



Powerful. Reliable. Scalable.
Critical Information Systems for Aviation



 **INTERTALK**TM
Critical Information Systems





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

When daily operations include high-stakes human and commercial interests in aviation, 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 mission-critical air traffic controller, 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, GIS, and AVL), or any other digitized data asset your agency employs.

InterTalk's secure, dependable communications core dramatically increases the chances of success in daily operations, helping ensure the ongoing safety of your personnel, customers, infrastructure and commercial goods.

Coupled with InterTalk's integrated information systems such as our Transcript™ Archival Logging Recorder System, InterStat Intelligent Communication Statistics Logging, and IP-connected Citadel Base Station Controller, you can rest assured that your information systems are always on, connected, and providing you the right information, at the right time, in the right format.

OUR GOAL:

To provide an *exact* fit to your needs.

Secure IP-Based Operational Intelligence



EASILY COMMAND MULTIPLE INTERFACES

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

- Analog radio systems, Smartzone, EDACS
- DMR Tier 2 and Tier 3
- P25 (ISSI/CSSI/DFSI)
- TETRA
- POTS, SIP, FXO, FXS, T1/E1, E&M, Ringdown, ISDN, PBX, and more
- Paging, including QC-II, 5/6 Tone, DTMF, EIA, SELCAL
- Signaling formats MDC1200, GEstar, FSK, MSK, GMSK, Fleetsync, and many more



ISO 9001:2008 & ISO 27001:2013 CERTIFIED

InterTalk recognizes the vital importance of protecting the aviation's sensitive data, which is why we are the only North American console manufacturer to receive both ISO 9001:2008 (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 management.



Stay Connected and Informed with InterTalk



INTERTALK™ INTEGRATED DISPATCH & CONTROL CONSOLE

The InterTalk™ Integrated Dispatch and Control Console sits at the core of your aviation dispatch 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 with pilots or ground crews, 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 airlines 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 dispatchers 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, 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 SCADA, AVL or 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 airline.



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.

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

InterTalk's Full Suite of Integrated Products



CITADEL BASE STATION CONTROLLER

InterTalk's Citadel Base Station Controller is optimized for use in the most remote site operations. The Citadel interfaces traditional radios (analog, digital) to your IP network for audio communication and/or remote process control. With the right configuration, the Citadel can remotely control gates, doors, lighting, generators, or anything else connected to your network. Where no IP backhaul facilities exist, the Citadel can be configured for analog trunk operation by using one of the analog ports as drop-and-insert style trunk connections.

The Citadel can connect to and control base stations via GPIO (parallel port) connections, with additional ports available to control radio units using RS-232/422/485, USB or Ethernet. The Citadel can control up to four (4) base stations per controller using a single IP connection with TCP/IP for control, and RTP/UDP/IP for voice streaming.

The Citadel also enables an extended network of conventional repeaters to work together over a wide area. While analog trunks can be used, IP connections between the sites allows for advanced features such as peer-to-peer receiver voting, transmitter steering, and talker identification. With the addition of an InterTalk Integrated Dispatch and Control Console, a small and very functional radio network with advanced features can be built for less than the cost of a typical system controller.

The Citadel's DSP technology accompanied by its built-in Linux OS make it easily modifiable for any job you can think up for your airport. Coupled with a best-in-class input and output offerings, an extreme temperature range tolerance (-40°C to +65°C / -40°F to 149°F), and a significantly lower power requirement (3W nominal), our Citadel Base Station Controller is the smartest, most economical choice for your remote, battery/solar-powered radio site requirements.



