

ULTRACOM
E911/RADIO DISPATCH CONSOLE SYSTEM
E911 TELEPHONE COMPONENT

SIMPLY THE MOST
COST EFFECTIVE
E911 SYSTEM
ON THE PLANET.



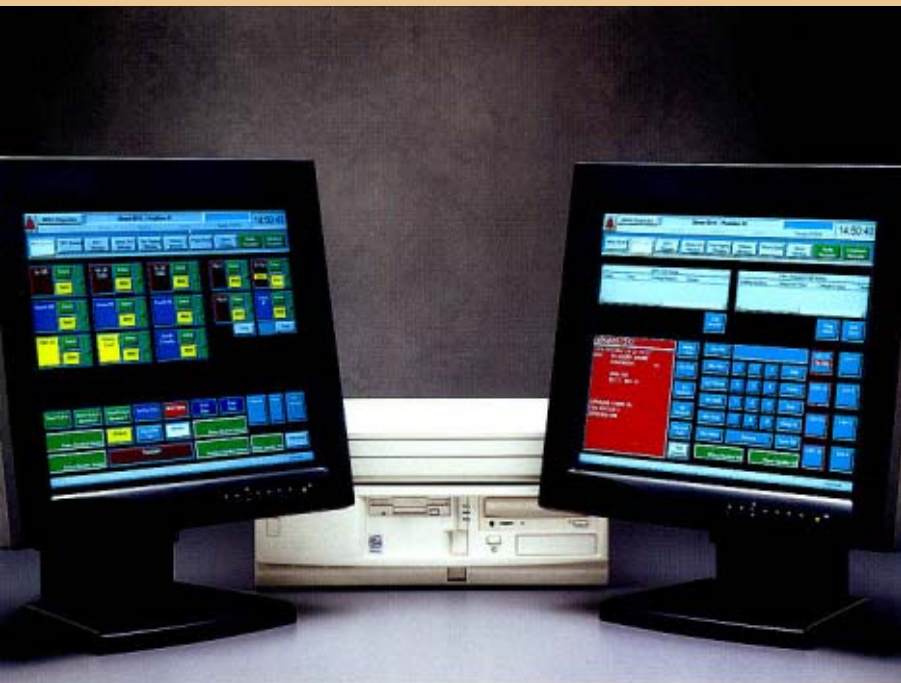
MODULAR COMMUNICATION SYSTEMS, INC.

OVERVIEW



You'll save a ton of money in both the long and short term on your UltraCom E911 System. You'll save over \$25,000 on information management software built-in at no extra cost. Eliminating complex and expensive back-up servers save thousands more. Our innovative diagnostics can save up to 50% in support costs.

The new UltraCom E911 Console System.
Our all digital state-of-the-art technology is designed from the ground up for maximum cost effectiveness.



The UltraCom System can support both dual and single screen displays. Shown here are E911 (right) and Radio (left) screen displays; both are driven by a single computer. Both E911 and Radio can also share the same screen display with our space saving pop-up windows. Only the information you need is up when you need it.

The E911 component of the Moducom UltraCom™ E911/Radio Dispatch Console, unlike its competitors, is not an assembly of older proprietary systems. It's a state-of-the-art, NENA and Telcordia compliant, all digital, 32-bit Windows system, handling both E911 and ADMIN lines. Moducom has over 24 years in the industry and was the first to introduce programmability. Our advanced technology has enabled us to create a system that is more flexible, more reliable and above all more cost efficient.

BUILT-IN INFORMATION MANAGEMENT

SOFTWARE Our AdminApp includes an E911 Server Database, a Logging Recorder and a Statistical Report Generator. \$25,000 worth of software free.

SYSTEM STATUS MONITOR & MAINTENANCE TERMINAL

System Status can be viewed in real time. The E911 Server (or any workstation) can be used to configure or run diagnostics on the system.

SAVE ON REDUNDANCY

All E911 information is buffered at each position - saving you the high cost and complexity of a redundant server.

ALL E911 DATA ARCHIVED ON DVD-RAM USER PROGRAMMABLE TOUCH SCREENS

USER SYSTEM CUSTOMIZER Eliminates expensive factory programming when system changes occur.

