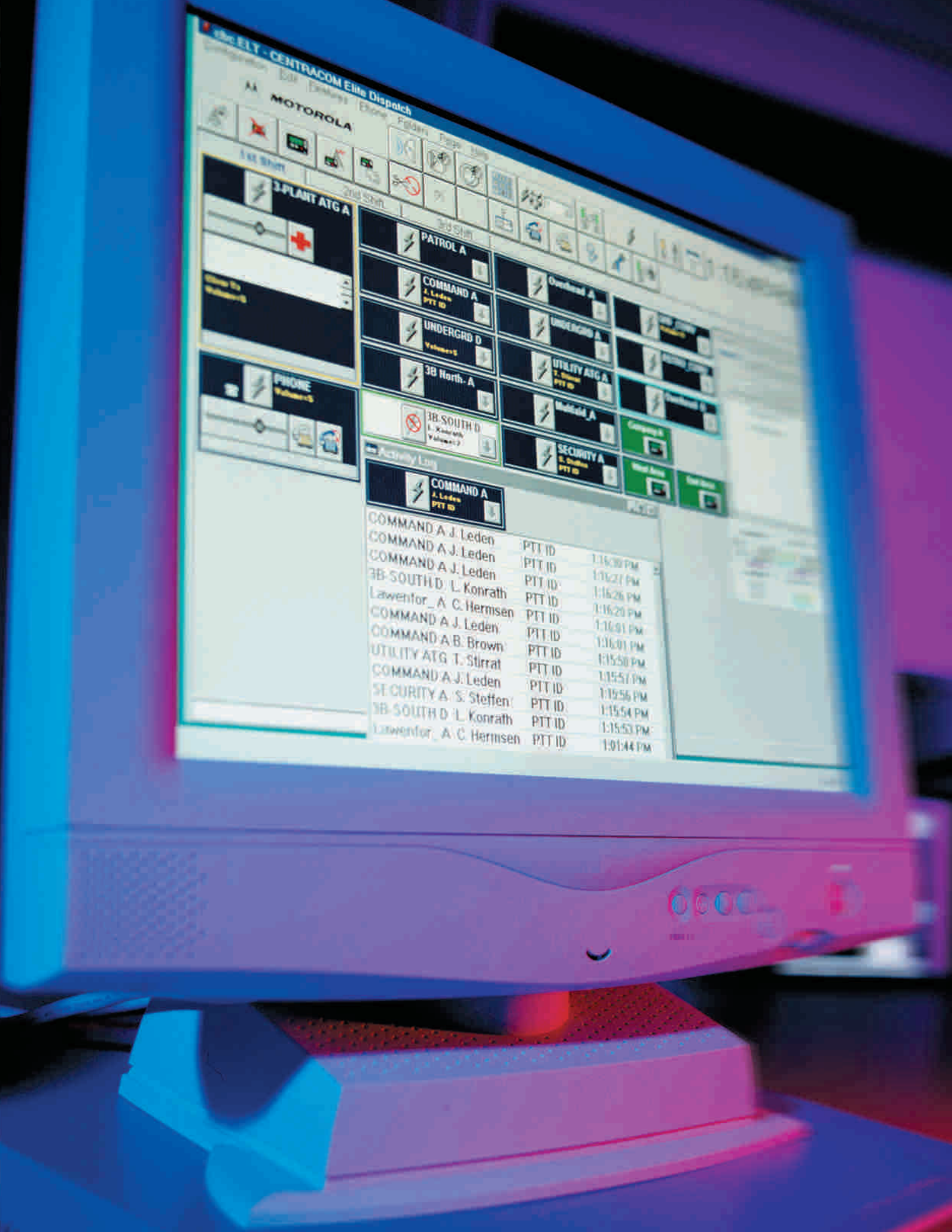
MOTOROLA

The easy solution to a tough job

Simplify your radio dispatch operations

CENTRACOM Elite™ Radio Dispatch Console


ELT - CENTRACOM Elite Dispatch
MOTOROLA
3.PLANT ATG A
PATROL A
COMMAND A
UNDERGRD D
3B North. A
3B SOUTH D
PHONE
UTILITY ATG A
SECURITY A
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3B-SOUTH D L. Konrath PTT ID
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CENTRACOM Elite™

Advanced technology to meet the needs of critical and complex dispatch applications

The dispatch control center is the heart of your communications system. A dispatcher must have the tools to handle incoming calls, properly assess a variety of situations, dispatch field units and monitor situations until they are stable. Whether your communications are routine or critical, reliable real time communication is key to successful operations.

