



CRITICAL CONNECT

Interoperability Made Easy

June 2020



MOTOROLA SOLUTIONS



“During emergencies, reliable communications are critical. Disasters, such as 2017’s hurricanes, continue to test the nation’s emergency communications capabilities. As disasters can cross jurisdictional boundaries, collaboration within and across regions is very important. ”

April 2018 GAO Report, EMERGENCY COMMUNICATIONS, Increased Regional Collaboration Could Enhance Capabilities





THE PUSH-TO-TALK VOID

Public Safety Needs

Interoperable PTT communications to coordinate multi-agency responses during large-scale events

Current Interoperability Solutions Fall Short

- Long time to setup/provision
- Separate interfaces required for each connection, and cannot adjust quickly as needed





Setup interoperable communications in two clicks not two weeks with **Critical Connect**

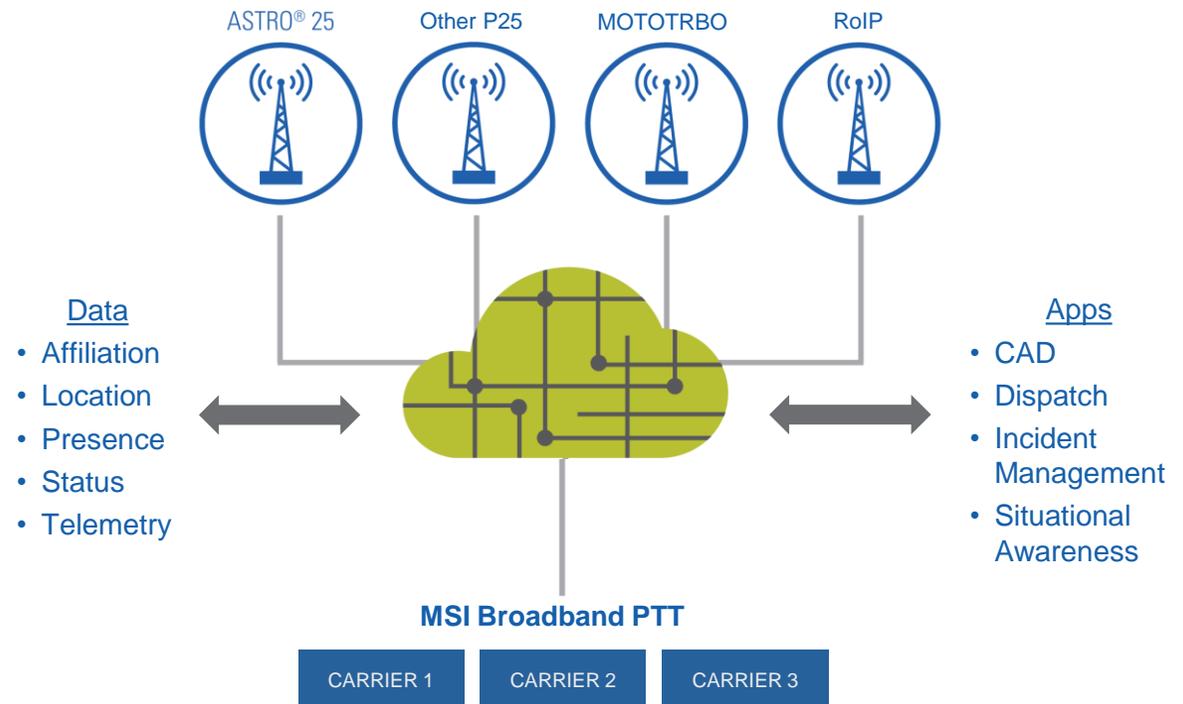




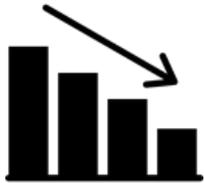
CRITICAL CONNECT

Interoperability Readily Available, Easily Reachable

Providing seamless exchange of information, voice, data, video, between disparate networks, agencies and applications.

