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DCX9000 dispatch console for DIMETRA

Keeping your workforce connected and informed

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Confidently communicate with all-in-one integration

Your control room is full of operations-critical complexities. Your dispatch solution should not be one of them. Shuffling through multiple, outdated screens to access response resources or being limited to manage dispatch activities from a single, fixed location is not ideal and can significantly hinder the success of your operations. Your dispatchers deserve the confidence of a reliable system that enables them to securely connect to field teams instantly, from anywhere, through an easy-to-use Graphical User Interface (GUI).

The solution

The DCX9000 is a browser-based dispatch console for DIMETRA™ Express and DIMETRA X Core that's simple to install and delivers more integrated functionality and quality at a better value.

The DCX9000 was designed to help reduce response times, improve safety and increase efficiencies within your operations. With the DCX9000, your dispatchers can improve situational awareness for field teams by sharing important information, including images and video files, as events unfold. The DCX9000 combines all voice, data, and mapping in a single view, so your teams can quickly and easily access the resources they need to make operations-critical decisions.

Experience the benefits

Improve operations with all-in-one integration

Monitor and log activities and manage mobile workforces with combined radio, telephony, messaging and mapping in a single view. Send and receive Short Data Messages (SDS) and multimedia files directly from the console. View, track and connect with vehicles and teams in real-time. The simple GUI works with touch screen or traditional point-and-click. Multi-tabs and adjustable views allow users to shift the focus from maps to resources for optimal display as circumstances change

Safeguard sensitive data and communications

Cyber-secure architecture provides maximum protection of sensitive information. Designed by an ISO 27001 certified organization, the DCX9000 is ENS High certified and GDPR-compliant ensuring the privacy of your system, data and communications.

Align with budget requirements

Feature-rich and budget-friendly, the DCX9000 provides modern dispatching in a single, simple-to-use solution that integrates with DIMETRA Express and DIMETRA X Core. Dispatch and communicate with field personnel from anywhere with internet connectivity, via a web browser, using a Windows-based PC or tablet — with no client side software needed.

