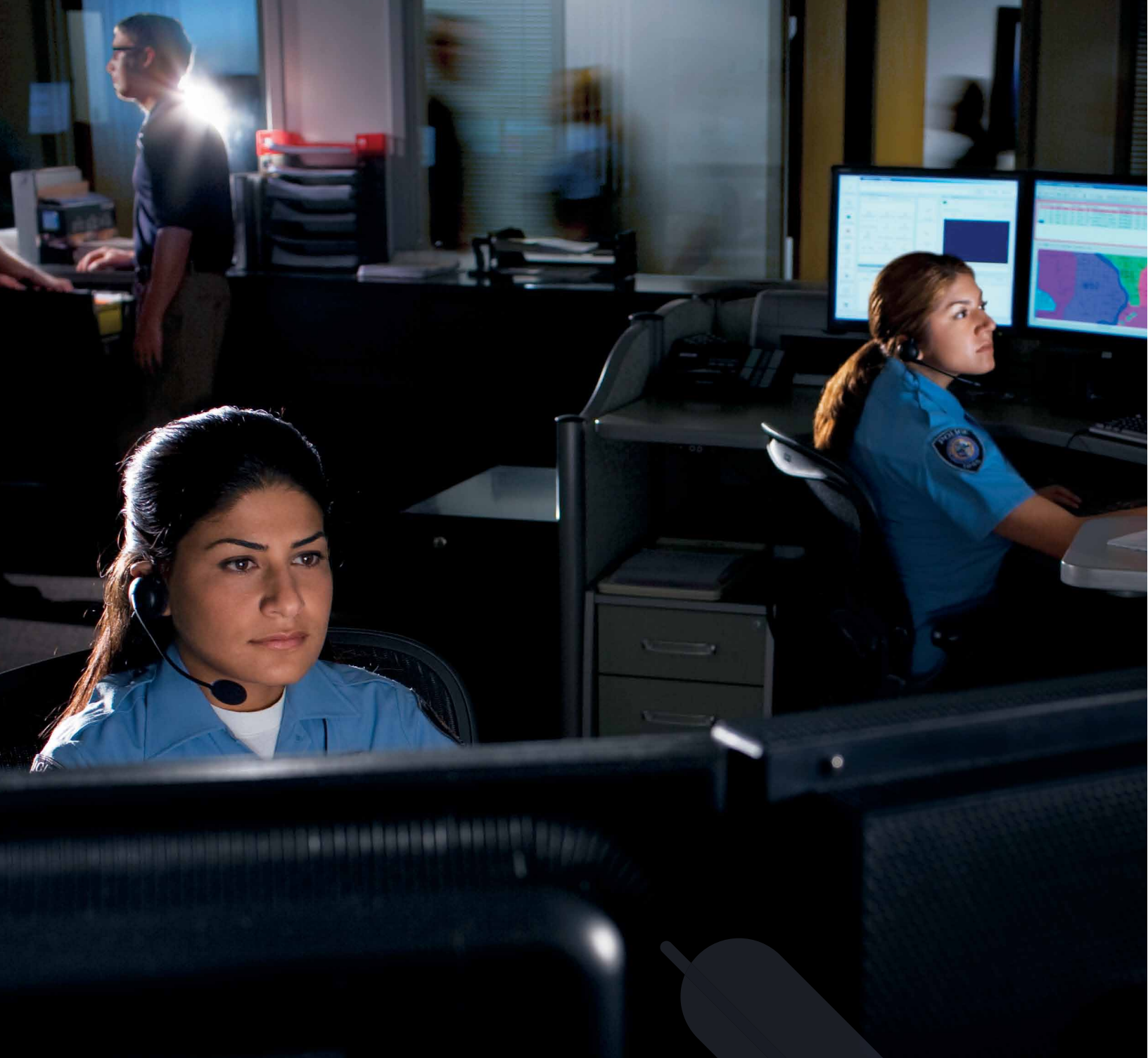


# *Command and Control Portfolio*

A complete set of products for dispatch  
and command centers





Enhance critical communications and improve operational efficiencies across your organization with command and control solutions.

