational awareness and response plans. With its combination of advanced telephony capabilities and radio integration, ACOM delivers a robust, command and control system, whether centralized or distributed, with unparalleled operational efficiency. Engineered with customization in mind, an extensive feature set, enterprise class server architecture, and end-to-end resiliency, ACOM offers the most complete mission critical communications solution.



More Interfaces, More Connections, More Control

There's a reason ACOM has received some of the highest customer satisfaction ratings in the industry. Scaling from a few consoles to hundreds and with support for more interfaces than any other system, ACOM gives you the vital connections you need, when you need them, quickly and efficiently. Whether in an emergency or large-scale event, ACOM gives you more control for when you need to operate across equipment, departments, agencies and jurisdictions.

Supported are a broad range of telephony technologies, including SIP, ISDN, and QSig; signaling protocols and radio protocols; standards-based radio interfaces such as Project 25, TETRA, DMR, and NXDN; and interfaces to conventional and proprietary systems and technologies.

Complimentary Command & Control Services

- CAD/AVL systems
- Voice recording systems
- Digital I/O
- Video cameras
- Paging
- Remote monitoring
- Voter Control

Customization, Evolved

Let our professionally trained customer fulfillment team work with you to help define what your system needs are. From how the screens work, or how resources appear to how your operations are handled. The UI is designed to give you the look and feel you want and your organization requires. ACOM is like no other as it is designed with configuration in mind and easily evolves with your operational changes. With its enterprise-class server architecture and high capacity, ACOM can be updated and expanded as the need arises without requiring expensive additional hardware.

Powerful Call Management

The ACOM's Call Management feature allows you to determine how calls are viewed, prioritized, and handled. Areas of Interest and Call Stacks working together, allow call activity to be tracked by supervisors to make sure staffing levels match the current call needs.

Smart Audio Routing

Scripted audio files allow an ACOM console to have any audio input source be directed to any audio output. Audio levels can be automatically adjusted based on the operator's console selections, configured to the needs of the control room without making expensive, hard-coded software changes.

Flexible Access

Profile-based logins gives users the ability to log in to any one of a number of ACOM systems simply by using a different login profile. This can be critically important during disaster-recovery operations or situations where different systems are deployed or interagency access is required. Profiles can reflect available resources, dispatch functions, duty shifts and schedules, supervisory and maintenance roles, and training exercise simulations.

Once logged in, the user has the additional ability of a simple drag-and-drop procedure to dynamically add resources or remove them from their screens, quickly and easily, in response to unexpected incidents, emergencies, or dispatchers' changing needs.

Bandwidth Efficient

ACOM ensures that IP connectivity is used efficiently and bandwidth is available when you need it most—during critical times and when network traffic is at its peak. That's because the system utilizes a consolidated audio stream to the console that allows an operator to select any or all resources simultaneously without affecting the IP-network bandwidth to the console.

Mobile & Remote Support

Quickly and securely setup temporary, back-up or mobile training positions with just a laptop or tablet and a USB headset. Unlike other console solutions which can limit you to a few channels, ACOM provides no channel limit, giving the user access to the full resource capabilities of the console system, at a fraction of the cost of a fixed position.

Delivering the Security of True End-to-End Encryption

ACOM's full end-to-end encryption is designed to keep your communications secure. DES and AES encryption are integral features of the ACOM interfaces. In addition, ACOM supports FIPS 140-2 and the use of a Key Fill Device (KFD) or connection to a Key Management Facility (KMF) for Over-the-Network Rekeying (OTNR).

Enhanced Broadband Push-To-Talk

With the emergence of high bandwidth LTE data networks, users are looking to augment their LMR systems with Broadband Push-To-Talk (PTT) platforms while consolidating operations with data centric applications to increase productivity. ACOM not only provides the ability to integrate with Commercial Broadband Push-To-Talk (PTT) services but to also be the linking conduit to the existing LMR networks.

High Availability

Because ACOM delivers the industry's highest levels of availability, it stays up and running and your communications get through, even if a fault condition occurs. From dual network connections, dual power, to hot-standby capability for all core controller services.

Optimal Performance

Built-in IP-diagnostic tools and web-based system-management capabilities simplify system maintenance and error diagnosis. They also monitor and report on the health of the network to ensure that it's running efficiently. This helps keep your system performing optimally and your cost of ownership low.