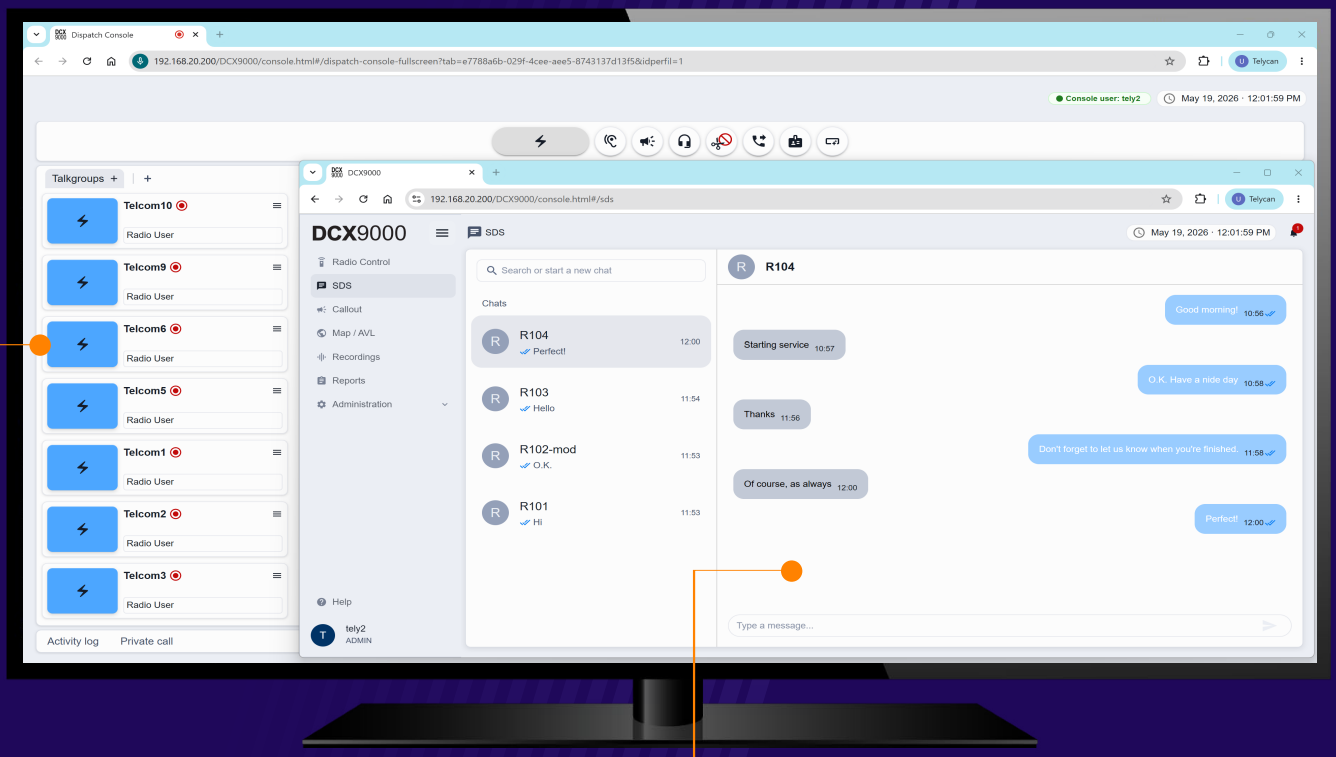
Protect your operations

Maintain critical operations at all times with geographical redundancy. In the event that a server goes down, automatic switchover from a primary to a secondary server keeps operations running smoothly. Automatic database and audio file synchronisation ensure that dispatchers don't experience interruptions.



Key features

With the DCX9000, you gain a modern feel and cost-effective dispatch experience that integrates voice, data, messaging, telephony and mapping within an intuitive, browser-based console. The system's versatility and integrated functionality empowers your teams to communicate with clarity and confidence, encourages increased collaboration and promotes the overall success of your operations.



Voice

Whether dispatching from a main operations centre or mobile command post, a reliable connection can make or break your response. the DCX9000 utilises the extensive DIMETRA dispatch capabilities, so your teams can confidently stay connected. Once calls are completed, voice logs are available, allowing dispatchers to confirm critical information.

- Voice calls – group and private
- Emergency calls
- Ambiance Listening calls
- Multiselect transmissions
- Group patching
- Motrola Solutions or any commercially available audio accessories

Text

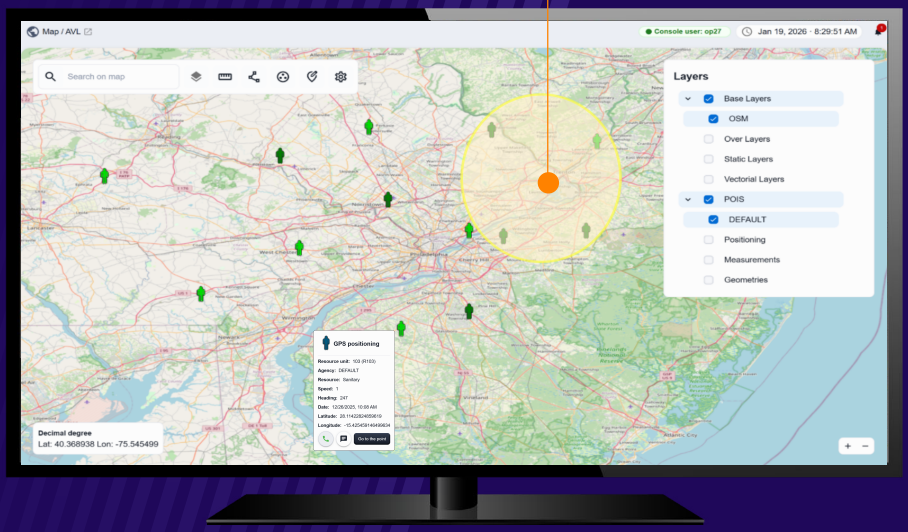
Connect with individual resources or groups to share operations-critical information as events unfold. With text integration, your teams are equipped to improve situational awareness and offer a more efficient response.

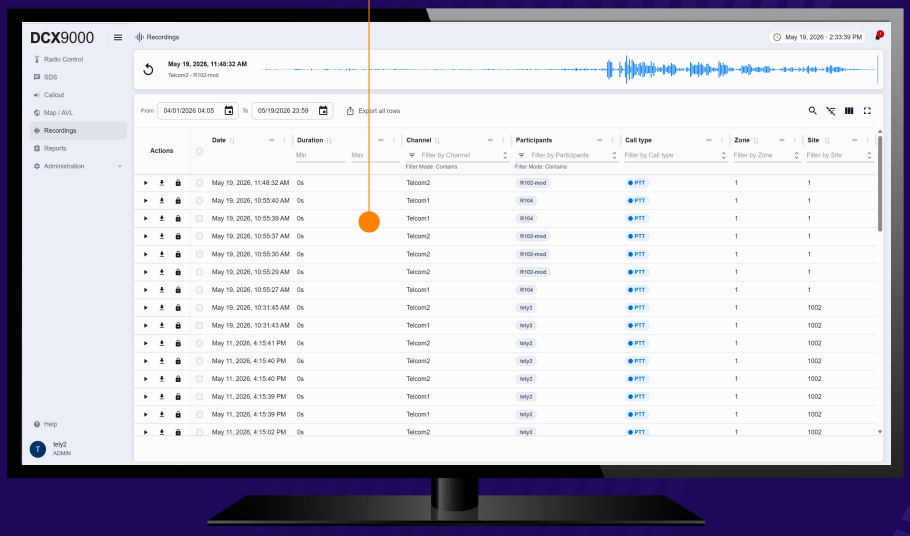
- Short Data Messages (SDS) over TETRA – incoming and outgoing
- Status messages
- Callout funcionality

