



Communications without Frontiers



# PTToC Service Platform

## Advanced Push-to-Talk Solutions & Applications

iCallx is a global provider of communication solutions and services. We leverage our converged technology as well as our innovative IT SaaS platform over PoC (PTT over Cellular) to deliver reliable group communications across cellular, Wi-Fi, and broadband networks worldwide.

As a leader-of-industry, iCallx is continually re-establishing itself as a frontrunner in the rapidly expanding global market of PTToC (PTT over Cellular) technologies. Our web-based management interface, Network Management System (NMS), web-based Dispatcher application and databases reside on Amazon Web Services (AWS) servers located in the USA.

# iCallX – Features and Benefits

iCallX provides a stable, safe, and comprehensive commercial operation platform to provide customers with several enhanced PTTtoC services. These cloud-driven data services include but are not limited to dispatching, network management, daily operations, and business development.



**Instant  
Communication**



**Voice and Text  
Messaging**



**Secure &  
Encrypted**



**Voice  
Recording**

## Features

iCallX's PTTtoC solutions enhance the typical two-way radio user experience with their ruggedly designed terminals' reliability, feature-richness, and stylish aesthetics.



## PoC Management Platform



## **Powerful Network Management System (NMS)**

- Terminal Management
- Group Management
- Account Management
- Customer Management
- Server Management
- Billing Management

## **Robust Web Based Dispatcher**

Individual call, group call, all call, broadcast call, temporary group, short message, position query, track, voice playback, geo-fence, lone worker, Patrol System, and several other features.

## **One-click Call**

Allows the user to press the PTT key once to call a user-defined contact or group, regardless of the radio's current state.

## **Multiple Call Types**

Supports multiple call types such as group call, individual call, all call, and broadcast. The dispatcher interface supports video calling, providing supervisors with real-time visuals.

## **Multimedia Messaging**

Supports PTT voice in addition to text, pictures, and video messages.

## **Group Management Supported**

Supports both fixed and temporary group management. Fixed group operation is synchronized with the NMS platform in real-time, improving the overall efficiency of dispatching operations.

## **Terminal Management**

A supervisor can perform remote stun, remote kill, and remote activation to conveniently control individual radio terminal use.

## **Radio Monitoring**

Allows the dispatcher to monitor radio terminals when necessary, providing supervisors with a more comprehensive view of the worksite situation.

## Location Based Services

Allows supervisors to check team members' real-time location, playback location history, set up geo-fencing, and receive automated alerts when the fence is breached. Travel distance metrics and custom location book-marking help supervisors coordinate workers optimally.

## SOS Alarm Management

Supports instant voice or video calls from the alarm-originating radio terminal. Record each emergency alarm's time stamp, location, user, and processing method. The dispatcher map displays the precise location of the alarm-originating radio terminal.

## Lone Worker

Allows supervisors to mitigate safety concerns regarding unaccompanied workers. Radio terminals can be configured to notify dispatch and/or other radio terminals if an accident occurs.

## Log Management

Allows supervisors to check operation logs, location records, alarm records, and missed call records. Detailed reporting allows for the effective management of users and radio terminals.

## Patrol System

Helps managers to supervise, manage, and document patrol personnel and their shift records more effectively and efficiently.

## Server Backup Redundancy

Ensures that the main server can hand operations off to the backup server automatically and seamlessly in the event of an unexpected failure.

## Multi-Screen Dispatching

Supports voice dispatching, AVL, SOS alarm management, etc. The interface can be displayed on multiple screens simultaneously, mitigating the need to switch pages frequently.

## Additional Features

Job ticketing, custom avatar, view size, file push, and online reports.

# iCallX

### Address

6073 NW 167 St., Unit C 27  
Miami, FL 33015  
USA

### Contact

Email: [info@icallx.com](mailto:info@icallx.com)  
Phone: +1 786 359 4933