ACOM Automax

ACOM AutoMAX CAD and Mobility Suite delivers the next generation in Zetron's evolution of products. The best-in-class systems and software work together to improve operational control and situational awareness in the control center and out in the field. ACOM Command & Control software combined with CAD software provides the best in incident management, mapping, and full communication and dispatch capabilities. AutoMAX also helps achieve faster response times, quicker responses to calls, rapid dispatch of resources and complete incident documentation. This solution is primarily sold in the EMEA regions. AutoMAX includes:

ACOM Command & Control – Serves as the Acom AUTOMAX integrated dispatch and communication-control component.

Computer Aided Dispatch (CAD) – Integrates best-in-class CAD, geographical information system (GIS), and AVL Capabilities.

Mobile CAD – Works with the AutoMAX CAD to deliver the full range of CAD information and functionality to the field.

Incident Management – Works with AutoMAX CAD to quickly capture incident data from the field as it becomes available.

Case Management and Reporting – Simplifies and improves the collection, organization, analysis, and use of case information and reports.

**ACOM AutoMAX is not for sale in North America.*



SPECIALTY PRODUCTS

Zetron provides a robust selection of reliable communication solutions. From consoles, radio adapters and remotes, to interconnects, console accessories, paging, remote monitoring and SCADA systems.

Consoles

Zetron's DCS-5020, Series 4000 or the Model 4010 consoles are designed for small to medium-sized control rooms and communications centers and delivering unparalleled flexibility and scalability. And with the reliability you expect from Zetron, they are able to meet a range of demands in the public safety, transportation, utilities or private industry sectors. Operators are able to monitor and dispatch, both conventional and trunked, more efficiently. These consoles support industry standard tone remote control, local, and other legacy radio interfaces.

DCS-5020 Digital Console System

The DCS-5020 Digital Console System* is designed to meet the needs of the small to medium-sized integrated control rooms. Combining telephony with both digital and analogue radio control to either direct wired or IP connected dispatch positions, the DCS-5020 meets a range of professional applications for public safety, transportation, utilities, oil, gas, mining and private industry. It also provides specific applications including, mobile command, small control rooms and TETRA fallback systems

With an architecture of distributed processing, with no central switch provides the flexibility, scalability and high resilience mission-critical applications demand. The DCS-5020 also includes Selcall (5-Tone), Digital Input/Outputs and audio delay. It's strengthened by a range of technical requirements, building upon previous releases and integrating customer feedback.

**DCS-5020 is not for sale in North America.*



Series 4000

The Series 4000 is a communication control system designed for medium-sized communications centers and offers exceptional reliability. The Series 4000 also offers easy programming and economical upgrades along with three styles of operating positions and two common controller sizes allowing it to accommodate 8 to 48 channels and up to 16 operator positions.

Common Control Units

A Common Control Unit (CCU) is the central controller responsible for switching and routing multiple audio channels between operating positions and the external devices such as base stations, control stations, repeaters, telephones, monitor receivers and intercoms.



The Series 4000 offers two different Common Control Units to accommodate different capacity requirements.

Model 4020

- Up to 20 radio or telephone channels
- Up to 6 operating positions
- Up to 10 independent cross channel patches
- No single point of failure architecture
- Channel Check IRR option
- External time source reference
- Event logging port
- Dual power supplies w/automatic switching
- Economically upgradeable to Model 4048

Model 4048

- Up to 48 radio or telephone channels
- Up to 16 operating positions
- No single point of failure architecture
- Up to 24 independent cross channel patches
- Channel Check-IRR option
- External time source interface
- Event logging port
- Remote diagnostic monitoring
- Dual power supplies w/automatic switching

Model 4010

The Model 4010 (Desktop) and Model 4010R (Rackmount) Radio Consoles are self-contained, single position radio console systems designed for flexibility and programmability. The Model 4010 can be configured to meet a wide range of public safety, government, institutional and industrial applications by accommodating up to 12 radio channels and 2 telephone lines.

With its rigid construction, the Model 4010 is rated for continuous 24/7, around the clock applications with a proven track record in reliability under the most demanding conditions. In addition to the programmable function buttons, like group call, channel select and channel patch, the integrated keypad and LCD can display incoming calls. And operators are able to hear select audio with individual volume levels for each channel. Operators can choose from a handset, gooseneck or desk microphone, headset and footswitch.