MONEY SAVING DIAGNOSTICS

Automatic/manual diagnostics save up to 50% in support costs.

FREE SOFTWARE UPGRADES

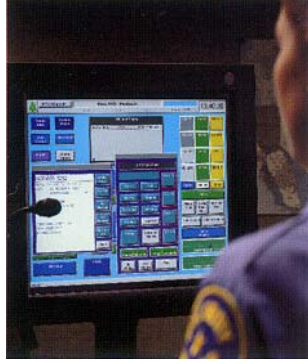
CAD/MAPPING INTERFACE Our system will interface with any CAD system.

RADIO DISPATCH-PART OF THE SYSTEM SOFTWARE

You only add minimal hardware to gain a single application E911 and Radio dispatch console system.

SYSTEM SPECIFICATIONS ON THE WEB

All system specifications can be referenced on the web at www.moducom.com



All screen buttons are in plain text – there are no confusing icons to learn. Our touch screens are fully user programmable. Screens can be designed to fit the job exactly. Our exclusive ANI/ALI pop-up windows can be brought up as needed reducing screen clutter.

Telecommunicators are the key to E911. A console system must support them. It must be powerful yet flexible enough to meet their specific requirements.

TOUCH SCREEN/MOUSE CONTROL

Our optional large flat LCD touch screen monitors provide easy access to our E911 controls.

POP-UP WINDOWS ANI and ALI windows can be brought up when needed reducing screen clutter.

USER PROGRAMMABLE SCREENS Our straight-forward drag and drop visual tools

are the most flexible way for users to program screens to fit the way they work.

SINGLE OR MULTIPLE MONITORS

Additional monitors can be added to increase available screen area.

ON-KEY HELP A one-touch help system offers instant help on any button function.

FAX AND PRINTING SERVICES Any ANI/ALI information can be sent to the E911 Server printer or remote location via FAX to a specified phone number. This aids E911 caller database correction management.

Top Left: The easy to use main E911 Screen is shown answering a call. The ANI/ALI pop-up window shows the name, address and phone number of the person who has called in.



Top Right: The built in phone book (pop-up window) allows access to over 10,000 phone numbers. Just one click dials a number.



Bottom Left: Here the Instant Recall Recorders (phone and radio) pop-up windows are shown. Both recorders are built-in saving up to \$5000 per workstation.



Bottom Right: Combined radio and E911 – answer, make phone calls and dispatch radio all from the same screen.



ADD RADIO DISPATCH AT A HUGE SAVINGS. Radio dispatch is part of the UltraCom application software. All you do is add minimal hardware to obtain Radio Dispatch and E911 all in a single application.



Information managers need the right tools to properly manage their E911 system. Our exclusive AdminApp contains a comprehensive E911 database, a Logging Recorder and Statistical report Generator – over \$25,000 of server software built-in at no extra cost.

The Information manager needs a comprehensive solution for gathering vital statistical telephone and system information.

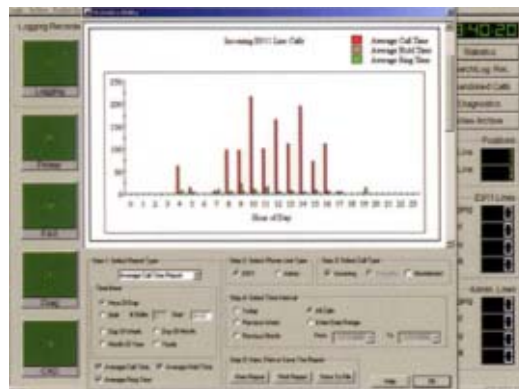
E911 DATABASE All call info (ANI/ALI, Caller ID, Operator Position, Time/Date, Incoming/Outgoing, etc.) are stored on the E911 Server Database. All call detail info can be retrieved from any operator position, the E911 Server or any PC on the network.

LOGGING RECORDER All telephone call audio is stored on the E911 Server. Calls can be retrieved using the built-in Search, Filter

The Call Detail Report Pop-up Screen shows specific information on a particular phone call. When calls come in you get complete details. You can go back at any time to search these call details. All call information is kept forever.