Track

The DCX9000 provides the right tools to enable your team to communicate in-map quickly and easily. View, track and connect with vehicles and teams on a layered map in real-time with Automatic Vehicle Location (AVL) and mapping. Monitor defined areas for safety and operational efficiency improvements. The GPS position of TETRA terminals is displayed in real-time on a Web Map Service (WMS & WMTS) such as OpenStreetMap.

- Click the map icon to establish an individual call via TETRA.
- Acquire GPS coordinates at regular intervals and track radio users.
- Create predefined geographical areas by drawing fences on the map (Geofencing).
- Support for multiple layer formats, including GeoSON, TopoSON, and KML

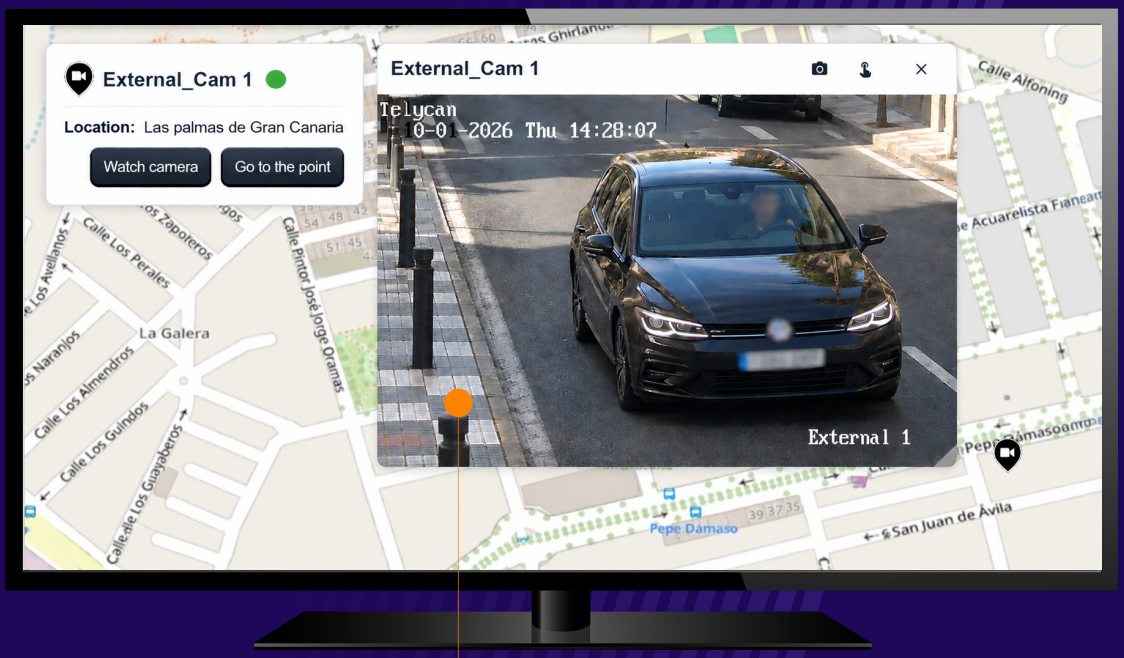




Record

Enable your dispatchers to instantly replay voice logs to confirm operations-critical information when coordinating or reviewing a response. The DCX9000 allows dispatchers to search and playback voice calls by radio ID, alias, talk group etc. Voice logs can be played back and downloaded with a security fingerprint based on the SHA-256 Hash algorithm.

- Calls and call-related data recorded.
- Recorded audio is decoded and converted to analogue for playback.
- Downloadable as OGG file.
- Encrypted audio records
- SHA-256 Digital footprint



Video

Enable your dispatchers to watch live video streams and receive video event notifications directly in the DCX9000 web browser through integration with the Avigilon Unity Video Management System (VMS). The Avigilon Control Center (ACC) software allows your operators to view and assess potentially dangerous situations as they develop and mobilize the appropriate resources to deal with them.

- View live video streams in your browser with one click access via camera icons on the map.
- Receive video event notifications including License Plate Recognition (LPR).
- Create snapshots of video streams to share.
- Control the cameras remotely with Pan, Tilt and Zoom (PTZ) capability.
- Apply pre-configured settings (presets) to a camera.



