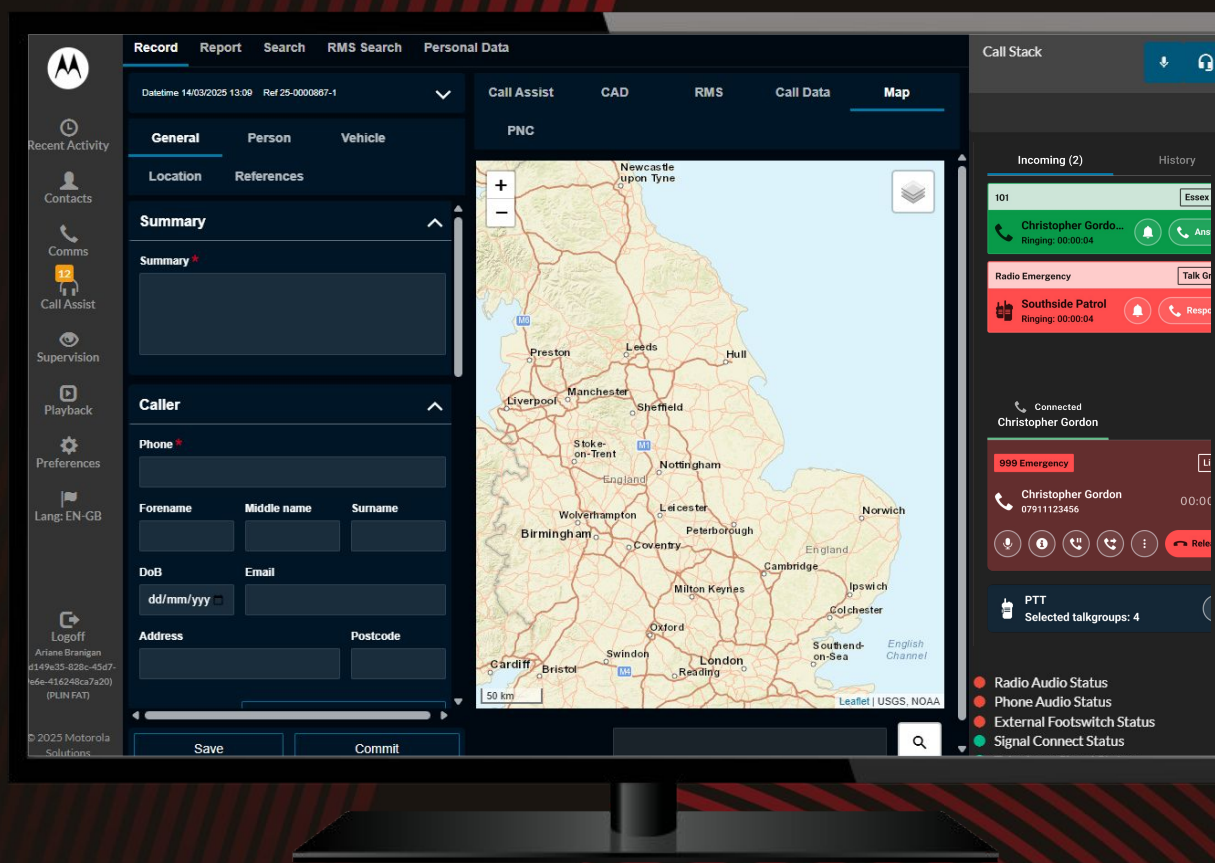



# Guardian ICCS

Accelerate and optimise your emergency response





Your ICCS is the heart of your control room, connecting members of the public with the help they need in the most challenging circumstances.

To get the right resources on-scene, your team needs to gather incident information as quickly as possible. Unfortunately, this context is often difficult to obtain; emergencies frequently occur in busy, chaotic environments with a lot of background noise, in which operators risk mishearing key details. While they can ask the caller to repeat themselves, this is not always feasible when handling rapidly-evolving incidents or particularly distressed individuals. Complicating the picture further is the fact that some incidents require a complex, multi-agency response - spanning police officers, paramedics and other organisations - which are not easily accessible from a FRS's control room. When combined, these factors can ultimately result in a longer response time and less efficient resolutions for your community.

