



**Product Overview**

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# Synch Overview

**Synch is a secure, cloud-based unified communications suite for real-time Push to Talk (voice), video, chat, and location-based services.**

Synch provides secure communications and collaboration for groups and users, helping organizations and first-line workers execute their operations and missions more effectively over mobile and data networks.

Synch appeals to a variety of industries that employ field workers - such as transportation, distribution, security, first responders, hospitality, medical, airports, seaports, construction, and more.

Synch supports user authentication, authorization, monitoring, and management. It provides smart interoperability between Land Mobile Radio (LMR) and LTE networks. Synch connects employees and IT systems, IoT devices and sensors.

## Key System Features

### Push to Talk (PTT) and Push to Video (PTV)

- Full duplex point-to-point PTT and PTV communication.
- Half duplex group PTT and PTV communication.
- Radio mode- for organizations that are used to Tetra/LMR behavior.
- Playback- for replaying recent PPT if missed on the live broadcast.
- Identifying the active speaker on each active communication.
- Radio mode: single group (“channel”) and one on one PTT.
- Prioritization of calls - higher priority may interrupt active calls with lower priority.
- Mute options: contact mute, session mute.
- Default/last/exclusive contact.
- Recent contacts and call log view.
- Hands free lock PTT.
- Vibrate levels on incoming PTT.
- Session quality / poor connection indicators.
- Screenless devices auto login.
- Dial knob contact names voice announcements.
- Beep sounds at PTT start and end (“Roger beep”).
- Dial knob control settings.

- Remaining battery voice announcements.
- Lost connectivity voice alarms.
- Radio gateway interoperability.

## Key Features

- PTT homepage – immediate PTT to favorite and recent contacts.
- Mobile group management for authorized users.
- Organizational address Book – locate members and groups with Online/Offline filter view.
- Search any contact, group, and text strings.
- Direct PTT from the address book and search results.
- Dark and light modes.
- Video streaming from network cameras.
- Flexible user settings.
- API – developer features (more info on our [developers portal](#)).
- SDK – allowing to integrate Synch within other apps.
- Cloud based or installed on-premises.
- End to end encryption.
- Open to add functionality using “external applications”.
- Auto logout in non-use.

## Organizational Chat

- Chat centric homepage option.
- Point-to-point text messages.
- Group text messages.
- Splash message with optional TTS, alarm and mandatory ok/read button.
- Attachment of audio and video files, pictures, and documents.
- Live typing experience.
- Sent/received/read feedback.
- PTT directly from the chat page.

## Location-Based Features

- View the location of active users on the map (using smartphones' GPS).
- Initiate voice, video, and text communications via web and by location.
- Search address and send location on the map.
- Adding Point of Interests (POI) and Geofences to maps.

- Ad-hoc geofence based PTT groups.
- Geofence crossing alarms.
- Indoor and private maps.
- Default location for organizations.

## **Presence, Safe Worker**

- Online/Offline/Don Not Disturb (DND) presence status.
- Safe worker presence status: working alone/working at risk.
- Busy (do not disturb) presence mode.
- SOS audio-visual alarm.
- Emergency contact automatic full duplex PTT.
- Automatic Man Down detection and alarm.
- Offline and low battery alerts.
- Incidents reporting tool.

## **Dispatch Console**

- Web-based optimized for large screens/ Touch screens and tablets.
- Complete voice, messaging, and map-based control center for control rooms and dispatchers.
- Incident management - consolidates field reports into a single manageable control panel on open and closed incidents.
- Worker status updates center (ARC) provides clear situational awareness with a quick view of all workers statuses.
- Customizable contact working station with customizable favorite contacts and favorite departments' panels.
- Multi-PTT - push to talk to multiple groups and users at once.
- Sound output speaker choices.
- Automatic latched position - show speaker on the map.
- Separate PTT sound output for up to four desktop speakers.
- Auto logout in non-use