## ***Command centers today, whether public safety or enterprise oriented, are charged with increasing responsibilities to protect the public and maximize productivity.***

Public safety agencies face many new challenges that threaten their ability to protect the public. Natural and man-made disasters seem to be increasing in numbers and scale, straining limited resources and personnel. Responses need to be quick and effective to minimize losses. A heightened sense of security and new criminal activity require new tactics with more access to centralized information.

Utilities and enterprises also face increasing challenges. Although their mission may not be to protect lives, they do need to control costs, improve efficiency and minimize lost productivity. They too need to respond to disasters and restore the services we have all become dependent upon.

To address these challenges, those charged with protecting the public as well as maintaining services need the tools which give them immediate access to accurate information, while providing the means to quickly deploy the resources available to them. Motorola's portfolio offers a wide selection of product that helps you provide the command and control you need for your mission.

### **The tools you need to provide a more effective response**

Whether business critical or mission critical, Motorola's command and control portfolio includes multiple tools that can significantly enhance your ability to collect vital information and respond more effectively.

#### **Enhance call taking capabilities**

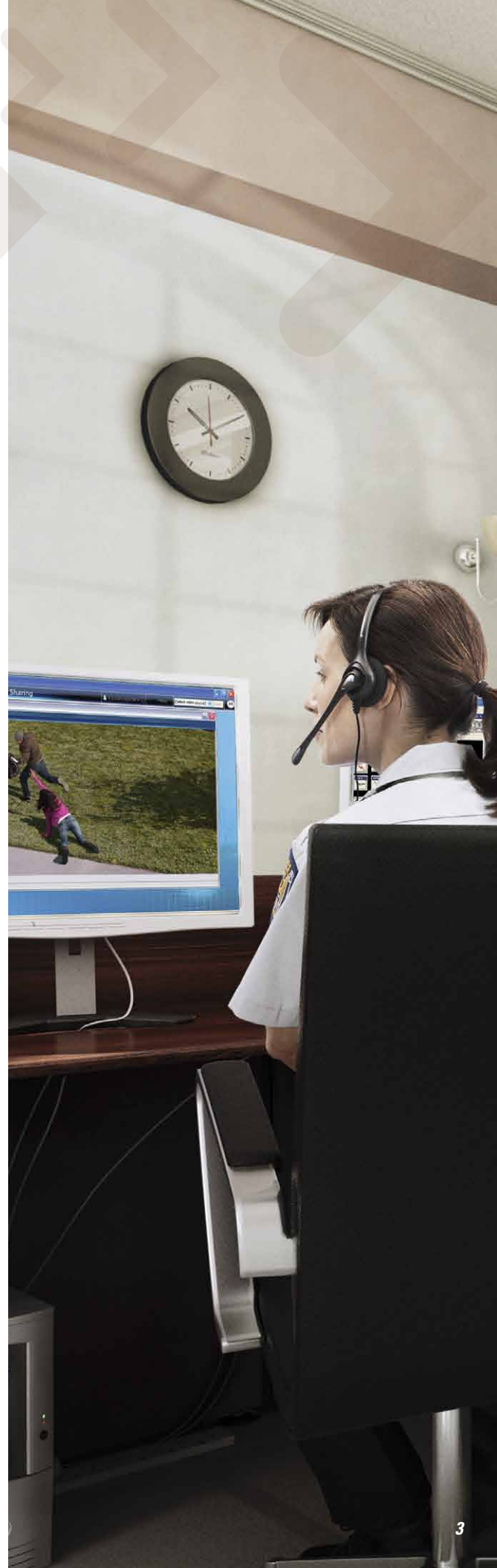
When a call comes in, you need to know you have the right tools to accurately capture relevant information and quickly route that call for a proper response.

- Minimize operator fatigue with balanced calls across multiple operators
- Automatically collect and map precise location information to reduce error rates and provide faster responses
- Capture call data and audio for post incident reconstruction and analysis

#### **Provide an effective response**






An effective response requires the immediate availability of pertinent information with secure and clear communication channels to personnel and resources.

