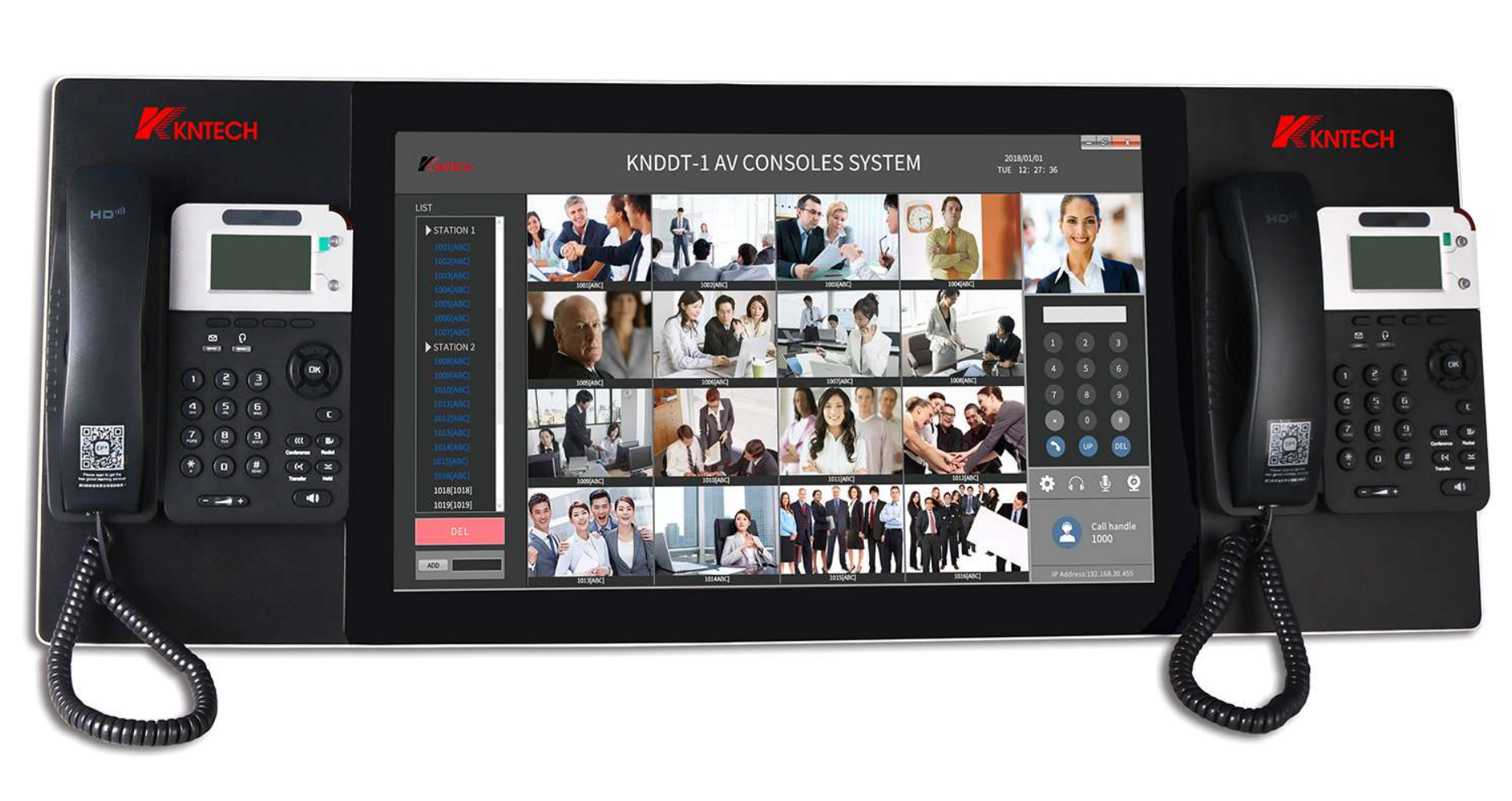
KNTECH
www.koontech.com

21 inch Capacitive Screen Operator Console Center

KNDDT-1-AV21


KNTECH
KNDDT-1 AV CONSOLES SYSTEM

Industrial dustproof

High and low temperature resistance

Strong anti-staining

Strong compatibility

Widely used in many fields

Professional Development for Transportation, Metro, Railway, Expressway, Public Security Call Systems. Intercom System, Petroleum, Coal, Mining, Nuclear Power Plant.

