



## Software Specification

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## Requirements

The following are the system requirements for the software:

Component	Minimum	Recommended
<b>Processor</b>	A 1 gigahertz (GHz) processor, such as an Intel Pentium II or Advanced Micro Devices (AMD) processor	1.4 GHz or faster
<b>Operating System</b>	Microsoft Windows 2000, Windows XP, Windows 7	Microsoft Windows latest version
<b>RAM</b>	128 MB	512 MB or more
<b>Hard Disk Space</b>	10 MB	50 MB or more

- A network card should be installed to connect to the Routing.
- Maps are to be supplied by the user. MapInfo/ESRI formats are accepted.
- For the database server requirements, consult your database application specifications. When using Starcom's default server, the requirements are the same as the Routing software.



## Key Features

### *User Interface*

- ✓ **Multiple Windows:** Support for multiple unit status and programming windows at the same screen, to ease on mass-installations.
- ✓ **Multiple Languages:** Various localized versions are available in Spanish, French, Russian, and more. Clients can create their own translations.

### *Communication*

- ✓ **Modem Support:** Local cellular modems of several types are supported to receive/transmit SMS messages from/to the units.
- ✓ **SMPP Support:** Direct connection to the cellular operator to receive/transmit SMS messages from/to the units.
- ✓ **TCPIP Support:** GPRS/1x connections to handle units that are connected using these networks.
- ✓ **Routing Network:** Connection to another Routing application to provide more stable communication chain and backups.
- ✓ **Multiple Networks:** Simple and easy connecting to various cellular operators at the same time.

### *Databases*

- ✓ **ODBC Support:** The software uses ODBC connection, and therefore can connect to any existing database platform. Tested under MySQL 5.0, Firebird, Microsoft SQL Server, and Sybase ASE.
- ✓ **Clients:** Contains all the information about the client, including phone numbers, vehicle(s) information, and special instructions for emergency events.
- ✓ **Emergency Services:** Contains information about the emergency services for each zone, for use in case of emergency events.
- ✓ **Install Stations:** Contains information about the licensed installation stations, and their licensed employees.

# STARCOM CONTROL CENTER



- ✓ **Operators:** Contains the list of the registered operators in the system, including the permissions of each one of them for using the software.
- ✓ **Stations:** A list of the workstations in the system, to direct various events and messages to.
- ✓ **Various Tables:** Various tables for use with the databases, including cities, vehicles, etc.
- ✓ **Backup & Restore:** Built in backup and restore capabilities (not including the transmissions history), regardless of the database type that is being used.

## *Customer Service*

- ✓ **External Billing:** Support for external billing systems.
- ✓ **Client Log:** Save a log of all the actions of every client, including phone calls, treatments, and events.

## *Events Handling*

- ✓ **Monitoring:** Events are monitored through a filter, and presented to the operators in real-time as they occur, based on a color code.
- ✓ **Sound Alarms:** Sound alarm in case of an event.
- ✓ **Full Logging:** Each command sent to the vehicle is saved in the event log along with the current operator's details, for review at any later time.
- ✓ **Procedures Guidance:** Each event type can be defined to follow a specific procedure in case of happening. The operators are guided through the procedure, and each of their actions is logged.
- ✓ **Workstations Exchange:** Events and messages can be sent between the different workstations, inside or outside the organization. Extremely useful when hiring an external security forces.
- ✓ **Emergency Services:** Display information about the emergency services available in the zone of the event.
- ✓ **Cellular Notification:** Ability to send cellular notification to the owner in case of an event.
- ✓ **Client Phones:** Shows the list of the client's phone numbers when the event occurs.

- ✓ **Individual Handling:** Handle the event individually per the client's own requests for distress events and accident events.

## **Reports**

- ✓ **Custom Made Reports:** The users can define their own reports, using Crystal Reports as their reporting tool.
- ✓ **Active Clients:** Print a list of the active clients in the system.
- ✓ **Inactive Clients:** Print a list of the inactive clients in the system including the address of the unit.
- ✓ **Clients History:** Shows the history of the clients, including past events, phone calls, and treatments.
- ✓ **Clients list by service plan or by group:** Shows the list of the units similar to the history report based on the kind of service plan or group indicated.
- ✓ **Install Stations:** Print a list of the approved install stations.
- ✓ **Follow up:** Shows a list of the follow ups needed to be done for each client on a specific date.
- ✓ **Inactive Units:** Shows a list of the inactive units that need to be taken care of.
- ✓ **Invalid GPS:** Shows a list of the units without valid GPS that need to be taken care of.
- ✓ **Marketing Reports:** Various marketing reports to show the installed units by installation station, day, week, month, etc.
- ✓ **Incoming Messages:** Various communication reports to show the incoming messages from specific client/unit over the specified date range.
- ✓ **Events Summary:** Summary of the events happened on a specified date range, including all the details of the event, filtered by specific event, operator, or device. This report can be categorized by event, operator or unit.
- ✓ **Vehicle History:** View logged movements of the vehicle and its sensors state using a report, and its route on a map.



### *Unit Control*

- ✓ **Map View:** View the unit on street-level maps, including the vehicle's exact address.
- ✓ **Status Request:** Request and receive the entire status of the installed unit, including sensors and location. The status window contains the information about the last event and what was its result.
- ✓ **State Display:** Display the last known state of the vehicle, including the location and the state of all the sensors. The clients' list shows the total number of units in the system.
- ✓ **Outgoing Command:** Send outgoing commands to the vehicle (such as Gradual Stop, Active Siren, Tracking, etc.).
- ✓ **Unit Programming:** Program each and every parameter of the unit over the air.
- ✓ **Last status:** Events window is now being saved when closing the application for future reference.
- ✓ **Search Units:** By unit Id. or by plate number.



### *Procedures and staff description for security*

- ✓ **Feature Permissions:** Each one of the operators has their own individual permissions to access only parts of the system, based on their job and level, including the permission to shut down the application.
- ✓ **Command Permissions:** Each operator can only send the commands they're allowed to. For example - only high level operator can send Gradual Stop.
- ✓ **Access:** There is a logout and login option within the system that enables to change users without the need to close the application. Only specific operators may close the application.

### *Training*

- ✓ Operators can now access a training application that explains the procedures of the company. This application goes through every procedure and explains the daily operation - who's participating, their jobs, and a flow chart of the procedure.  
On some of the procedures, a scenario is presented that explains on how to use the Control Center software. There's also a description of the company's structure, a description of every staff member of the company, their requirements, experience, and their success factors.  
All the procedure and job descriptions can be downloaded.

### *Mobile Phone Usage*

- ✓ **Cellular Notification:** Events can be sent to the clients' own mobile phone as they occur.
- ✓ **Cellular Command:** Clients can use their mobile phone to send commands to their vehicle (such as Active Siren, Unlock Doors, etc.).