

## Application Note DX-64 Digital Radio Management System

# Taxi Company upgrades Dispatch System to include VoIP

### Customer Profile

- Taxi Company

### Application

- Upgrade to digital radio management to enable VoIP connections

### Business Benefits

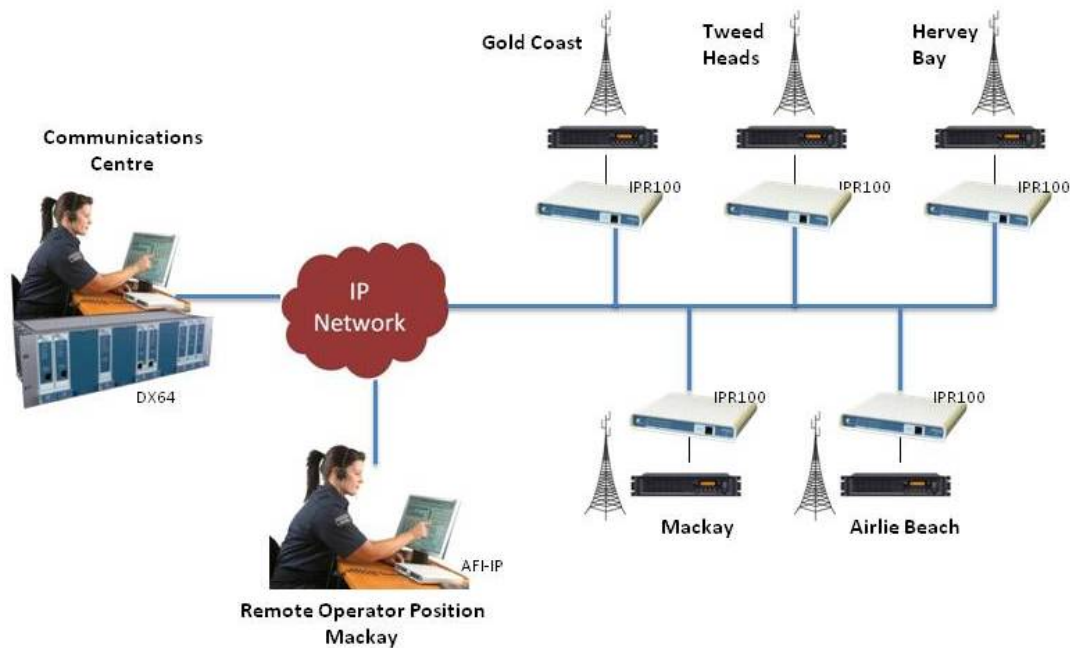
- Highly Reliable
- Extended Coverage Area
- Simple to install
- Easily expandable for further business and regional growth
- Flexibility to adapt to changing business needs

### Products Used

- DX-64 Digital Radio Management System

### ➤ Overview

Gold Coast Cabs has recently upgraded to a digital radio management system for VoIP connectivity, giving them the ability to have multiple dispatch locations and to provide taxi dispatch to a larger area, thereby increasing their revenue potential. After having used Omnitronics' 950 Radio Management System successfully for 12 years, they upgraded to the DX-64.



### ➤ The Challenge

The challenge was to create full VoIP integration to provide taxi dispatch for multiple locations including the Gold Coast, Tweed Heads, Hervey Bay, Mackay and Airlie Beach. In addition a remote dispatch centre was required in Mackay.

### ➤ Solution

A DX-64 system was set up in the head office and connected to the existing IP network and IPR100 RoIP adaptors. A remote operator position was also set up to Mackay and connected to the network using an AFI-IP. This has enabled them to rationalise and better utilise their dispatch resources. Voice recording facilities were also established, providing both long term recording and rapid recall.

### ➤ Conclusion

Martin O'Riordan, the CEO, said of the DX-64 that "VoIP not only gave Gold Coast Cabs the ability to dispatch to remote locations but meant they did not have to install radio repeaters in the call centre premises".

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