OPERATOR CONSOLE

a. Each operator position in the Main and Standby office shall be equipped with an operator console. Normally A number of seven (7)operator positions at each OCC (operating control center) shall be provided.

b. Each operator console will be equipped with user IDs and passwords login. Normally A number of fourteen (14) concurrent user IDs and password login shall be granted at any one time (inclusive of Standby OCC), and the final number of login access at any onetime shall be confirmed during the detailed design. The system allow select able logout of any existing operator consoles including during the event when the maximum number of login access has been reached.

c. All operator consoles be provided with the same display and options/facilities for answering incoming calls and serve as a redundant console in the event of damage or malfunction of the other active consoles for the Emergency telephone system to remain functional at all times

d. The system be equipped with the necessary capacity for each operator console to handle a minimum of ten simultaneous. All operator consoles be able to access the system at any time without degradation in performance or conflict in operations. Interlocking mechanism shall be in place to prevent two operators from answering the same call at the same time.

e. In the event that all operator consoles at the Main and Standby OCCs are engaged or before establishment of the call, a prerecorded call-waiting message shall be played to the caller. The messages shall be recorded in English.

f. The system manage calls from the Emergency Outstation Telephones as queues on a first come first served basis. On receiving a 'telephone call indication, the operator console may choose to answer the first call in the queue by pressing an acceptance key. The operator also have the option to answer any call in the queue by, for example, entering the call sequence number and then pressing the acceptance key. In either case, pressing the" ' acceptance"key shall establish the communication link immediately.

g. As calls are answered, the operator console display shall be rearranged so that the next unanswered call in queue will show up. Additional calls be brought into the display as space becomes available. Unanswered calls be displayed in the order in which they were initiated.

h. When a call is answered by an operator console, the indications corresponding to this call shall be cleared from the other operator consoles, and the status of the operator consoles shall be refreshed accordingly. If there are other incoming calls, their corresponding indications shall continue to sound/appear. For all unanswered calls, there shall be indications to remind the operators of such calls.

I. If the maximum number of incoming calls is being displayed and another incoming call has been initiated, it shall cause a message to flash on the corresponding display of the relevant operator console(s) to indicate that others calls are waiting.

j. Call clearance shall be done when either the caller or the operator console end the call (i.e. hang up the handset).

k. Ring back facility shall be provided to allow return call from operator console at the OCCs to Emergency Outstation Telephones to reassure the caller and advise him of remedial action. Callers shall be able to speak only to operator console and not with users of other Emergency Outstation Telephones.

l. It shall be possible for the operator to re-define/re-programme handling, answering and distribution of incoming calls to all the operator consoles at Main and Standby OCC. The Contractor shall propose how incoming calls would be handled and routed to operator consoles for the Engineer's review and acceptance.

M. Each operator console dealing with a call shall be provided with a display indicating the actions available, and with easy means to invoke these actions. These actions shall include, but not be limited to:i) Monitor and handle all call from any Emergency Outstation Telephone; (i) Call any Emergency Outstation Telephone; (ii) Hold a minimum of ten (10) calls; (iv) Toggle between calls in the queue and calls on hold; (v) Be alerted that further calls are incoming/waiting;(vi) Be alerted that there are unanswered calls; (ii) Transfer calls to another console operator; and (vii) Receive fault indications.

n. There shall be audible alarms and visual indicators to alertoperators at the operator console to enable quick identification of each calling Emergency Outstation Telephone. These visual indications shall be by means of flashing lights with unique ID or geographical location of the calling Emergency Outstation Telephone. Busy tone shall never be heard at any Emergency Outstation Telephone or any operator console.

o. The operator shall be provided with a function to put the caller on hold and attend to another incoming call and afterward re-establish conversation with the first caller. shall support simultaneously "hold" a minimum of 10 calls. When an established call is put on the "hold", the caller shall be able to hear a "hold tone".

