



# Voice over Internet Protocol (VoIP)

Powerful voice and data communication, at lower cost and with greater ease.

Vontas' Voice over Internet Protocol (VoIP) solution delivers powerful, software-based communications to enhance or even replace your existing communications infrastructure. Through the cloud-based PA-R-I-Ty (Public Address, Radio, Intercom & Telephony) system and SmartTalk mobile application for Android, your staff can easily make individual, group, and fleetwide calls - ensuring you get that constant flow of information and real-time situational awareness for seamless operations.

## Overview



### Make Communications Fail-Safe

- PA-R-I-Ty sets up voice communications between different participants including dispatch workstations, radio terminals, loudspeaker amplifiers, intercom units, and telephone users; desktop voice communication application connects to the system in the cloud; P25 radio system meets public safety requirements
- Voice Switch correctly routes and mixes the streams of data, creating voice connections between dispatch workstations, vehicle logic unit, and supervisor tablets
- Voice Recording application records calls; securely stores recordings in the cloud as easily retrievable audio files
- Voice Gateway switches connections between fixed network subscribers (dispatchers) with other subscribers in the public mobile network



### Easily Reach Out to Your Operator

- Leverages already existing push to talk capabilities of your radio system
- Enables operators to hold private conversations with dispatchers using a telephone-style handset with a hook switch, and listen in hands-free to group or fleet calls
- Covert monitoring allows dispatchers/supervisors to listen in on the vehicle when covert alarm is triggered



### Give Your Dispatcher Better Communication Tools

- Enables dispatchers to use the Voice Communications dialog within TransitMaster to make voice calls by vehicle, route, operator, block, fleet or customized vehicle groups
- Facilitates conference calls; allows dispatcher to add colleagues to a call at any time
- Easily transfers calls to another dispatcher to respond to pending communication requests
- Enables dispatchers to replay recent conversations



### Keep Your Road Supervisor in the Loop at All Times

- Enables supervisors to monitor various voice communications to be kept informed of ongoing incidents
- Dial-A-Bus feature allows supervisors to call operators by typing in the bus number
- "Userbook" function quickly finds contacts or configured groups - supervisors simply swipe and "Push to Talk" to make a call; icons next to contact identify type of contact
- Easily accesses call history, immediately re-establishing communication with a previous or recent contact

## Agency Benefits



### Ensure Multi-Mode Back-up Communications

VoIP adds a critical layer to a fail-safe communications environment consisting of multiple voice, data, radio, and cellular modes. Voice and data redundancy improves your communications capabilities and keeps communication lines open for your mission-critical systems during unpredictable situations.



### Eliminate Upfront Hardware Costs

TransitMaster V8-IVLU supports VoIP communication with a single piece of hardware, eliminating any additional hardware investment.



### Deploy Faster and More Efficiently

A cloud platform does away with installation, set-up, and maintenance costs. Features similar to radio make the system transparent to the vehicle operator, eliminating the need for retraining. You'll also benefit from smoother upgrades and 'round the clock support.



### Scale Up Easily

New or alternate technologies can be folded into the PA-R-I-Ty solution, enabling you to upgrade your communications infrastructure on your own terms.

## Passenger Benefits



### Safer Passenger Journeys

- Helps keep safety-critical systems running using effective and responsive communications
- Enables review of conversation histories and voice records or allows you to make copies of recordings when investigating safety incidents



### Protected Service Levels

- Distributes calls to dispatchers to increase dispatching efficiency; places unassigned calls in a queue to ensure no calls are missed
- Enables dispatchers to conference supervisors into a call when assisting a vehicle



### Better Rider Experience

- Enhanced operational communications helps deliver the seamless service passengers expect

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