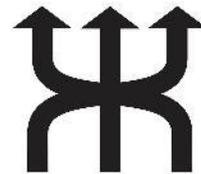


CRITICAL CONNECT



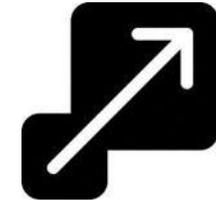
Simple

One secure interface to connect with multiple agencies and/or locations



Flexible

Quickly setup & teardown connections as required



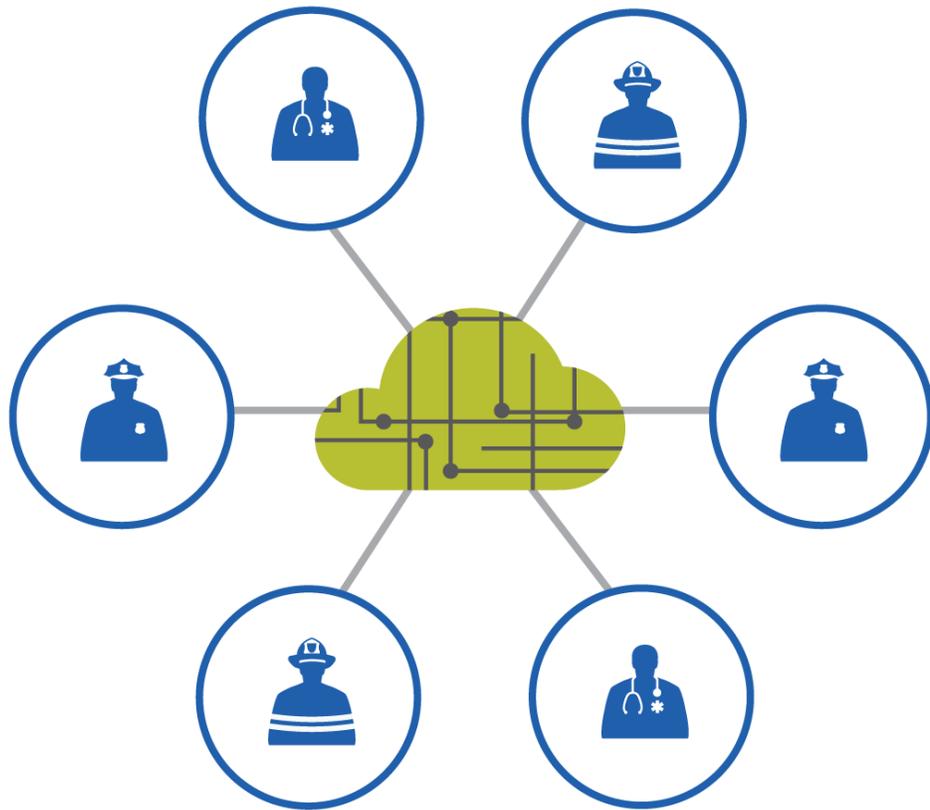
Scalable

Easily grow from a few to a large number of talkpaths and unique connections



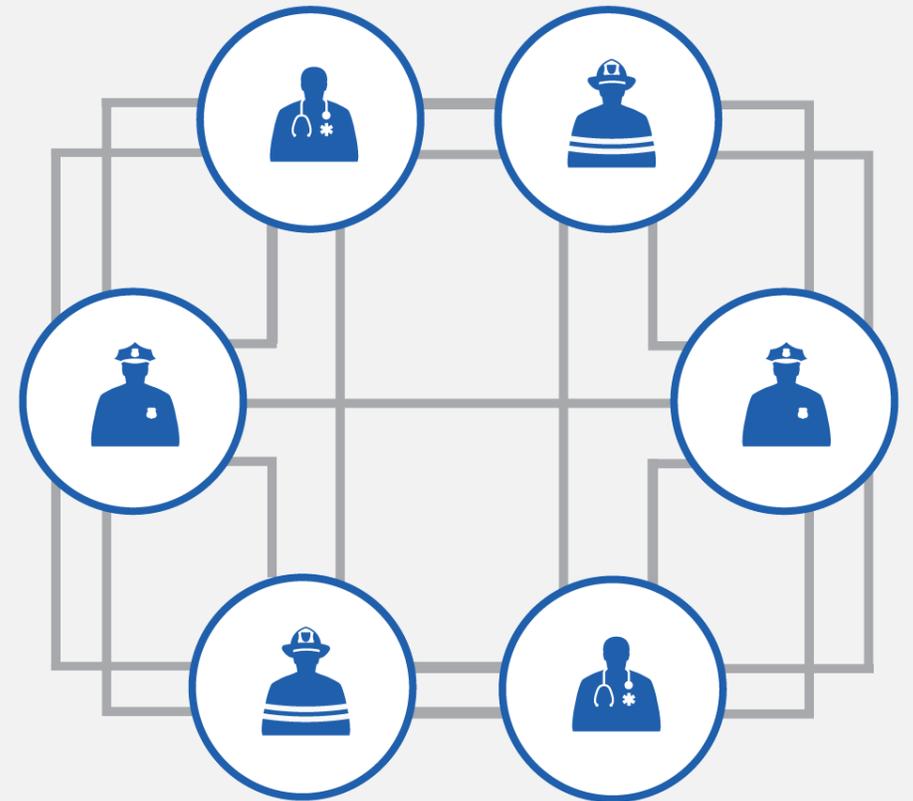
SIX AGENCY EXAMPLE: ONE-FIFTH THE LINKS

Critical Connect



versus

Legacy



