AIRWAVE CONTROL ROOM SOLUTION

AIRWAVE
a Motorola Solutions Company

STREAMLINE YOUR MISSION-CRITICAL COMMUNICATIONS

Airwave Control Room Solution (Airwave CRS) helps you achieve seamless control room operations by bringing together all your communications in a single, unified and actionable interface.

Based on a highly scalable and resilient software platform, Airwave CRS lets you manage multiple communication systems through a suitable web browser. The web-based architecture eliminates costly, proprietary hardware at the operator's position and simplifies integration with third party applications such as CAD and voice logging systems.

RAPID, RELIABLE COMMUNICATIONS

When every second counts, Airwave CRS helps you deliver vital real-time intelligence to the right people at the right time. All communications, including telephony, radio calls, wireless broadband and text messaging, are presented together on an intuitive touch-screen interface. Easily identifiable buttons with user-friendly names create a seamless user experience for faster, more effective communication.

FLEXIBLE DEPLOYMENT AND CLOUD TECHNOLOGY

Airwave CRS is software-based and is easily distributed across multiple computers, on-premise or in the cloud, enabling mission-critical resilience. The software (with different licensed capacity) is used for Airwave CRS installations of any size.

The system supports fully flexible, role-based access to radio and telephone resources, from any PC client machine. Your operators will be agile and adaptive, able to respond quickly, wherever they are.

ALL YOUR COMMUNCATIONS IN ONE PLACE

Airwave CRS can easily handle communications across all radio technologies, including analogue radio (VHF and UHF), TETRA, DMR and LTE. It also effortlessly controls telephony from disparate sources including PSTN and PABX in digital, analogue and VoIP formats.

Other solution providers need several controls, buttons or screens to cope with this, leaving operators with a disorganised, dysfunctional display. Confused operators increase the risk of errors, potentially compromising your critical communications.

Airwave CRS is simple to use, streamlining all communication methods in a common user interface. Operators can harness a clean, rationalised display to react quickly to incidents and easily control all communications.
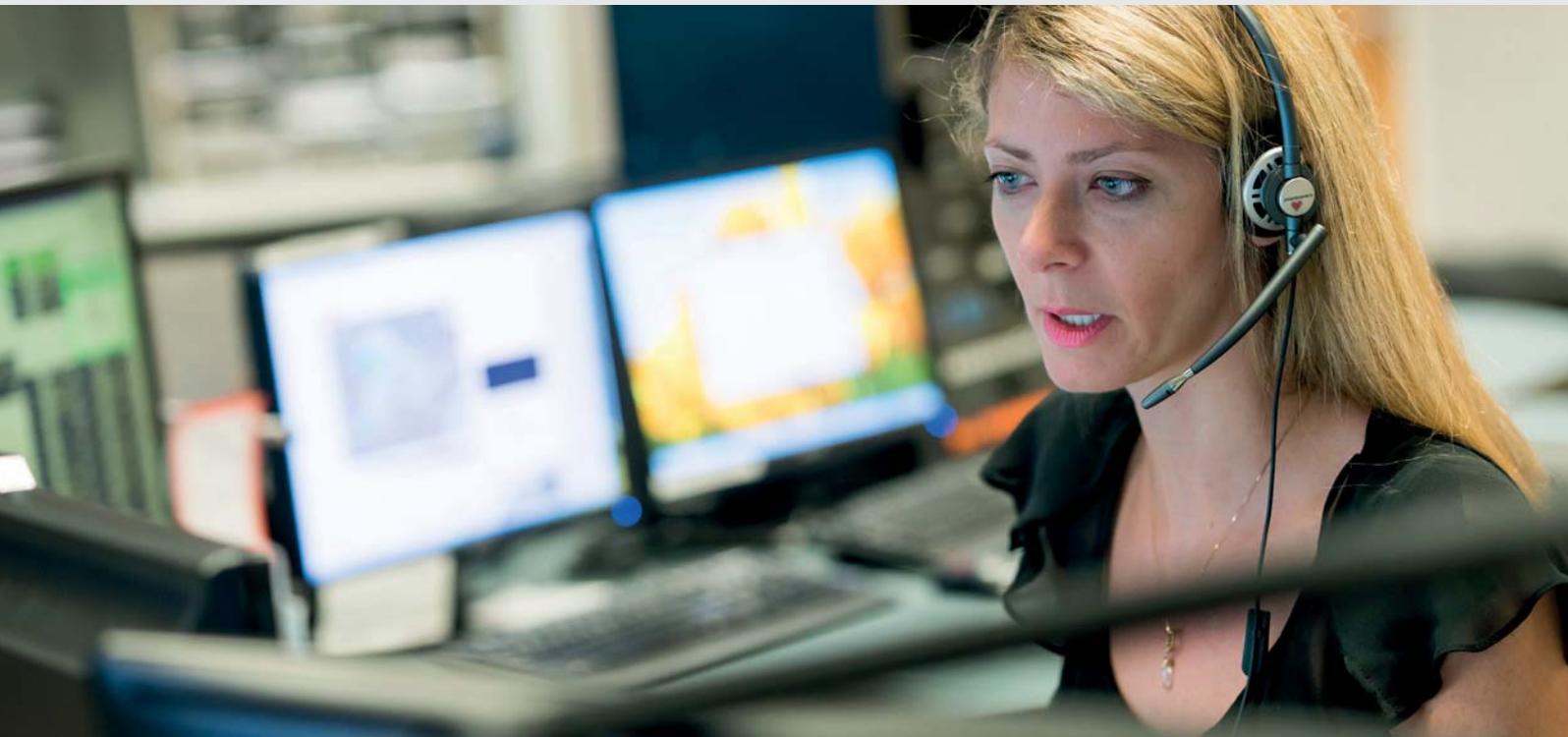
UNIFY YOUR CONTROL ROOM ENVIRONMENT