This is an example of one of the many types of statistical reports available. Here is a Call Time Report that shows the ring time, hold time and length of calls. This feature allows you to make staffing decisions based on call volume.



and Report Utilities from any access point on the system network. All call and audio data are backed up on the DVD-RAM media eliminating costly separate logging recorders.

STATISTICAL REPORT GENERATION

Reports may be generated and viewed from any Operator Workstation, the E911 Server or any PC on the network. Report types include: Call Load, Line Load, Operator Call Load and Call Times. They can be printed or exported as an HTML file.

DIAGNOSTICS The built-in *MEDIC* performs extensive diagnostic test routines both automatically and manually, testing all digital and analog paths identifying where failures occur (down to the circuit level). Error Messages provide explanations suggesting which components might be responsible and offering corrective action.

100% USER PROGRAMMABLE INTER-

FACE All screen layout, button size, location, color, labels, functionality, features and levels are fully programmable by the technician and staff.

SYSTEM CHANGES

The built-in Customizer allows your technicians, not factory programmers, to program the system and make system changes as they arise.

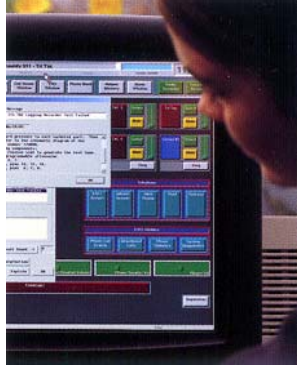
ON-LINE MANUALS

All manuals can be viewed at each operator position.

BUILT-IN TDD AND CALL QUEUES

ADD RADIO DISPATCH AT A HUGE SAVINGS. Radio dispatch is part of the UltraCom application software. All you do is add minimal hardware to obtain Radio Dispatch and E911 all in a single application.

E911 ADMINISTRATOR



MEDIC, our exclusive built in manual and automatic diagnostics, can spot trouble right down to the circuit level. Complete explanations on all error messages recommend clear and corrective action.

The E911 administrator provides oversight and is responsible for the bottom line. He needs the tools for effective management and a system designed for real cost effectiveness.

SYSTEM STATUS MONITOR/MAINTENANCE TERMINAL View the state of the entire system in real time. The E911 Server (or any workstation) can be used to configure or run diagnostics on the system. The Diagnostics Utility allows you to view current error and fault conditions as well as a history of past diagnostic messages.

This is the AdminApp Main Screen. It shows the status of your whole telephone system at a glance. It also allows you access to specific functions such as statistics reports, logging recorder and diagnostic reports.



Look at any diagnostic information from one main screen or remote location. You can immediately check for errors with remote diagnostics – even from your laptop.



SYSTEM CHANGES Our built-in *Customizer* allows your technicians, not factory programmers, to program the system and make changes as they arise.

LOCAL MAINTENANCE Our exclusive, built-in diagnostics performs extensive diagnostic test routines, testing digital and analog paths both automatically and manually. It identifies where failures occur, often automatically switching to back-up resources. All system cards are hot-pluggable. Error Messages provide clear explanations as to which components might be responsible and offer corrective action.

REMOTE MAINTENANCE Remote access to all diagnostic capabilities. Capabilities include reviewing automatic diagnostic status/ error message logs, monitoring system activity, compiling system statistics, reviewing system configuration, running manual diagnostics, changing system configuration, updating software and listening to logging recorder audio.

MONEY SAVING SCREEN DESIGN The built-in *Screenmaker* program enables your technicians, not expensive factory technicians, the ability to program screens. You have total flexibility in screen design. Use additional monitors, pop-up windows, display controls automatically, manually or both at the same time. No other E911 system offers this level of user programmability.

ADD RADIO DISPATCH AT A HUGE SAVINGS. Radio dispatch is part of the UltraCom application software. All you do is add minimal hardware to obtain Radio Dispatch and E911 all in a single application.

E911 ADMINISTRATOR



Beware of the long term costs of E911 console systems. How much will you pay for system changes or the addition of new capabilities? What about long term support and expendability? The UltraCom is the only E911 console designed to conserve your resources.

