



MACH
ALERT™

FIRE STATION ALERTING and AUTOMATION

SYSTEM INFORMATION BROCHURE



MOTOROLA SOLUTIONS

Mach Alert, Inc.



Fire Station Alerting and Automation

**Proven Technology
Extensive Customization
Unmatched Service**

Annually Verified for Integration with
Motorola Solutions
MCC7100, MCC7500 Consoles and
ASTRO® 25 Integrated Data

Let Us Help You Move Forward

The *MACH Alert* Fire Station Alerting and Automation (FSAA) system is a comprehensive, multi-channel alerting solution for any public-safety answering point (PSAP). *MACH Alert's* broad set of features is designed to:

- Lower first responder turnout and response times
- Reduce stress on both dispatchers and first responders
- Leverage proven technology for reliability and ease of integration
- Help dispatch centers meet ISO requirements
- Meet NFPA 1221 and 1710 standards
- Comply with Federal Information Assurance (IA) regulations
- Integrate with new or existing Computer Aided Dispatch (CAD) systems

CORE PRODUCT FEATURES

- Industrial-grade all-in-one hardware designs
- Intuitive graphical user interface (GUI) for manual alerting and/or CAD monitoring
- Multiple PSAP capability using the same core hardware
- Modular Design allows for future expansion
- Real audio confirmation for every successful alert
- Detailed, time-stamped software logging of all alerts and events
- Support for systems of all sizes—including multiple agencies
- Input/output points for station equipment automation

OPTIONAL ADD-ONS

- Computer-aided dispatch (CAD) integration (including simultaneous alerting from multiple CAD systems)
 - Remote engineering support for CAD Vendors reduces onsite downtime during integration
- Text-to-speech, both IP and Over-the-Air (radio)
- Incident Display Boards (HD monitors in fire stations to display alert details and more)
- Smart LED lighting system
- Digital turnout timers
- Rip-and-Run Printers



Alerting Interface Controller (AIC)



Rip-and-Run Printer



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*Serving you...
...every step of the way*

SERVICES AT A GLANCE

Purchasing a fire station alerting system is a major decision for a fire department. Our team of experienced programmers, engineers, and technicians are involved in every step of each system deployment, from initial consultation to final acceptance testing. Every agency has their own unique set of requirements, so there are no one-size-fits-all solutions. Our mission is to ensure that every department gets the most out of their MACH Alert system.

DETAILED DESIGN REVIEW AND SITE SURVEY

After purchase, the Motorola team will host an on-site or remote detailed design review for agency officials to outline the installation process and system configuration. Afterwards, we will perform a site survey of all fire stations to verify installation locations and hardware interfaces.

MANUFACTURING AND TESTING

All MACH Alert systems are assembled at an in-house UL-508a-certified production facility by an experienced team of engineers and technicians. On the shop floor, every piece of every system undergoes an exhaustive battery of physical, hardware, and software tests. Before the system ever leaves our facility, its components are configured, networked, and brought online for full-system functionality tests. Customers are invited to attend and take their new system for a test drive prior to shipment.

INSTALLATION TRAINING

When a MACH Alert system ships to the customer, the team's job is just getting started. An installation supervisor will travel on-site to personally train the local installation team and supervise initial installation of hardware into the dispatch center and fire stations, ensuring uniform and quality workmanship.

ON-SITE OPTIMIZATION AND TECHNICAL SUPPORT

Once MACH Alert hardware is installed and communications are in place, our team will return to commission the system and perform a second round of tests and configuration. *MACH Alert* engineers visit every fire station to optimize the system and provide technical support.



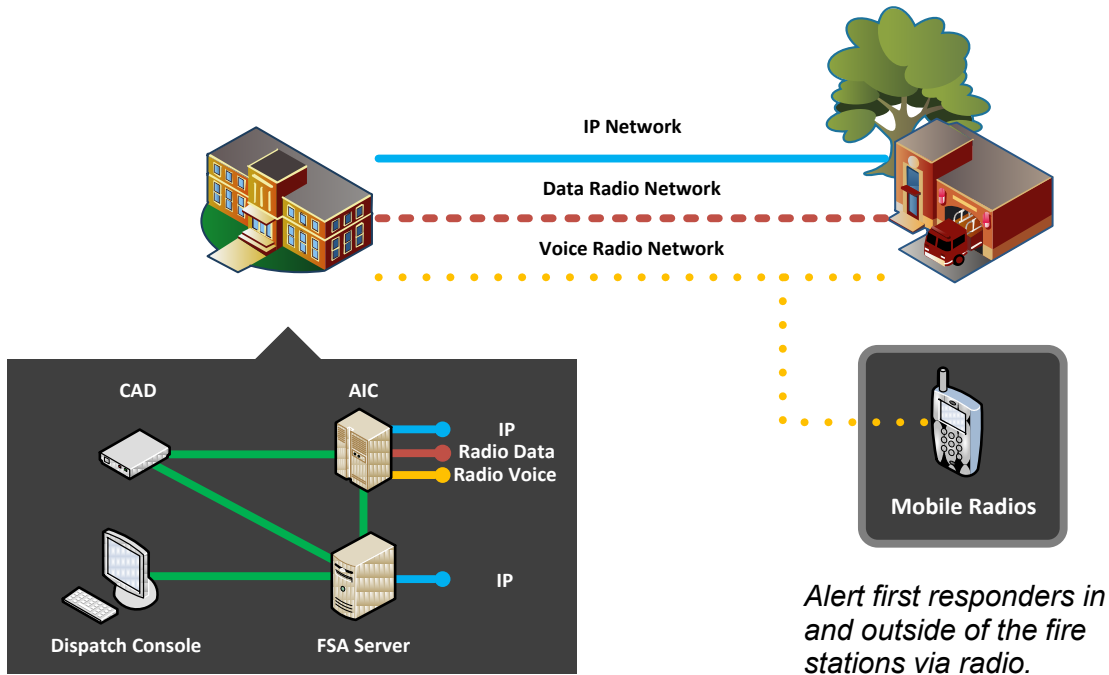
*MACH Alert Station Controller (SC)
(Typically one per Fire Station)*



