



Technology Brief:

Clock Accuracy in 911 Dispatch Centers

Why Time Synchronization?

- Different Equipment Systems Display and Record Different Times
- No Certainty of Start/End Times for Events, Tasks, etc.
- Without Accurate Time, you are Vulnerable to Potential Litigation
- Fully Automated, Eliminates Error-prone Manual Setting

Spectracom Netclock System Offers

- Over 4,000 911/Emergency/Police/Fire Communication Centers depend on NetClock for their time
- Endorsed and supported by the major manufacturers, service providers and vendors in the 911 industry
- Unrivalled industry knowledge of all interfacing requirements in a Communication Center
- 5-Year Warranty - the best in the business

Clock Accuracy In 911 Dispatch Centers

Accurate time-of-day is important in Public Safety Communications Centers for time stamping of event records to provide legal evidence of emergency response times in court. Spectracom's NetClock™ products automatically keep all the clocks in a center running exactly on time relative to the worldwide time standards. Synchronizing every system and device to a NetClock eliminates the need for an operator to manually reset internal clocks. Most of the manufacturers and system integration companies that provide equipment for 911 applications offer a NetClock interface. NetClock products synchronize clocks per the new National Emergency Number Association (NENA) standards in the following types of equipment:

- Radio Consoles
- Voice Loggers
- ANI/ALI Controller
- Computer-Aided Dispatch Systems
- Instant Recall Recorder
- Alarm Systems
- LAN Network
- Display Clocks
- CCTV/Security Access
- Paging Controller

A Life-Saving Difference

A prime focus of Public Safety is on the critical "response time" for life-threatening events such as heart-attacks – in essence suggesting that it is a matter of minutes that determine the fate of victims. Studies have shown when dispatch and other recording systems employ synchronized time, the improved records data has resulted in measurable life saving differences to their communities.