Guardian Integrated Communications Control System (ICCS) goes beyond industry-leading telephony and radio dispatch capabilities, so you can get the right resources to the right places more quickly than before. AI audio enhancement enables you to catch every word the first time around. Instead of asking for the same information multiple times, you can now replay a conversation instantly from your browser, seconds after it concluded. Then, when you're ready to deploy resources, use our built-in people directory to find and contact specialist units in seconds - resulting in a safer, more efficient response for both the public and your officers.

### Cut through the noise

Arranging an incident response requires complete focus. However, it can be hard to maintain your concentration while also ignoring the background noise which often accompanies emergency calls. Guardian ICCS' AI enhancement filters out unwanted chatter, so operators can simultaneously reduce their cognitive fatigue and improve response accuracy.

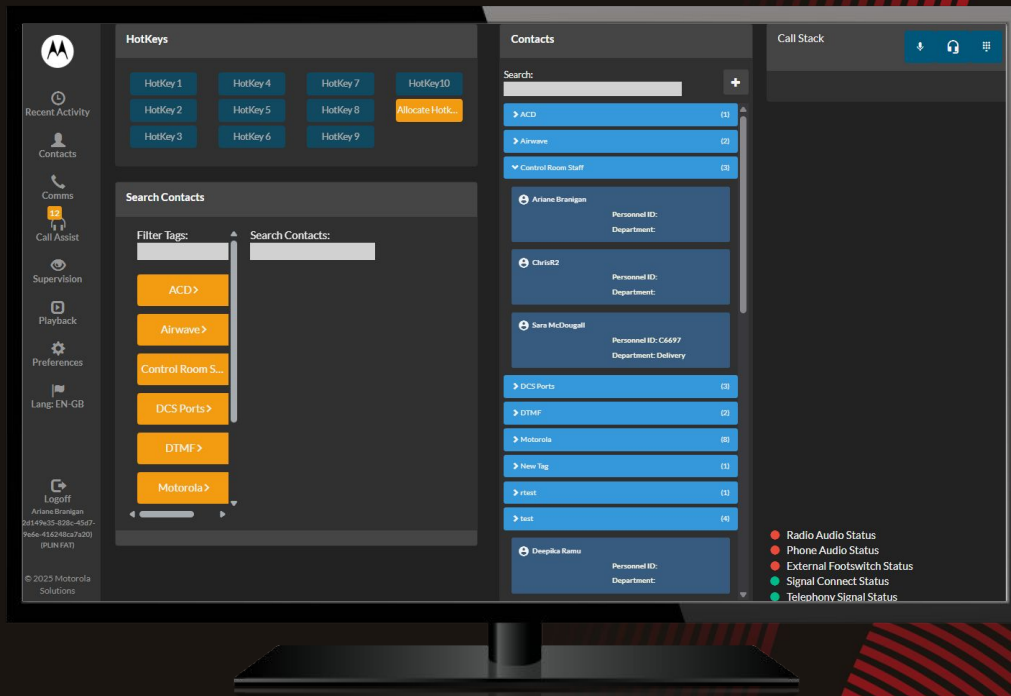
### Get straight to the details

Obtaining the right information is crucial when deploying resources to a scene - but callers are often highly distressed and may not relay details in a linear fashion, leading to needless delays. Using instant playback, you can repeat key information - such as names and addresses - as many times as necessary, so your callers don't have to. These recordings can also be sent directly to the front line, enabling a quicker response.

### Coordinate specialist support in seconds

Calls to your FRS won't necessarily end there. Large-scale responses require close collaboration with other agencies; the built-in Guardian ICCS contact directory enables you to quickly identify key partners, including police and EMS, then inform them of the incident with minimal clicks. You can reduce response times even further by configuring hotkeys to auto-dial frequently-used contacts.