- Access relevant voice, data and video information using easy, intuitive interfaces that minimizes training, reduces error rates and helps dispatchers work quickly
- Communicate with personnel in the field using secure and reliable voice and data channels
- Capture and store audio and data information for post incident reconstruction and analysis
- Interoperate across agencies and systems for a joint response






# Voice Dispatch Consoles and Desksets

Immediate and clear voice communications is critical to maintaining the safety of your personnel in the field. Giving you the ability to communicate with your personnel at the push of a button, voice dispatch consoles are at the heart of a command and control solution. Whether your two way radio system is analog or digital, conventional or trunked, Motorola offers voice dispatch consoles and accessories to provide secure and clear communication.

VOICE CONSOLES	
<b>MCC 7500</b> 	<b>ASTRO® 25 Trunked &amp; Conventional IP Systems</b> Enabling seamless connectivity into an ASTRO® 25 radio system, the MCC 7500 provides the command center dispatcher with mission critical grade audio quality, simplified configuration and management, superior protection of communications information, and the ability to geographically distribute dispatch resources anywhere on the network. The user interface is efficient and easy to use, having been refined and proven through years of use in public safety dispatch centers around the world.
<b>CENTRACOM™ Gold Elite</b> 	<b>ASTRO 25 Trunked &amp; Conventional Systems</b> This long time staple in Motorola's voice dispatch portfolio continues to support a large installed base of dispatch centers. If you already have a CENTRACOM based system, choosing CENTRACOM Elite for operator position expansions may be the best choice.
<b>MCC 5500</b> 	<b>Conventional Circuit-based Systems</b> The MCC 5500 dispatch console is a full-featured conventional radio dispatch console designed to handle the dispatch requirements for small to medium sized communication centers. The MCC 5500 supports a variety of trunked radio systems as a wireless console using mobile radios and control stations.
<b>MIP 5000</b> 	<b>Conventional IP Systems</b> The MIP 5000 VoIP Radio Console is designed to provide customers an affordable solution to transmit dispatch quality voice over their existing Ethernet network. The powerful radio over IP dispatch console installs on a laptop or desktop to help insure that critical information gets where it needs to go without interruption. MIP 5000 features the familiar MCC 5500 Graphical User Interface (GUI) that minimizes user- training requirements.
<b>CommandStar Lite</b> 	<b>Conventional Systems</b> When you need a mobile radio dispatch solution, and you have 10 or fewer operators, look no further than CommandStar Lite. Motorola's reliable, feature-rich conventional mobile radio desktop console offers high-level dispatch functionality and enables operators to multi-task. It is also capable of independent operation or can be used in parallel with multiple positions.

## Voice Dispatch Consoles and Desksets *(continued)*

DESKSET CONTROLLER SERIES	
<p><b>MC3000</b></p> 	<p><b>Digital Deskset</b> The MC3000 is a compact deskset unit that provides digital control to a variety of Motorola conventional and trunked analog radios. Through this digital control link the MC3000 emulates the control head of the radio, allowing access to all the available features and functionality.</p>
<p><b>MC2500</b></p> 	<p><b>Multi-Channel Deskset</b> Powerful mini-console allows remote access to the functions of up to 4 analog base stations, repeaters or control stations and a comprehensive range of features. The MC2500 includes a paging encoder, Stat-Alert™ signaling with the ability to patch and multi-select channels. All channels are capable of Tone Remote Control (16 frequency), one channel can be DC Controlled (4 frequencies).</p>
<p><b>MC2000</b></p> 	<p><b>Advanced Deskset</b> Remote access to the functions of a base station, repeater or radio in a conventional system in a compact yet advanced desktop console. The MC2000 can control a single unit providing a selection of up to 16 frequencies with Tone Remote Control, 4 frequencies with DC control and single frequency with Local. The unit includes a paging encoder and Stat-Alert™ signaling.</p>
<p><b>MC1000</b></p> 	<p><b>Basic Deskset</b> Remote access to the basic functions of a base station, repeater or radio in a conventional system in a compact, cost-effective form factor. The MC1000 can control a single radio providing, providing selection of up to four frequencies with DC and Tone Remote Control. The unit requires no RSS for programming.</p>
VOICE DISPATCH CONSOLE ACCESSORIES	
<p><b>Gooseneck Mic</b></p> 	<p>The gooseneck microphone has an 18" flexible shaft which makes it easy to keep the microphone cartridge near the user's mouth to ensure good audio quality. It can be permanently fastened to a flat surface or left free standing. The gooseneck microphone may be used with or without a headset. Not all gooseneck microphones are compatible with all consoles. Please refer to the console ordering guide for a list of compatible gooseneck microphones.</p>
<p><b>Headsets</b></p> 	<p>Motorola offers a wide selection of headsets styles designed for dispatch professionals certified for use with Motorola consoles. Headset configurations include: single or dual muff earpieces, earbud earpieces, regular or noise-cancelling microphones, with or without a PTT button, 15 or 25 foot cords. Not all headsets are compatible with all consoles. Please refer to the console ordering guide for a list of compatible headsets.</p>
<p><b>Speakers</b></p> 	<p>Desktop speakers are available for the voice dispatch consoles. The speakers offered by Motorola are self contained and may be placed on a desktop or mounted on horizontal or flat surfaces. The speakers are compatible with CRT monitors and have a built in amplifier and volume control. A minimum of 2 speakers are required for select and unselect audio. Please refer to the console ordering guide for a list of compatible speakers.</p>
<p><b>Footswitch</b></p> 	<p>The footswitch allows a dispatch console user to access the General Transmit feature or Monitor feature without using his/her hands. For example, this can be useful in situations where the dispatcher is typing on a CAD system. The footswitch is designed for use with the MCC 7500, MCC 5500, MIP 5000, CENTRACOM Elite, and CommandStar Lite consoles.</p>