Standard Product Features and Configuration

- Expandable rackmount or office-styled desktop configuration
- Flexible paging encoder
- Supports DTMF, Motorola/GE Two-Tone, Plectron, 5/6 Tone, Quick Call I (2+2), Knox, and Rotary Dial
- Accommodates most industry standard radio interfaces: Tone Remote, DC Remote, Local Control and E
- Supports one or two telephone lines with intuitive controls: “answer”, “release”, and “hold”

Adapters

Model 250 Tone Remote Adapter

Zetron’s Model 250 Tone Remote Adapter adapts most common base-station radios allowing them to be controlled by a desktop remote. With support for monitor-and-transmit (PTT) operations the powerful Model 250 unit provides up to 15 frequencies and up to six control outputs. With 12 pre-set channel-combination configurations, control outputs, and monitor functions, the Model 250 is simple to install and easy to use. It can be used with the Zetron desktop remotes and with Zetron’s Series 4000 Communication Control System.



- Exceptional audio quality
- Automatic line loss compensation
- Up to six control outputs; two relays
- Integrated setup utilities

Intelligent Radio Interface Module

iRIM provides access to newer radio protocols, allowing you to transition to a variety of proprietary two-way radio technologies. iRIM is compatible with a variety of dispatch consoles, including Zetron's Series 4000, VoIP Radio Dispatch System (RDS), and ACOM Command and Control System.



The iRIM provides control over PTT, privacy code monitor, channel or talk-group selection, repeat/talk-around, and coded/clear using a console's existing tone-remote control capability. This allows the dispatcher to see incoming PTT-IDs, Status and Emergency-IDs for consoles capable of decoding and displaying MDC-1200 signaling.

iRIM gives you control over:

- Talk Group Select – Allows you to select outbound talk groups, privacy code monitor, repeat/talk-around, and coded/clear.
- PTT-ID – Provides incoming PTT-IDs so dispatchers can see the source of the incoming call.
- Emergency Call Status and ID – Provides Status and Emergency-IDs for consoles capable of decoding and displaying MDC-1200.
- P25 Support – Allows consoles with tone-remote control to operate on P25 radios.

With iRIM, your console can display incoming FleetSync™ PTT-IDs. It also allows your dispatch equipment to work with trunked or conventional P25 systems, as well as LTR® and PassPort® trunked radio systems.

- Kenwood TK-x180
- Kenwood TK-5710/5810
- Kenwood NX 700/800
- EF Johnson RS5300 and compatible variants
- Radio-signaling technologies iRIM supports:
- NXDN/Kenwood NEXEDGE™*
- Kenwood Fleetsync
- EF Johnson LTR
- APCO Project 25 (P25)
- Trident PassPort
- Motorola ASTRO
- Motorola SmartNet®/SmartZone®

*NEXEDGE™ is a trademark of Kenwood Corporation.

RoIP Gateway

Zetron's Radio over-IP (RoIP) Gateway is designed to transport analog wireline two-way radio control circuits over modern IP networks. This allows you to take advantage of reduced recurring costs, while protecting your investment in existing analog wireline equipment.



The RoIP Gateway allows legacy Tone Remote Control (TRC) or E&M wireline control equipment to operate over modern IP networks. Typical applications include, remoting legacy analog LMR wireline equipment (e.g. base stations remotely connected to dispatch equipment) via IP, and connecting two base stations via IP for range or cross-band expansion. The RoIP Gateway is available in one or two channels.

- Transports voice (3-wire unbalanced or 4-wire balanced), I/O (PTT & COR) and Data (RS-232) for up to two radio circuits.
- Handles Tone Remote Control (TRC) and Local/E&M radio circuits.
- Remote PTT operation controlled by VOX or COR.
- Use of TCP and Unicast UDP allows operation over standard IP networks.
- Compatible with many IP-based RTP voice recorders.
- Field-selectable voice compression includes PCM (64 kbps) and ADPCM (16-32 kbps).
- Fully configurable via web browser, including all audio levels.
- Embedded operating system, and no moving parts. Designed for harsh, unattended radio site environments.
- Optional 1U x 19" rack mount for two units.
- Operates from 12 Volts DC.
- Optional direct, built-in support for the Department of Homeland Security (DHS).