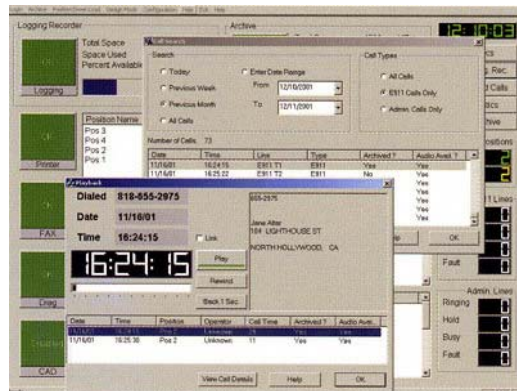
Administrators need to look ahead to the future of their console system. What will it cost to expand and integrate as requirements change?

REDUNDANCY All E911 call and audio information is buffered at each position. The information is automatically transferred to the server so no data is lost. All E911 phone operations run independently of the server. There's no need for the high cost and complexity of redundant servers, saving you over \$5000 in hardware costs.

Logging Recorder Search Pop-up Window - this is the screen you use to search for a particular phone call. When the phone call is located, press playback to hear the actual call.



Logging Recorder Playback Pop-up Window - This allows you to look at the information about a past call and listen to the actual conversation.



E911 DATA ARCHIVED ON DVD-RAM All E911 data is stored on DVD-RAM for future reference.

CAD/MAPPING INTERFACE Interface ALI data to any CAD system on the market. Connection may be achieved via an RS-232 port or TCP/IP network connection.

ADDING FULL RADIO DISPATCH CAPABILITY Every UltraCom E911 Console System contains all the software and most of the hardware for a state-of-the-art Radio Dispatch system. You add only minimal hardware saving as much as 50%. Radio Dispatch and E911 in a single software application means lower costs, greater reliability and more flexibility.

CONSOLES Consoles can be mounted in any manufacturer's furniture.

FREE SOFTWARE UPGRADES Free for the life of the equipment. Available on our website.

FREE DOCUMENTATION All manuals (Installation, Technical and Programming) are available on the Internet from our document download site.

MORE FEATURES AT NO EXTRA COST To see even more money saving features, log on to our website and look through our extensive manuals. Got questions? Contact a Moducom representative right from our website.

