



# MAX Dispatch System

*Maximize Your Control*

**ZETRON®**

# Zetron's MAX Dispatch System: Improving Your Operations,

**There's a lot riding on your dispatch system.** That's why we've designed MAX Dispatch to be one of the most effective tools available for managing a range of operations—from routine to mission-critical. It links those who need services with those who provide them. It connects the control center with staff in the field and field staff with each other. It coordinates operations that span departments, agencies, or geographic regions. And it gets your critical messages through, even when other communication modes can't.

## What Is MAX Dispatch?

Zetron's IP-based MAX Dispatch integrates a full range of tools and resources into a single console system and presents them to the dispatcher through a streamlined graphical user interface (GUI). This gives your dispatchers instant access to the information they need from a single, centralized point. MAX Dispatch can be set up to display information pertinent to an incident only when it's needed. And its IP functionality not only eliminates the need for costly leased lines, but supports mobile, remote, and geographically diverse operations.



# Preparing You for the Future

## Why MAX Dispatch?

**A streamlined UI that improves response times and efficiency.** The clean design of the MAX Dispatch user interface (UI) reduces screen clutter, operational steps, and response times. It gives dispatchers instant access to information pertinent to the task at hand. And it's easy for dispatchers to grasp—trainers report that it takes about 30 minutes to learn. This reduces training time and costs. Plus, MAX Dispatch is highly configurable, allowing you to create screen layouts that meet the unique needs of your dispatch center.

**“MAX Dispatch is so easy to use.** Information is there when I need it...I love the system.I really do.”

— Kevin T., 9-1-1 Lead Systems Technician

**“MAX Dispatch offers a level of redundancy and reliability no other IP-based console is able to provide.”**

— Lance T., 9-1-1 Director

**Redundancy you can rely on.** Because MAX Dispatch supports network redundancy for every end point, it can tolerate any single point of failure in the IP network with no loss of service. This keeps your vital operations up and running, even if a fault condition occurs.

**Low-cost expansion, upgrades, and maintenance.** MAX Dispatch is built to not only support your current operations, but to adapt as your operations change over time. You can easily add channels and consoles to MAX Dispatch. The system hardware and software architecture also provides an easy upgrade path that keeps your technology current without the need for a large-scale system overhaul. Plus, it can be configured and maintained remotely. This keeps your costs low and ensures that changes and updates can be made quickly.

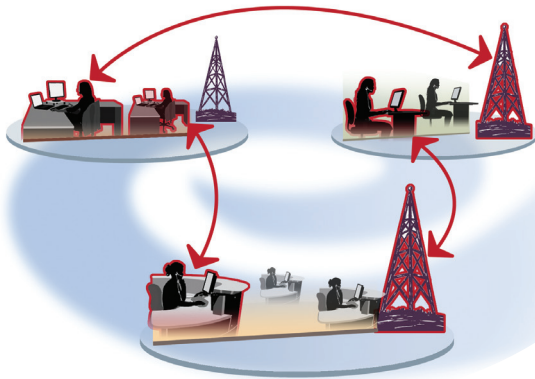
**“With MAX Dispatch...I can go in and change things easily and quickly if need be. It's very user friendly.”**

— Casey V., Lead Dispatcher

**High interoperability.** Its compatibility with most radio interfaces and major radio manufacturers' equipment makes MAX Dispatch one of the most interoperable systems available. This is critically important when you have to manage events across departments or jurisdictions.

If we need our backup agency to take over our dispatching, **they can do it from their consoles. And we can do the same for them.**

— Alice J., 9-1-1 Director ”



## Resource sharing and backup across geo-diverse locations.

MAX Dispatch can be used with the MAX Geo-diverse Portal to link and share resources across geographically distributed locations. This maximizes the efficient use of resources, reduces costs, and allows systems at different sites to back each other up—with just the click of a mouse.

