

 **INTERTALK™**

 **ENLITE™**



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# INTERTALK™



InterTalk™ Enlite™ is a hosted dispatch for today — and tomorrow. This public-safety grade radio and telephone dispatch console system empowers dispatchers by bringing traditional radio (LMR), digital radio protocols (DMR, P25) and telephone call-taking capabilities to their fingertips.

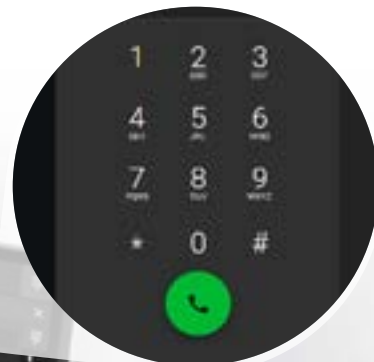
With a growing wealth of available data integrations such as social media, mapping, weather, and video, the right information is always available. Enlite™ enables you to coordinate radio and telephony communication and enhance situational awareness from wherever the action takes you – from your desk to the field, ensuring operational continuity.



**Video Feeds**



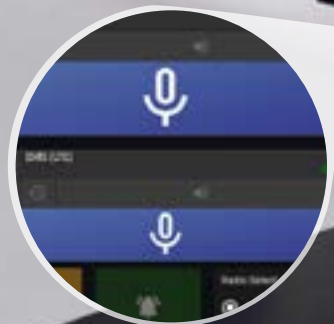
**Social Media Intelligence**



**Telephony**



**LMR P25**



**Weather & IoT Sensors**



**3rd Party Integrations**

## USER-FOCUSED MISSIONS



Dispatchers need access to timely, reliable situational information. Yet they can be overwhelmed with too much information from too many sources. Within InterTalk Enlite™ the layout is fully configurable, even in real-time, based on situational requirements. Dispatchers can use Mission screens to display the combination of information sources in the layout most advantageous to help them with the specific areas and activities they are focused on. While using radio and telephony core tools, users can

utilize Enlite™ Web Frames, displaying web presented interfaces within the Enlite™ screen such as meteorology platforms, weather maps, IP-based cameras, and more. Dispatchers can have a locked-down strategic mission for monitoring an area and then can launch new tactical missions that are focused on more complicated operations when the need arises.



## INTELLIGENT



Dispatchers' ability to develop and communicate situational awareness through a growing wealth of available and configurable data integrations such as social media, over-the-top service feeds, weather, and video changes the nature of dispatch. Sensors and inputs make information available on a real-time basis which previously was unavailable and left to estimation. InterTalk Enlite™ brings together disparate systems, sources and inputs into a common platform with configurable layout and flexible usability. With enhanced information, dispatchers are better equipped to make

decisions and enabled to utilize the full spectrum of resources available to them. By integrating the data sources, the information becomes available for common reporting and, in the future, the application of AI and machine learning. The growth of available information, integration and application of intelligence creates an advantage to agencies allowing for more efficient and effective operation.



## AFFORDABLE

InterTalk Enlite™ is available on a annual subscription model. Organizations of all sizes can benefit from reduced fixed costs, infinite hosted scalability, and pay-by-need equality, minimizing needed capital equipment expenditures.





## SECURE



**BETTER,  
MORE TIMELY  
INFORMATION  
SAVE LIVES.**

InterTalk Enlite™ adheres to the latest encryption guidelines from NIST and OWASP for securing real time communications over the public Internet and for storing sensitive data at rest utilizing encrypted VPN links.



Hosted architecture is engaged that is compliant with individual requirements for data center security and operations policies. Each system can be configured with independent monitoring and central logging and can be managed according to specific jurisdiction.

InterTalk Enlite™ software development methodology includes a fully automated deployment pipeline with automatic vulnerability scans, peer reviews and transparent deployments, adhering to NIST 800-160, ISO 27001:2013 and ISO 9001:2015 standards.

## CONNECT ANYWHERE



InterTalk Enlite™ enables communication and information to be shared via public safety grade network WiFi or LTE-enabled laptop, desktop, tablet and/or smartphone from almost anywhere.

InterTalk Enlite™ enables the dispatcher to work within a web-based browser (such as Chrome) on Android devices (smartphones and tablets) and requires no downloaded application to deploy.