## CONTACT AND DIRECTORY MANAGEMENT

Hotkeys	Add shortcuts for frequently-used contacts on a systemwide or personal basis.
Tags	Group contacts with similar attributes together e.g. those based at a particular station or belonging to a specific agency.
Contact details	Add information to a contact, including: <ul style="list-style-type: none"> <li>• Rank, department and division</li> <li>• Languages</li> <li>• Skills</li> <li>• Device type (one contact can be assigned up to 10 devices)</li> <li>• Emergency contact</li> </ul>

## USER INTERFACE CUSTOMISATION AND USER PREFERENCES

Alert volume	Configure audio levels for their radio headset, telephone headset and the audible alerts loudspeaker, among others .
Audio outputs	Configure the headset and loudspeaker output .
Footswitch options	Pair a browser with a footswitch, reset its state, and toggle whether users can see its status or not.
Other preferences	Configure day/night mode, location of the navigation pane (left/right) and position of the dialpad (left/right).





## SUPERVISION FEATURES

Users overview	<p>See an overview of all user activity, including:</p> <ul style="list-style-type: none"><li>• Current user telephone line activity</li><li>• Current radios selected or monitored (numbers of) by user</li><li>• Selected, monitored, and mandated/allocated Talkgroups (DCS resources)</li><li>• Selected and monitored radio resources</li><li>• Contact management activity, open incidents, and saved incidents.</li><li>• Talkgroups displayed on a user's screen</li><li>• Eavesdrop, Whisper, Intrude and Takeover functions on operators' live audio calls</li></ul> <p>Supervisors can also force users to log off from a workstation</p>
User intercom	Initiate a direct workstation-to-workstation call to another user.
Resources overview	See an overview of all talkgroups, and who is using them, along with details of any resources allocated to a specific user.

## PLAYBACK FUNCTIONALITY

Recorded calls	Guardian ICCS records all operator transmit, monitor and selected streams which go through it.
Playback playlists	Add up to 30 recordings to one playlists to be played in order or exported.
Playback filters	Locate recordings more quickly via filtering by e.g. name, number, device etc.



## RADIO, TELEPHONY AND MESSAGING CAPABILITIES

Radio resource allocation	Allocate resources or talkgroups to users upon login: <ul style="list-style-type: none"><li>• Mandated: users are shown these tiles as dictated by their profile, and cannot remove them</li><li>• User-allocated: users are offered these tiles as dictated by their profile, and may add/remove them</li></ul>
Call history	View the most recent incoming/outgoing telephone calls to the user's workstation.
Quiet monitor	Apply variable volumes to different individual talkgroups.
Mute monitor radio	Mute all talkgroups in monitor mode for a set period of time.
Mute all radio	Mute all talkgroups in monitor or select mode for a set period of time.
Inbox SDS messages	View the most recent incoming/outgoing SDS messages to all workstations.
Tags	Group contacts with similar attributes together e.g. those based at a particular station or belonging to a specific agency.
Talkgroup and radio tiles	Display information about the status of a resource in an intuitive, easy-to-read format, including: <ul style="list-style-type: none"><li>• Audio activity: outbound, inbound or idle</li><li>• Status indicators: ready, busy, not ready, link fail</li><li>• User controls: select, monitor, combine, etc.</li></ul>
Select function	Monitor and transmit on selected talkgroups.
Monitor function	Receive audio from a talkgroup.
Events function	Receive notifications about call activity, status messages and emergency calls broadcasted by radios on a talkgroup.
Combine function	Combine talkgroups into one all-informed group.
Multi-combine function	Combine up to 16 different talkgroups on a single workstation.
Multi-select function	Set more than one talkgroup to "select" at any one time.
Individual call	Determines whether users can use the radio resource to make private calls.
AI audio enhancement	Use AI audio enhancement to clarify incoming telephone call audio; can be enabled or disabled by a call handler at any time during a call.