Pathway+

The Pathway+ product is designed to provide a connection between radio infrastructure repeaters/base station and up to four console systems using the TIA P25 Digital Fixed Station Interface (DFSI) protocol. A single Pathway+ provides a pair of radio interfaces, allowing communication and control with legacy radios, via 4-Wire analog, Motorola Quantar Base Station through the v.24 interface, or modern DFSI enable radio devices. Pathway+ acts as a DFSI proxy providing arbitration and control of a radio and the multiple console systems sharing a single resource. It directs appropriate messages and handles message conflicts, overcoming the point-to-point limitations of the DFSI protocol allowing it to act as a multi-point communication device.



- Supports communication and control of P25 DFSI base stations, Analog 4-Wire E&M Radios, and Motorola V.24 Quantar Base Stations and infrastructure.
- Provides connections between modern IP Command and Control faculties and legacy radio infrastructure.
- Uses the TIA P25 Digital Fixed Station Interface protocol standard, provides a connection with any manufacturer's dispatch console that is compliant with the TIA P25 DFSI open standard.
- Provides connection and arbitration of up to four DFSI console systems, providing shared connections with two radio channels.
- Easy to use local or remote web based configuration.

Desktop Remotes

Model 284 Four Line Remote

The Model 284 has become a standard for hospital HEAR networks, state departments of transportation, and utilities. It's an ideal unit for backing-up a Zetron dispatch console and features a four-line, eight-frequency tone remote for use with popular brands of EIA-compatible base stations and repeaters. With four LINE keys allows operators to select between four base stations and up to eight frequencies on each (F1-F8).



Model 360 Kenwood Remote

The Model 360 is designed to operate with Kenwood radios. Operating in conjunction with its companion radio interface panel, the Model 360 desktop remote brings the power and convenience of the Kenwood mobile radios. The M360 is known for high-quality audio and support for advanced features.

Up to 25 desktop remotes may be paralleled on the same radio to provide access from multiple points within an organization. In conjunction with its companion radio interface panel, the Model 360 desktop remote brings the power and convenience of the Kenwood TK-x180, NX700/800/900, and NX-5x00 series radios into an office or dispatch center environment. The M360 also supports the EFJohnson TK-5x30 P25 series radios.



Model 390 TETRA Remote

The Model 390 is a versatile desktop controller designed to work with the Motorola MTM700, MTM800, MTM800e and MTM5400 TETRA radios. It provides public or private systems to radio operator dispatchers and where office personnel need radio access without the need for a radio placed in the office environment. The radio can be placed up to 600 meters away from the controller and up to 15 controllers can be connected to one radio allowing it to be placed in the best radio coverage area. And hands-free intercom between all controllers is possible in a multiple controller system.

Each unit has an individual rotary volume control, a numeric keypad and function buttons. The keypad is designed to provide fast access to all vital information. The function buttons make operation simple for anyone familiar with TETRA radios by mimicking the radio. LED indicators show which functions are activated and the presence of incoming messages.



Console Accessories

Zetron console accessories, software and equipment are designed to complement and enhance the functionality and efficiency of Zetron dispatch consoles and other manufacturers' consoles.

Zetron Speakers

Zetron speakers are specifically designed for mission critical applications where reliability, ease of use, and voice quality are important. Premium grade components are housed in an attractive yet rugged enclosure to optimize the reproduction of two-way radio voice-band communication. An individual volume control eliminates the confusion caused by the stereo balance control found on standard speakers. A high visibility call indication LED on the speaker instantly identifies the source of audio.



Zetron Microphone

Zetron Communications microphone has been designed from the ground up for your dispatch centers mission-critical radio communications. The stable base and reliable switches match with your choice of gooseneck and capsule combinations.

Microphone Features & Configurations

Available with either a generic capsule on a standard-duty gooseneck or a Shure noise cancelling capsule on a heavy-duty extended length gooseneck.



Logging Recorders

Zetron's authorized partnership with Eventide® makes it easy to use Eventide's NexLog™ NG911-ready, IP-based logging recorders with Zetron's MAX Dispatch, MAX Call-Taking, and ACOM systems. NexLog recorders help you securely capture, store, retrieve, reproduce, manage critical incident interactions and data. And when purchased with a MAX Dispatch console, the logging-recorder license is included.