# TECHNOLOGY BRIDGING



Fully integrates with your current on-premises dispatching solution, providing a seamless migration toward hosted technologies now and into the future. InterTalk Enlite™ supports integrated telephony and radio dispatching on mobile devices. Using InterTalk's IP Radio Gateway hardware, dispatching operations are seamlessly integrated with any analog radio communications infrastructure. InterTalk Enlite™ can also natively integrate with existing digital radio protocols including DMR, TRBO and P25. Enlite™ supports telephone dispatching and can integrate with VoIP or analog-based telephone infrastructures. InterTalk Enlite' intelligent call-management system supports call queuing and can be synchronized with many enterprise contact management systems for seamless synchronization of telephone numbers, addresses and other information. In addition, InterTalk's Enlite platform can integrate with the following:

## TELEPHONY

VoIP telephony as well as on-premises T1, POTS or other telephony systems can be integrated into Enlite™ for a seamless dispatch experience.

## LMR/PMR

InterTalk Enlite™ can integrate with your existing LMR/PMR radio system using InterTalk's IP Radio Gateways. The gateway supports E&M, Vox, MDC1200, GEMstar, Fleetsync, 2-tone paging as well as control-head interfacing to many radio systems.

## DIGITAL RADIO

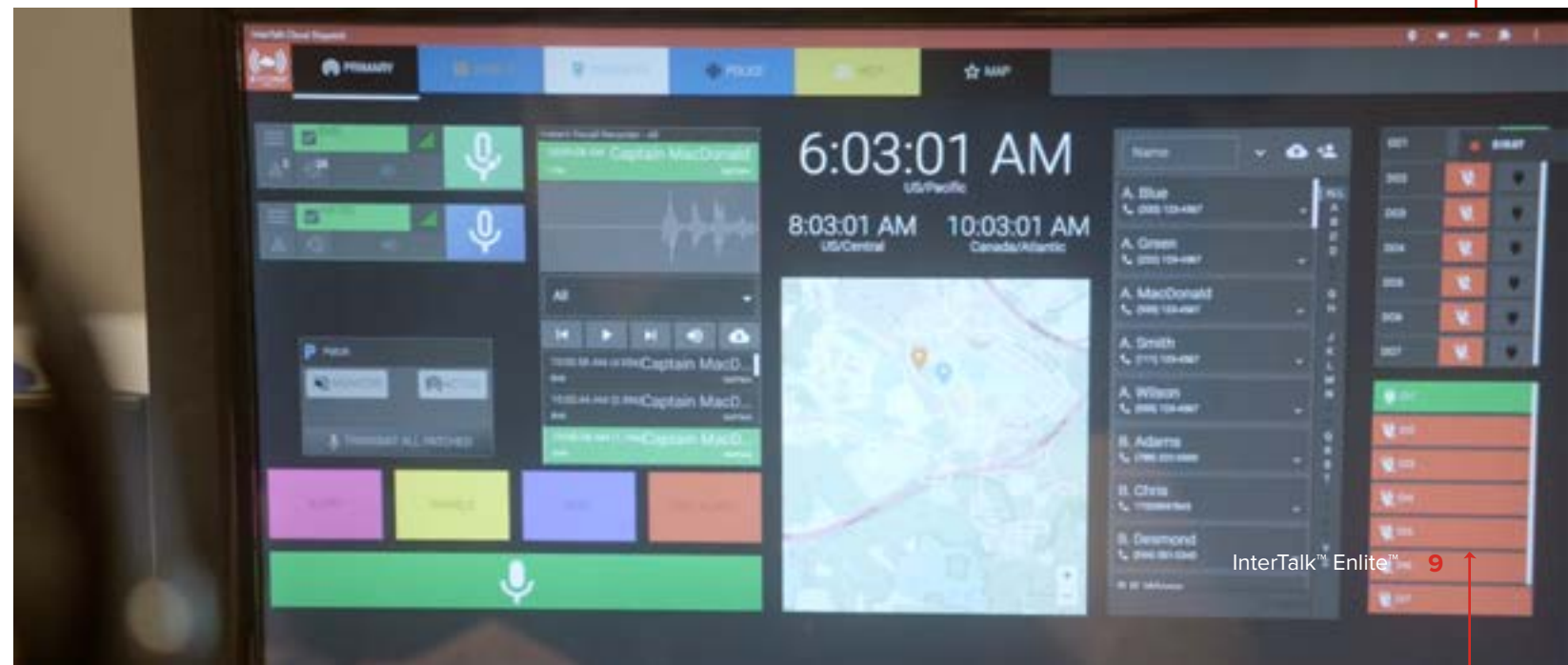
Enlite™ can directly connect to your existing digital radio system, including DMR, TRBO and P25 via the console sub-system interface (CSSI) or the Digital Fixed-Station Interface (DFSI). Our standards-based approach allows you to connect InterTalk Enlite™ to radio system supporting these protocols, including those made by Motorola, L3Harris, Tait and Kenwood.

