



- **Easy to use and Intuitive Graphical User Interface**
- **Touch-screen compatible**
- **Mapping program MapBuilder™ included**
- **Runs on Windows® XP Pro**
- **Handles 1 to 4 incoming lines**
- **Shares Data with GAI-Tronics® TMA and S.M.A.R.T. Phones**
- **Integrates with Video from user's security CCTV system**
- **Call Annunciation at Dispatcher Station and at User's Remote Telephone Location**
- **Call Recording and Playback**
- **Call Logs**
- **Dispatcher Functions including Follow-up Flags, Incident Reporting and Tracking**



GAI-Tronics® Corporation, the leader in rugged and security communications, now offers a call center package for campus, parking, transit, and security applications. CMA (Call Management Application) is the next PC-based application with all the features and functions you have come to expect from GAI-Tronics®. The CMA mates with our S.M.A.R.T. Emergency Telephones and VoIP Telephones to provide a complete security package for your application. The S.M.A.R.T. phones are ADA-compliant, and available in several varieties to suit your application and your architectural style needs. The CMA will also receive calls and call out to standard analog telephones, emergency telephones, and auto-dial telephones; however, any phones less than GAI-Tronics® S.M.A.R.T. telephones will of course provide only limited functions.

GAI-Tronics carefully considered all the facets of a Security Dispatch Office in the development of the CMA application. Since we have nearly 20 years' experience in providing rugged emergency communications, we implemented the CMA to incorporate the needs and functions of:

- The Security Office Dispatch Operator of a college campus or airport parking service, managing calls and multi-tasking between the emergency phone system and the police, fire, and ambulance dispatch radio system
- A caller, whether the caller has a flat tire, needs emergency medical assistance, needs an escort from late night class, or is a nurse coming off second shift
- The Telecom manager, whose job is based on 100% reliability 24/7, and maintains the call logs and call records in the event of a court case



## Specifications

In addition, the CMA easily integrates into the telecom manager's LAN or WAN network through VoIP (voice over Internet Protocol) adapters. This offers the Dispatch Office to be set up with little or no additional wiring.

GAI-Tronics® CMA requires the following minimum PC standards:

- Pentium® 4
- 512 MB RAM
- 2.0 GB hard drive
- USB 2.0 ports
- Windows® XP Pro Operating System
- Optional Video Graphics card for NTSC video
- SVGA Monitor with 1024 x 768 or better
- Sound Card
- 100 Base T NIC
- PC Speakers

GAI-Tronics® CMA also works with the following common VoIP Adapters:

Cisco ATA 188 ([www.cisco.com](http://www.cisco.com))

- 2 POTS lines with Ethernet switch
- SIP (RFC 2543 bis)
- Requires SIP server for normal dialing (non-IP dialing)
- Requires gateway for PSTN or PBX access

MultiTech MVP 130/210/410/810/2410/3010

([www.multitech.com](http://www.multitech.com))

- 1,2,4,8 FXS/FXO/E&M lines, T1, E1
- SIP, SPP (Simultaneously)
- Supports typical or IP dialing without SIP server
- Includes gateway for PSTN or PBX access
- Includes SIP and SPP (proprietary) in one box

## Ordering Information:

- Part # 12509-028 Call Management Application (CMA)
- Part # 12509-024 Telephone Management Application (TMA)
- S.M.A.R.T. Phones: Refer to Pub. 060603

### GAI-TRONICS' CMA integrates with GAI-TRONICS Industrial Voice Over Internet Protocol (VoIP) Telephones

The GAI-TRONICS' Titan VoIP "phone" enables the direct connection to CMA. In addition to offering telephone type operation over a SIP network, each unit is configurable by web browser, requiring no additional software. Because of its network connection, GAI-TRONICS VoIP phones offer real-time monitoring with email fault reporting. All of these features are housed within a GAI-TRONICS weather resistant industrial enclosure giving this product its unique qualities.

- No additional interface required
- SIP compatible
- Web page Configuration
- Real-time alarm reporting via email
- Automatic call divert (memory list)
- RJ45 LAN or WAN direct connection
- Configurable via web page
- Four inputs and two outputs per phone
- Power Over Ethernet or 48vdc
- Stainless Steel Handset Cord
- Wide operating temperature range



Designed, Developed and Integrated by GAI-Tronics®

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Quality Management System Certified by DNV - ISO 9001:2008

The policy of GAI-Tronics is one of continuous improvement; therefore the company reserves the right to change specifications without notice.