SIX AGENCY EXAMPLE: FIVE-TIMES THE FLEXIBILITY

Connect With Whom You Want, When You Want





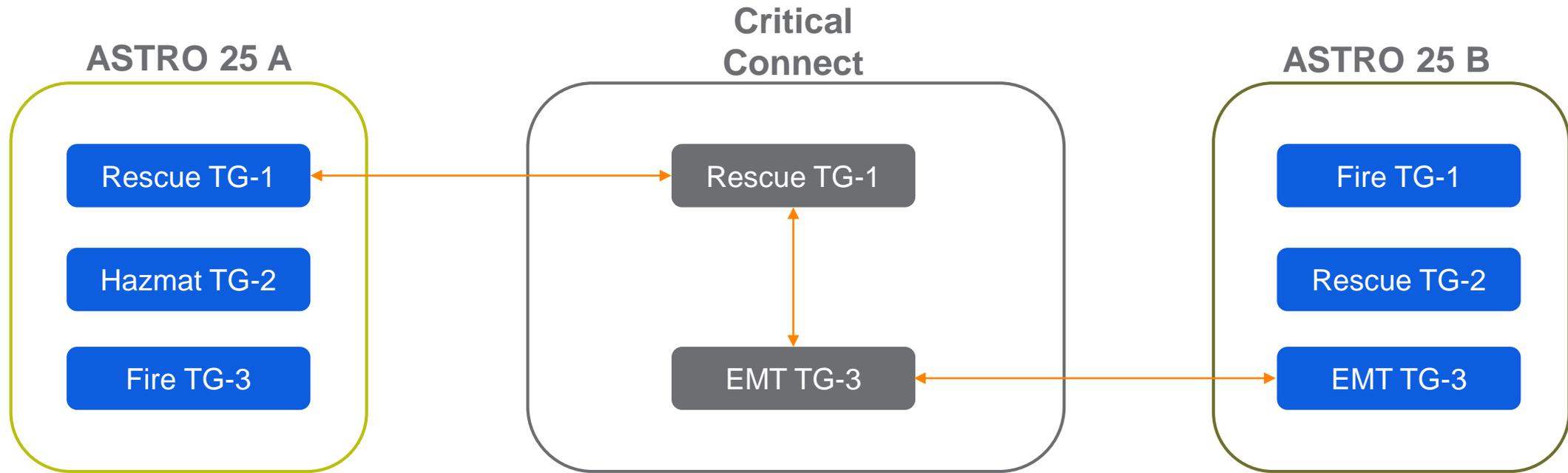
UNMATCHED SCALABILITY

Move From One Level To The Next As Needs Grow

- Single interface opens a directory of local, state, federal agencies, and carriers for interoperable PTT communications
- Monthly subscription makes it possible to purchase level of service needed at that moment
- Quickly add or reduce connections/talkpaths as requirements change



