



Powerful. Reliable. Scalable.
Critical Information Systems for Utilities



INTERTALKSYSTEMS.COM



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**InterTalk gives you
the right information,
at the right time,
in the right format.**

When the stakes include vital public and private energy infrastructure, InterTalk Critical Information Systems help ensure zero downtime. With a dispatch console system that provides full system redundancy, an infinitely scalable architecture, and an intuitive user experience, InterTalk provides an exact-fit solution for operator, dispatcher, and supervisory needs.

InterTalk's Critical Information Systems include our 100% IP-based dispatch console platform that interfaces with any digital or analog radio system, telephone network, intercom, data applications (such as SCADA and GIS), or any other digitized data asset your agency employs.

InterTalk's dependable communications bridge dramatically increases the chances of success in critical situations, helping ensure the ongoing safety of your personnel, and prevention of infrastructure loss or damage.

Coupled with InterTalk's integrated information systems such as our Transcript™ Archival Logging Recorder System, InterStat Intelligent Communication Statistics Logging, and InterTalk's Enlite™ Cloud-Ready Dispatch Console, you can rest assured your information systems are always on, connected, and providing you the right information, at the right time, in the right format.

Secure IP-Based Communication Solutions



EASILY COMMAND MULTIPLE INTERFACES

InterTalk's dispatch console system supports a large variety of radio and telephone interfaces, including:

- Analog radio systems, Smartzone, EDACS
- P25 (CSSI/ISSI/DFSI/AFSI)
- DMR AIS
- Tait
- GPIO / AUX I/O control
- JVCKenwood
- POTS, SIP, FXO, FXS, T1/E1, E&M, Ringdown, ISDN, PBX
- Paging, including QC-II, 5/6 Tone, DTMF, EIA, SELCAL, and more
- Signaling formats MDC1200, GEstar, FSK, MSK, GMSK, Fleetsync



ISO 9001:2015 & ISO 27001:2013 CERTIFIED

InterTalk recognizes the vital importance of protecting the public safety sector's sensitive data transmissions, which is why we are the only North American console manufacturer to receive both ISO 9001:2015 (Quality Management Systems) and ISO 27001:2013 (Information Security Management Systems) certifications. These dual certifications provide assurance that InterTalk is the gold standard in dispatch console and critical information system quality and information security.

Stay Connected and Informed with InterTalk's Full Suite of Integrated Products



ENLITE™ CLOUD READY DISPATCH CONSOLE

Enlite™ is a Hosted or on-premises public-safety-grade radio and telephone dispatch console system.

With emerging 5G and MCPTT technologies, a growing wealth of information sources are available to empower dispatchers and first responders with the right information, at the right time, in the format they need to help save lives. Enlite empowers dispatchers by bringing LMR, digital radio protocols, and call-taking capabilities to their fingertips. With available data integrations like social media, mapping, weather, video and SMS messaging, better, more timely information between the dispatcher and the field is always available.

CONNECT ANYWHERE Enlite enables communication and information to be shared via WiFi or LTE-enabled laptop, desktop, tablet and smartphone from almost anywhere. Enlite connects analog LMR and all types of telephone systems.

RELIABLE Enlite's new-gen cloud-based system architecture minimizes the risk of operational disruptions by leveraging the power of geo-diverse communications sites and cloud servers, combined with the resilience that geo-redundancy provides in the event of the unforeseen occurring.

ON-PREMISES OR CLOUD Enlite is a versatile solution designed for mission-critical communication and control. Whether you operate on-premises, embrace the future in the cloud, or utilize a hybrid of both, our system integrates seamlessly with your existing infrastructure to deliver unmatched performance and reliability.



INTERTALK™ DISPATCH CONSOLE SYSTEM

The InterTalk™ Dispatch Console System sits at the core of your dispatch operation and easily directs all facets of your control, communications and intelligence infrastructure at a single point of contact. Whether it is emergency operations, daily dispatching, communications monitoring, or remote area command and control, InterTalk allows effortless communication across diverse networks.

InterTalk's proven track record for mission-critical communications control operations with standards-based architecture makes it the choice for agencies that require a highly cost-effective method of integrating different voice and data communications.

InterTalk's commitment to open standards and our philosophy of developing flexible, exact-fit, off-the-shelf platform solutions gives us the ability to stay ahead of rapidly changing communications control needs, so your agency can focus on the tasks at hand.

InterTalk is an IP-based console that is able to interface with all types of legacy analog radio, digital radio protocols, telephone network, intercom, and data applications, providing an integrated, seamless dispatch experience for the end user. Because InterTalk is manufactured with COTS equipment, there is no need to worry about replacing proprietary technology down the road.

