CRITICAL CONNECT

MAKING INTEROPERABLE COMMUNICATIONS READILY AVAILABLE AND EASILY REACHABLE FOR ALL AGENCIES

"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." General Accounting Office (GAO)[1].

The size and complexity of natural and manmade incidents increasingly require a coordinated region-wide response by public safety agencies. Seamless, cross-jurisdictional voice and data communications for first responders is key to their ability to work together, providing the collaborative response necessary to protect life and property during these catastrophic events.

FILLING THE VOID - INTEROPERABILITY ON-DEMAND

Legacy interoperability solutions take a significant amount of time to setup and provision, requiring a separate interface for each agency connected. As a result, they cannot adjust quickly as the interoperability needs for an agency change. At the same time, the growing size and complexity of incidents is driving the need for a dynamic solution that can quickly setup interoperable push-to-talk (PTT) communications between disparate networks for coordinated, multi-agency responses.
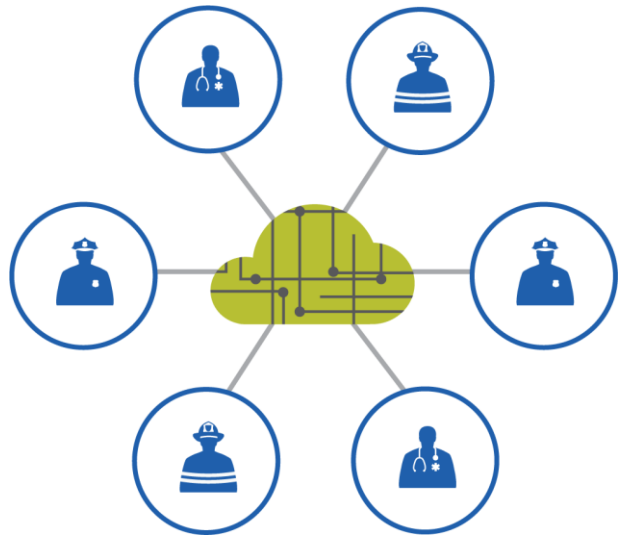
Critical Connect fills this void with a cloud-based solution that can keep pace with the rapidly changing needs for inter-agency, inter-jurisdiction PTT communications. With one link to Critical Connect, agencies can connect with other agencies, as well as personnel outside of LMR coverage — providing dynamic, seamless PTT communication whenever and wherever needed.

By making interoperable communications between land mobile radio (LMR) systems, broadband PTT, and third-party applications simple, flexible and scalable, Critical Connect provides the tools needed to turn unrelated pieces of data into actionable information, fostering inter-agency cooperation and collaboration.

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SIMPLE, STANDARDS-BASED INTEROPERABILITY

A single, secure P25 ISSI (Inter RF Subsystem Interface) connection provides standards-based interoperability with internal groups and external organizations, reducing both the cost and complexity of interoperable PTT communications.

With one link to Critical Connect, state, local and federal agencies can connect to other agencies, as well as carrier-integrated broadband PTT platforms for interoperable PTT communications independent of device and network.