EXAMPLE - LMR TO LMR TALKGROUP LINKING



**END
RESULT:**



ASTRO 25 A users on "Rescue TG-1" can now talk to ASTRO 25 B users on "EMT TG-3"



ISSI 8000 VERSUS CRITICAL CONNECT

Feature	ISSI 8000	Critical Connect
Talkgroup Call	YES	YES
Emergency Call	YES	YES
Encrypted Voice	YES	YES
P25 Phase 1 Vocoder	YES	YES
Manual Inter-WACN Roaming	YES	YES
Manual Inter-system Roaming	YES	YES
Automatic Inter-WACN Roaming	YES	YES
Automatic Inter-system Roaming	YES	YES
RFSS Service Capability Polling	YES	YES
Transport of PTT-ID	YES	YES
Priority Call	YES	Roadmap
Emergency Alarm	YES	YES
Group Emergency Alarm	YES	YES
Busy Processing (Busy Queuing and Callback)	YES	Roadmap
Subscriber Unit Registration	YES	YES



ISSI 8000 VERSUS CRITICAL CONNECT (CONTINUED)

Feature	ISSI 8000	Critical Connect
Transport of Authentication Credential	YES	YES
Secure Subscriber Unit Registration	YES	YES
Subscriber Unit Deregistration	YES	YES
Group (Affiliation) Registration	YES	YES
Call Restriction	YES	Roadmap
P25 Data	YES	YES
Radio Inhibit/Uninhibit	YES	YES
Emergency Preemption (Ruthless Preemption)	YES	Roadmap



USE CASE

IMPROVE COORDINATION IN MULTI-AGENCY INCIDENT RESPONSE



THE CHALLENGE

Emergency Medical Service requires assistance from ambulance services in nearby communities to transport casualties from an explosion.

THE SOLUTION

Critical Connect provides interoperable PTT communications between ASTRO® 25 networks used by responding agencies.

THE OUTCOME

Seamless communication for a coordinated and effective response.





USE CASE

ENHANCE SITUATIONAL AWARENESS DURING MULTI-STATE OPERATION

THE CHALLENGE

Local and Federal law enforcement agencies conduct simultaneous raids on drug trafficking operation spanning several states.

THE SOLUTION

With Critical Connect, each agency uses own ASTRO[®] 25 network for seamless communication with their officers and with agencies operating in other states.

THE OUTCOME

Frontline officers and command staff communicate in real time, enhancing situational awareness.





WHAT'S INCLUDED

- Installation
- Basic PTT voice
- Interoperability with ASTRO 25 LMR systems and/or MSI broadband PTT
- Configuration support
- Management support
- Ongoing support