# Recommended Matching of Components

Motorola's broad portfolio of command and control products can meet the needs of many agencies. The following chart is a guideline to help determine which products are best suited for specific deployments.

	Trunked Wireline Compatibility		Conventional Wireline Compatibility		Logging Platform	
	ASTRO® 25	SmartZone	Digital	Analog	Op. Position Logging	Centralized Logging
<b>Voice Dispatch Consoles</b>						
MCC 7500	•		•	•	Instant Recall Recorder (IRR)	MCC 7500 IP Recorder
CENTRACOM Gold Elite	•	•	•	•	Instant Recall Recorder (IRR)	MCC 7500 IP Recorder, NiceLog, NiceCall Focus III
MCC 5500			•	•	Instant Recall Recorder (IRR)	NiceLog, NiceCall Focus III
MIP 5000				•	Instant Recall Recorder (IRR)	Mirra IV
CommandStar Lite				•		
<b>Deskset Controller Series</b>						
MC3000				•		
MC2500				•		
MC2000				•		
MC1000				•		
<b>Public Safety Applications</b>						
PremierOne™ CAD	•		•	•		

## Computer Aided Dispatch (CAD)

CAD systems enable dispatchers to speed emergency response, deploy resources for maximum results, and provide potentially lifesaving support to your personnel in the field. Command and control software provides the analytical power to recognize trends, maximize effective deployment, and anticipate problems before they strike.

COMPUTER AIDED DISPATCH (CAD)	
<p><b>PremierOne CAD</b></p> 	<p><b>Next Generation CAD</b></p> <p>Built using a common platform, PremierOne™ CAD is a dynamic and intuitive application that compiles and displays precise data specific to each agency's work flow. Agencies improve response times, resource allocation and incident reporting. Critical situations are managed with a customizable user interface that offers quick access to information via a true location based, GIS-data map. This powerful GPS-aided resource management capability displays the pinpoint location and identity of mobile units to enable a more efficient and coordinated response to field personnel in need of assistance. PremierOne CAD is built for dependability with the highest levels of availability and disaster recovery functionality.</p>
<p><b>Premier CAD</b></p> 	<p><b>Integrated Suite of Emergency Dispatch Applications</b></p> <p>With Premier CAD®, call takers and dispatchers manage incident information more efficiently, resulting in shortened response times, improved officer safety and better protection for the communities they serve. Premier CAD is an integrated suite of emergency dispatch applications designed with a highly configurable format. Its advanced capabilities and enhanced flexibility help simplify dispatch functions and effectively share information between a single public safety agency and/or multiple agency/jurisdictional centers within a wide-area network.</p>

# Computer Aided Dispatch (CAD) *(continued)*

## CAD RELATED SOFTWARE APPLICATIONS

### Text Messaging Service



### Silent and Accurate Group Messaging

ASTRO 25 Text Messaging Service (TMS) is an end-to-end solution that enables dispatchers and subscriber units to communicate through short text messages. Motorola text messaging provides a reliable, secure, open architecture for short text communication on the same devices that dispatchers and field officers use for voice communication. Open APIs allow custom integration with enterprise applications such as database query, emergency alert, BOLO alerts, and incident dispatch. Group texting allows dispatchers to quickly send messages to multiple field personnel and move on to the next task. Silent and accurate, text conveys detailed information while using fewer system resources.

