Powerful. Reliable. Scalable.
Critical Information Systems.

INTERTALK™
Critical Information Systems

InterTalk has been at the forefront of Critical Communications for 20 years

The InterTalk™ Console System has proven itself as a **reliable**, **scalable** and **powerful** tool for first-line dispatch operations across the United States, Canada, and around the world. InterTalk has always been an industry leader by introducing new and valuable features as technology advances.

InterTalk pioneered queue-based operation with Request-To-Talk (RTT). And it was the first system to successfully implement true Computer-Telephony Integration (CTI) within a public-safety grade console system. For the first time ever, dispatchers had both advanced telephone and radio features at their fingertips - all in one system.

When InterTalk Critical Information Systems (*formerly Pantel International*) acquired the business interests of Kasten-Chase in 2003, they updated Kasten-Chase's InterTalk with innovations developed through their leading-edge IP-based console system called PowerSpeak. The new product, which maintained the InterTalk banner, included innovative groundbreaking features such as: full CSSI P25 integration, SIP based telephony, high density analog interfaces, full-featured, integrated archival logging recorder (known as Transcript™) and much more.

InterTalk provides a **high-performance platform**. With our extensive engineering, design capabilities, and our willingness to take on special projects, we're able to meet any requirements, **giving you the system you want at a price you can afford.**

OUR GOAL:
To provide an *exact fit* to your needs.

InterTalk introduced a new way to see the essential role of the dispatchers.

It is no longer enough to provide ergonometric tools that allow a dispatcher access to radio and telephone resources. The world has changed, and threats are greater than ever before. Even simple incidents can explode into a city-wide crisis or even a nationwide threat in a matter of minutes.

INTERTALK HAS CHANGED TO MEET THESE NEW REALITIES.

We still provide best-in-class tools for handling all your radio and telephone calls as well as second-to-none reliability, scalability and an incomparable feature set, but our overall focus has grown to meet the new reality of the fast-paced day-to-day activities unfolding in your communications center.

We give your dispatchers
and emergency managers the best
tools available to do their jobs.

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

We call it:

Critical Information Systems

Product Lineup

INTERTALK™
INTEGRATED DISPATCH AND CONTROL CONSOLE

The InterTalk™ Integrated Dispatch and Control Console sits at the core of your dispatch operation and allows you to effortlessly direct all facets of your control, communications, and intelligence-gathering infrastructure as a single point of contact. Whether it is for police, fire, ambulance, transportation, utilities or for anyone handling time-critical, mission-sensitive information, InterTalk's superior feature set and outstanding reliability make it a natural fit.

InterTalk's proven track record for mission-vital communications and control operations, using standards-based architecture, makes it the ideal choice for agencies that need a cost-effective method of integrating diverse voice and data communication networks.

InterTalk's commitment to open standards, coupled with our ability to produce flexible, exact-fit solutions using off-the-shelf platforms gives us the ability to stay ahead of the rapidly-changing environment of modern-day communications control rooms. We provide powerful systems that are intuitive and easy to use.

InterTalk is an IP-based console that is able to interface with all types of legacy analog radio, digital P25 radio, 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. Simply add Computer-Aided Dispatch (CAD) or Geographical Information Systems (GIS) to InterTalk for a unified system at your fingertips. Because InterTalk is a fully-scalable architecture, the number of console positions can grow along with your agency.

TRANSCRIPT™
ARCHIVAL LOGGING RECORDER

Transcript™ is a full-featured, web-based application available to be integrated into your existing InterTalk™ Critical Information Systems, or as a standalone solution for your agency.

