

MCC 5500 Dispatch Console

A Flexible, Integrated Command and Control Solution
for Smarter, Faster Response





MCC 5500 Dispatch Console full-featured, conventional dispatch solution enables operators to communicate effectively with field personnel



MCC 5500 includes: Telephony, Paging & Signaling.
Simple to use interface is easy for operators to learn.

Functional, Flexible, Reliable

Combining maximum functionality with flexibility and reliability, the MCC 5500 dispatch application controls radio, paging and telephone operations and allows for unique desktop configurations to meet individual dispatcher needs. Additionally, this console is part of an exciting solution that integrates 9-1-1 with radio dispatch for a more integrated command and control operations. The resources in this integrated emergency dispatch solution meet Motorola's rigorous quality standards as they work together to streamline efficiency and bring you peace of mind.

Supports Multiple Radio System Protocols

- Conventional Analog
- Conventional ASTRO® & Stat-Alert™
- Conventional Mixed Mode
- iDEN (RALP)



Integrate With Other Control Room Operations

- 9-1-1 and Mapping
- Instant Recall Recorder (IRR)
- Fire Station Alerting

Multifunctional Console Speeds Communications

The MCC 5500 displays key radio, telephone, paging and signaling resources on one screen, so dispatchers can access them all at the touch-of-a-button. Channels can be configured for incoming and/or outgoing signaling, supporting Stat-Alert, ASTRO or iDEN networks. Operators can easily handle patch and multi-select with a few simple clicks making resource allocation fast and easy. For even more efficiency, MCC 5500 includes caller ID and conferencing telephony features, a paging package and integration with external paging units.

Integrate 9-1-1 With Radio Dispatch for a Single Reliable Source

Streamline communications in your dispatch control center by combining Motorola's MCC 5500 Dispatch Console with the advanced 9-1-1 and telephony features of the PlantCML VESTA® Pallas™ E9-1-1, as well as Fire Station Alerting and Instant Recall Recorder (IRR). With this integrated solution, dispatchers can control the two most essential functions in the call center, 9-1-1 communication and radio dispatch, along with mapping, CAD, AVL and much more, all from one computer.

The MCC 5500 and VESTA both operate under the powerful Microsoft® Windows platform allowing both of these applications to run on a single PC. The two can also share network client/server topology and be controlled with a single keyboard and mouse. There's less to install, less to maintain and less clutter on the desktop. Integrating 9-1-1 and dispatch provide a flexible, cost-effective emergency dispatch solution that allows users to respond smarter, faster, easier, and with confidence.

Flexible, Friendly Graphical User Interface for Easy Operation

Train new dispatchers in a fraction of the time. With the look and feel of familiar applications in a standard Windows environment with touch screen capability, the MCC 5500 Dispatch Console is easy to learn and simple to use. User-friendly icons, menus and screen layouts, which can be conveniently customized for individual users, are designed to speed up response time. The interface also gives users a complete overview of the dispatching activity, so they can manage information efficiently and make smarter, better decisions.

Quick Access to Critical Information for Smarter, Faster Response

In an emergency situation, you need immediate access to critical information. With the MCC 5500, real-time dispatching puts the information users need right on screen:

- Instantly view call information in the activity log
- Organize resources and prioritize folders displaying channels
- Filter calls for better incident management
- Quickly access additional capabilities through dropdown menus and graphical toolbars

Advanced Management Tools Maximize Resources

Supervisory personnel can obtain information and updates on each operator position. With Motorola's innovative design, the MCC 5500 collects information about system operations and provides diagnostics, reports and statistical data. System events log continuously so you can extract important data –like average call duration, the number of times a channel is keyed up and call rates by operator or channel – to improve operational efficiency and effectiveness.



functional
flexible
reliable

MOTOA4 Portfolio

The MCC 5500 Dispatch console is part of the MOTOA4 Mission Critical portfolio of products — offering seamless connectivity between the officer in the field and the dispatcher. The MCC 5500 Dispatch Console plus the other family of dispatch consoles from Motorola puts real-time information in the hands of the dispatcher and the user providing better information for better decisions. It's Technology That's Second Nature™.



MOTOROLA

Motorola, Inc.

1301 East Algonquin Road
Schaumburg, IL 60196 U.S.A.
800-367-2346

www.motorola.com/governmentandenterprise

MOTOROLA and the Stylized M Logo are registered in the U.S. Patent and Trademark Office.
All other product or service names are the property of their respective owners. © Motorola, Inc. 2009

© VESTA products manufactured by Plant Equipment, Inc. Distributed by Motorola.

RC-13-2012B