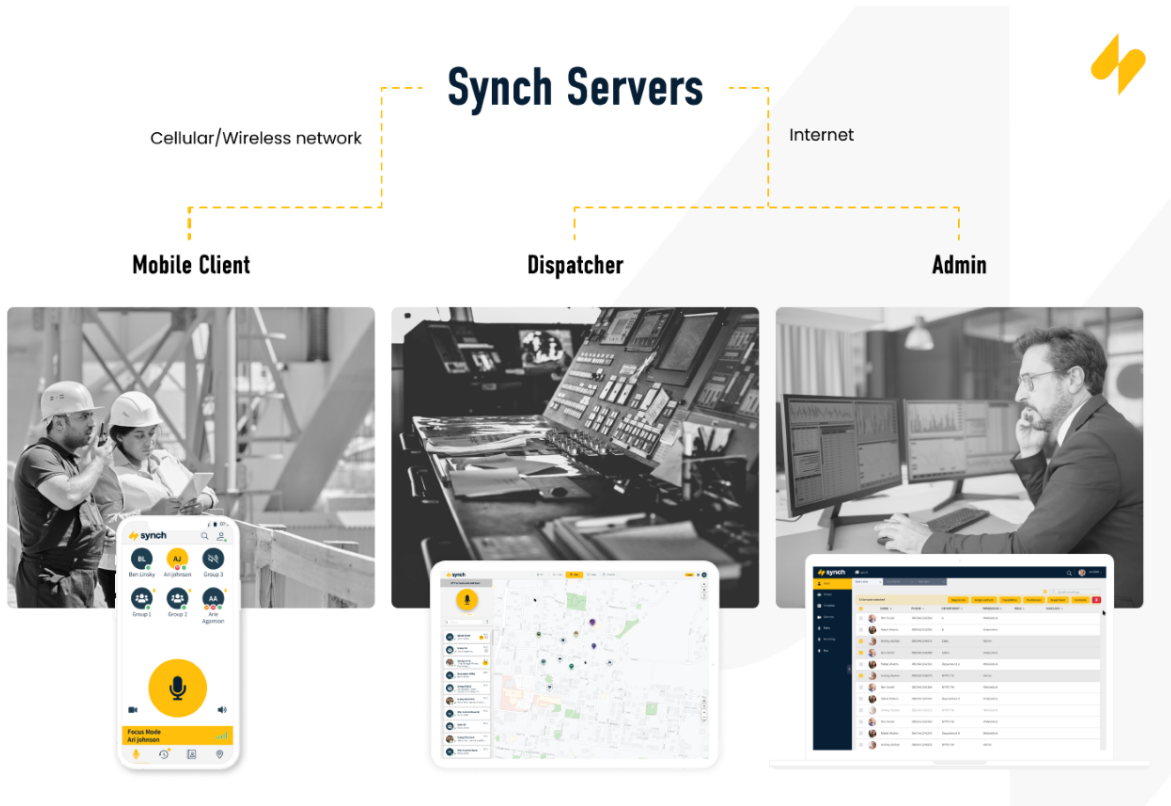
## **Administration**

- Web-based Administration console.
- Manage organizational settings, assets, users, and groups.
- White-label branding for service operators.

- Assign users' features and capabilities one by one, with templates and in batch actions.
- OTA app settings - support users from afar.
- Exportable and upload able users and group tables to CSV files.
- PTT voice recordings in groups.
- Voice recording of one-on-one PTT in safe worker statuses.
- Audit - logging of system events and edits.
- Auto logout in non-use.

# Synch Interfaces

The Synch system consists of the following modules:



## Android/iOS Mobile Client

The Synch mobile application - for both Android and iOS - provides full access to end user functionalities: PTT to groups and users, PTV (push to video), chat and messaging, location of peers, POIs and Geofences on maps, SOS alarms, organizational address book, and more.

