Instant Connect Dispatch Console

The Instant Connect solution simplifies daily radio dispatch operations and enables organizations to rapidly respond to incidents, emergencies, and facility events.

Instant Connect dissolves communication silos between land mobile radio systems and disparate devices such as mobile phones, landline phones, IP phones, and PC clients and users. The platform supports interoperable communications among users of all devices, wherever they are located. Instant Connect enables flexible and scalable connectivity that enhances the value of existing and new radio, telephony, mobile, and IP communications networks.

Features and Benefits

The Cisco® Instant Connect Dispatch Console (Figure 1) is a state-of-the-art, end-to-end radio dispatching solution designed for mission-critical radio communications. The Dispatch Console client is the vital link between dispatchers and field personnel, helping to coordinate field response and ensure personnel safety. Built on Instant Connect technology, it extends existing Push-To-Talk (PTT) radio channels or broadcast networks so that users with a variety of communication devices, such as landline phones, cell phones, IP phones, and satellite phones can share information and participate in an event. The Dispatch Console simplifies daily operations and enables organizations to respond to incidents and emergencies rapidly.

The Dispatch Console provides control of radio resources through an easy-to-use onscreen interface. It enables users to monitor and coordinate incident management responses for emergencies and day-to-day operations across multiple agencies, jurisdictions, departments, and incompatible radio systems.

Command and control tactical dispatchers do not have to rely on multiple portable radio units to dispatch from the field. Instead, they can be equipped with a laptop PC that provides full dispatch console functionality. An intuitive GUI provides access to the following radio features:

- PTT
- Select/unselect/deselect channels
- Select and unselect audio speakers
- Onscreen volume controls
- Channel patching
- Receive and transmit onscreen indicators for channel activity
- Handset, headset, or desktop microphone operation
- Individual channel mute/all mute
- All talk, scan, and broadcast calls
- Instant recall recording per channel
- Last call transmit
- Alert tones

