



## CASE STUDY

### Project

Long Bay Correctional Complex

### Client

Corrective services NSW

### Location

Sydney, New South Wales

### Date completed

February 2011

### Equipment Supplied

1 x AlphaCom XE7  
Interface hardware  
1 x Dual display master station  
2x IP Desk master stations

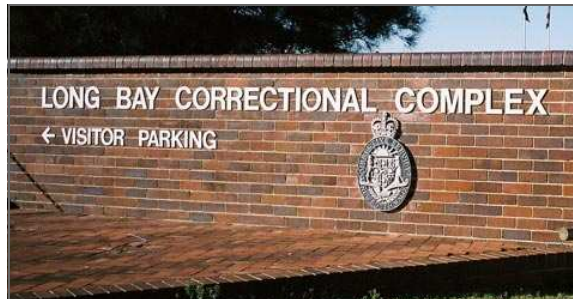
### Status

Completed

# Ring-Master Upgrade

## Long Bay Prison

Sydney, New South Wales



### The Challenge

Famous Sydney prison first in Australia to receive AlphaCom integration with existing Ring-Master CB901 system.

### The Site

Long Bay Correctional Complex is located 14km south of Sydney's central business district.

The complex houses the:

- Long Bay Hospital a maximum security institution for medical and psychiatric cases.
- Metropolitan Special Programs Centre a maximum/minimum security institution.
- Special Purpose Centre a maximum security institution for inmates requiring special protection.

### The Scope

Long Bay Prison has been a Ring-Master customer for many years, and their SPC centre was the site for the first Ring-Master - AlphaCom integration in Australia. With the requirement for the Master Station to be relocated to a different geographical location connected via fibre, the Ring-Master CB901 system was technologically unable to assist.

### The Solution

AlphaCom XE, IP Intercom allows Master Stations to be placed in any geographical location so long as network connectivity is provided. An AlphaCom XE7 was supplied, and the CB901 system reconfigured to install the Audio Interface and Program Distribution cards, and one Subscriber Card was removed. 2 Serial Ports were connected between the CB901 and the AlphaCom, for standard calling features and Cell Call handling, including queuing and reassurance tones. 2 Audio links were provided between the systems, for 2 simultaneous conversations, and this is ample capacity for the 3 STENTOFON Master Stations supplied. A traditional Dual Display Master Station was supplied from the exchange, as the location was greater than network technology would allow, and 2 IP Desktop Master Stations with handsets were provided for the 2 network locations within the facility. The installation took place over 2 days, with day 1 dedicated to installation and cut-over and day 2 dedicated to training both custodial staff and maintenance contractors.

### The Outcome

Total system downtime was limited to 4 hours, and the system has now been operating without fault since its installation in January. Staff now have the latest in technology, and the added benefits of high quality voice communication between all guard posts, reducing the reliance on mobile radio and telephone.