Paging

Zetron offers a range of paging terminals, accessories and encoders that are designed to address a variety of operational needs.

Paging Terminals

Zetron paging terminals answer telephone calls to send a page, decode and record a message, certify the paging customer's validity, encode the message to the correct format for the customer's pager, and manage the page through the radio transmission network. Zetron paging terminals also provide statistics, diagnostics, and subscriber call-count information. Whether they are used as commercial systems or private, on-site systems, Zetron paging terminals can be configured to provide efficient, cost-effective service.

Series 2000 Paging Terminals

The Zetron Series 2000 Paging Terminals are designed for the paging operator needing a flexible, modular approach to system operation, with the capacity to expand to a region wide or national network. The terminals are incrementally expandable in both capacity and options.

The Series 2000 paging operator can offer customers direct system access by analogue or digital telephone trunks or through an operator paging bureau. Direct telephone users are instructed through system operation with voice prompts, locally recorded by the system operator. PC and e-mail users have direct access through a server or dial-up modem.



Model 640 Paging Terminal

The DAPT-XTRA is a combined dial access and PC driven paging terminal supporting up to 1,500 users with up to 4 telephone lines for direct user access or for connection to local or remote data entry terminals. PC software is also available. Callers dial into the Model 640 and hear voice prompts leading them through the system operation. Voice pages and numeric or pre-stored alphanumeric messages may be sent from the telephone.

The Model 640 can service all input ports simultaneously for higher traffic applications, sending out pages in user priority. This dial access and PC-driven paging terminal supports up to 1,500 users with up to four telephone lines. Voice pages and numeric or pre-stored alphanumeric messages may be sent by telephone.



Paging System Controllers

Zetron paging system accessories enhance paging system radio networks by controlling the communications among the system's radio sites.

Model 55B Page Buffer

The Model 55B is a high fidelity 'simplex repeater' suitable for storing and forwarding analog and digital pages. By storing pages received from a terminal for later transmission and allowing remote control transmitters on shared channels, the Model 55B eliminates the need for costly zone sequencing or simulcasting equipment. The Model 55B can monitor a COR input at the transmitter site to prevent transmission of pages when the frequency is busy.



Model 55D Digital Repeater

The Model 55D is used to extend the range of a paging system by decoding and retransmitting pages. Connected to a receiver/transmitter in the range of the main transmitter, the Digital Repeater decodes the incoming POCSAG page, error corrects it, and stores the page in memory. When the channel is clear, it reconstitutes the page and retransmits it.



The digital repeater can use the paging system ID feature to only respond to pages with the correct System ID. Individual Zone Address Steering enables multiple Model 55Ds to extend the range over several units in a sequence.

Model 66 Transmitter Control Panel

The Model 66 Transmitter Controller connects to a radio-paging transmitter and allows the transmitter to be remotely controlled from a central paging terminal. The Model 66 recognizes the site address, selects the modulation mode (analog or digital), keys up the transmitter, and transmits the audio or digital data.



Multiple transmitters can be synchronized, dual-frequency transmitters can be controlled, and four link 'hops' are allowed. The Model 66 is FLEX™ 1600 bps and Motorola PURC® compatible. The Model 66 is also recommended for in-plant applications where a single transmitter is located more than 30 feet from the terminal.

Model 600/620 High-Speed Simulcast Paging System

The Zetron High Speed Simulcast Paging System uses timing information from the Global Positioning System (GPS) to synchronize the transmission of digital paging signals to very tight tolerances. This provides the microsecond timing accuracy necessary for high-speed simulcast paging with protocols such as POCSAG and FLEX®.



The system consists of the Model 600 Wireless Data Manager (Source Unit) and multiple (up to 1000) Model 620 Wireless Data Encoders (Destination Units). The link between the Source and Destination units may be any type (or combination) of link that can reliably transport data. Designed for non-proprietary transmitters, the system is ideal for cost effective build-out of new transmitter sites for public or private paging system operators.

Manual Paging Encoders

A manual paging encoder is a desktop unit that an operator uses to enter a page message. Zetron paging encoders are ideal for single-site, single-operator paging operations that do not require the generation of administrative, billing, or management reports.