# RELIABLE

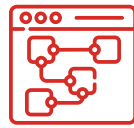


Multi, hybrid and multi-location hosted architecture minimizes disruption risk through geo-diversity and geo-redundancy. InterTalk Enlite™ architecture is configured to ensure high availability and operational continuity, with your existing radio and telephony approaches.

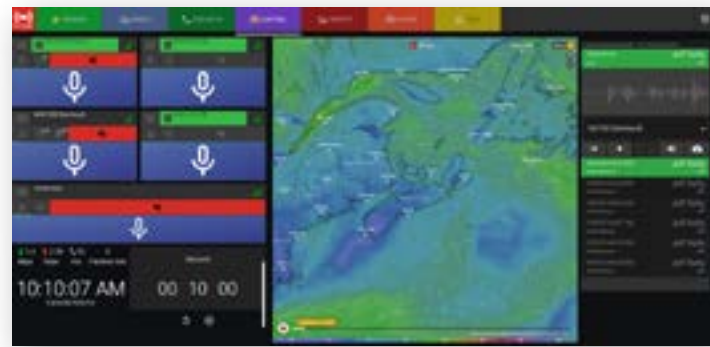
**INTERTALK ENLITE™ ENABLES BETTER, MORE TIMELY INFORMATION TO THE DISPATCHER AND THE FIELD.**



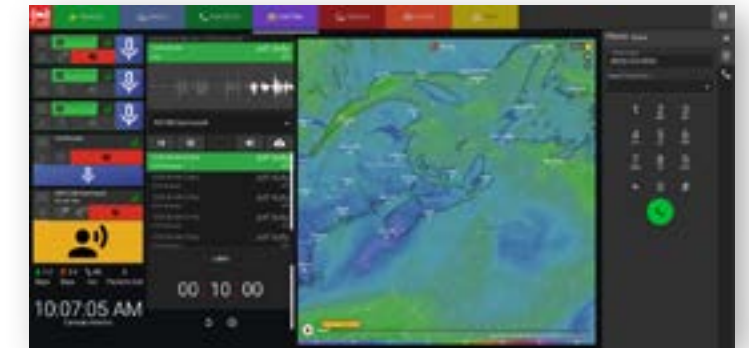
# USER EXPERIENCE (UX)



The InterTalk Enlite™ user experience (UX) is responsive to the screen size of the devices it runs on – be that a small smartphone screen in portrait mode or a giant 8K Television and everything in between. Individual screen configurations (termed “Missions”) can be preconfigured using the built-in What You See Is What You Get (WYSIWYG) editor and then made available to other dispatchers according to a granular permissions system.



WHETHER YOU ARE IN PUBLIC SAFETY, UTILITIES, RAIL, AIRLINE OR GOVERNMENT SERVICES, ENLITE™ ENABLES YOUR TEAM TO BE MORE INFORMED, MORE CONNECTED AND MORE MOBILE.





# ENLITE™ DISPATCH FEATURES



## HOSTED OR ON-PREMISES INFRASTRUCTURE



InterTalk Enlite™ is a cloud native browser-based application delivered to a modern Google Chrome or Microsoft Edge browser. The web infrastructure can be hosted either by your organizational on-premises data center or by a cloud provider like Amazon AWS or Microsoft Azure. Each cloud service that comprises hosted Dispatch achieves its high availability goals by having appropriate geo-distribution and appropriate

service redundancy along with automated monitoring and alarming. Each service module is containerized, load balanced and deployed using automated scripts. If your agency does not permit the use of cloud-based systems, InterTalk Enlite™ has been architected for deployment as an on-premise enterprise system housed in servers controlled by the end-user customer.