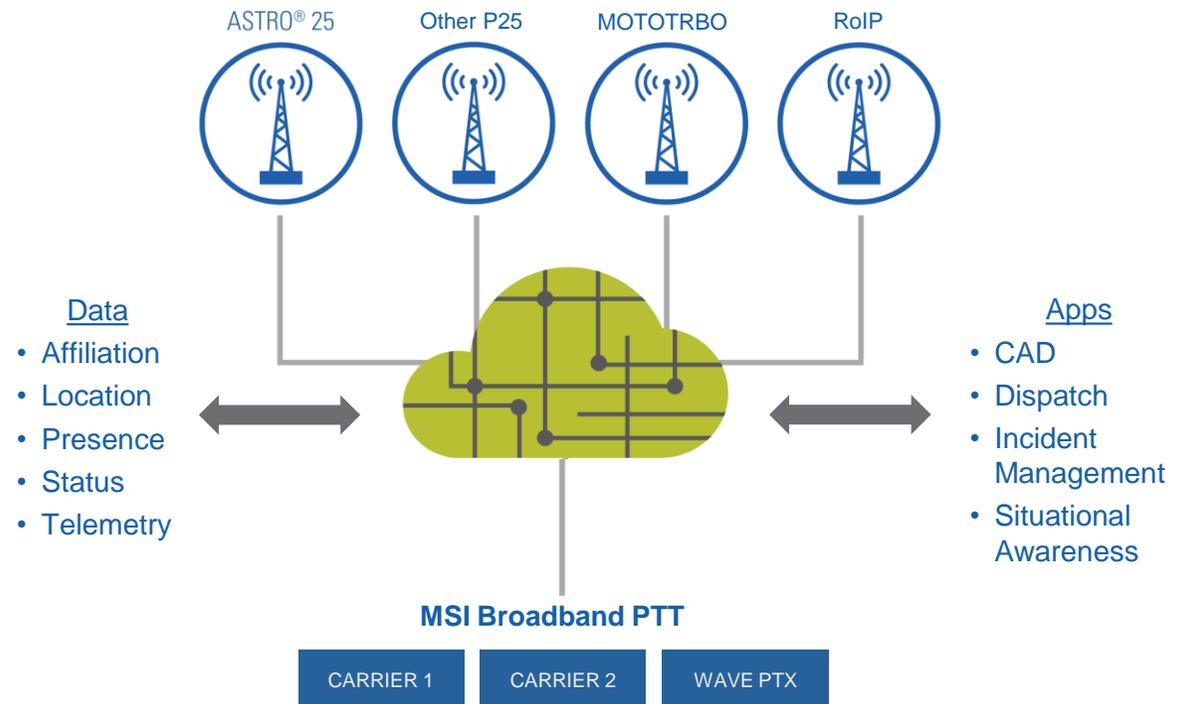




CRITICAL CONNECT

With Carrier-independent Broadband PTT

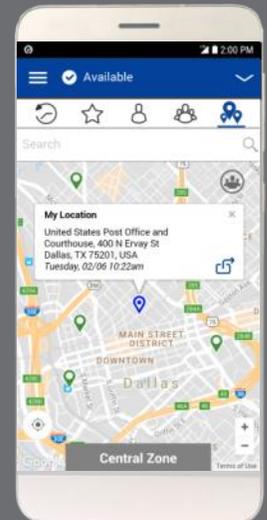
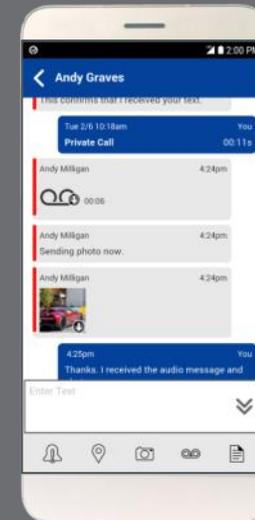
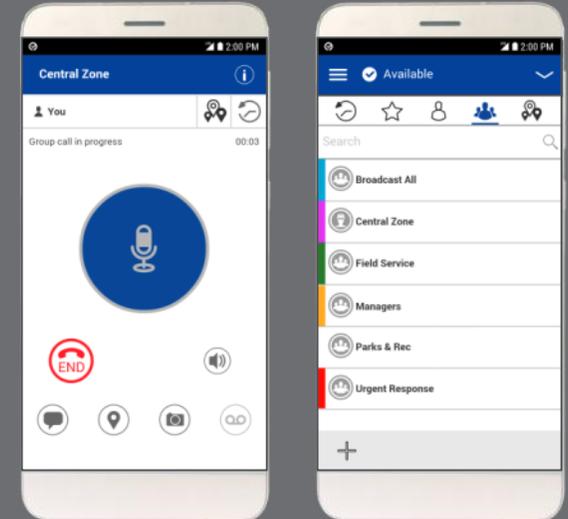
Special WAVE PTX offer tailored to meet the mission essential communication needs of Critical Connect customers.



WAVE PTX MOBILE APPLICATION

SINGLE APP. MULTIPLE MEDIA.

-  PTT Communications
-  Text Messaging
-  Location Services
-  Photo and Video Sharing
-  Real-Time Presence
-  Voice Message Fallback





WAVE PTX WITH CRITICAL CONNECT

Tailored for mission essential communication

- Provides Critical Connect customers with a carrier-independent option for broadband PTT
- Delivers interoperable push-to-talk communications across any network, device, or location
- MCPTT-based features that enhance safety, situational awareness, and operational efficiency
- Keeping State and Local Government and other mission essential communication users connected, informed and safe



WAVE PTX SAFEGUARD PACKAGE

MCPTT-based Features Required for Access to Critical Connect

Emergency Calling & Alerting

Users press a hard or soft dedicated button to initiate an emergency call with the highest priority and preemption.