Model 15 Multi-Format Paging Encoder

The Model 15 is designed so all setup parameters are keypad programmable and be changed by a technician at the site to support any required system changes. The unit includes the Analog, Digital, and/or Custom Calls paging format packages. The installer can set up to 14 blocks of paging formats with no new Zetron firmware needed. This makes the Model 15 a good choice for most manual encoder applications.



Model 25 Programmable Encoder

The Model 25 is an instant call encoder for emergency dispatch. It's used in airports, fire and emergency centers to call out pager users with the press of a single button or through the Computer Aided Dispatch interface.

Each instant call key is programmable and can alert a single pager or team of pager users. Different types of pager may be combined in the same system, including both analog (5-tone) and digital (POCSAG) pagers.



Interconnects

An interconnect serves as the interface between the radio transmitter/receiver and the telephone system so two-way radio users can place and receive telephone calls.

Model 30 World Patch

The Model 30 World Patch is a low-cost, open channel telephone interconnect designed for installation on a simplex radio. It's an ideal way to add telephone interconnect to simplex radio systems for low power in-plant applications. Its low cost and simple operation make it well suited to applications in smaller radio systems.

APO (Advanced Programming Operation) provides 50 autodials, automatic autodial via 4-click PTT, landline security code for direct air access, FET relay, and other features.



Model 37 MAX-Repeater Panel

The Model 37-MAX Repeater Pal is a high-capacity, remotely programmable, community repeater controller. It provides individualized repeater service for up to 154 different customer groups, using CTCSS tone and digital coded squelch (DCS) signaling.



Model 45B Z-Patch

The Zetron Model 45B is a microprocessor-based radio-to-telephone interconnect. It's designed for radio common carriers, co-ops, utilities and private systems where a number of different users need to share the system, yet receive different service and separate accounting. This provides flexible operation as a full-featured telephone patch with selective calling, ANI decode, and advanced airtime billing features.

The Model 45B interfaces a radio system to the public telephone system for interconnected conversations. It also provides selective calling of mobile radios and pagers from the telephone system or from other mobile radios. An RS-232 serial port allows on-screen manipulation of all system and user information. Remote DTMF (Touch-Tone) programming is also supported.



DeadBolt Surge Arrestor

The DeadBolt is a five-stage surge arrestor for installation on telephone lines. The first and second stages are a pair of fusible resistors and a gas tube. Two standard, replaceable 3AG-type fuses form the third stage. The fourth stage is a solid-state, triple balanced SIDAC circuit. The fifth stage is a radio frequency filter.



Remote Monitoring & Control

M1516 SentiVoice

SentiVoice is an economical wireless voice alarm reporter for monitoring contact inputs. And when an alarm condition is sensed, transmits voice messages or pages over the radio or public address system.

Users can respond to alarms via radio to control lights, pumps, doors, and other control equipment via integrated output relays.



M1517 SentiVoice+ Alarm Reporter

SentiVoice+ provides a turnkey industrial solution for automatic voice and page alarming via radio or PA systems. It can be added to existing fire alarm and warning systems, allowing users to respond to alarms via handheld radios to control remote equipment or processes.

SentiVoice+ is housed in a rugged NEMA 4X enclosure and comes equipped with a power supply, battery and charger.



Model 1550 SentiMax

SentiMax is a powerful, industrial autodialer and wireless alarm annunciator. The Model 1550 connects directly to a radio and phone line and monitors/controls remote processes, sites and operations. Alarm messages are sent by text page or natural recorded voice over phone or radio.

Users can phone or radio the SentiMax to remote control local processes or conditions. Pre-recorded messages allow the SentiMax to report analog values such as temperature, pressure, etc. Built-in voice mailbox provides voice mail for users.



Telemetry Products

Wireless telemetry is an inexpensive way to monitor and control remote sites because it forwards status information to a central computer without requiring either leased telephone lines or buried cables.

Model 1700 Controller

The Model 1700 is an economical system controller used in wireless SCADA systems. The controller manages the transfer of data between RTUs and the control program over conventional or trunked radio systems.

The Model 1700 is ideal for small SCADA systems, including Zetron's Model 1708 or Model 1716 RTUs. It also includes four digital outputs and supports up to 250 RTUs.



Training, Services and Support

Operational and Technical Training

Zetron offers technical and operational training for its configured systems, such as dispatch and call-taking systems. Factory training is offered on a regular schedule; onsite and international training is provided as requested.

