





You have a  
commitment to  
public safety.

We have a  
commitment  
to you.

## **INTEGRATED RADIO DISPATCH, NG9-1-1 & E911 CUSTOMER PREMISE EQUIPMENT**

Modular Communication Systems Inc. is the preferred choice among first responders, dispatch centers, utility operators, and public servants for their radio and telephone communications Customer Premise Equipment (CPE) needs.

The public counts on prompt emergency services, and emergency dispatchers count on ModUcom systems.

Since 1978, we've maintained this distinction because we believe relationships are as fundamental as technology. In fact, ModUcom validates your choice to collaborate with us by continuing to support every product we have ever manufactured in our more than three-decade history.

If you work for an organization that handles public funds or you're responsible for fiscal oversight, you'll appreciate our total cost of ownership (TCO) model every bit as much as our technology. With every investment in ModUcom's completely integrated technology, you can expect free software upgrades and lower maintenance costs.

These standard, free updates and easy-to-maintain systems add up to a typical TCO savings of more than 50 percent over competitive models.

As the industry evolves to meet Next Generation 911 (NG9-1-1) standards, our commitment to offering responsive service, financial stewardship, efficient

management, consistent performance and the lowest TCO will remain permanent. And that's an obligation we protect as fiercely as you do public safety.



# Are you ready for NG9-1-1?

Next Generation 911 will bring a host of new capabilities to public safety communication services. However, the transition to NG9-1-1 can be difficult and costly without a good migration plan. ModUcom can help reduce costs by efficiently guiding you through each phase of your transition.



## MODUCOM ULTRACOM IP IS YOUR NG9-1-1 SOLUTION

While it may be several years before NG9-1-1 standards are finalized, forward-thinking Public Safety Answering Points (PSAPs) that need to add additional equipment or upgrade existing hardware should invest in NG9-1-1 ready equipment. PSAPs that use ModUcom systems can upgrade them easily—and at no cost—to meet future NG9-1-1 requirements.

Our flexible architecture makes the UltraCom IP system a smart, cost-effective solution. As new NG9-1-1 standards materialize, you

can upgrade your system easily, usually by installing a free, simple-to-install software update.

ModUcom's design philosophy reflects our commitment keep your system up-to-date and easy to maintain throughout the life of your equipment.

In fact, the majority of our existing ModUcom E911 customers are able to upgrade to NG9-1-1 capability for a small fraction of the cost of a new system.

## NG9-1-1 interfaces and features supported today.

ModUcom has already upgraded the UltraCom IP console system software to support a number of new NG9-1-1 interfaces today, with the ability to meet the needs of tomorrow.

- SIP call interface to the Emergency Service Routing Proxy (ESRP) using UDP, TCP or TLS
- Geolocation/PIDF-LO location data exchange
- HELD interface to the LIS for obtaining caller location
- SIP Event Package for Conference State to display members of a conference or bridge
- Conference/bridge interface to an ESRP or a BCF for conferencing with other PSAPs and other emergency support agencies
- Presence Event Package for Session Initiation Protocol
- LoST interface to the ECRF for querying available emergency services based upon caller location

# Future-proof your investment.

Our UltraCom IP console system is NG9-1-1 ready today, with built-in technology that's ready to embrace the needs of tomorrow.

As soon as new specifications are completed, ModUcom offers free software upgrades to the PSAP registry, making the new functionality immediately available through new interfaces.



To ensure that our UltraCom IP system fully supports NG9-1-1 architecture, ModUcom participates in the Next Generation Partner Program organized by

the National Emergency Number Association (NENA) and is a member of the planning committee for Industry Collaboration Events (ICE) Testing.

And although we have our eyes to the future, our support for our existing customers is steadfast.

ModUcom continues to support existing interfaces to legacy equipment within the Public Safety Answering Points we serve, as well as offering expert guidance and cost-effective planning assistance to all of our customers as they migrate to the new NG9-1-1 standards.