P. If the maximum number of incoming calls is being displayed and another incoming call has been initiated, it shall cause a message to flash, on the corresponding display of the relevant console to indicate that others calls are waiting.

q. If all operator consoles are engaged, a voice message which informs the caller that his call will be attended to shortly shall be automatically played.

r. Incoming calls cause all or designated logged-in operator consoles to ring based on the accepted call handling design. It be able to allow operators to designate logged-in operator consoles by geographical locations.

S. Operator console allow operators to retrieve Emergency Call System calls which are put on hold, even if that call has been placed on hold by another operator.

AERODYNAMIC DESIGN

PRECISE TOUCH SENSITIVE

Seiko quality, sensitive touch for you

Sensitive Touch screen

The capacitive screen has a faster contact speed and a longer life. Multi touch, quick response, and comfortable touch experience

INNOVATION UPGRADING

Everything is only better for quality

STABLE

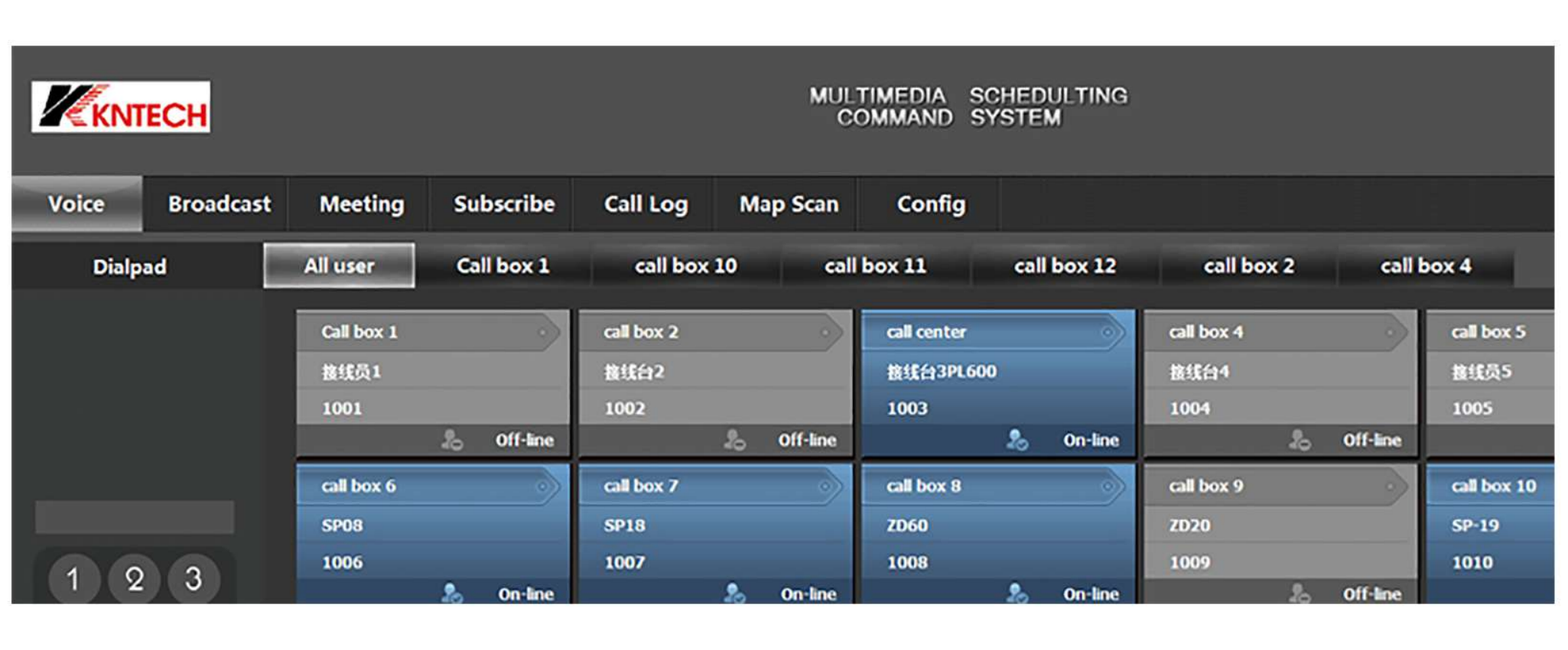
Parameter

Body part	Chassis characteristics	Desktop, wall-mounted integrated chassis / aluminum alloy frame
	Chassis material	Galvanized steel plate, aluminum alloy
	Chassis size	913.3*334.2*88mm (with dial, without base)
	Surface treatment	Panel black sand paint, black in color, silver on the edges
	Spower supply	External support DC 12V 10A power adapter, adapter AC220V input
Display part	screen size	21.5" LCD screen - wide viewing angle IPS screen
	Resolution	Maximum resolution 1920*1080 display ratio 16:9
	Operating temperature	0℃-60℃
	Service life	30000h
Touch part	Induction method	Capacitive inductive touch screen, USB interface
	Touch resolution	4096*4096
	Contact accuracy	±1mm
	Transmittance	92%
Host configur-ation	Motherboard	Industrial control board
	CPU	I5 quad-core processor
	RAM	4G DDR3，Upgradeable to 8G
	HDD	500G ，Upgradeable to 1TB
	Extension ports	VGA interface, HDMI interface
	Sound card	integrated
	I/O interface	1*RJ45, 4*USB, 2* phone LAN, 1*AUDIO
	SWITCH	Self-resetting switch
Phone part	Phone parameters	Standard ES280 IP phone 2
	OTHER	Built-in Gigabit switch
Software part	SPEECH CODING	G.711,G.723,G.726,G.729
	ECHO CANCELLATION STANDARD	G.167/G.168
	IP PROTOCOL	IPv4，TCP，UDP，TFTP，RTP，RTCP，DHCP，SIP
	DTMF SIGNAL MODE	VOIP SIP Info(DIMF),RFC 2833(DTMF)
	PROGRAMMING	Programming and configuring non-volatile flash through the web GUI graphical interface