## RADIO, TELEPHONY AND MESSAGING CAPABILITIES (CONT.)

Patch	Determines whether users can use the radio resource to create radio-radio or radio-telephone conferences.
Interrupt private calls	Determines whether users can make a private call to a radio, which interrupts their ability to receive any other call.
Add groups	Determines whether users can add and remove DGNA talkgroups.
Ambient listening	Open the microphone on a radio and passively listen to what the microphone picks up.
Radio check	Send a ping command to the network to verify its connection.
Automated Call Distribution (ACD) status	Set a user's status on the system as follows: <ul style="list-style-type: none"><li>• Available: users are allocated the next call that comes in</li><li>• Unavailable or work: users will not be allocated any calls until their ACD status is changed</li></ul>
Telephone hold stack	View all calls on hold, separated by user.
Conference stack	View all telephony-only conference calls, separated by user.
Push-to-talk (PTT)	Users can transmit on all selected talkgroups.
Dialpad control	Users can: <ul style="list-style-type: none"><li>• Initiate a telephone call</li><li>• Call a radio directly as a private call</li><li>• Search the contact directory before calling</li><li>• Ambient listen: covertly listen to an individual radio</li><li>• Check: confirm whether a radio is affiliated on the network</li><li>• Stun: temporarily deactivate a network radio</li><li>• Revive: return a deactivated radio to normal service</li><li>• DGNA/REGA: dynamically set talkgroups in a radio terminal</li></ul>
Call stack	View key notifications on the system, including active calls, radio messages and private calls.
Radio history	View the most recent actions on a user's active talkgroups.
Reallocation	Swap a user's assigned DCS port with another.
SMS messaging	See a global view of all the SMS messages handled by Guardian ICCS, and respond or create new messages.
SDS function	Send SDS messages.
Individual call	Determines whether users can use the radio resource to make private calls.



## ADMINISTRATIVE SETTINGS

Hotkeys	Add, edit and delete hotkeys and their display.
Hotkey sets	Add, edit and delete a group of hotkeys and their display, for easy assignment to users.
Users, profiles and roles	Supervisors can configure: <ul style="list-style-type: none"><li>• Users: individual call handlers or dispatchers</li><li>• Profiles: dictate the level of access to the physical resources of the system, such as radios and talkgroups</li><li>• Roles: dictate the level of access when performing certain actions on the system</li></ul>
Delete large data exports	Determines after how many days requests and results for exports will be removed.
Audit trail	Filter a list of all actions taken on the system, including which users performed actions and what kind of actions were taken (e.g. ACD, calls, location, user authentication).
Reports	Supervisors can generate a pre-defined report which details e.g. the telephone calls answered during a specific period of time.
Alert colours	Customise the default colours for the call stack - including font colour, background colour and flashing displays - and other design elements.
Map overlay	Add additional map overlays to the contact management map view.
Ringtones	Upload and configure specific ringtones for different scenarios, including (but not limited to): <ul style="list-style-type: none"><li>• High priority message</li><li>• SDS message</li><li>• Talkgroup not monitored alert</li></ul>
Whitelist	A predefined list of telephone numbers which will populate an address but not a 3rd party system lookup (ie. phonebox).
Pegasus list	A predefined list of vulnerable persons, personal data and trusted contacts, as disclosed by that person.
SMS templates	Allow a user to add, edit and delete SMS templates.



# Transform your emergency response with **Guardian**

Our Guardian public safety solution is designed to simplify every step of your FRS's emergency response workflows through a centralised, cloud-hosted platform spanning an ICCS, CAD and mobility application.

Whether you're deploying for the first time or upgrading to a newer version, we collaborate closely with you to tailor processes and plans to your organisation's needs - so while your call handlers, dispatchers and firefighters get the essential tools they need to keep their community safe, we'll also support your IT staff as they maintain your mission-critical systems.

## Minimise costs and maximise collaboration with the **Guardian** FRS Hub

Balancing your budget without compromising operational efficiency can be a daunting task.

Your service's control room solution must not only remain effective across an ever-changing technological landscape and keep up with increasing public demands, but should also enable you to collaborate closely with neighbouring services - which is often a necessity during large-scale emergencies.

The Guardian Fire and Rescue Services (FRS) Hub is an innovative deployment method which enables you to share a powerful ICCS and CAD solution with other fire and rescue services, while still maintaining your own service-specific configurations and preferences. By leveraging one platform across multiple organisations, you can facilitate a consistent, standardised response through uniform operating procedures, workflows and data formats. This enables disparate FRSs to exchange information easily and assign resources efficiently during joint operations or mutual aid scenarios. Similarly, participating services can adopt a collaborative approach to development - resulting in a platform which keeps up with your needs. Use a Hub model to enhance operational capabilities, improve service delivery and future-proof your investment - all at a reduced cost.

Learn more at [motorolasolutions.com/guardian](https://motorolasolutions.com/guardian)



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