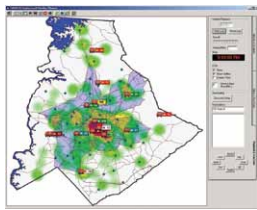
### Location



### Know Where Your Field Personnel Are Located

Knowing the whereabouts of your personnel is key to keeping them safe and deploying them efficiently. Dispatchers and commanders can confirm the presence and position of field personnel without requiring them to call in by voice, thus reducing radio congestion and saving time. Dispatchers can readily locate the nearest personnel to provide backup or respond to an emergency. Operators can receive continuous position updates from individual radios, and they can request a radio location on demand if the user is too busy or unable to respond.

### MARVLIS



### Add Intelligence to Your Deployments

Motorola MARVLIS is a complete suite of services designed around your mobile units and GPS portable subscribers. By incorporating data analysis of current and historical information, MARVLIS is designed to optimize the utilization of your resources to achieve efficiencies in your daily operations. It saves time by getting the right resources to the right location at the right time to best meet your client's needs. Using geographic information system technology integrated with wireless communication and the GPS, MARVLIS is bringing fundamental changes to the management and deployment of time sensitive services.

### PremierOne Mobile



### Deliver Critical Information to Field Personnel

Dispatchers deliver critical information to field personnel via PremierOne Mobile through an intuitive "smart view" interface that is task-flow oriented and customizable. Multimedia such as photos, video and other files can be included in incident records and messages. Users effortlessly access the information they need via a flexible screen configuration that provides quick, one-step navigation throughout the PremierOne Mobile application.

### PremierOne Records



### Reliable and Actionable Data

Built on the PremierOne platform, PremierOne Records captures and secures all records data into a single repository for advanced information sharing capabilities, powerful efficiencies and unsurpassed security. PremierOne Records provides agencies with reliable and actionable data it needs for maintain a safe and peaceful community.

# E9-1-1 Emergency Call Taking Systems

When the call comes in, you need to have the right tools to quickly determine how to respond. Motorola's E9-1-1 call taking systems provide reliability, flexibility and advanced features for PSAPs of various sizes.

## E9-1-1 EMERGENCY CALL TAKING SYSTEMS

### Vesta Meridian



#### Full-featured System for Large PSAPs

VESTA Meridian is a feature rich call handling system is designed for high volume communications centers with up to 100 positions. Its advanced client/server architecture allows integration with ORION MapStar™ GIS and Motorola radio dispatch consoles for a powerful E9-1-1 call handling and radio dispatching solution.

### Sentinel Patriot



#### Highly Scalable IP-based Architecture

Sentinel Patriot E9-1-1 call taking system is designed to meet the needs of medium to large sized PSAPs with 7 to 20+ positions. Its IP architecture allows for complete redundancy and flexibility while supporting evolving communications technologies and standards. In addition to protection against natural disasters, geographic diversity allows call takers full mobility to provide assistance remotely. Its advanced client/server architecture allows integration with ORION MapStar GIS and Motorola radio dispatch consoles for a powerful E9-1-1 call handling and radio dispatching solution.

### Vesta Pallas



#### Build an Integrated E9-1-1/Dispatch Solution

VESTA Pallas presents an IP-PBX solution that handles today's common protocols effortlessly and is equally well suited to utilize tomorrow's IP-based communications when they become truly mainstream. It is an E9-1-1 call taking system designed for small to medium sized PSAPs up to 10 positions. Its advanced client/server architecture allows integration with ORION MapStar GIS and Motorola radio dispatch consoles for a powerful E9-1-1 call taking and radio dispatching solution.