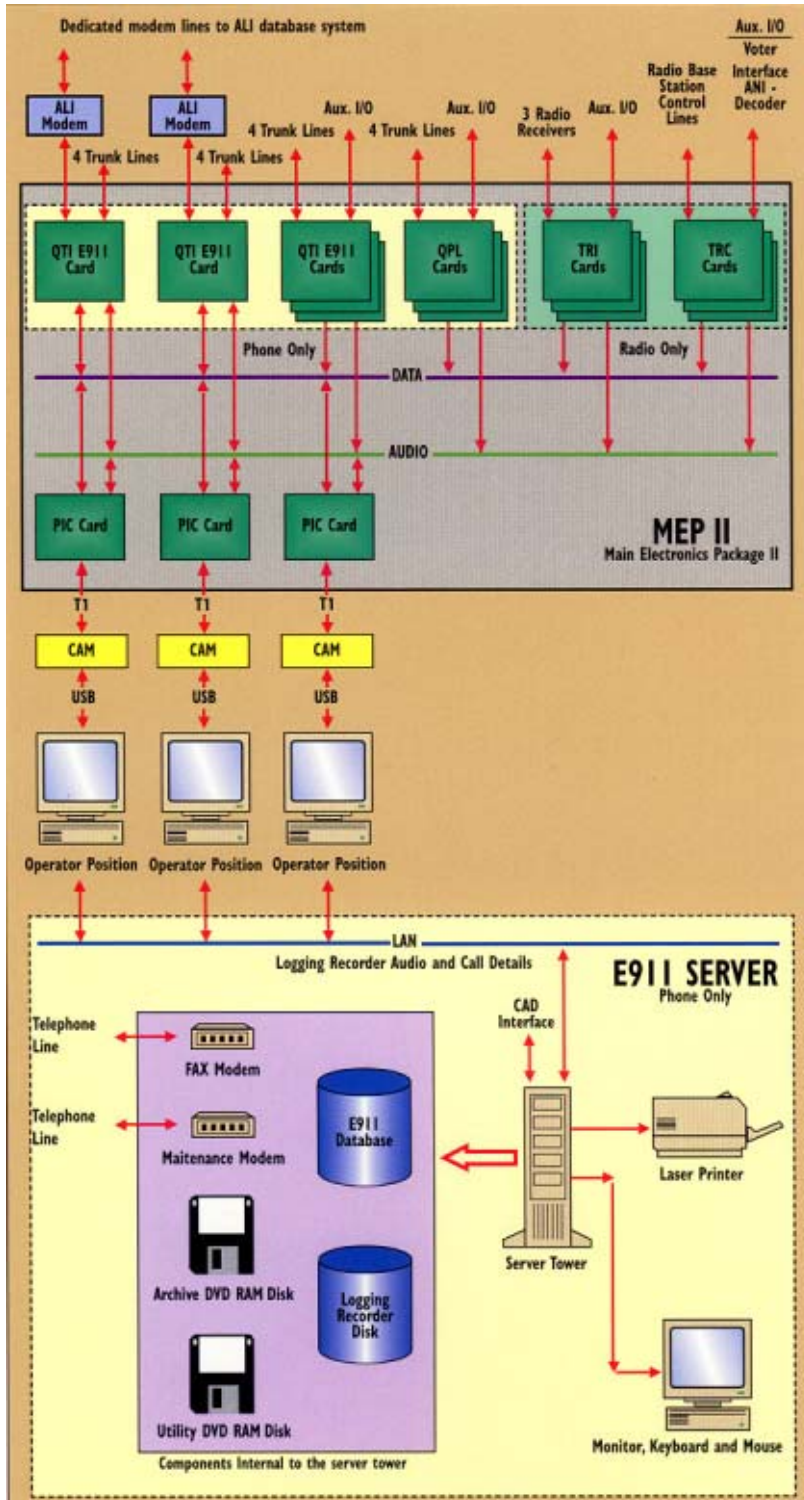
FREE DEMO SYSTEM SOFTWARE Demo our revolutionary cost saving system software or order a demo disk at www.moducom.com

ADD RADIO DISPATCH AT A HUGE SAVINGS. Radio dispatch is part of the UltraCom application software. All you do is add minimal hardware to obtain Radio Dispatch and E911 all in a single application.



All of the cost effective electronics in the UltraCom Radio Dispatch Console System are designed, engineered, manufactured and assembled right here in the U.S.A.

Compact MEP Cabinet: We believe smaller is better. For example: a compact six foot rack can control 64 phone lines, 48 radio channels and 16 operator positions. We design our equipment with less cards and smaller boxes - this means higher reliability and lower costs.



MAIN ELECTRONICS PACKAGE The Main Electronic Package II (MEP II) equipment is a fully digital audio and data switch. It acts as the central connection hub of the consoles system. All operator positions, radio control lines, admin telephone lines, E911 trunks, and auxiliary equipment connect to the MEP II. The major components of the MEP II are the MEP II Card Cage assembly, Telephone Card Cage assemblies, MEP II power supply assemblies, MEP II Telephone power supply assemblies, Transmit Receive/TRI Receive Cards (TRC/TRI), Position Interface Cards (PIC), DC Keying cards (DCC), Quad Phone Line cards (QPL), and Quad Trunk Interface cards (QTI).

OPERATOR POSITION The Operator Position is the interface between the dispatcher and all functions the console system performs. The operation is controlled via mouse and/or color touch screen monitor. In its most basic form, the Operator Position provides status information and visual control buttons to the dispatcher. This allows them to control and route audio in order to communicate with telephone callers and field radio units.

ULTRA-COM SERVER (not required for radio console) the Ultra-Com Server monitors system activity, stores call Detail Records, provides logging recorder functionality for phone lines, and maintains an E911 database for statistics and reporting. All call audio and call detail information (ANI/ALI, caller ID, operator position, phone line, time/date, incoming/outgoing, ring time, hold time, TTY conversation, etc.) for any phone calls are stored on a system server database. Call may be retrieved using the included search and report utilities. All call audio and data is automatically backed up to DVD-RAM media for long-term storage. This information can also be printed, exported to file, or compiled into the included statistical report generator.

