



- Easy to use and Intuitive
- Graphical User Interface
- Touch-screen compatible
- Mapping program MapBuilder™ included
- Runs on Windows® XP
- Handles 1 to 4 incoming lines
- Shares Data with GAI-Tronics® TMA and S.M.A.R.T. Phones
- Integrates with Video from user's security CCTV system
- Call Annunciation at Dispatcher Station and at User's Remote Telephone Location
- Call Recording and Playback
- Call Logs
- Dispatcher Functions including Follow-up Flags, Incident Reporting and Tracking

GAI-Tronics, the leader in rugged and security communications, now offers a call centre package for campus, parking, transit, and security applications. C.M.A. (Call Management Application) is a PC-based application that works with our S.M.A.R.T. Emergency Telephones to provide a complete security package for your application.

The C.M.A. will also receive calls and call out to standard analogue telephones, emergency telephones, and auto-dial telephones; however, any phones less than GAI-Tronics® S.M.A.R.T. telephones will of course provide only limited functions. GAI-Tronics carefully considered all the facets of a Security Dispatch Office in the development of the C.M.A. application.

With nearly 20 years' experience providing rugged emergency communications, we implemented the C.M.A. to incorporate the needs and functions of:

- The Security Office Despatch Operator of a college campus or airport parking service, managing calls and multi-tasking between the emergency phone system and the police, fire, and ambulance dispatch radio system
- A caller, whether the caller has a flat tyre, needs emergency medical assistance, needs an escort from late night class, or is a nurse coming off second shift
- The Telecom manager, whose job is based on 100% reliability 24/7, and maintains the call logs and call records in the event of a court case

# DAC Telephony

## C.M.A. Call Management Application

### PRELIMINARY SPECIFICATIONS

In addition, the C.M.A. easily integrates into the telecom manager's LAN or WAN network through VoIP (Voice over Internet Protocol) adapters. This offers the Dispatch Office to be set up with little or no additional wiring.

GAI-Tronics® C.M.A. requires the following minimum PC standards:

- Pentium® 4
- 512 MB RAM
- 2.0 GB hard drive
- USB 2.0 ports
- Windows® XP Operating System
- Optional Video Graphics card for NTSC video
- SVGA Monitor with 1024 x 768 or better

GAI-Tronics® C.M.A. also works with the following common VoIP Adapters:

Cisco ATA 188 ([www.cisco.com](http://www.cisco.com))

- 2 POTS lines with Ethernet switch
- H.323 v2, H.323 v4, SIP (RFC 2543 bis)
- Requires SIP server for normal dialing (non-IP dialing)
- Requires gateway for PSTN or PBX access

MultiTech MVP 130/210/410/810/2410/3010 ([www.multitech.com](http://www.multitech.com))

- 1,2,4,8 FXS/FXO/E&M lines, T1, E1
- H.323 v4, SIP, SPP (Simultaneously)
- Supports typical or IP dialing without SIP server
- Includes gateway for PSTN or PBX access
- Includes H.323, SIP and SPP (proprietary) in one box

### ORDER CODE

Call Management Application (CMA)	12509-028
Telephone Management Application (TMA)	12509-024
S.M.A.R.T. phones	Refer to brochure B093