## MAPPING

### ORION MapStar™


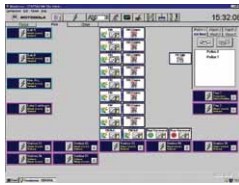


#### E9-1-1 Mapping

ORION MapStar is a comprehensive digital mapping display designed to reside on-board VESTA® or as an adjunct to third-party Computer-Aided Dispatch (CAD) and Customer Premises Equipment (CPE). Orion MapStar provides PSAPs with easy to read location information on 9-1-1 calls from both wireline and wireless callers.





# Fire Station Alerting

When seconds count, you need a reliable solution for alerting fire and EMS apparatus. From initial alert to final dispatch and acknowledgment, Motorola's FSA solutions manage the fire station alerting process to improve the speed, efficiency and safety of the response. FSA4000 automatically routes heart saver tones, dispatches audio, controls lights and doors and maintains apparatus status in the fire station. Reliability, redundancy, accountability and remote monitoring make Motorola's FSA4000 the premier choice in fire station alerting solutions.

FIRE STATION ALERTING SYSTEMS	
<p><b>FSA4000</b></p> 	<p><b>Larger Fire Municipalities</b></p> <p>FSA4000 provides reliable fire station alerting over ASTRO 25 IV&amp;D, wired IP and other communication networks. The client-server architecture supports large municipalities of more than 10 fire stations while providing flexibility for CAD interface, console cohabitation and standalone configurations for backup. System configuration changes are easily made through the system manager screen. The accountability feature time stamps and records the alerting and response actions for future analysis.</p>
<p><b>FSA4000 I/O</b></p> 	<p><b>Smaller Municipalities</b></p> <p>Using the auxiliary input and output interface of a voice console system, FSA4000 I/O provides a solution for smaller municipalities with up to 10 fire stations. FSA4000 I/O provides reliable alerting over ASTRO 25 IV&amp;D, wired IP networks, and other Motorola infrastructures to the fire stations.</p>

# Logging and Incident Reconstruction

In the midst of an incident you need to focus on the safety of people involved and restoring order. Accurate record keeping and accounting of events is not top of mind for the people trying to gain control. Logging recorders automatically capture audio and data for after the fact analysis and reconstruction of the event. This information is key to providing the materials necessary for future training and procedural improvements.

CENTRALIZED LOGGING	
<p><b>MCC 7500 IP Logging Recorder</b></p> 	<p><b>Native Digital Audio Recording</b></p> <p>Designed to work with both the MCC 7500 and CENTRACOM Gold Elite dispatch consoles, this logging recorder is a fully integrated and certified IP radio recording and replay solution for Motorola's ASTRO 25 network. Seamless integration with Motorola's IP infrastructure coupled with the advanced solution application for scenario reconstruction and analysis helps improve productivity and provides insight for public safety agencies — based on interactions with citizens. The MCC 7500 IP Logging Recorder, along with the Archiving Interface Server, comprises a mission critical digital logging system.</p>
<p><b>NiceLog</b></p> 	<p><b>High Capacity Logging</b></p> <p>The high density NiceLog platform provides medium to large command and control centers with a complete, reliable and robust recording solution for the capture, analysis, reconstruction and distribution of critical communications. NiceLog offers an easy-to-use solution for audio and data recording and analysis, so your dispatch center can gain insights from numerous interactions with the public.</p>
<p><b>NiceCall Focus III</b></p> 	<p><b>Easy to Use Single Box Construction</b></p> <p>With its state-of-the-art architecture and single box construction, NiceCall® Focus III is an affordable, easy-to-use and easily maintained recording solution for smaller sites. Integrated with the Scenario Replay application, advanced scenario reconstruction provides synchronized playback of multiple channels — providing new possibilities for fully understanding the chain of events and rapidly creating evidence recordings.</p>
<p><b>Mirra IV</b></p> 	<p><b>Affordable IP-Based System</b></p> <p>The Mirra IV logging recorder for the Motorola MIP 5000 will record the radio systems VoIP transmissions and can be configured to also record analog telephone extensions.</p>

# Logging and Incident Reconstruction *(continued)*

## LOCAL OPERATOR POSITION LOGGING

### Instant Recall Recorder



### Rapid Access to the Most Recent Operator Activity

Instant Recall Recorder (IRR) records and stores dispatcher voice and data activity. This software option available with all PC-based consoles stores dispatcher voice and data activity on the local PC hard drive and allows quick and convenient search and playback of recent recordings.