## Dispatch Console

A web-based application for supervisors, dispatchers, or control room and tablet-mobile operators that allows them to monitor and control their field teams. Within the dispatch console dispatchers can easily PTT any group and user, be updated on status updates, chat, view their locations on the map (as well as POI and Geofences locations), manage incidents.

## Admin Tool

A web-based application for administrative users that allows them to manage all system entities - such as organizations, devices, groups and workers. Within the admin, each entities' permissions and capabilities are defined.

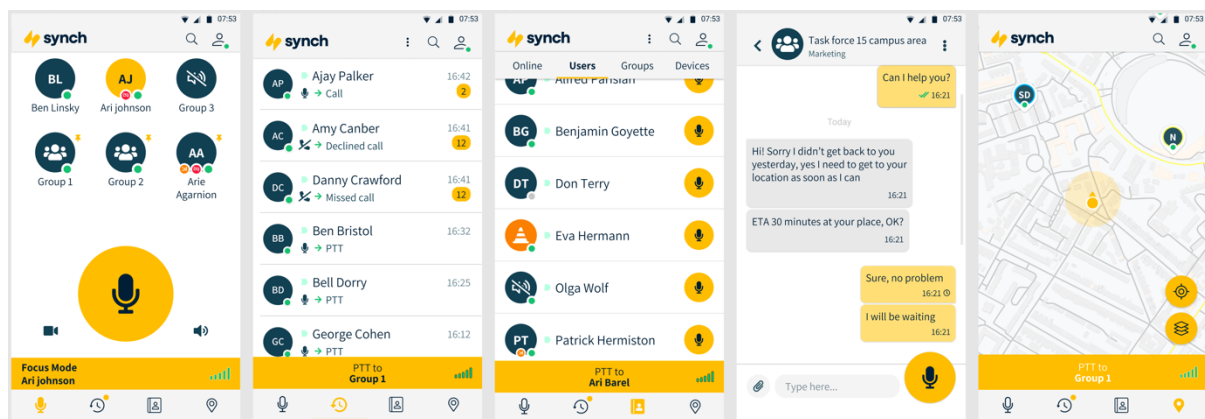


# Mobile App (Android + iOS)

The Synch app is an intuitive and easy to use application that provides superior audio and video quality, even in poor reception conditions. The app is easy to set up on a variety of smartphone and device types and is optimized to consume low power while ensuring the reliability of incoming calls and messages.

Synch supports ruggedized, no-screen and small screen devices with special features such as non-screen login, dial knob settings, voice announcements and more.

The Synch application offers advanced security encryption, including TLS for SIP signaling and SRTP for media – which enables making secured crystal clear voice and video conversations over any 3G, LTE, and WiFi connection.



# Synch Dispatch Console

The Synch Dispatch Console is a command and control (C&C) center for working with mobile groups, users, and fleets. This web-based application can be installed as PC-based software as well. It provides an efficient organization control/command room tool for managing multiple users, groups and incidents - communicating and synchronizing all teams in real time.

## The key capabilities of the dispatching application are:

- Managing the ongoing operations and activities.
- Communicating with users and groups using PTT, PTV, or chat.
- Viewing a user's location and status on a live map.
- Receiving SOS alerts from distressed users, locating them on the map, and communicating with them.
- Set Points of Interests (POI) and Geofences on the map with crossing alerts and alarms.
- The Safe Worker Status Center provides exceptional situational awareness with all users' statuses and alarms.
- The Incident management provides a consolidated view of all open and resolved incidents, and enables dispatchers to open new incidents and edit existing ones.