FLEXIBLE, INTELLIGENT CONNECTIVITY

Customers can select with whom they want to connect from a directory of agencies and broadband PTT carriers, quickly setting up and tearing down connections as needs change.
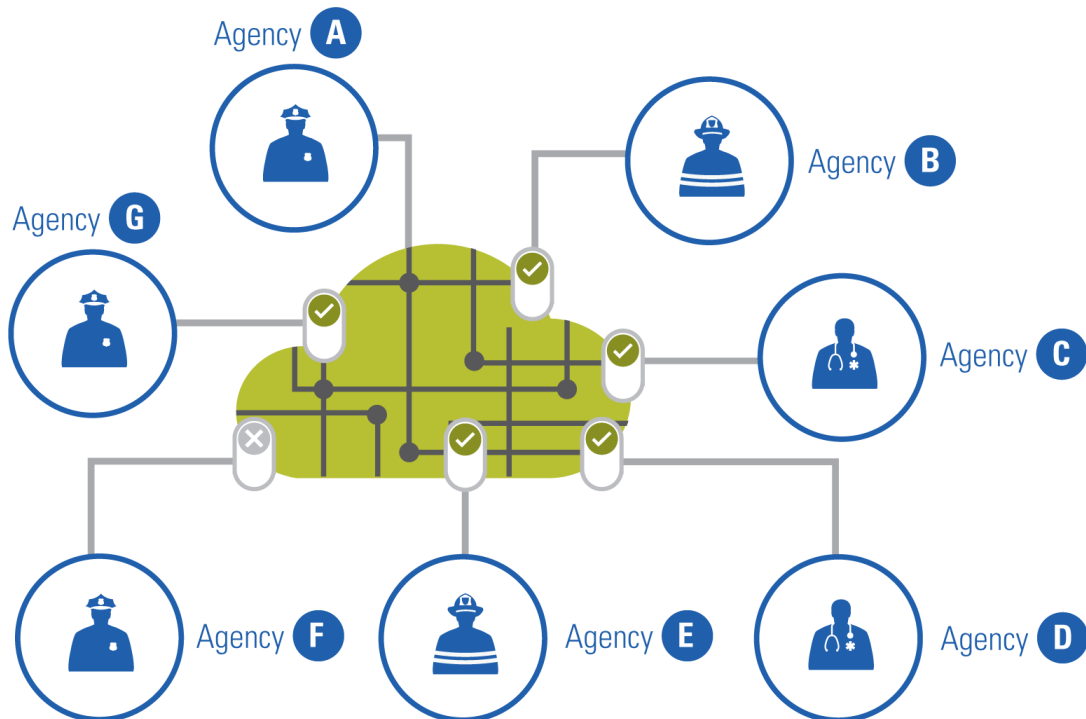
Critical Connect also simultaneously translates between communication protocols to ensure that each endpoint receives the format appropriate for its device and network.

In addition, it is easy to configure those connections with a user-friendly administration tool that allows agencies to setup the right combination of interoperable talkgroups necessary to address any incident or event.

SCALABLE, FULLY-FEATURED COMMUNICATIONS

Whether an agency needs to connect to two or 20 unique agencies, Critical Connect scales to meet the requirement. Critical Connect is a subscription-based interoperability service as opposed to the capital-intensive solutions offered previously. The monthly subscription fee allows customers to adjust their level of service quickly and easily as needs grow.

