



CASE STUDY

Project

IP Cell Call System

Client

Urban Risk

Location

Melbourne, Victoria

Date completed

July 2011

Equipment Supplied

1 x AlphaCom XE1
11 x IP Substation hardware
2x IP Flush Master Stations

Status

Completed

Fast turnover of Cell Call system to IP Sunshine Police Station

Melbourne, Victoria

The Challenge

Sunshine Police Station was equipped with a Ring-Master RM5000 with Crisis Alert add-on for all Cell Call duties, and had been under the microscope for a few years as the aging system began to fail. Down to half the speech links at last repair, the system finally failed and STENTOFON were contacted for assistance by the new maintenance contractors.

The Solution

Some options were floated, with the contractor settling on a replacement AlphaCom XE1 and full IP solution. Less than 24 hours later, a STENTOFON technician was on site to assist with the changeover. Existing Ring-Master AB931-F plates were retrofitted with STENTOFON IP Sub-station hardware, eliminating the need for back box replacement, and the flush mount DAD104 Call Annunciator Panel was replaced by STENTOFON IP Flush Master Stations, which feature all call display and audio facilities, removing the need for the additional handset. With all site wiring already Cat5, all that was required was for the Network switch and AlphaCom to be mounted in a convenient cupboard and the cabling re-terminated and patched. With the Plug and Play functionality of the AlphaCom, the system was operational as soon as the stations were plugged in.

The Outcome

The Police Station cells were fully operational that afternoon, and the officers now benefit from Clear loud communication, free from echo thanks to the advanced audio characteristics of the STENTOFON hardware. The Flush Master Station provides all the functionality that the officers require, with the call handling soft-keys and the pre-programmed Direct Access Keys providing Group Call, Anti-nuisance and other important facilities. Overall, staff were happy to have an operational system provided in a short time frame, and now have the state of the art Cell Call system.

STENTOFON are well equipped to support installations such as Police Stations. We can provide short turn-around times for projects, as we understand that maintaining a custodial environment is a high pressure industry, with very little room for error. We can provide loan equipment for failed items while repairs are carried out, and are always available to provide project advice. If you require assistance, please contact us.



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