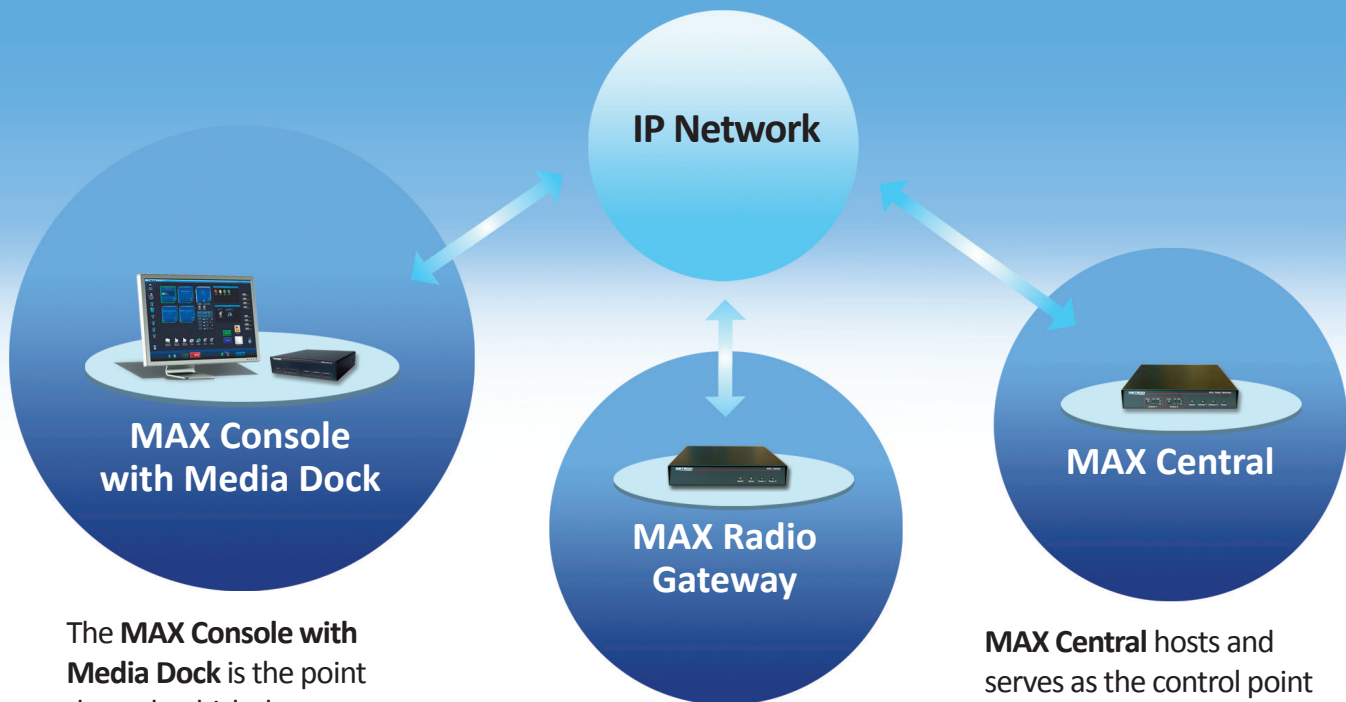
**Dispatch from anywhere.** Because MAX Dispatch can be operated over a laptop or tablet, it gives you the flexibility to deploy remote, temporary, backup, or mobile operations quickly and securely. And delivers all of the features, functionality, and interoperability available in the control room.