Ambient Listening

Makes it possible for dispatchers or supervisors to check on the well-being of users by remotely opening the device's microphone.

User Enable/Disable

Supervisors can remotely enable or disable the PTT function on specific devices.

Remote User Check

Allows supervisors or dispatchers to monitor the health of a user's device, including battery level, signal strength, and location.

Discreet Listening

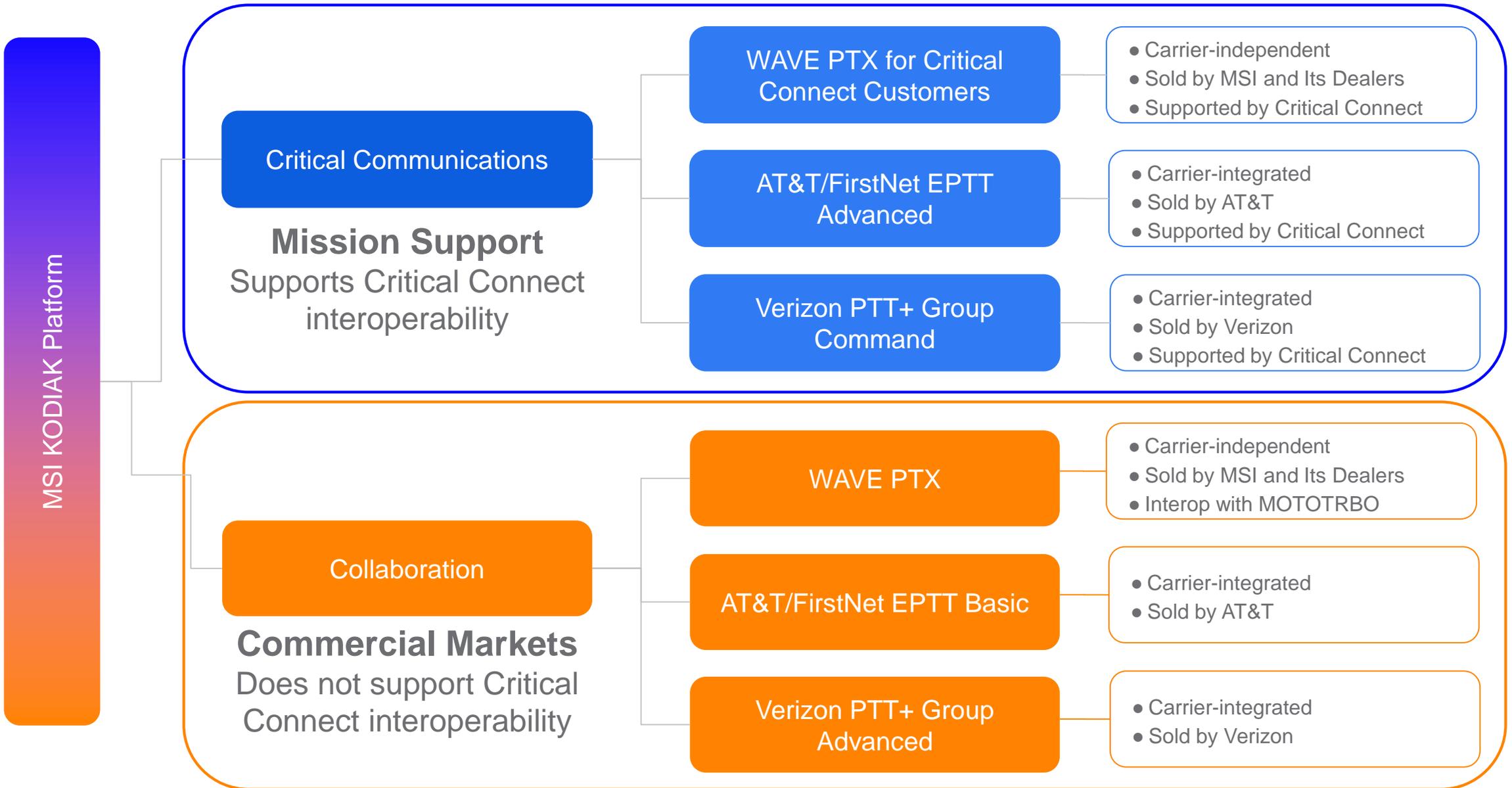
Monitors all PTT communications between targeted user and other PTT callers.