That's why Motorola created CENTRACOM Elite -- the advanced software-based radio dispatch console -- to take your operation to a higher level. How? With benefits that come from:

- More effective communications
- Greater ease of use
- Customized convenience
- Improved security
- Greater flexibility

Maximize your productivity with CENTRACOM Elite™ Here's how...

"Elite is much more versatile than our previous dispatch system"

--Leading Energy Company, NJ

CENTRACOM Elite™
Today's most advanced radio dispatch console

The CENTRACOM Elite radio dispatch console is the brain of your operation. Because it was designed with your needs -- and your center's needs -- in mind.

More effective communications

CENTRACOM Elite allows effortless communications between four types of dispatch resources:

Two-way radio communications

Dispatchers can communicate with any mobile or portable radios supported in a Motorola conventional or trunking wireless communications system.

Telephone communications

CENTRACOM Elite's Smart Phone Interface (SPI) module allows a dispatcher to identify, access and utilize telephony resources. Icons alert the dispatcher to the phone's status and a keypad allows the dispatcher to initiate outbound calls. CENTRACOM Elite also supports real time dialing, speed dialing, alias dialing plus customized phone lists.

Auxiliary input and output (I/O) resources

Your dispatchers can monitor and control alarms, doors, lights and other remote devices with the touch of a button.

Tone and voice pagers

With the tone paging feature, you can quickly capture the attention of individuals or groups in one of three ways: Quick Page, Standard List Page and Manual Page.

Now imagine a dispatch console that allows more information to be viewed with less space. Your dispatcher can have all available resources -- radio, telephone, paging and auxiliary inputs/outputs -- integrated on the same screen. This makes outbound communication equally simple. Dispatchers have three ways to respond to radio field units:

- General transmit via the application's toolbar button on the front of the Console Interface Electronics (CIE) or a footswitch.

- Instant transmit, which initiates transmission on a specific resource regardless of selection.

- Multiselect/Patch transmit, which allows the dispatcher to transmit on multiple resources simultaneously.

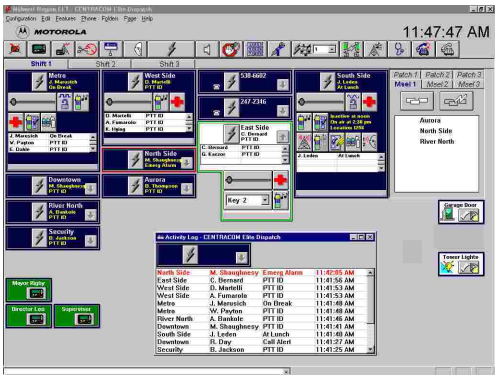
All this is why CENTRACOM Elite gives your dispatchers greater ability to access and combine resources. The result: better control of communications.

Greater ease of use

All this is possible -- even simple -- because CENTRACOM Elite is a software-based radio dispatch console. It features an intuitive graphical user interface (GUI) that's extremely easy to learn and use. CENTRACOM Elite also operates under the Microsoft Windows NT™ and Windows 2000/XP™ platforms and follows the same Windows® standards used worldwide. The user-friendly graphics and familiar Windows environment minimizes the learning curve. Your dispatchers learn to operate the console -- and manage data more productively -- in less time with minimal training.

These benefits are the logical outcome of a fast and powerful Motorola solution built upon the specific features you want for your dispatch control center.

Customized convenience



Elite's Activity Log maintains a record of incoming calls to the dispatcher. To facilitate timely communications with field units, the dispatcher can use the Activity Log to quickly contact or respond to resources directly from the Log's floating display.

The CENTRACOM Gold System allows single-point configuration of each dispatch position over the LAN. You can assign specific folders and resources to specific dispatch positions. More important, you can customize each dispatcher's level of control and access -- and lock in this configuration with password protection. And all this information can be customized almost instantaneously.