- Channel multiselect

- Confirmation tones for trunked systems

- Unit ID/talker ID

- Emergency alert/acknowledge

- Loop prevention

- Frequency select

- Integrated 10-line telephone dialer

- Direct outbound dial

- Incident creation and management

- Serial radio control

- Local multicast operation

- Remote Session Initiation Protocol (SIP) operation

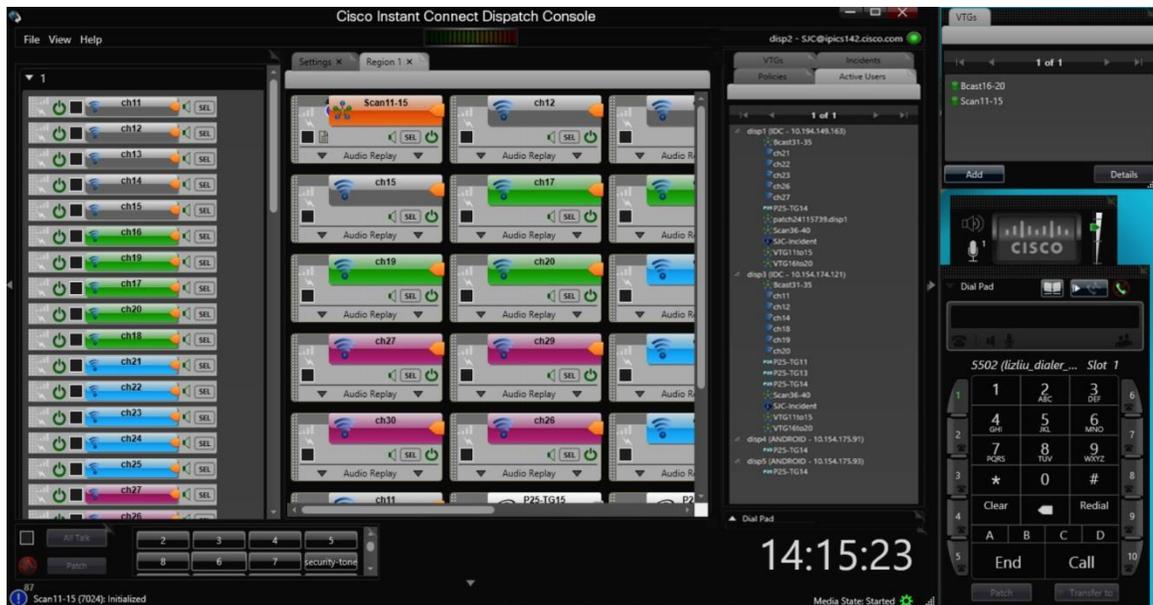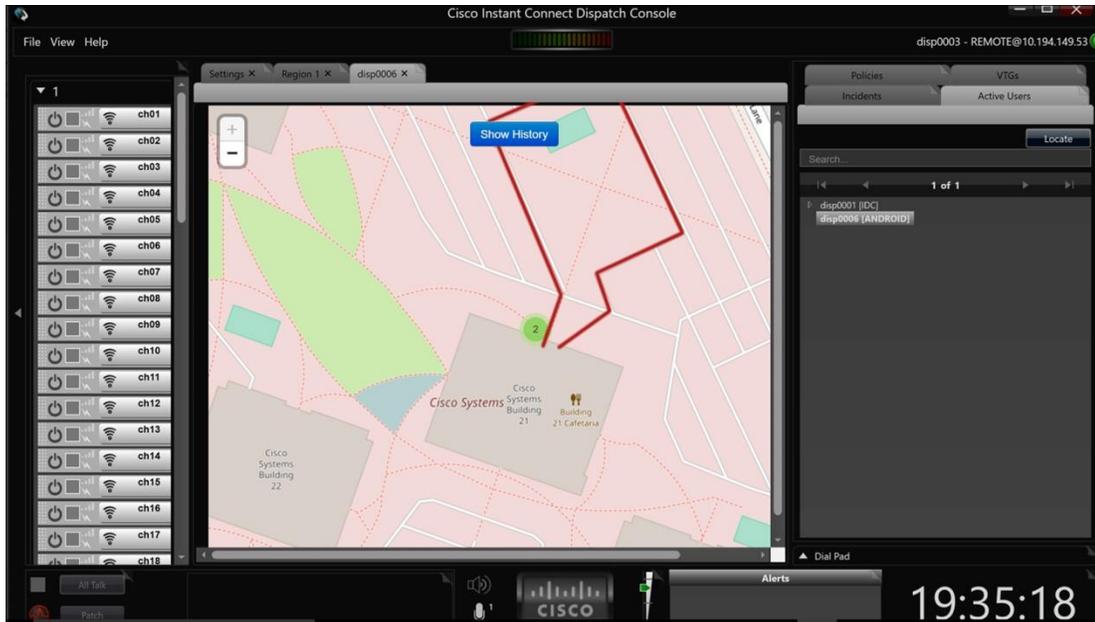**Figure 1.**   Cisco Instant Connect Dispatch Console

Figure 2.   Cisco Instant Connect Alert History

Figure 3.   Cisco Instant Connect Call History

Figure 4.   Cisco Instant Connect Location History

The Cisco Dispatch Console integrates with virtually any analog or digital radio system to support dynamic PTT communications. It is compatible with almost any dispatch operation that requires radio interoperability, including public safety, homeland security, emergency operations centers, defense, and physical security environments.

The Dispatch Console also introduces rich media incident management support, giving dispatchers the power to consolidate information relating to an incident and instantly share it among participants. Incident Dispatch facilitates the sharing of multimedia data, including the following:

- Photos
- Alarms
- Journal and live statuses
- Website links to resources, such as FEMA and hazardous material databases, standard operating procedures, and maps

When dispatch consoles reach end of life and parts become difficult to find, it is important to move to a state-of-the-art console that takes advantage of current technology and is ready for future advances. The Cisco Dispatch Console provides numerous benefits, including:

- **Comprehensive feature set** supporting the functions important to a dispatcher on an IP-based application
- **Disaster recovery mobility** — this PC-based application moves with the user wherever there is an IP network, unlike a legacy dispatch console that stays where it is installed
- **Radio interoperability and beyond**, supporting multiagency talkgroups; talkgroups between disparate radios; and talkgroups that include radios, PCs, phones, cell phones, and IP phones
- **Rich media incident management** moving beyond audio to support rich media talkgroups and a new generation of mobile endpoints
- **Integrated policy engine**, giving dispatchers a new set of tools that simplify notification and improve response time