# How MAX Dispatch Works

## The 3 MAX Dispatch System Components

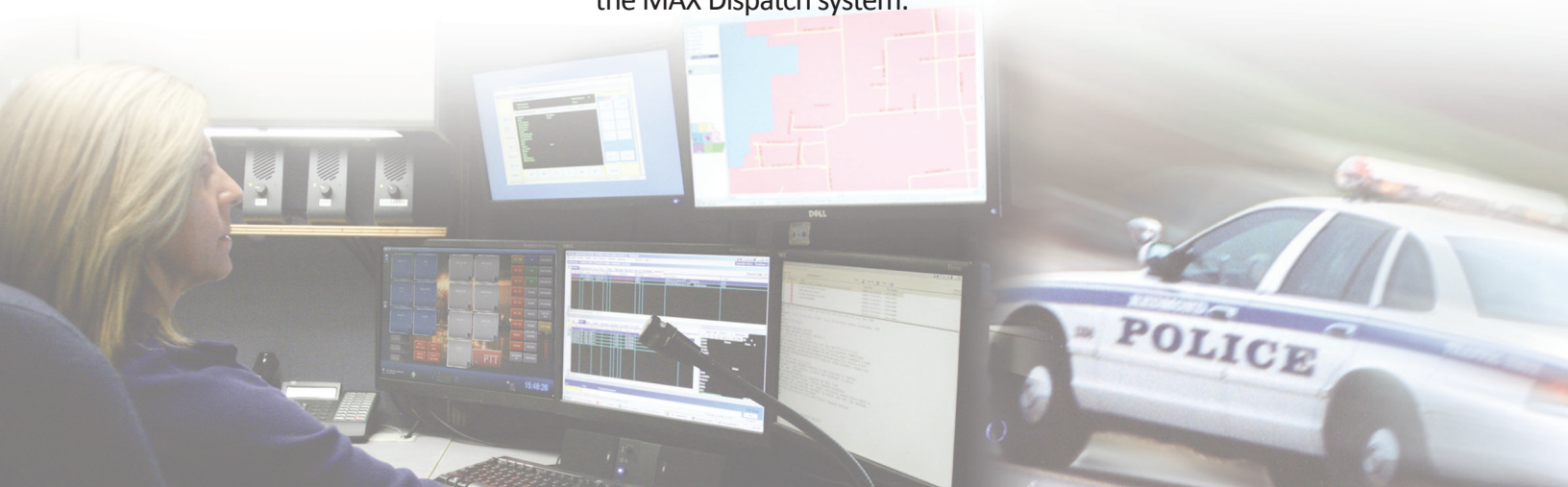
Three basic components—the MAX Console with Media Dock, the MAX Radio Gateway, and MAX Central—form the building blocks of each MAX Dispatch system. The size and capabilities of your system will determine how many of each of the three basic components your system will require. The flexibility and simplicity of the MAX Dispatch architecture allows you to easily scale your system up or down to accommodate changes in your organization.



The **MAX Console with Media Dock** is the point through which the dispatcher interacts with the MAX Dispatch system.

The **MAX Radio Gateway** serves as the interface point between a radio or base station and the rest of the MAX Dispatch system.

**MAX Central** hosts and serves as the control point for a variety of centralized system functions, such as voice-logging services and administrative telephone lines.



# Why Zetron?

## Zetron Services and Support

Your MAX Dispatch system comes with a standard 12-month hardware warranty. Zetron also offers a range of optional support services to ensure that your system is installed and configured to run optimally. These services include: 24/7 telephone support, software maintenance, hardware replacement and repair, remote and on-site configuration assistance, system re-optimization, and technical and operational training. Many of these options are available as standalone services. For more information, see Services at [www.zetron.com](http://www.zetron.com).

## Help with Financing

Looking for alternate ways to fund your new dispatch system? Zetron is partnering with a leader in public finance to offer tax-exempt financing to help public-safety agencies purchase new equipment. The program not only applies to a full range of public-safety products, but can be “bundled” to include installation and dispatch furniture as well as other equipment.

## Performance You Can Count On

Zetron has a reputation for the reliability and robustness of its products. They are specifically designed to meet the needs of mission-critical operations that must stay up and running 24/7. Zetron solutions are also known for their longevity. Not only do they continue to deliver a rock-solid performance over time, but they have the flexibility to keep pace with emerging technologies and changing operational requirements.

## About Zetron

Founded in 1980, Zetron manufactures and provides communications systems designed to equip the entire mission-critical control room. Its integrated solutions include IP-based dispatch, NG9-1-1 call-taking, voice logging, IP fire station alerting, CAD, mapping, and automatic vehicle location (AVL) systems. Zetron has offices in the United States, the United Kingdom, Australia, and numerous field locations; and a worldwide network of resellers, system integrators and distributors. Zetron is a wholly owned subsidiary of JVC Kenwood Corporation. For more information, visit [www.zetron.com](http://www.zetron.com).



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