Your dispatchers also benefit from detailed information. Depending on your radio system, dispatchers can see information on who is calling, time and call type/status. Callers are identified by real names -- not IDs. Thousands of "alias" names can be stored in the system for radio IDs and telephone numbers using the Alias Database Manager (ADM). The ADM makes it easy to update your system as personnel and resources change.

Enhance your configuration with CENTRACOM Elite's Administration program that makes it easy to customize screen configurations for dispatch positions. Screens can also be configured for specific situations such as storm plans, emergencies or shift changes.

Enhanced Audio

CENTRACOM Elite includes an enhanced audio package that can route audio to select and unselect speakers. The Console Interface Electronics (CIE) allows dispatchers to hear radio and telephone calls clearly through its front speakers. The result: exceptionally clear radio and telephone reception for easier response to field personnel.

Security when you need it

If security is an issue, CENTRACOM Elite supports encryption. The Console will indicate whether an incoming transmission is encrypted to curtail eavesdropping by unintended listeners. The Transmit Mode Select feature allows a dispatcher to control whether his outbound calls are encrypted. These features allow the dispatcher to change the encoding and encryption mode so the message reaches only the intended radio users.

Tools to give you flexibility and peace of mind

CENTRACOM Elite is delivered with an additional array of benefits you have come to expect from the leader in wireless communication solutions:

Easy migration

CENTRACOM Elite is compatible with all existing CENTRACOM Gold Series consoles, except Classic OPs. This makes upgrading to Elite's advanced technology simple.

Software upgrades

Motorola's Software Subscription Agreements (SSA) gives you the ability to obtain updated software that offers new features and improved functionality so you can leverage your software investment in our ever-changing world.

Training that makes a difference

Motorola offers a variety of customized training solutions and services to develop, enhance and maintain the skill levels of your dispatch personnel. Customized courses offer hands-on activities and facilitation to enable users to perform tasks associated with their unique console's operation.

Greater flexibility

CENTRACOM Elite's Gold Series Application Programming Interface (API) offers greater flexibility in its ability to enhance Motorola's standard system design. Using the API, System Designers can integrate third party applications to create customized user interface presentations for the console system -- or design a gateway application to route console commands and status to and from a third party application such as Computer Aided Dispatch (CAD).

Motorola reliability

CENTRACOM Elite runs on industry-standard equipment -- PCs, servers and LANs -- and is highly fault tolerant. No single point of failure will result in the loss of more than one dispatch position or radio channel. The dispatch position personality information is downloaded from the server's master database to dispatch positions over the LAN. Even if the LAN connection should fail, the dispatch positions will continue to operate with its current configuration.

CENTRACOM Elite™ versatility

CENTRACOM Elite™ supports a wide range of radio communication systems:

- Stat-Alert™
- Select V
- SMARTNET II™
- SmartZone™
- ASTRO® Conventional Systems
- ASTRO® Trunking Systems
- Embassy
- SmartZone OmniLink™
- iDEN®
- Dimetra

CENTRACOM Elite also supports Project 25 and TETRA standards.

"Elite offers a very impressive screen presentation"

--Public Safety Organization, PA

Designed with your needs – and your center's needs in mind

Who needs CENTRACOM Elite™?

Any dispatch center that serves the communications needs of:
Public safety agencies
Utility networks
Federal government agencies
Commercial dispatch operations
Transportation operations

Why Motorola?

The more you demand of your call center staff, the more you need Motorola CENTRACOM Elite -- built around the needs of the people who make it work -- and the people who depend upon it.

Over the years, Motorola has pioneered the design and development of radio communications systems and we're committed to providing the features, systems and solutions to meet your evolving needs. Total solutions that deliver Motorola reliability. Motorola leading-edge technology. Motorola quality. Motorola productivity. And ultimately, peace of mind. For your community. For your people. For you.

Like to learn more about how CENTRACOM Elite can take your dispatch center to the frontiers of service, productivity and reliability? Contact your Motorola representative -- or call toll free 888-567-7347
It's the call that will connect you to the future of dispatch control centers. From Motorola, of course.

CENTRACOM Elite™

Simplifying your radio dispatch operations

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