## WHEN EVERY SECOND COUNTS

Beyond NG9-1-1, the ModUcom UltraCom IP system supports interfaces to any combination of analog radio, P25 digital radio, analog E911 CAMA trunks, analog Administrative phone lines, digital NG9-1-1 and digital VoIP Administrative phone lines. It presents these resources to the dispatcher/call-taker using one, seamless user interface. All controls are intuitive and labeled clearly for ease of use during critical operations when every second counts. All aspects of the user interface are customizable to fit the diverse needs of each dispatch center.

ModUcom has more than 35 years of experience building complex public safety systems that are reliable, easy to use and easy to maintain.







## WHAT IS NG9-1-1?

The Next Generation 911 Initiative is a research and development project to help define the system architecture and develop a transition plan to establish a digital, Internet Protocol (IP)-based foundation for the delivery of multimedia 911 calls.

**“As impressive as their technical capabilities are, what I appreciate most is ModUcom’s exceptional service. They’re accessible and responsive, and always just a phone call away. Their continuing hands-on approach to support is one of the reasons we value this partnership.”**

## Three decades, yet only one leader.

Perhaps first responders respect ModUcom because we were first to innovate in the dispatch control systems field. Among our achievements:

- Pioneered the all-digital console
- Introduced 100-percent user programmability
- Led adoption of a working VoIP solution
- Conceived systems that are most flexible, reliable and cost-effective in industry

## ModUcom systems power the following fields:



Federal Government/Military



Health/Emergency Services



Petroleum



State/Local Government



Forestry



Land Transportation



Law Enforcement



Public Utilities



Railroads



Fire Departments



Telephone Companies

# Powerful features, no extra cost



## RADIO FEATURES

- Touch screen or mouse control
- Single or multiple monitors
- Pop-up windows reduce screen clutter
- Volume memory windows
- Recall recorders
- Alarm monitoring
- On-key help
- Radio channel buttons
- Programmable CW/ID for all channels



## TELEPHONE FEATURES

- Handles E911lines
- Handles ADMIN lines
- Logging recorder
- Phone/radio recall recorders
- Fax and print serv
- E911 Database
- Call-taker notes
- Site information
- TDD (both formats)
- Automatic call distribution
- Analog phone capability
- Built-in phone books
- Mapping
- Redundancy
- CAD interface



## DFS I FEATURES

- Caller ID/Unit ID
- Individual Radio Functions
- Talk Groups
- P25 Emergency Calls
- Digital & Analog Mode Operation
- P25 Voter Functions
- Encryption

## TEST-DRIVEN BY OPERATORS AND DISPATCHERS

We consider operators and dispatchers to be the heart of a critical communication control system. Our UltraCom IP system supports you with powerful and flexible features:

- Touch screen/mouse interface
- Pop-up windows
- On-key help
- Optional multiple monitors
- Dual instant recall recorders
- Remote operator positions

## CREATED WITH EASE OF MAINTENANCE IN MIND

Management and IT personnel need a flexible, cost-efficient system. That's why maintenance and troubleshooting for the UltraCom IP system is extremely easy, fast and, above all, effective.

- 100-percent user programmable interface
- Advanced diagnostic system built in
- Optional remote maintenance
- Free software upgrades
- Statistical reports
- E911 database

# At ModUcom, you are a customer for life.

Our included 24/7 technical support and free software updates, provide an incredibly cost effective, flexible solution that provides many years of lasting service. At ModUcom, our commitment to excellence in user experience and customer service extends far beyond the initial sale and installation.

For a free consultation and demo, call us at 818-764-1333

or visit us online at [www.moducom.com](http://www.moducom.com)



## Our Mission:

To serve and safeguard the public good through innovation, advanced technology and competitive pricing.

## Our Vision:

To provide state-of-the-art, mission-critical communications and dispatch solutions that enhance public safety while creating new opportunities in the communities we serve.

## **MADE IN THE USA**

ModUcom designs, engineers and manufactures every product we sell right here in the United States.



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