## INCIDENT RECONSTRUCTION

### Inform



### Reconstruct Events

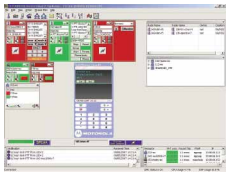
NICE Inform captures interactions from multiple sources and multiple media formats. Tagging these disparate sources of information to a single incident simplifies incident reconstruction for post analysis and training purposes.

# Inter-Agency Communication

*In today's world of many communication systems and formats, assuring everyone receives necessary information can be a challenge. Motorola offers solutions which give you the confidence that your message was delivered whether across disparate networks or across multiple agencies.*

## INTER-AGENCY COMMUNICATION

### MOTOBIDGE™



### Interoperability

MOTOBIDGE is a Radio over IP system which provides connectivity between various disparate radio systems. Systems that support the P25 standard, as well as other technologies can be linked together for interoperable communications.

### Motorola Alerts



### Crisis Notification

Motorola Alerts is an enterprise-class crisis notification and collaboration service that enables companies to use multiple communication channels to locate people, deliver messages, collect information – in real time – and manage through a crisis from one central web-based tool in situations where normal means of communication may be unavailable.

## Video Surveillance

Recent advances in video technologies has resulted in the increased use of video in commands centers. Wireless technology offers remote monitoring, mobile video and high-speed video transmission. By bringing video to more places, these solutions extend the reach of existing personnel, allowing them to monitor more places, share video with more people, and correlate video information with audio and other data. Motorola offers a complete video solution to capture, analyze, store, manage and share video between dispatchers and personnel in the field.

### VIDEO SURVEILLANCE AND MANAGEMENT SOFTWARE PLATFORMS

#### Network Video Recorders



#### Record and Share Video with any User on the Network

Motorola teams with ONSSI to offer a Network Video Recorder (NVR) software platform which enables multiple sites to record manage video from an unlimited number of cameras. The client software allows any fixed or mobile user with network access to control cameras. Live or recorded video can be pushed to clients on the network including LAN, web-based and wireless handheld devices.

#### Physical Security Information Management



#### Integrate and Manage Disparate Video Systems

Motorola teams with VidSys to offer a Physical Security Information Management (PSIM) platform which enables multi-media correlation, rules-based policy enforcement, and integration of legacy and new camera security. The PSIM platform collects and correlates security information coming from many incompatible systems to identify and resolve security and business risks in real-time. The platform provides plug-and-play integration of incompatible security devices and subsystems and incorporates multiple software engines for intelligent analysis across multiple inputs to support situation management.

## Dispatch Furniture

Customized furniture designed to compliment your operations and ergonomically designed to keep your dispatchers comfortable can make a difference in high-stressful situations. Partnering with best in class furniture manufacturers, Motorola offers high-quality furniture customized to meet your requirements.

### DISPATCH FURNITURE

#### Watson Dispatch



#### High-Quality Modular Furniture

Watson Dispatch provides a broad range of console furniture, equipment, and accessories to meet the needs of communication centers and projects. Setting the industry standard, Watson Dispatch offers extremely high-quality dispatch console furniture, unique storage solutions, and a range of conferencing, administrative, and private office furnishing.

#### American Wireless Inc



#### Ideal for CENTRACOM Systems

American Wireless provides a broad range of multi-dimensional dispatch control center furniture, with ergonomic laminate and metal accessories, all designed to complement and support Communication Control Center installations. Motorola CENTRACOM Series furniture products are exclusively supported by American Wireless.

## Over 70 years of understanding the needs of our customers.

For over 70 years public safety, government and enterprise customers have trusted Motorola to provide communication and information solutions to: connect work teams together for improved efficiency; connect information to people who need it most; connect citizens to agencies for improved response.

Our experience, along with our skills, people, partnerships and alliances, allow us to provide innovative, fully integrated technologies that help organizations like yours share vital information with ease and confidence.

For more information about command and control solutions please visit our website or contact your Motorola representative.



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