InterTalk's superior architecture and resource management capabilities are industry-leading. InterTalk utilizes a scalable core that can support any number of end-points and console positions, resulting in InterTalk's ability to interface with other systems. InterTalk DCS is a fully-scalable architecture, the number of console positions can grow along with your agency.



SENTINEL IP RADIO GATEWAY

The Sentinel IP Radio Gateway represents the next generation of analog to IP conversion solutions. Optimized for operation at remote sites with IP connectivity, Sentinel can handle wireline and microwave bearer circuits, including the ability to mix different types of circuits. The Sentinel interfaces 2/4/6 wire radios to your IP network for audio communication.

The Sentinel can connect to and control base stations using local PTT/COR connections. Other control mechanisms can be supported, with additional ports available to control radio units using RJ45, USB or Ethernet. The Sentinel can control up to two (2) base stations per controller using a single IP connection with TCP/IP for control, and RTP/UDP/IP for voice streaming.

The Sentinel IP Radio Gateway is easily integrated with your existing dispatch system. With the capability of bridging and operating in parallel with other equipment, the Sentinel has the capability to eliminate downtime while installing.

The smaller form factor of the Sentinel IP Radio Gateway ensures valuable space in your server rack is not needlessly occupied. Utilizing Sentinel, IP connections between sites allow for advanced features such as peer-to-peer receiver voting, transmitter steering, and unit identification. When integrated with an InterTalk™ Dispatch Console System, a small and very functional radio network can be built economically.

The Sentinel IP Radio Gateway operates on an embedded open-source Linux operating system. This allows for flexibility to modify the Sentinel for just about any job you can imagine for your site. Utilizing Linux ensures continued support through software and security updates for years to come.



INTERSTAT INTELLIGENT COMMUNICATION STATISTICS LOGGING

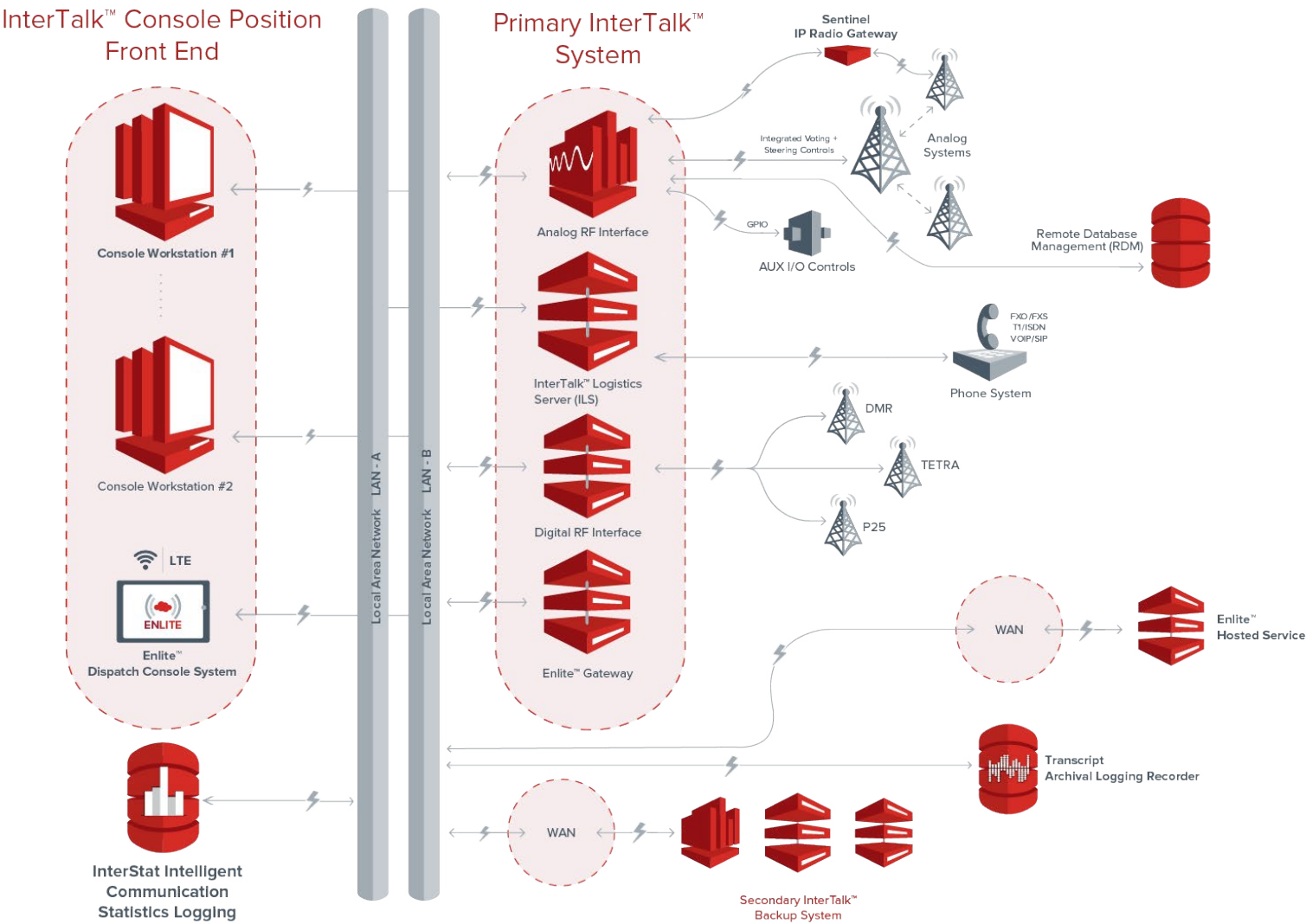
InterStat is an Enterprise-grade data analysis and reporting tool available for your Utility radio-telephony system. InterStat's robust power allows users to easily view, export, share, and visualize any combination of system data captured within your communications system.