### RADIO

LMR Interconnection	Enable connection with Land Mobile Radios (see radio compatibility chart)
P25 Interconnection	Enable connection with P25 radios
MDC-1200	Enable PTT-ID and emergency alerting
PTT Timeout	Limits the length of individual PTT transmissions (120 seconds)
Audio Controls	Adjusts audio features to ensure maximum audio quality
Audio Transmission Controls	Adjust audio transmission rate to ensure maximum audio quality
Test tone	One click option for playing test tone to the selected radio channel(s)
Select	Select a single radio tool
Multi-Select	Select multiple radio tools
Unselect	Unselect radio tool
RX audio indicator	Indicates incoming audio in process
TX audio button	Indicated outgoing audio status with idle, in use and transmitting colour options
Mute button / indicator	Enables muting of the radio channel
Audio routing controls	Enables the routing of audio by device, microphone and speakers
Volume control	Ability to control audio levels by radio channel
PTT-ID Alias Display	Receive PTT-ID / Alias display
PTT-ID Alias History	Receive PTT-ID / Alias history
Multi Frequency Radio Control	Enable channel changing
Active User List	View list of active users on radio channel
VU Meter	Displays active TX/RX levels
Patching	Enables patching transmission connection of radio groups
Instant Recall Recorder (IRR)	Records for playback incoming (with option for outgoing) radio transmissions including download of transmission to hard drive
Mic Mute	Enable desktop mic to be muted
Telephone and Analog Paging	Enable radio paging messages to be transmitted from the console; view the status of sent messages; display messages by color code based on status. Includes the ability to define priority and to Hold PTT.
Quick Paging	Create preset pages for quick selection and sending
Radio Tool Locking	Ensures locked radio groups stay active on all Missions
Mission Audio Controls	Configurable audio controls for Tools within the Mission tab

## RADIO LOGGING RECORDER INTEGRATION COMPATIBILITY

- Eventide®
- NICE®
- Transcript™ Archival Logging Recorder

## TELEPHONY COMMUNICATION

Calling	Enables sending and receiving of phone calls
Dialing	Dial pad available on all screens/missions
Historical Call Queue	Displays list of incoming and outgoing calls during logged in session
Test call	One click option for making a test call
Hold	One click option for placing a call on hold
Transfer	Assisted and Unassisted call transfer via Contacts or through dial pad dialing
Speed Dial	Enables 1 click outbound dialing to preset phone number
Multi-Line Select	Select available telephone line for outbound calling

## COORDINATION

Mapping	Dynamic Map Display showing location of active users; configurable to display desired map type; *Open Street Maps provided as standard; Option to link to user defined alternate maps
Location Tracking - Radios	Location of radio users displayed on the included map (Radio Dependent)
AUX-IO	Board-based AUX IO
VoIP Intercom	Active user group audio PTT channel enabling incoming and outgoing inter-system transmissions
Accessibility	Usability features for visual/auditory disability
Web Frames	Web browser tool within the product enables the display of external sites and systems
YouTube	YouTube player to enable the playing of video within mission screens
Twitter	Configurable Twitter to ensure directed feed

## GENERAL

Toolbars	Configurable button layout
User information	Display logged-in user/role on screen
Documentation	Printed materials available; additional mediums pending (online, videos, etc.)
Buttons	Add or remove quick configuration buttons
Cross-platform	Browser-based GUI (Chrome/Chromium)
Layout editor	Compose screens for groups of users
Layout editor	WYSIWYG configuration
Labels	Customizable label options
On-screen help	Contextual Help file for each feature
Role-Based Authentication System	Assign features and functionalities based on user role
Mission	Configurable Mission tab order and colors
Mission	Mixed-used Tools on a single tab
User Admin	Add or modify users and roles
Role Admin	Add or modify role types and permissions
Channel Admin	Add or modify channels connected within Radio Tools
Distributed Architecture	Use cloud services or on-prem deployment
Unlimited console positions / scalability	Scale out and buy only services needed
Contacts List	Displays list of contact names with phone and radio information
Stopwatch	Count up time elapsed
Countdown Timer	Count down time with completion notification
On-Screen World Clock	Analog or digital clock, time zone, date options
Saved Screen	Save screens to desired layout
Network Health Panel	Display network metrics
Monitoring	Tracking and alerting of network status
Android Compatibility	Chrome and Chromium browser-based
Microsoft Compatibility	Chrome and Chromium browser-based
Network Health Tool	Indicates upload and download rates, latency and packet loss
Layout	Configurable sizes of tools and buttons
Layout Editing	Configurable placement of buttons



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