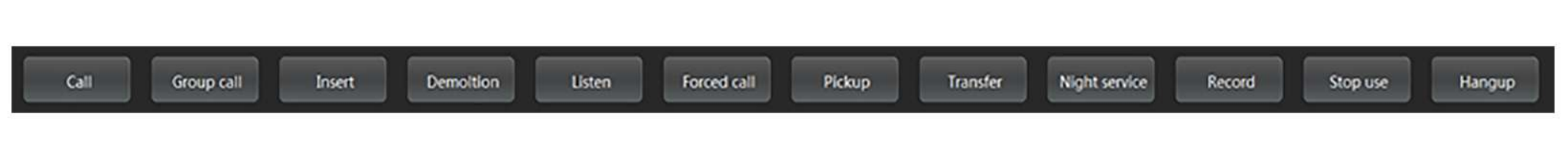
Multimedia scheduling system

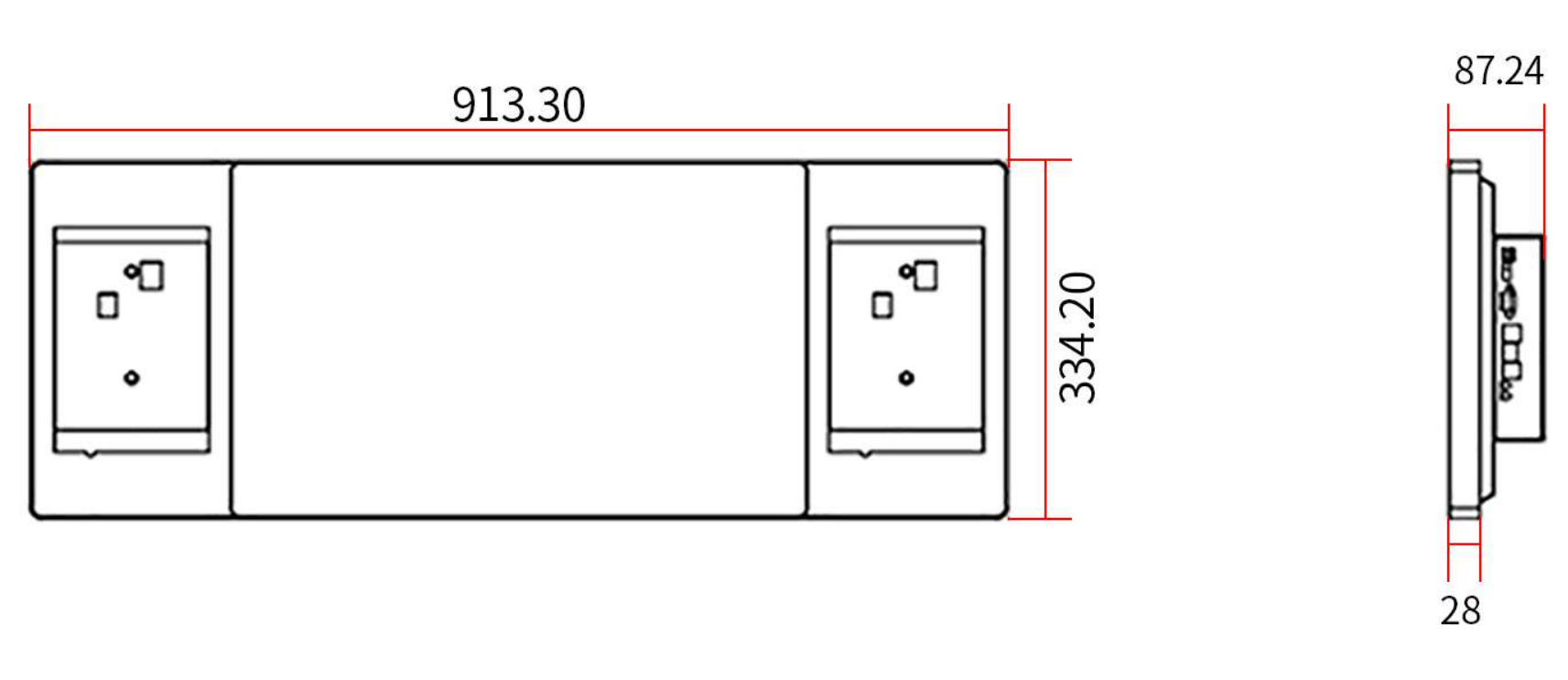
KNTECH Independent research and development

The multimedia scheduling software is specially designed for the realization of simple and intuitive voice scheduling operation. It can be used in the dispatching station or in the ordinary PC. The multimedia scheduling software running on it can implement various functions such as voice scheduling, broadcast scheduling, video scheduling, conference, MCU management short message, broadcast reservation, call recording, recording management, backhaul management and address book.