Transcript logs all of your valuable voice, text, photos, and videos. Every single talkgroup, radio, intercom, and telephone call can be recorded and archived with Transcript.
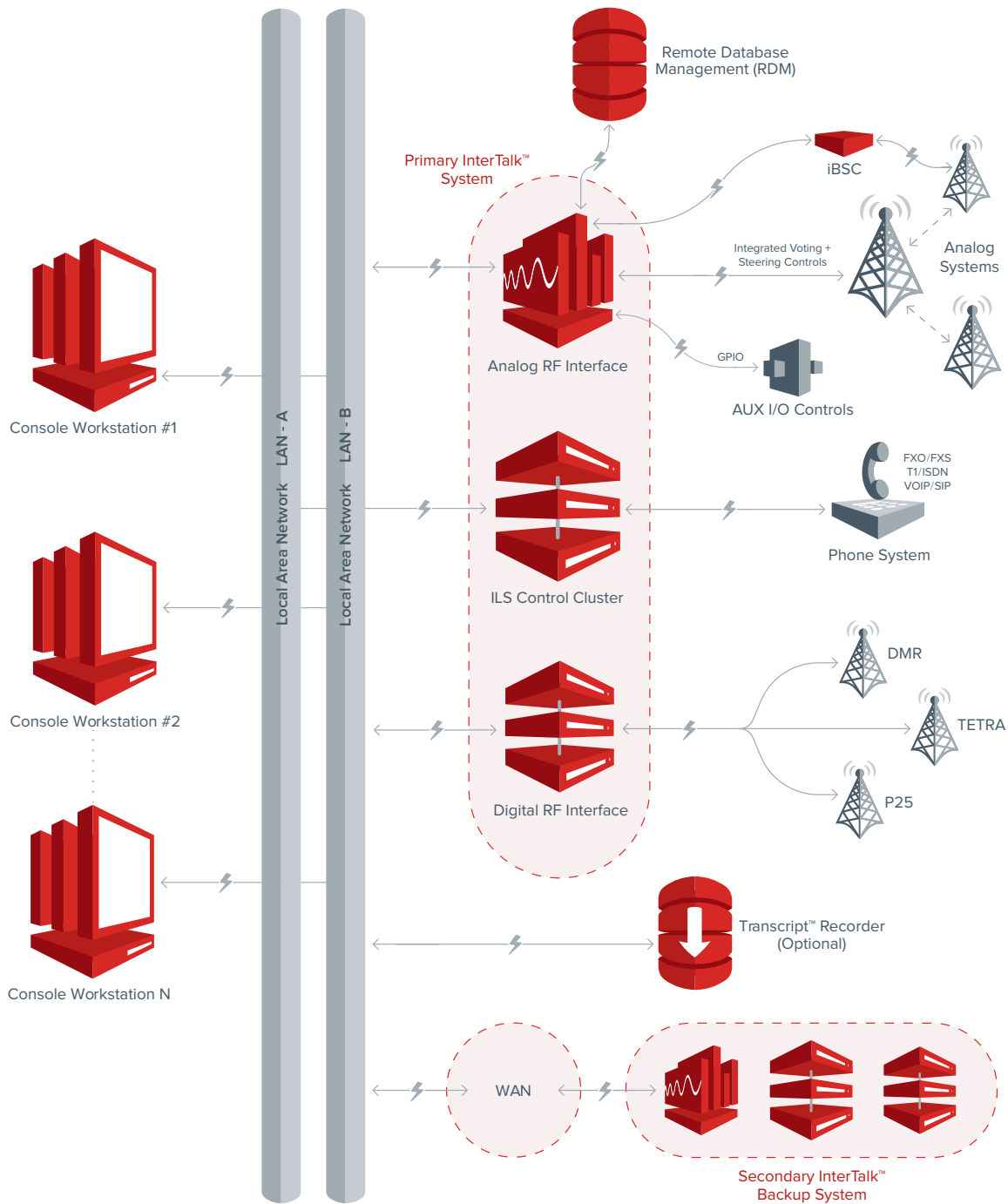
All audio that enters Transcript can be backed up to any removable media format, including USB drives, NAS, CD, DVD, or Blu-ray. Because Transcript does not do simple "track recording", it does not record unneeded silence during incoming/outgoing audio transmissions, saving you time and ensuring you only get the audio you need to hear.

The data that enters Transcript cannot be removed, modified, redacted, or hidden, ensuring that an auditable and legal chain of evidence is maintained. Transcript will maintain recordings for one (1) year by default, and automatically overwrites audio files older than 365 days with newer files, resulting in a one year "sliding window" of audio recordings. Audio recordings that must be kept on record can be tagged as "Yellow tape", ensuring it will not be deleted after one year.

Transcript's playback controls are designed with the end-user in mind. Transcript can play, pause, fast forward, and rewind audio tracks, and is capable of nudging audio backward and forward, and playing tracks at faster or slower speeds. Transcript also offers a repeat function, allowing specifically-selected sections of audio tracks to be played repeatedly.

The best part? As InterTalk develops new technology and features, Transcript can be easily updated, saving your agency money on costly hardware upgrades.

InterTalk™ EcoSystem

Remote Database Management (RDM)

Primary InterTalk™ System

iBSC

Integrated Voting + Steering Controls

Analog Systems

Analog RF Interface

GPIO

AUX I/O Controls

Console Workstation #1

LAN - A

Local Area Network

LAN - B

Local Area Network

FXO/FXS
T1/ISDN
VOIP/SIP

Phone System

ILS Control Cluster

Console Workstation #2

DMR

TETRA

P25

Digital RF Interface

Console Workstation N

Transcript™ Recorder (Optional)

WAN

Secondary InterTalk™ Backup System

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 wireless systems, text messaging services even the Internet of Things (IoT). With its powerful database tools, InterTalk can connect to any information, anywhere. With InterTalk, all the systems that you 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 or even in another country. InterTalk is the console system that meets all your needs and limits nothing. From the local police station to the dogcatcher – InterTalk connects to and controls them all, anywhere, anytime.

CUSTOM USER DISPLAY

Let's face it, dispatchers spend most of their working hours staring at their screens. Console screens can be cluttered, chaotic or just plain ugly. InterTalk's User Interface is ergonomically engineered for real life situations. It presents 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 you can change it, with screen builder tools built into every system provided. Plus, you can save as many different layouts as you'd like.

SUPERIOR SALES 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

We know that not every agency 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? InterTalk is scalable so it always meets your communications needs. As your operation grows, InterTalk will grow with you. With reliability built into every system, InterTalk is engineered to never fail.

PROUDLY SERVING

PUBLIC SAFETY | TRANSPORT | UTILITIES | GOVERNMENT

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Trusted By...

DISPATCH

POLICE

FIRE

EMERGENCY MEDICAL

AVIATION

RAILWAY

UTILITIES

GOVERNMENT

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