- **Priority and preemption**, giving dispatchers higher priority over mobile smart phone clients on the Cisco Instant Connect Virtual Talk Groups (VTG) channels
- **Live User Presence**, showing all the smart phones and dispatchers logged into the channels
- **Alert Notifications**, for sending messages to the Dispatch Console of all informational, minor alerts, major alerts, and emergency alerts
- **Cisco Spark Integration**, enabling dispatchers to send and receive instant messages to all mobile clients and dispatchers on the talk lines. Dispatchers can also send one-on-one personal Cisco Spark messages to mobile clients or dispatchers. Screen sharing, full video and telephone calls are available through the Spark application
- **History Viewing**, providing dispatchers the capability to view call, alert, and location history for Mobile Client users

The Cisco Dispatch Console is available in two versions: Silver and Platinum. The Silver version provides a simple user interface and supports basic radio and incident dispatch functions. The Platinum version includes patch capabilities, integrated telephone, incident management, and policy management support.

Minimum PC Requirements: Audio Only

Microsoft Windows 10 Professional or Enterprise

Up to 50 active channels:

- 3.2 GHz Pentium IV, including Mobile Pentium
- 2 GB RAM 1 GB free space
- NIC

Minimum PC Requirements: Audio and Video

Microsoft Windows 10 Professional or Enterprise

Up to six active channels and four video streams:

- CPU: Intel Core 2 Quad Q9650-3.0 GHz (HP Xw4600 Workstation w/4 cores)
- Memory: 4 GB DDR2 (3.5 GB usable)
- Graphics: ATI 4850 1 GB

Up to 50 active channels:

- CPU: Intel Core 4 Quad Q9650-3.0 GHz or faster
- Memory: 4 GB DDR2 (3.5 GB usable)
- Graphics: ATI 4850 1 GB

Licensing Information

The Cisco server checks the license count for concurrent Cisco Dispatch Console license usage. Each Dispatch Console client logged in to the Instant Connect server consumes a license. If one user logs in to multiple Dispatch Console sessions from different PCs, that user will consume multiple licenses (one for each session). This means that the Dispatch Console can be installed on as many PCs as needed, and the licensing is based upon the sessions that are in use at any given time.

Ordering Information

Organizations can broadly deploy and install Cisco Dispatch Console clients on user PCs. As an organization's needs evolve, additional licenses can be purchased and added, enabling customers to grow and scale deployments over time. Table 1 provides ordering information.

To place an order, visit the Cisco ordering homepage or contact your Cisco account manager.

Table 1.   Ordering Information

Part Number	Description
L-CIC-VM	Virtualized eDelivery Instant Connect System. Order this for a virtualized version of the Cisco Instant Connect system. Structure all software as options to this part number for eDelivery of software licenses.
CIC-SIL	Cisco Instant Connect Silver Dispatch License. The option can be ordered for bundles or upgrades that need additional silver dispatch client licenses. The silver license does not have the VoIP 10-line dialer or the ability to manager Incidents. Order this as an option to the L-CIC-VM.
CIC-PLA	Cisco Instant Connect Platinum Dispatch License. The option can be ordered for bundles or upgrades that need additional platinum dispatch client licenses. The platinum dispatch license includes a 10-line VoIP dialer and the ability to manager Incidents. Order this as an option to the L-CIC-VM.
CIC-SIL5X-UG	Cisco Instant Connect Silver upgrade from 4.X. The option can be ordered for customers that have an existing silver dispatch license in 4.X and want to upgrade to the 5.X license. Order this as an option to the L-CIC-VM.
CIC-PLA5X-UG	Cisco Instant Connect Platinum upgrade from 4.X. The option can be ordered for customers that have an existing platinum dispatch license in 4.X and want to upgrade to the 5.X license. Order this as an option to the L-CIC-VM.

Service and Support

Using the Cisco Lifecycle Services approach, Cisco and its partners provide a broad portfolio of end-to-end services and support that can help increase your network's business value and Return On Investment (ROI). This approach defines the minimum set of activities needed, by technology and by network complexity, to help you successfully deploy and operate Cisco technologies and optimize their performance throughout the lifecycle of your network.

Cisco Capital

Financing to Help You Achieve Your Objectives

Cisco Capital can help you acquire the technology you need to achieve your objectives and stay competitive. We can help you reduce CapEx. Accelerate your growth. Optimize your investment dollars and ROI. Cisco Capital financing gives you flexibility in acquiring hardware, software, services, and complementary third-party equipment. And there's just one predictable payment. Cisco Capital is available in more than 100 countries. Learn more.

For More Information

For more information about Cisco Instant Connect, visit https://www.cisco.com/go/instantconnect or contact your local account representative.