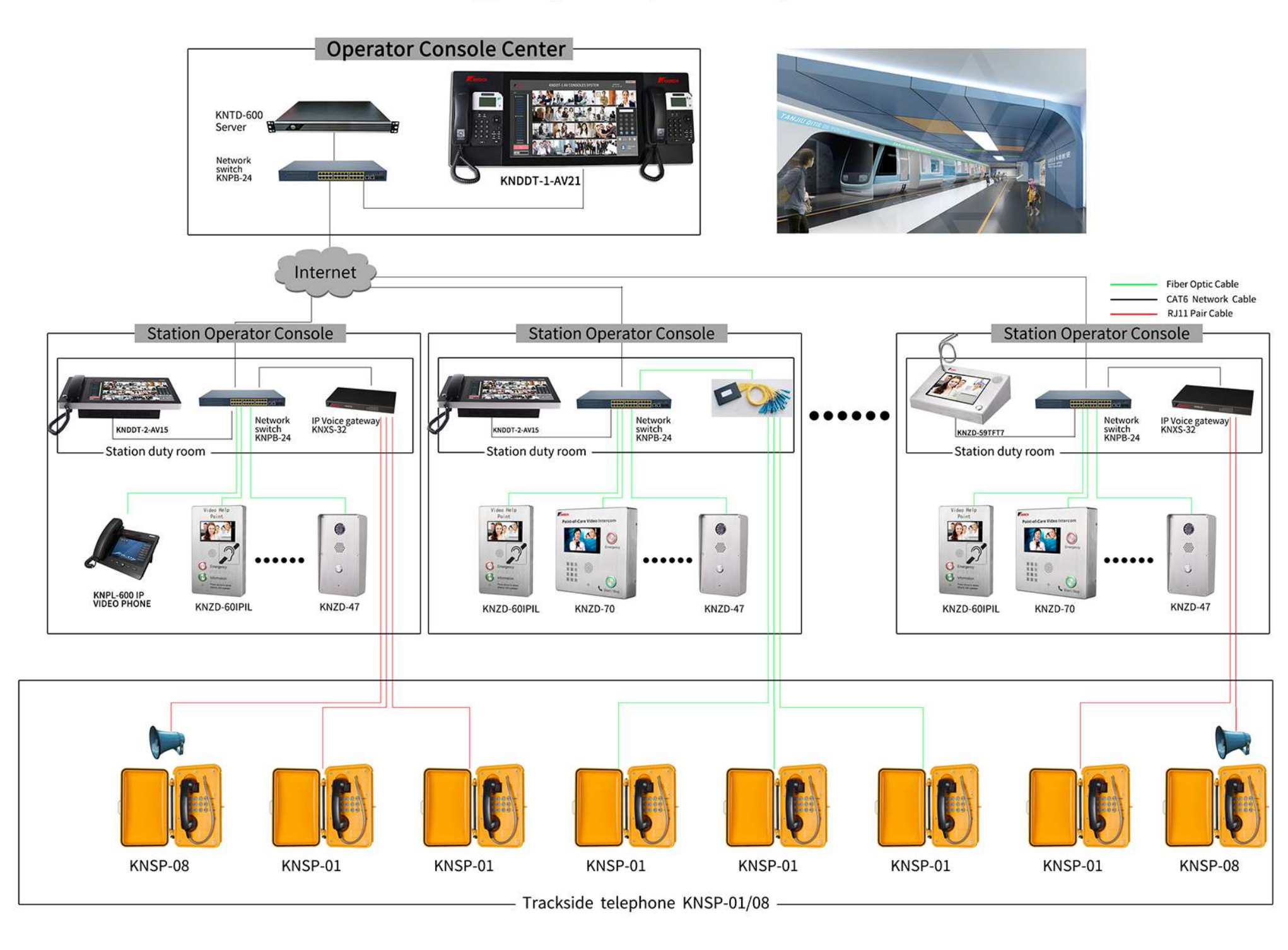

KNTECH
MULTIMEDIA SCHEDULTING COMMAND SYSTEM
Voice
Broadcast
Meeting
Subscribe
Call Log
Map Scan
Config
Dialpad
All user
Call box 1
call box 10
call box 11
call box 12
call box 2
call box 4
Call box 1
接线员1
1001
Off-line
call box 2
接线台2
1002
Off-line
call center
接线台3PL600
1003
On-line
call box 4
接线台4
1004
Off-line
call box 5
接线员5
1005
call box 6
SP08
1006
On-line
call box 7
SP18
1007
On-line
call box 8
ZD60
1008
On-line
call box 9
ZD20
1009
Off-line
call box 10
SP-19
1010
1
2
3

Through the scheduling software, we can visually see the grouping and status of each voice and scheduling terminal, and can realize call, standby, transfer, forcing, demolit, monitoring, broadcasting, telephone and conference through touch screen (or mouse) click. The scheduling function can intuitively view the call list and recording data in the dispatching system.


Call
Group call
Insert
Demoltion
Listen
Forced call
Pickup
Transfer
Night service
Record
Stop use
Hangup


913.30
334.20
87.24
28

Emergency Telephone System


Operator Console Center
KNTD-600 Server
Network switch KNPB-24
KNDDT-1-AV21
Internet
Fiber Optic Cable
CAT6 Network Cable
RJ11 Pair Cable
Station Operator Console
KNDDT-2-AV15
Network switch KNPB-24
IP Voice gateway KNXS-32
Station duty room
KNPL-600 IP VIDEO PHONE
KNZD-60IPIL
KNZD-47
Station Operator Console
KNDDT-2-AV15
Network switch KNPB-24
Station duty room
KNZD-60IPIL
KNZD-70
KNZD-47
Station Operator Console
KNZD-59TFT7
Network switch KNPB-24
IP Voice gateway KNXS-32
Station duty room
KNZD-60IPIL
KNZD-70
KNZD-47
KNSP-08
KNSP-01
KNSP-01
KNSP-01
KNSP-01
KNSP-01
KNSP-01
KNSP-08
Trackside telephone KNSP-01/08