Critical Connect also supports a full set of features, equivalent to those supported by a wireline direct connection, for interoperable communications between ASTRO® 25 networks.
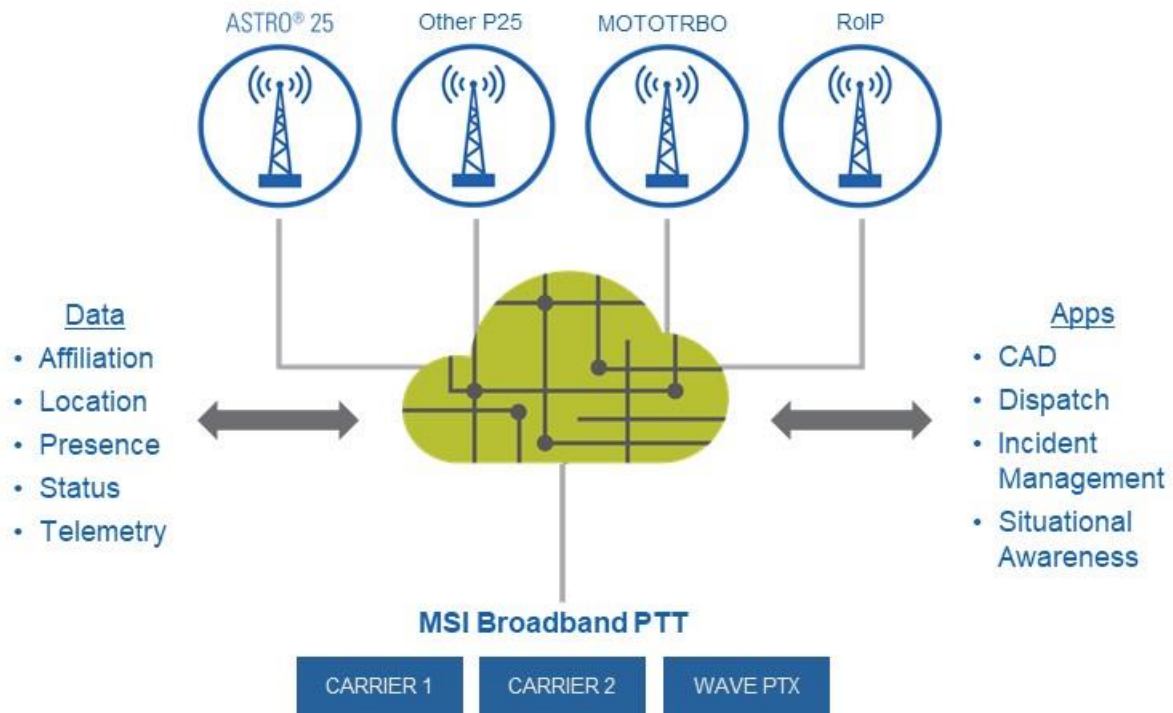
Agency **A**
Agency **B**
Agency **G**
Agency **C**
Agency **F**
Agency **E**
Agency **D**

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EQUIVALENT FEATURES, ENHANCED CONNECTIVITY		
Feature	**ISSI 8000**	**Critical Connect**
Connection Type	ISSI	ISSI
Talkgroup Call	√	√
Emergency Call	√	√
Encrypted Voice	√	√
P25 Phase 1 Vocoder	√	√
Manual Inter-WACN Roaming	√	√
Manual Inter-system Roaming	√	√
Automatic Inter-WACN Roaming	√	√
Automatic Inter-system Roaming	√	√
RFSS Service Capability Polling	√	√
Transport of PTT-ID	√	√
Priority Call	√	Roadmap
Emergency Alarm	√	√
Group Emergency Alarm	√	√
Busy Processing (Busy Queuing and Callback)	√	Roadmap
Subscriber Unit Registration	√	√
Transport of Authentication Credential	√	√
Secure Subscriber Unit Registration	√	√
Subscriber Unit Deregistration	√	√
Group (Affiliation) Registration	√	√

WAVE PTX ADDS OPTION FOR CARRIER-INDEPENDENT BROADBAND PTT

WAVE PTX, our carrier-independent broadband PTT service, is available to Critical Connect customers who want to implement a "bring your own device" policy for their push-to-talk users. WAVE PTX provides interoperable broadband PTT communications across any commercial broadband, public Wi-Fi, or private data network. With an offering tailored for critical communications, WAVE PTX also provides Critical Connect customers with access to the MCPTT-based features required to enhance safety, improve situational awareness, and increase operational efficiency for State and Local Government and other mission essential users.

Our extensive set of MCPTT-based critical communications features include:

- Emergency Calling & Alerting

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

- Remote User Check

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

- Ambient Listening

   Dispatchers and supervisors can remotely open a device's microphone to check on the well-being of its user.

- Discreet Listening

   Supervisors and dispatchers can monitor all PTT communications between a targeted user and other callers.

- User Enable/Disable

   Makes it possible for supervisors and dispatchers to remotely enable or disable the PTT function on a specific device.

- Location-based Temporary Groups

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

PROVIDING SIGNIFICANT VALUE

The value of Critical Connect grows as more agencies connect because, with each new connection, the choices for interoperable communications increase exponentially. For member agencies, the result is enhanced collaboration and increased efficiency as interoperable communications become readily available and easily reachable.

For more information on Critical Connect
www.motorolasolutions.com/criticalconnect

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

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