INTERSTAT INTELLIGENT COMMUNICATION STATISTICS LOGGING

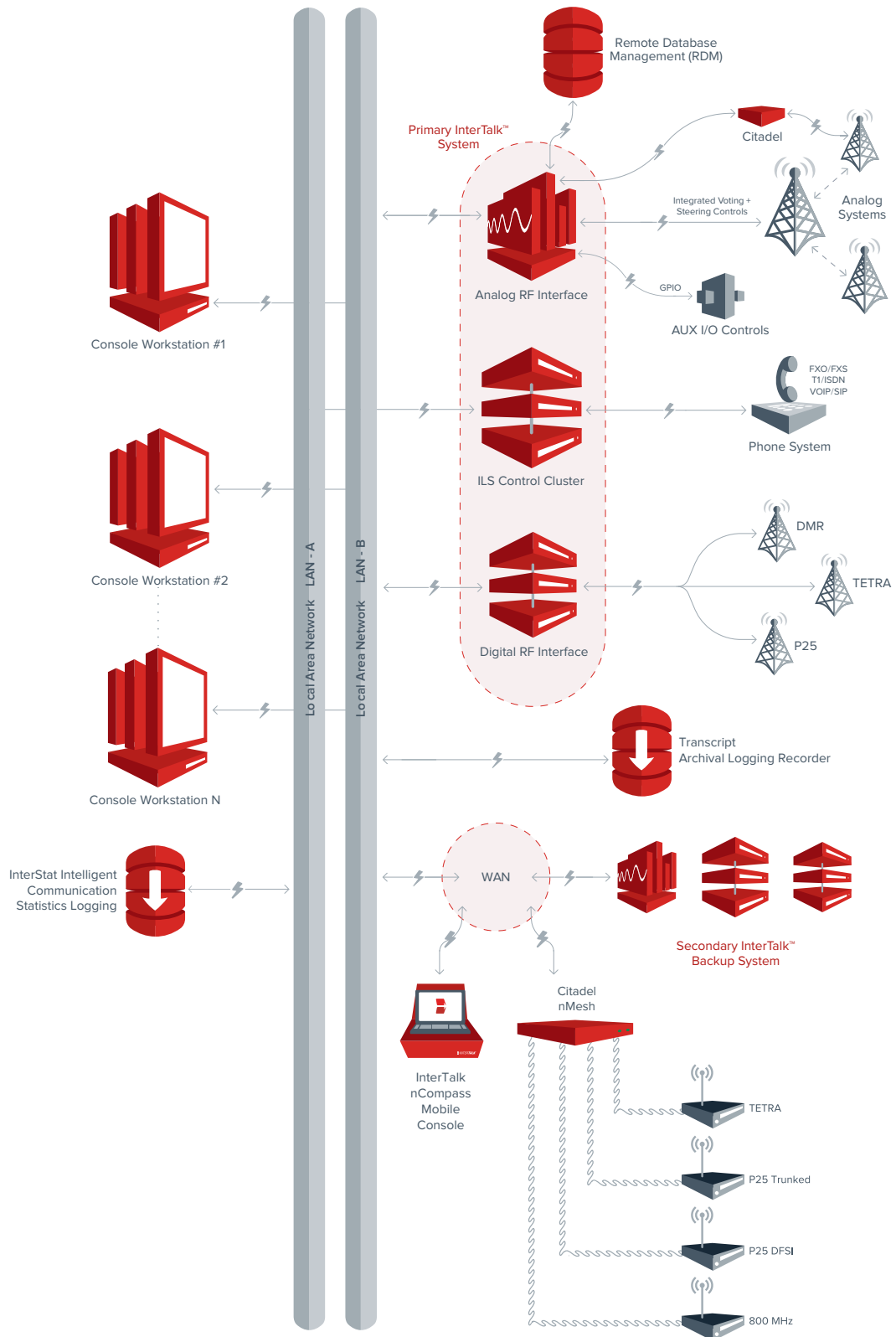
InterStat is an Enterprise-grade data analysis and reporting tool available for your airline's radio-telephony system. InterStat's robust power allows users to easily view, export, share, and visualize any combination of system data captured within your communications system.

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 your airline significant money every year.

InterStat is accessed and controlled over IP via web browser dashboard, and is infinitely configurable to provide your airline 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 energy 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 Engineers to Air Traffic Control – 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. 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, with screen builder tools built into every system provided. Plus, your specific login layout follows you wherever you go, and allows saving 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 airline or airport 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.



TANGIBLE, LONG-TERM SAVINGS

InterTalk's extensive console integrations include a public-safety grade archival logger, fully integrated transmitter-steerer and voter capabilities, and much more. By reducing 3rd-party hardware and software integrations, your agency can experience significant cost savings with reduced technical support, hardware maintenance, and ongoing integration requirements across your comms system. InterTalk handles it all with our comprehensive product suite!



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