

## VoIP Dispatch Console Systems

### The Total Mission-Critical Dispatch Solution

#### NEVADA DEPARTMENT of WILDLIFE

The Nevada Department of Wildlife operates a Statewide Dispatch Center, providing multi-agency Law Enforcement, and other agency users, with vital communications over more than 115,000 square miles.

#### Requirements

The pre-existing, aging Orbacom Console system was in need of upgrading / replacement. Control was needed for each of the agency's 25 mountaintop radio repeaters as well as an upgrade for the internal telephone answering capability.

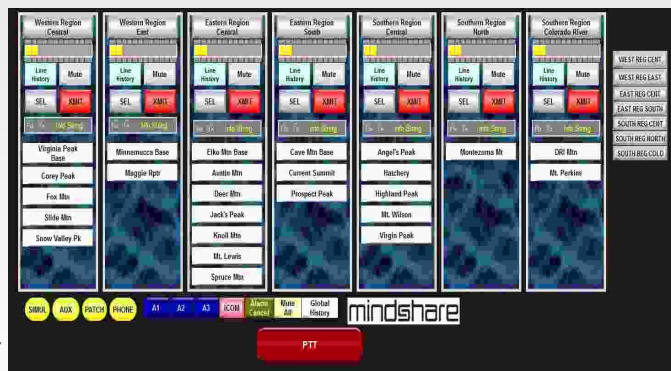
#### Benefits

In the third quarter of 2012, 4 Mindshare console positions were installed in the center, replacing the Orbacom system. These were configured with 7 banks of radio channels, providing control of each of the agency's 25 mountaintop repeaters. Additionally, an IP PBX providing full-featured SIP phone features was purchased and configured for the system. Each console position was customized to provide access to a "phone tree" answering system for the Operation Game Thief line, as well as instant access to calls and voice mail messages for all of the other incoming lines. The customer was able to utilize their existing analog logging recorder, while having the capability of eventual transitioning to digital logging. *All of this required no additional equipment or expenditures.*

Regional Dept. of Wildlife offices around the state have received additional new Mindshare console positions that will allow for control and monitoring of all radios in their respective regions by regional Law Enforcement supervisors. The ability of each console position to continue functioning in the event of an outage effecting another console position is invaluable. System operations are not hindered and officer safety is not decreased in the unlikely event of a failure.

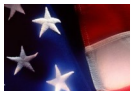
***"The Mindshare support is unequalled; they are always available to assist and to provide real-time, immediate solutions to issues ranging from system configuration questions to fixing the intermittent problems that any new system experiences. Even when the request for help has occurred in non-business hours, the response of Mindshare has been Immediate in many cases. The Mindshare console positions have proven to be reliable and flexible, increasing our capabilities and providing outstanding service in the demanding environment of Law Enforcement communications."***

*(Ted W. Lienhard - Communications System Manager, Division of Law Enforcement, Nevada Department of Wildlife)*



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