Location-Based Temporary Groups (Dispatcher-only)

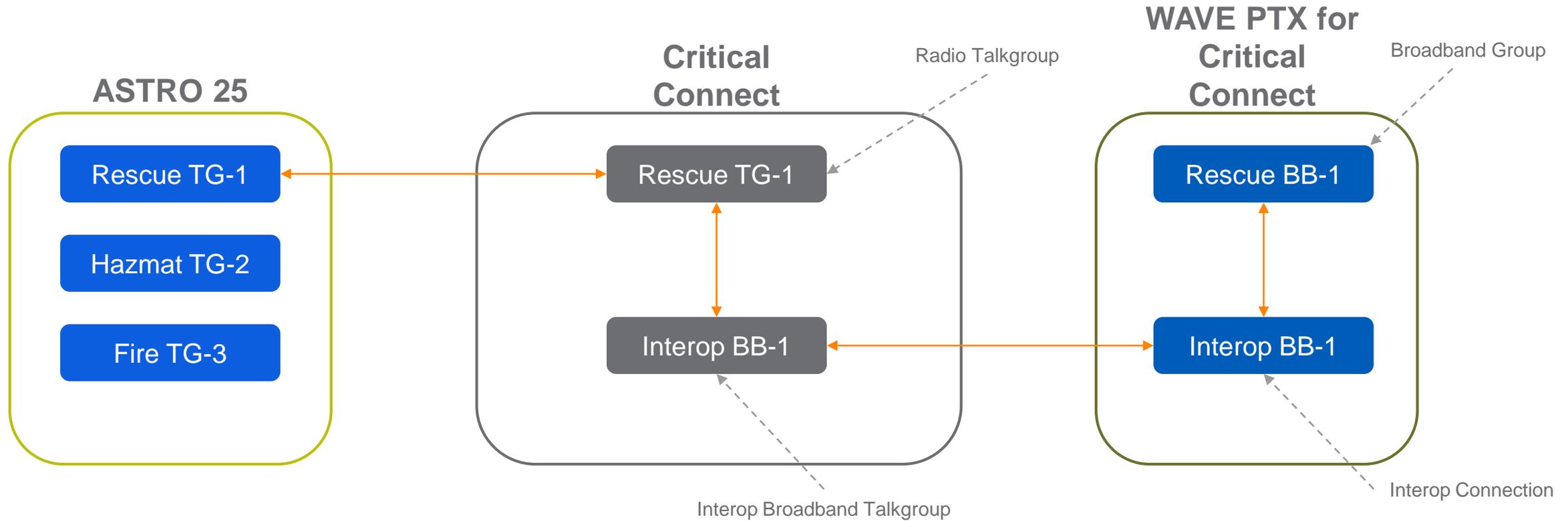
Adds/removes members from a talkgroup as they enter or leave a defined geographic area



COMMERCIAL OFFERINGS AND CRITICAL CONNECT



EXAMPLE - LMR TO BROADBAND PTT TALKGROUP LINKING



**END
RESULT:**



Radio users on "Rescue TG-1" can now talk to
broadband PTT users on "Rescue BB-1"



USE CASE

KEEP IN CONTACT WHEN OUT OF COVERAGE



THE CHALLENGE

Fire Chief traveling out of town when large storm causes major flooding back home.

THE SOLUTION

Critical Connect allows Chief to use smartphone and WAVE PTX broadband PTT to communicate directly with Battalion Chiefs and other frontline commanders using ASTRO® 25.

THE OUTCOME

Keep everyone coordinated -- manage unit assignments and resident evacuations and rescues.



