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T4-Flex

Dispatch Console Application for Dispatching Professionals

DATASHEET

THE HIGH-CAPACITY MOBILE APPLICATION FOR DISPATCH COMMUNICATIONS





SAVE TIME. SAVE LIVES. SAVE MONEY

Product Overview

IP Command's T4-Flex Soft Dispatch Console Application offers dispatching professionals a comprehensive, streamlined dispatching console communications experience on any Windows 7, 8.1 and 10 device, maximizing flexibility and productivity.

Designed for flexibility, T4-Flex is deployed as a soft client application and features a high-capacity, customizable display with key telephony and intercom channels on a single screen, so dispatchers can easily monitor all of their activity and access contacts at the touch-of-a-button. The intuitive User Interface is easy to learn and can be tailored to the specific workflows and needs of dispatching teams and individuals.

The T4-Flex solution integrates seamlessly with the IP Command T4 Dispatch Console suite and associated applications, allowing a user to log in to the Console or soft application without the need for external assistance, providing a powerful option for free seating, business continuity and mobility.

Functional Overview

The T4-Flex is a fully-featured dispatching console software client based on industry standard Microsoft Windows 7, 8.1 and 10 Professional Operating System. Combined with handset, mouse, microphone and speaker peripherals, T4-Flex facilitates monitoring and control of call activity and rapid communications between dispatchers and counterparties.

Collaboration and Productivity Features

The IP Command T4-Flex is deployed as a native SIP endpoint to the customer unified communications (UC) architecture (Alcatel, Avaya and Cisco platforms are currently supported) with many standard collaboration features/functions and applications extensible to the T4-Flex.



User Interface, Features and Benefits

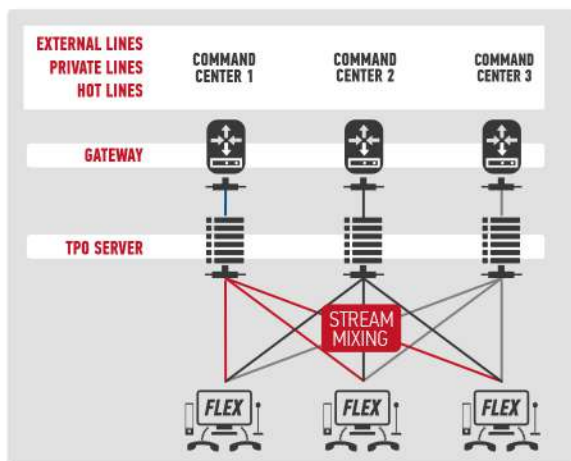
CAPABILITY	DESCRIPTION
Media Streams	Max. 5 simultaneous media streams (2 on handsets, 3 on speakers)
Audio Peripherals	Headset-compatible, max. two handsets, microphone, speaker
Line Appearances	Max. 10,000 appearances/128 per page/64 viewable; unlimited pages, unlimited sharing
Line Interfaces	Can support SIP, PSTN, private line auto ringdown, manual ringdown
Call Controls	Hold/conference/transfer/mute/privacy/swap/merge/redial/floating keys
Speaker Controls	Individual, global volume controls, global/local muting options, voice activity detection
UI Customization	Differentiated ringtones, variable background/button colors, multiple font sizes/languages
UI Productivity	Corporate directories, simplified search, call history, favorites, speed dials, conferencing



Dispatching Console Application System Management Software

The T4-Flex Dispatching Console solution comes with a powerful configuration, maintenance, security and database application called the Turret Support Server (TSS). Running on Windows 2012 and supporting high availability configuration options, The TSS is a browser-based application, offering a powerful administration and management tool that provides:

- T4-Flex Dispatching Console configuration tools
- Monitoring, management and reporting tools
- Multi-level security and authentication capability
- System database repository
- Application integration functionality
- System software update/upgrade tools



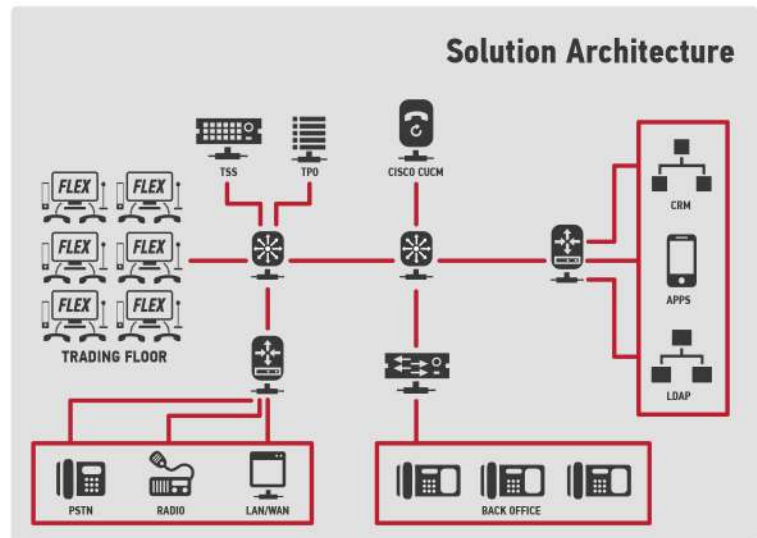
System Prerequisites

- Alcatel, Avaya, Cisco unified communications platform (The list of current models and versions supported is available from your sales representative)
- IP Command Turret Proxy Openline (TPO) and Turret Support Server (TSS) applications
- QoS-enabled Local Area Network

Recording

IP Command has an open architecture and standard application programming interface (API) enabling the solution to interoperate with media recording platforms. The company has an interoperability testing and certification program available to any IP media recording vendor (The list of current models and versions supported is available from your sales representative).

Solution Architecture



Media Processing Software Application

Each T4-Flex console is connected to the IP Command software defined media processing application called the Turret Proxy Openline (TPO). The TPO is deployed as a virtual machine on industry standard servers in a scalable, high-availability cluster. The TPO behaves as a native extension to customer's unified communications architecture using standard-based Session Initiation Protocol (SIP) signaling. The TPO is integrated with leading unified communications and media recording platforms to meet the exacting requirements for flexibility, capacity, resilience, availability and scalability in critical communications environments.

Workstation Requirements

- Operating System: Windows 7, 8.1 and 10, x64 Professional
- Video Monitor(s): 1024 x 768 resolution display or larger; 1920 x 1080 recommended
- DirectX 10-compatible graphics processor with a Windows Display Drive Model
- (WDDM) 1.1 driver, pixel shader 3.0 in hardware, and a minimum of 512MB of video RAM
- Touchscreen operation requires a monitor that supports multi-touch
- Processor: Dual Core i3/i5 3.0 GHz or faster processor
- Memory: 4GB
- Drive: 80GB or larger
- Network: 100/1000 Ethernet Connection Dual connections are required for link redundancy options

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