To work smarter and streamline your workflow, you need a fully integrated control room environment. Airwave CRS simplifies incident management by integrating disparate systems using Airwave CRS APIs to create a truly unified control room, enabling you to easily meet the needs of different control room roles.

Airwave CRS uses robust, industry standard interfaces. It can also make use of Caller Line Identity Display (CLID) to extract telephone caller data and share this with other systems. Airwave CRS can accept requests from other systems to handle calls and messages to your workforce using built-in gateways.

Airwave CRS can quickly and easily accommodate other radio systems, collecting and sharing vital information. When connected to a TETRA system, for example, other systems can request that Airwave CRS messages or changes radio parameters, such as requesting a location update or setting the talkgroup using DGNA. Airwave CRS also interfaces with telemetry and alarm units, and external recording systems, simplifying the sharing of critical, real-time intelligence.

DATA SHEET | AIRWAVE CRS

FEATURES

Airwave CRS offers a comprehensive feature set designed to streamline workflows in your control room

ACCESS CONTROL: control access to the system by requiring that all system users are authenticated based on a unique username and password.

USER SETTINGS: provide operators with tools to enhance their experience using a variety of controls including volume, audible alerts Day / Night screen themes, left-hand and right-hand views.

CONSOLE: give users access to radio console features including Group and Point-to-Point calls, Emergency Calls, DGNA, Resource Pre-Selection and Multi-select. Handles communications across multiple disparate systems (including VHF, UHF, TETRA and telephony).

MESSAGING: seamlessly exchange information, messages and status updates with data-enabled devices.

MEDIA RECORDING: capture a comprehensive record of every call with support for recording history, playback, playlist creation and content export.

CALL HANDLING: increase operator productivity with advanced telephony features including Automatic Call Distributor, Caller Identity, Call Blocking, Call Supervision, Conferencing (telephone and radio).

PHYSICAL SECURITY: remotely control field devices such as relays for enhanced situational awarenes and safety.

SOCIAL MEDIA MONITORING: view a real-time Twitter feed to enhance situational awareness, maintain public communications and monitor developing situations.

THIRD PARTY SYSTEM INTEGRATION: open REST interface provides integration for:

- CAD: from several suppliers including Steria, 3TC, SEED
- Voice logging: systems from major suppliers such as Redbox
- Telephony: integration with SIP, PSTN, and PBX from major suppliers including Siemens and Unify

AIRWAVE
a Motorola Solutions Company

W: www.motorolasolutions.com/airwavecrs
T: 0800 731 3496 (UK) or +44 (0) 207 019 0461
E: presales.info@motorolasolutions.com