InterStat uses the power of modern data capture techniques to extract any and all meaningful data from your communication system's database, and display it in ways that are easy to understand and interpret. Combined with support for the most common web browsers (Chrome, Firefox, Safari, Internet Explorer 11+, and Microsoft Edge), InterStat will provide your agency's users with the data required to make mission-critical and financially sound resource-planning decisions.

InterStat allows your agency to log virtually any communication-based data that flows through your system. As a result, the logging and informatics possibilities are limitless: track analog and/or digital radio use at your command center, or in the field (VHF, UHF, DMR, TETRA, P25, and more), telephones (cell phones, POTS, T1, PBX, VoIP, and more), pages, SMS, and any IP-based asset passing through your communications system. The deep power of knowing precisely when, where, why and how your team in the field is utilizing their communications infrastructure allows for clear, data-validated decision-making in your operation, potentially saving you significant money every year.

InterStat is accessed and controlled over IP via web browser dashboard, and is infinitely configurable to provide you the knowledge needed to save valuable time, money, and effort in the field and at your control center.

InterTalk's Communications Ecosystem



Features & Benefits



POWERFUL COMMUNICATIONS INTEGRATION

It used to be that telephone systems were for phone calls and radio systems talked to radios. But why handle one conversation with several different tools? InterTalk speaks to everything – phones, analog radio, digital, texts, even IoT. With its powerful database tools, InterTalk can connect to any information, anywhere. With InterTalk, all the systems that your public safety operations need can be brought together into one synergistic whole.



SERVICE ANYWHERE, ANYTIME

No more anxiously waiting for a tech to arrive, with Internet Protocol (IP) connectivity, InterTalk can connect to and use resources from literally anywhere. You can be sitting at your console and be using a radio site in the next town, county, or state. InterTalk is the console system that meets all your needs and limits nothing. From Technicians to Substation Engineers – InterTalk connects them all, anywhere, anytime.



CUSTOM USER EXPERIENCE

Let's face it, communications professionals spend most of their working hours staring at their screens. Console screens can be cluttered, chaotic or just plain ugly, but InterTalk's User Experience is ergonomically engineered for real-life situations. They present users with what they need to see, when they need to see it, in a format that's proven to be both highly effective and pleasing to the eye. And if you don't like it – you can change it, with screen builder tools built into every system provided. Plus, your specific login layout follows you wherever you go, and can save as many different layouts as you'd like.



DIRECT FACTORY SUPPORT

At InterTalk we believe a product is only as great as the customer service that stands behind it – that's why we pride ourselves on providing a collaborative experience from start to finish. Doesn't it seem that the bigger the supplier the more they think they know it all? The truth is, you know your system and your needs better than anyone! From your initial consultation to after sale support, our skilled designers and engineers are dedicated to working alongside your team, providing the best solutions for your unique needs. And because we put our Customers first, our technicians and engineers are always only a call away.



RELIABLE & SCALABLE

Not every utility needs hundreds of console positions or to talk to a thousand channels, but wouldn't it be nice to know that your system can handle that and more if needed? InterTalk is scalable so it always meets your communications needs. As your operation grows, InterTalk will grow with you. With 99.999% reliability built into every system, InterTalk is engineered to never fail.



TRUSTED BY





INTERTALKTM



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