



SIP DISPATCHING SYSTEM

This dispatching system integrates business management platform, and can realize one-key hands-free calling, two-way calling, group calling, one-way monitoring, shouting deterrence, zone broadcasting, background music, security linkage and other functions by connecting to broadcast intercom terminal, network fire gateway, IP camera, SIP voice gateway, SIP phone and other terminals and gateway devices. It is suitable for banks, schools, scenic spots, mines, metallurgy, petrochemical, electricity, ports, prisons, troops, sentry boxes, checkpoints, highways, rail transit, safe cities, smart buildings and other industries.

Product Features

- Supports mainstream audio and video coding standards such as G.711, G.729, G.723, H.263, H.264, etc.
- Openness: This dispatching system is based on the standard SIP protocol, supports third-party equipment access and interconnection with the customer's existing IP communication system.
- High-definition sound quality: Supports standard broadband voice coding, combined with unique echo cancellation technology, compared with traditional PCMA coding, it can be called fidelity and high-definition sound quality.
- Efficient collaboration: By dividing multiple partitions and configuring multiple consoles, a single console can handle multiple service calls at the same time, and supports collaboration between consoles to improve the service efficiency of the monitoring center.
- Business integration: A single system can support multiple services such as voice assistance, video linkage, fire alarm, access control, etc., and complete monitoring monitoring, business consultation, alarm assistance and other tasks through a unified console interface.
- Dispatching operation: Supports calling, muting, answering, monitoring, multicast, broadcasting, conference and other functions.
- Call and conversation: support dial-up calling, incoming call answering, two-way intercom, hands-free calling, monitoring, intercom recording, multi-line switching, etc.
- Support video linkage function, can support IPC linkage.
- Management function: system management, group management, account management, authority management, hotline management.
- Working temperature: -10°C to +60°C.
- Signaling protocol is SIP, following RFC3261 Standard.
- Routing method: registration database, dial plan.
- With billing system (optional).

FUNCTIONAL CHARACTERISTICS

 Intercom Function	• Two-way intercom, video intercom, multi-party intercom, call recording, line search group, call queuing, forced insertion and removal, environmental monitoring, call monitoring; • Amplified intercom, support point expansion, group expansion, full expansion function.
 Broadcast Function	• Support trigger broadcast, instant broadcast, scheduled broadcast; • Support shouting broadcast, music broadcast, text broadcast, collection and broadcast broadcast; • Built-in dynamic multicast technology, support broadcast priority; • Support broadcast loudspeaker function, can be automatic or manual loudspeaker; • Support multicast or unicast mode broadcast.
 Video Function	• Support video preview, intercom linkage, stream switching; • Support Support 1/4 split display; • Supports docking with products of mainstream video surveillance manufacturers such as Hikvision and Dahua.
 Audio/Video Recording	• Audio and video recording supported; • Local audio/video recording supported by server.
 Alarm Linkage	• Supports alarm reporting, sound and light prompts, alarm processing, and alarm recording; • Alarm plans support broadcast linkage, SMS linkage, switch linkage, and alarm video.
 Electronic Map	• Supports map layering, hotspot management, status presentation, and linkage operation; • Supports intercom, broadcast, video, alarm and other operations on an electronic map; • Supports Baidu Maps and Google Maps.
 Open API	• Provides API interface to achieve data intercommunication and intelligent linkage with third-party platforms; • Adopts HTTP protocol to support functions such as data exchange and linkage instructions.

BILLING SYSTEM (OPTIONAL)

Industrial Telephone system functional specification

PIN number OR RFIC / IC Card

- 8 digit numeric PIN OR Card
- PIN number tied to user
- Enter PIN when phone call is started OR place card in phone

Billing system

- Local prison, Government agency, local provider or Socrates can have contract with local service provider/carrier
- Accept payments to accounts from the public e.g. family members wishing to credit the user account?
- Maximum balance allowed?
- Transaction history
- Ability to manually add a credit

- Charges for calls (option to charge user for calls): Create Rate Tables to be agreed with customer

- Charging for calls:

- Rated duration options (system configurable):
 - Per minute, round up to next minute
 - or Per second, round up to next second ?
- Minimum charge option
- Connection charge option
- Free calls:

- Reports:

- Call Detail Summary

- Filter by:

- Date/time range
- Day of week on/off
- Called Number
- Calling Party (username / station)
- Recorded or not
- Flagged

- Show call start, end, called party, calling station (device or phone), user, type (free/charged), duration, recording, flagged, notes

- Call Detail Summary by time window (not sure if we can combine this into above or not)

- Filter by:

- Date range
- Day of week on/off
- Time window within each day of date range
- Called Number
- Calling Party (username / station)
- Recorded or not
- Flagged

- Call Summary Report, showing total number of calls, minutes, free minutes used, billable amount, refunds, total

Family & Friends payments to user account:

- Payment Transaction History
- Balances. How will user credit their account?
- Audit: Admin actions and who did them
- Ability to play back calls from call detail summary. Include link to Bio Metric security?
- Ability to add notes to a call record
- Ability for prison to refund a call

Admin:

- Ability to add/remove numbers to a global, site, or client whitelist
- Ability to add/remove numbers to a global, site, or client blacklist
- When adding to whitelist, specify whether calls should be recorded, and whether they should be charged for

Permissions:

- Reporting user
- Admin user
- Allow listening to recordings
- Allow adding notes
- Allow refunds
- Allow reports
- Allow adding resident
- Allow deactivating resident
- Allow adding of free minutes
- Allow adding of credit
- Allow adding whitelist (contacts), global, site, or client
- Allow deleting from whitelist (contacts), global, site, or client
- Allow adding blacklist (contacts), global, site, or client
- Allow deleting from blacklist (contacts), global, site, or client
- Allow flagging calls
- Allow monitoring calls
- Allow setting automated watches
- Allow block all calls, global, site, station/device or client
- Allow block of call during monitoring
- Allow termination of call during monitoring

Monitoring/Playback:

- Randomly select a call to start monitoring. Cycle to another call after 1 minute unless user selects to pause the round-robin selection
- User can select specific call to monitor (pauses round-robin automatically)
- Ability to terminate live call (enter a reason)
- Ability to monitor live call
- Ability to flag/unflag a call during monitoring
- Ability to add notes during/after a call
- Ability to set individual call flags within a call recording

Calling:

- When picking up a physical phone:
 - Auto dial entry point
 - Play instructions
 - Wait for: Dial phone number, followed by #called number, followed by PIN number
 - Play resident announcement - that call will be recorded, please wait for called party to answer
 - Play something while waiting for called party announcement
- Play info message to caller if:
 - Called number is not allowed
 - Account is disabled/barred
 - Insufficient balance
 - System is unavailable
- Play announcement to called party when they pick up? E.g. "This is a call from a detainee at ROP facility"?
- Start charging for call when callee is connected to caller (even if voicemail)
- Start recording only when both ends connected
- Optional: Play warning at 2 minutes to call termination and 1 minute (e.g. two pips / one pip)
- When calling from handset, give the balance, and optionally, the max call duration for the number before connected
- Put a hold for the max call duration on the clients balance before the call starts. Clear the hold after the call terminates

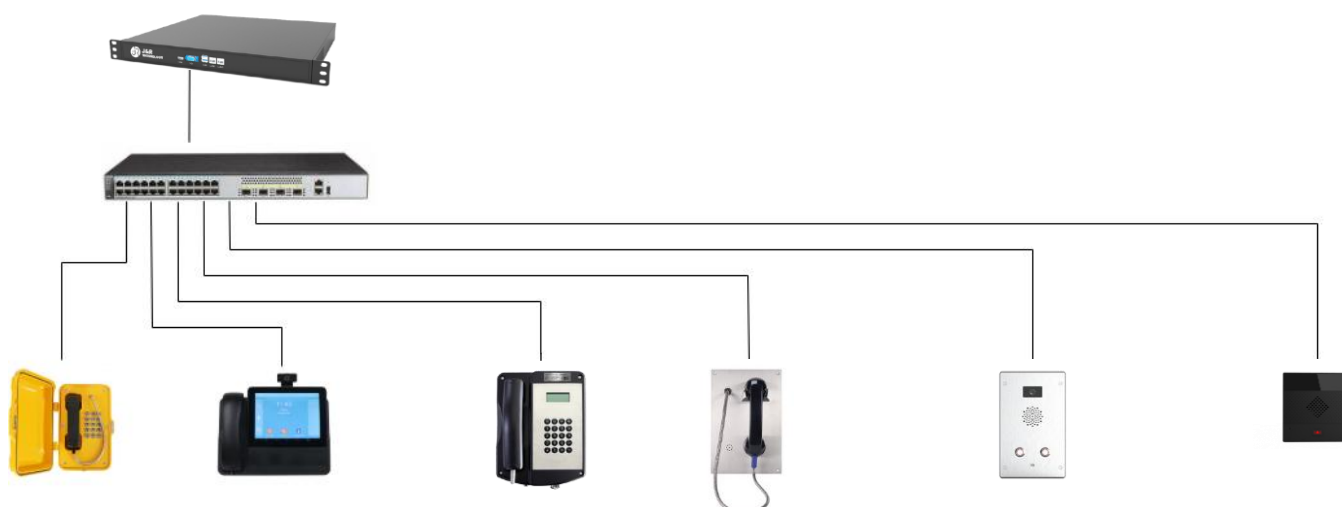
Contacts:

- Allow configurable amount of number of contacts per resident (system-wide)
- Admin area to add/amend/delete contacts. Contacts should be soft-deleted so they are referenceable to historical records
- Name, number, relationship, address, picture ID, record of authorisation and who added them?
- Contact history, when added, amended, deleted.
- When contact soft-deleted, remove name (and number) but keep number in call records

Audit:

- All actions / transactions to record which user carried them out

APPLICATION



TECHNICAL SPECIFICATIONS

Model name	JR-TNS-T60	JR-TNS-T120	JR-TNS-T240	JR-TNS-T500
Power supply	100~220V AC	100~220V AC	100~220V AC	100~220V AC
Power consumption	≤35W	≤35W	≤35W	≤35W
Storage	500GB	500GB	500GB	500GB
Operating temperature	-10°C to +60 °C	-10°C to +60 °C	-10°C to +60 °C	-10°C to +60 °C
Dimensions	430×44.5×600mm	430×44.5×600mm	430×44.5×600mm	430×44.5×600mm
Network port	10/100/1000M	10/100/1000M	10/100/1000M	10/100/1000M
Number of registered terminals	60	120	240	500
Number of concurrent calls	20	50	100	200
Concurrent recording channels	8	8	8	8
Number of console accesses	1	1	1	1

