

Application Report DX64 Radio Dispatch

Customer Profile

- The Fiji Police service needed to upgrade their communications infrastructure as their ageing equipment could not keep up with the heightened demands placed on the Police force

Application

- To deploy a customised radio management system to integrate radio and telephone communications across the Fiji islands.

Business Benefits

- Integration of radio and telephone communications
- Increased operational efficiencies.
- Achieve Interoperability

Products Used

- DX64

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PATCHING PHONE TO RADIO DISPATCH SYSTEM

→ Customer Overview

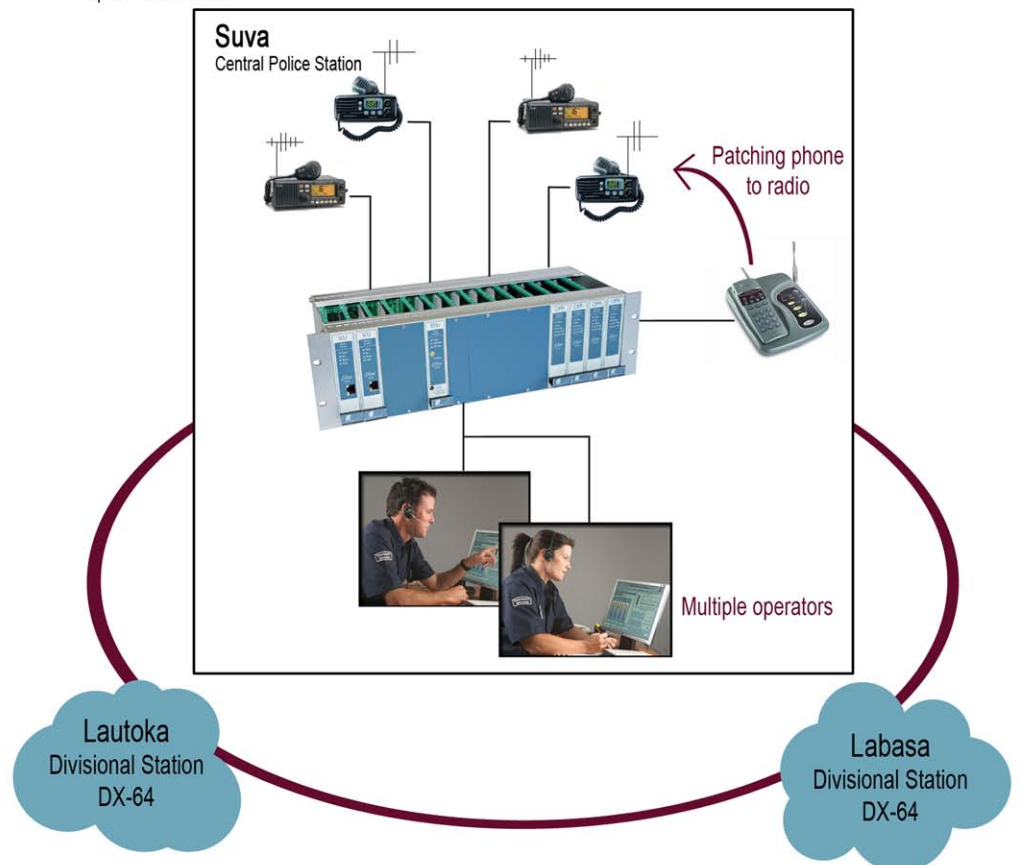
The Fiji Police service is responsible for police operations across all 100 inhabited islands. The organisation reached a point where their ageing equipment could not keep up with the demands placed on the service, which led to a major review and upgrade of their communications infrastructure.

→ The Challenge

The Fiji Police identified their Communications Control Room as a critical area for upgrade. This is where emergency telephone calls are answered by operators and police personnel are dispatched to the emergency location via a radio system. Previously the Fiji Police had no common radio infrastructure, creating challenges with logistics and operational efficiencies. During the review it was recommended a centralised radio system was needed and in particular one that could perform patching from telephone to radio to enable telephone callers to speak directly with frontline police if required.

→ Solution

DX-64 systems were installed at multiple sites to provide a digital platform to integrate radio and telephone communications with a leading edge touch screen GUI customised to suit Police operations. The DX-64 system was selected due to its rapid recall facilities, the patching from telephone to radio capability and channel linking. This system enables up to 56 radio, telephone or audio channels with 32 operator positions and allows operators to play back recorded radio and telephone conversations to verify specific details.



→ Conclusion

The new powerful radio communications system has enabled the Fiji Police to effectively manage the communication between members of the public, police operators, patrol cars and police force members which has rapidly increased their operational efficiencies.