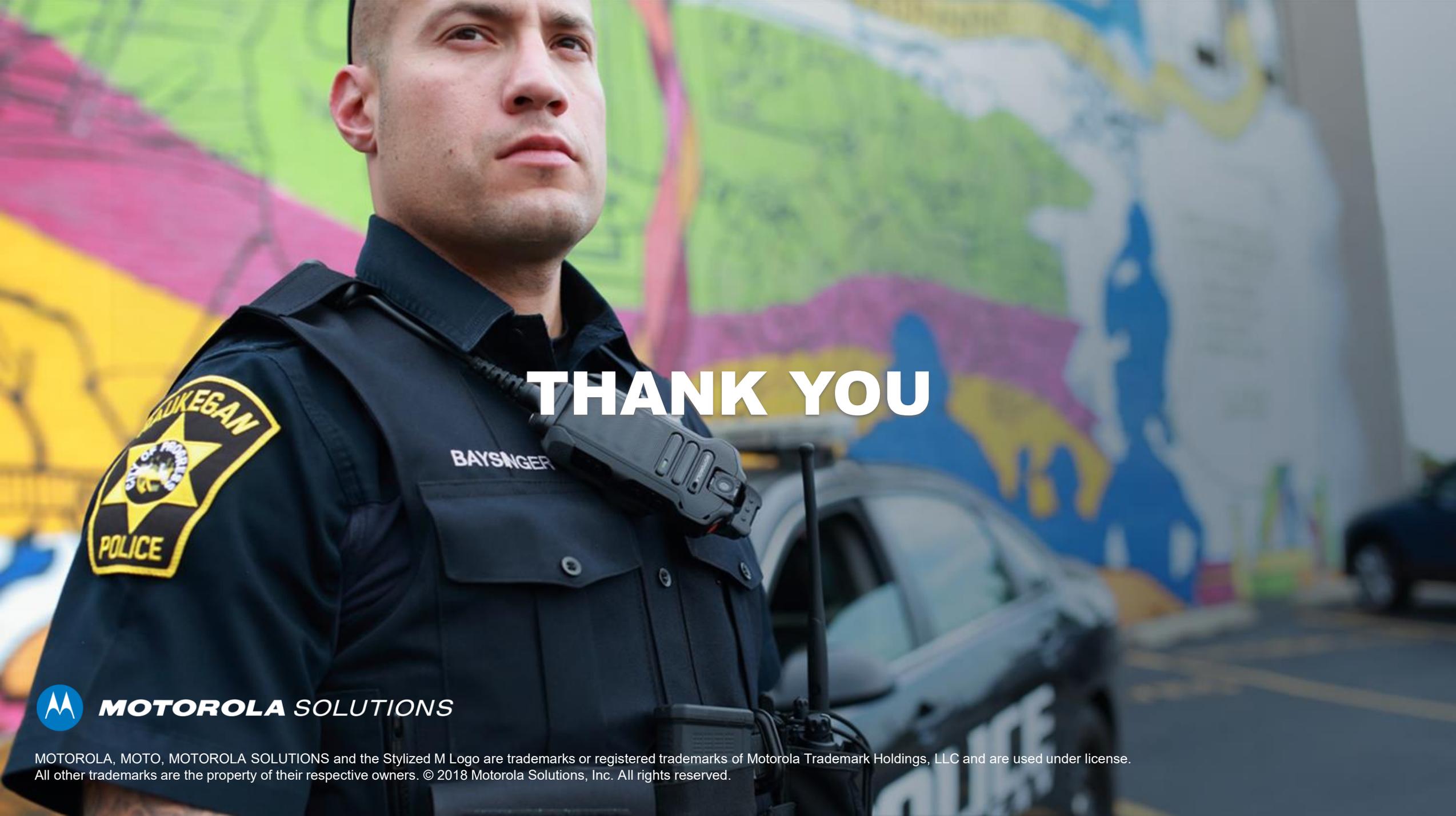
TAKING INTEROPERABLE COMMUNICATIONS TO A NEW LEVEL

Greater Choice

Faster Set Up

Seamless Exchange





THANK YOU



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