Keep your system operating at peak performance with support packages

We are committed to supporting your investment in the DCX9000 and keeping you connected by offering service packages to help keep your system operating at optimal levels.

For DIMETRA Express the DCX9000 ships with a standard three-year warranty with the option to enhance the service with 24x7 response time for critical issues and extend it to six years.

For DIMETRA X Core the DCX9000 ships with a standard one-year warranty, including 24x7 response time for critical issues and repair for hardware supplied by Motorola Solutions, with the option to extend it in annual increments.

The service packages are set up to maintain your DCX9000 dispatch console for long-term optimal performance with your DIMETRA system. When combined with your DIMETRA support, should any issues occur with either system, Motorola Solutions will be there to minimise disruptions and restore your communications as efficiently as possible.

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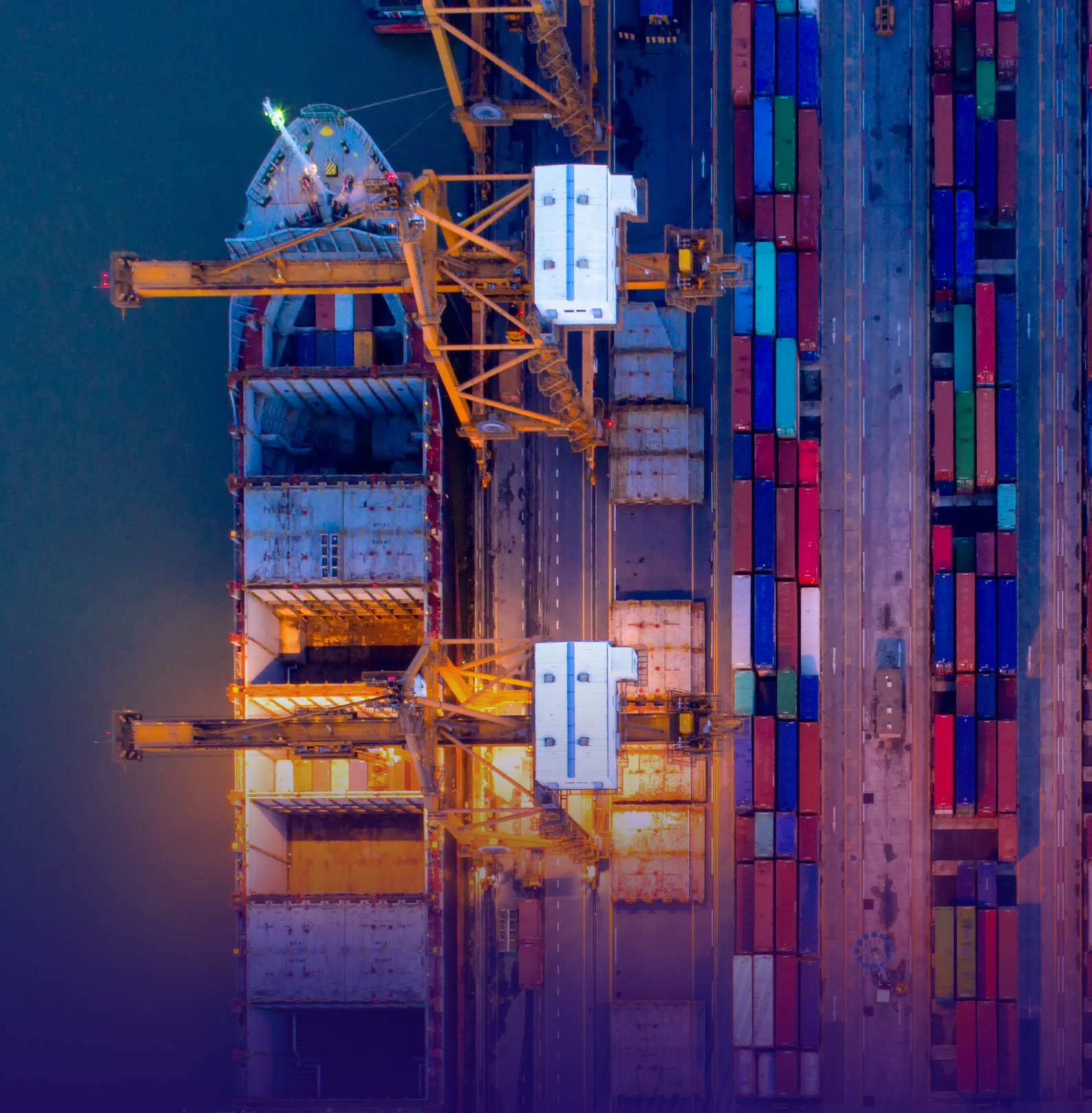

For more information about DCX9000 for DIMETRA, visit: **www.motorolasolutions.com/DCX9000**

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