STENTOFON

"Connecting Australia since 1975"

- AlphaCom XE
- Pulse
- Pro700
- BiWay

Ring-Master — Service, Repair, Integration

M100 — Service, Repair, Integration

DNH — **Marine Services**

STENTOFON October 11 Newsletter

SIP Intercom
Intercom for any iPBX system

iPBX systems are now the phone system of choice in most new installations, and many sites are being upgraded to VoIP for the simplicity of installation, management and cabling. Now, as in the past, telephony systems suffer from a lack of specialised terminals, such as the Clean and Operating Room Intercom Station shown. STENTOFON released a SIP based substation in 2010, and are again leading the field with the release of SIP Master Stations and speakers in 2011.

Available now, all STENTOFON IP Stations are available with SIP Clients, ready to be connected to any iPBX system. Released with a simple firmware update, all STENTOFON Master Stations are now compatible with AlphaCom, Pulse and SIP, all with the tick of a radio button in the on-board Webserver. Each STENTOFON SIP Intercom features multiple registrar domains for connection reliability, audio tone testing for audio path reliability and a host of other audio and connection settings to ensure interoperability. SNMP traps provide a source of equipment logging, and TFTP provisioning of each station allows for centralised management. This, and the host of standard STENTOFON features such as Noise and Echo cancellation, ensures that any STENTOFON SIP Intercom will always provide the highest level of service.

CASE STUDY: The University of South Australia have built new Clean Room labs, and required a Clean Room intercom solution. Unhappy with the previous choice of Clean Room Telephones, UniSA contacted STENTOFON, and we were able to supply SIP Clean Room Intercom that connects to their NEC iPBX. Configuration was as simple as providing Registrar IP address, and extension numbers, with no further configuration required. The Active Noise Cancellation is removing the fan noise from the audio stream, ensuring that the messages are received first time.

The Royal Melbourne Hospital
Radiology and Theatre Intercom upgrade

STENTOFON have been involved in the Royal Melbourne Hospital since 1994, with a Touchline MPC exchange supporting the Emergency Department, Radiology, Cardiology and Theatres. Interfaces to PA allows for staff to quickly locate each other, and request assistance with an Intercom installed in every room. After an extensive technology study involving the Radiology and Theatre departments to find the best communication system for their requirements, both departments realised that the best technology is the one they were already using; STENTOFON.

The upgrade involved the installation of 2 AlphaCom XE20 exchanges, equipped to support their existing Intercom Stations. In the past, one exchange supported all areas, but with separate budgets, separate exchanges was seen as the way to go. Both departments realised the need to adjust the spread of intercom stations, so while some unneeded stations were removed, some new ones were installed. The Theatre department has benefited with the re-introduction of overhead speakers, powered by a STENTOFON Power Amplifier to improve audibility in the corridor areas, and the system is well placed to be expanded via the Ethernet for their planned OR expansion. Both systems were installed and cut-over in 3 days each, resulting in a minimum of operational downtime of only hours, and now reside in a clean, cool server room which will extend the life of the system.

Ring-Master Upgrade
Famous Sydney prison first in Australia to receive AlphaCom integration

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. However, with the 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 reconfig-ured 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 then 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. Total system downtime was limited to 4 hours, and the system has now been operating without fault since it's installation in January. Staff now have the latest in technology, and the added benefits of high quality voice communication between all guard posts, reduc-ing the reliance on mobile radio and telephone.

Sunshine Police Station
Fast turnover of Cell Call system to IP

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. Some options were floated, with the contractor settling on a replacement AlphaCom XE1 and full IP solution. Less then 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 Substation 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 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.