ADD RADIO DISPATCH AT A HUGE SAVINGS. Radio dispatch is part of the UltraCom application software. All you do is add minimal hardware to obtain Radio Dispatch and E911 all in a single application.

THE E911 INTERFACE THAT'S EASY TO LEARN AND EASY TO USE.



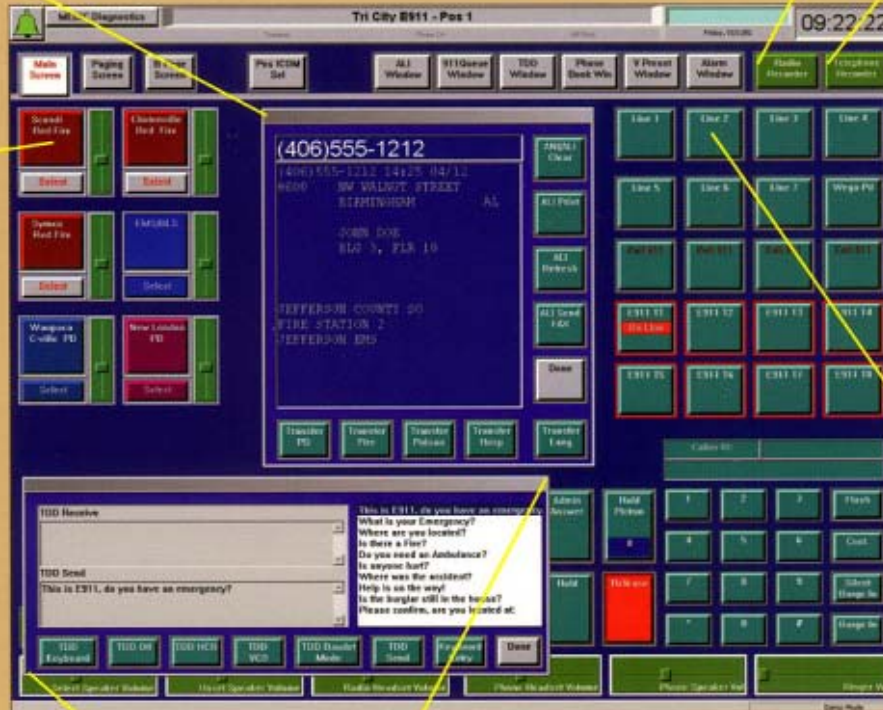
ALIWindow This space saving pop-up display shows all the call detail information, including audio, stored for each call.



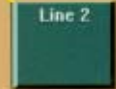
Dual Instant Recall Recorders
Built-in 90 minute each radio and telephone recall recorders provide a quick review of conversations. All telephone audio is stored on the included server and is backed up on DVD-RAM for long term storage.



Radio Channel Buttons Our integrated radio system is easy to learn and use. Channel buttons show the status of the channel (Xmit, Call, Busy, Select, Muted, etc.). Just press the button to talk on the channel.



TDDWindow
Our built-in TDD Device features predefined messages, automatic operation and manual overrides.



Telephone Line Buttons Our integrated phone system allows fast access to administration and E911 phone lines. The UltraCom supports ANI/ALI, Caller ID, TDD, Conference and Flash Transfer.

OUR SYSTEMS ARE FOUND IN THE FOLLOWING FIELDS:

*Federal Government/Military • State/Local Governments • Law Enforcement • Fire Departments • Health/Emergency Services
Forestry • Public Utilities • Telephone Companies • Petroleum • Land Transportation • Railroads*



**COST EFFECTIVE NOW
MORE COST EFFECTIVE OVER TIME**

MODULAR COMMUNICATION SYSTEMS, INC.
13309 SATICOY ST. NORTH HOLLYWOOD, CA 91605
TELEPHONE: (818)764-1333 • E-MAIL: moducom@ix.netcom.com
www.moducom.com