Technical Training

Technical classes are taught at Zetron's facilities. Classes are small and are held in a dedicated training environment on system equipment. These classes teach technicians how to install, configure, and maintain Zetron systems, emphasizing hands-on practice with hardware and software configuration tools. They are designed specifically for technicians and assume some technical knowledge and expertise.

Operation Training

Operation training classes are taught at the customer's facility whenever possible, or by arrangement at Zetron's facility in Redmond, Washington, U.S.A. The training utilizes a combination of methods, but emphasizes hands-on operational practice to teach dispatchers, operators, and call-takers how to use Zetron consoles and software tools.

On-site Training

Zetron can provide technical, operational, or train-the-trainer training at any location with functioning equipment. Classes can be customized to focus on your particular system configuration. These sessions require at least six weeks' advanced notice.

Training can be provided at Zetron's offices near Hampshire, U.K.; or Brisbane in Queensland, Australia. On-site international training may also be available. Some courses may be available with language assistance.

On-site and Remote Services

Zetron offers a range of on-site services to help ensure that a system is installed and configured to run optimally and best support the organization's operational needs. This is important because a system that is running optimally performs its intended functions and tasks effectively, reliably and predictably.

Available services include:

- System configuration and optimization
- On-site technical support
- On-site training
- Web seminar operator training

On-site services are available for all Zetron configured systems, including:

- Radio dispatch console systems
- Fire station alerting systems
- 9-1-1 call-taking systems
- Paging systems

Ongoing Support

Zetron's responsibility to customers does not end when a project is completed and approved. Zetron's ongoing support services include:

- Equipment replacement
- Extended warranty coverage
- Help Desk
- Individual support contracts based on a customer's system and requirements
- Upgrades on repaired equipment
- Comprehensive service support
- Software upgrades

For more information about Zetron training, service and support, contact your regional Zetron office, or visit www.zetron.com.

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Learn More About Zetron

A Well-Earned Reputation

For almost 40 years, Zetron has been creating mission-critical communications solutions for customers in the fields of public safety, transportation, utilities, healthcare, and manufacturing. Zetron has installed and deployed thousands of systems worldwide. The success of these systems, and the reputation Zetron has earned as a result, are testaments to the high quality, performance and reliability of Zetron products.

A Global Network of Partners

In addition to offices in Redmond, Washington, U.S.A.; Hampshire, U.K.; and Brisbane, Australia; Zetron also supports a network of authorized resellers, distributors, and systems integrators in over 60 countries throughout the world. This allows Zetron to maintain a strong local presence in the regions it serves.

ISO-Certified Quality

Zetron's quality-management system is governed and certified by ISO 9001:2015. This means that each Zetron product meets the strictest standards of quality for design, performance, manufacturing, testing, and support.

Territory Managers to Support You

With their understanding of the regional markets they serve, Zetron's territory managers help their partners identify opportunities and act on them. For more information about Zetron territory managers, go to www.zetron.com.

Trade Shows Worldwide

Zetron attends and displays products at over 60 industry trade shows held throughout the world each year. This allows vendors to view Zetron's latest and greatest solutions and gives customers the opportunity to discuss their unique needs with Zetron technical experts. To view Zetron's trade show schedule, go to www.zetron.com.

Zetron's *Advantage* Newsletter: Solutions in the Real World

Zetron's free, monthly newsletter, the *Advantage*, features articles about how organizations throughout the world have used Zetron systems to solve real problems and improve their communications. To subscribe to the *Advantage*, or to view past issues, go to www.zetron.com.

A Leader in Open Standards

Radio equipment solutions based on open standards expand interoperability and offer customers a wider range of equipment choices than proprietary products do. That's why Zetron is actively involved in the development and application of open standards, including Project 25 (P25), Digital Mobile Radio (DMR), and Terrestrial Trunked Radio (TETRA). Zetron's ACOM Command and Control and MAX Dispatch systems equipped with the P25 Console Subsystem Interface (CSSI) has tested successfully with the equipment of most major radio vendors, including Auria Wireless, Cassidian, Daniels Electronics, Harris, Raytheon, Rohill, Tait, and Motorola. The success of these tests verifies ACOM and MAX Dispatch's ability to integrate seamlessly with these vendors' radios and networks.



The Power to Respond

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