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Molding our system Into your solution



TRAINING

Prior to system cutover, the team will conduct classroom and/or hands-on training sessions for both dispatchers and the technicians. Dispatchers will be taught how to use the MACH Alert graphical user interface to issue alerts, respond to feedback, and monitor the system state. Technicians will learn about the system's software and hardware configuration options, how to monitor the system, and how to apply forensics using built in notifications and configurable alarms.

CUTOVER

When a customer is ready to take their MACH Alert system live, the team will be there to support them throughout the process. On cutover day, the team will travel to each fire station to conduct a final acceptance test and, if applicable, supervise the physical cutover process at the Station Controller. Our goal is to minimize stress and downtime needed to go live on your new *MACH Alert* system.

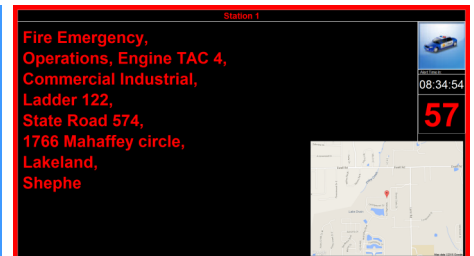
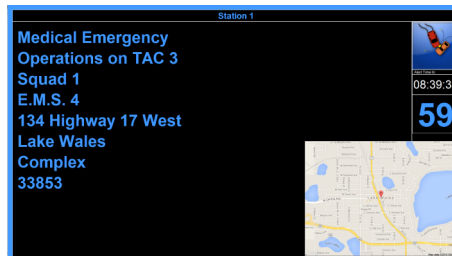
SUPPORT

Motorola Solutions offers full 24/7 support with local trained personnel and expert remote support. One phone call or email is all it takes and rapid, professional help is on its way. Phone support is available for all MACH Alert systems—ensuring that, in the unlikely event that a major issue occurs, our team will be available for assistance. Support tickets may also be created via e-mail. All MACH Alert systems are covered by an initial warranty period and maintenance and service plans are also available.



Additional Capabilities

- 24 hour / 365 day technical support
- Service and Support – on-site emergency service response
- Redundant Communications Links – ASTRO® 25 Integrated Data or Analog Trunking, VHF, UHF, Ethernet, Wireless IP
- Gold Elite/MCC 7500 Console Integration – dispatch radio and alert fire stations from existing console screen
- Backup Station Alerting if CAD Fails – station alerting using dedicated Station Alerting Screen
- Apparatus Alerting, Zone-based tones, Multi-Station Select, Multi-Zone Select, All-Call for morning wake up, and much more!
- Remote FSA System Access – alert stations or conduct system maintenance and diagnostics from remote locations
- Simultaneously alert multiple stations with a single “Send” command
- “Acknowledgment” for each alert – dispatch receives positive acknowledgment that the station was alerted
- Ramped Alert Tones – reduces firefighter and paramedic stress
- User-customized Alert Tones – custom incident alert tones unique to the type of alert
- Zoned Station Alerting – custom alerts and voice announcements to select zones of speakers
- Bunk Room Alerting and Bunk Room Illumination – ramped alert tones and LED lighting directed to specific bunk rooms
- Automate Station Auxiliary functions:
 - Open bay doors
 - Turn off appliances
 - Control traffic signals
 - Activate exhaust system
 - Activate Incident Display Boards, Stack and Strobe Lights, Count Down Timers, etc.
- Alarm Notifications – automatically send emails or call cell phones if major FSA system events or alarms occur
- Automatic Reset – system automatically turns off and resets lights and tones to prepare the station for the next call
- Phone Alerts – fire station alerts simultaneously sent to mobile phones via text or e-mail
- Information Assurance (IA) – complies with Federal Government regulations for hardened systems, including those required for military bases
 - Tested and validated against the Motorola MotoPatch CD every month
- Annual testing and verification for ASTRO IV&D compatibility and cohabitation on both the Motorola MCC7500 and MCC7100 Dispatch Operator Consoles
- **MACH Alert Mobile Application**



Incident Display Board (IDB)





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