The screenshot displays the Synch Dispatch Console interface. At the top, there are navigation tabs for PTT, Chat, Map, Status, and Incidents. The main area is divided into three sections:

- Left Panel:** A chat window for "PTT to Team 600 GNR East" with a search bar and a list of participants including Adam Grant, Group 50, George Ezra, Alexander Miller, Group 90210, Group District 9, Miss Lela Gutkowski, Gate 99, and Group District 9.
- Center Panel:** A "Status" table with 320 items. The table has columns for Contact, Status, Last update, and Info. The data is as follows:

Contact	Status	Last update	Info
Marcus Stanton	Working at risk	10.6.22 13:00	Working on fence area
Kadin Franci	Working alone	10.6.22 13:00	Working on fence area
Station 05	Low battery	10.6.22 13:00	Working on fence area
Station 04	Working at risk	10.6.22 13:00	Working on fence area
Station 03	Working alone	10.6.22 13:00	Working on fence area
Carla George	Low battery	10.6.22 13:00	Working on fence area
Terry Westervelt	SOS	10.6.22 13:00	Working on fence area
Alan Angelson G...	Working at risk	10.6.22 13:00	Working on fence area
Margaret Kunde	Working at risk	10.6.22 13:00	Working on fence area
Brooke Bahringer	SOS	10.6.22 13:00	Working on fence area
Alan Angelson G...	Working at risk	10.6.22 13:00	Working on fence area
Dr. Brenda Fadel	Working at risk	10.6.22 13:00	Working on fence area
Leticia Schmitt	Working at risk	10.6.22 13:00	Working on fence area
Alan Angelson G...	SOS	10.6.22 13:00	Working on fence area
Isabel Wolf I	Working at risk	10.6.22 13:00	Working on fence area
- Right Panel:** A "Full report" for user "Marcus Stanton". It shows "Elapsed time" as 00:02:03, "Active status" as "Working alone", and a list of "Updates" with details like "Ended Low battery", "Started Low battery", "Ended SOS", "Ended Working alone", and "Started SOS".

# Administration Console

The Administration Console provides full and flexible organizational control over service settings, capabilities, entities (groups, users, devices etc), and access permissions.

## **The Console includes:**

- A provisioning interface for organizations, users, groups, devices, cameras, and radio integrations.
- The ability to define communications connectivity permissions and contacts - including who can access whom.
- Organizational control of each user's capabilities - enabling all access permissions, system features and priorities for each user.
- Multiple admin levels and capabilities with support for distributors, resellers, and service providers, and customer organization.
- Templates and batch edits for quick setup of system users and their capabilities.
- Customizing roles and color tags for roles and assigning them to users.
- A recording interface for researching incidents, and playing and downloading recorded group calls.
- Auditing system actions.

**synch** Synch Jen Swift

Users Users view User Name New User

Search recordings

3 Contacts selected Regenerate Assign contacts Capabilities Permissions Department Template ✖

	NAME	PHONE	DEPARTMENT	PERMISSION	ROLE	TEMPLATE
<input type="checkbox"/>	Ben Smith	090344 2342384	A	MobileUnit		
<input type="checkbox"/>	Mabel Waters	090344 2342342	B	MobileUnit		
<input checked="" type="checkbox"/>	Andrey Barton	090344 2340373	Sales	Admin		
<input checked="" type="checkbox"/>	Ben Smith	090344 2342384	Salert	MobileUnit		
<input type="checkbox"/>	Mabel Waters	090344 2342342	Department A	MobileUnit		
<input checked="" type="checkbox"/>	Andrey Barton	090344 2340373	NYPD F34	Admin		
<input type="checkbox"/>	Ben Smith	090344 2342384	NYPD F34	MobileUnit		
<input type="checkbox"/>	Mabel Waters	090344 2342342	Department A	MobileUnit		
<input type="checkbox"/>	Andrey Barton	090344 2340373	NYPD F34	MobileUnit		
<input type="checkbox"/>	Ben Smith	090344 2342384	NYPD F34	MobileUnit		
<input type="checkbox"/>	Mabel Waters	090344 2342342	Department A	MobileUnit		
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<input type="checkbox"/>	Andrey Barton	090344 2340373	NYPD F34	Admin		

Thank You!

