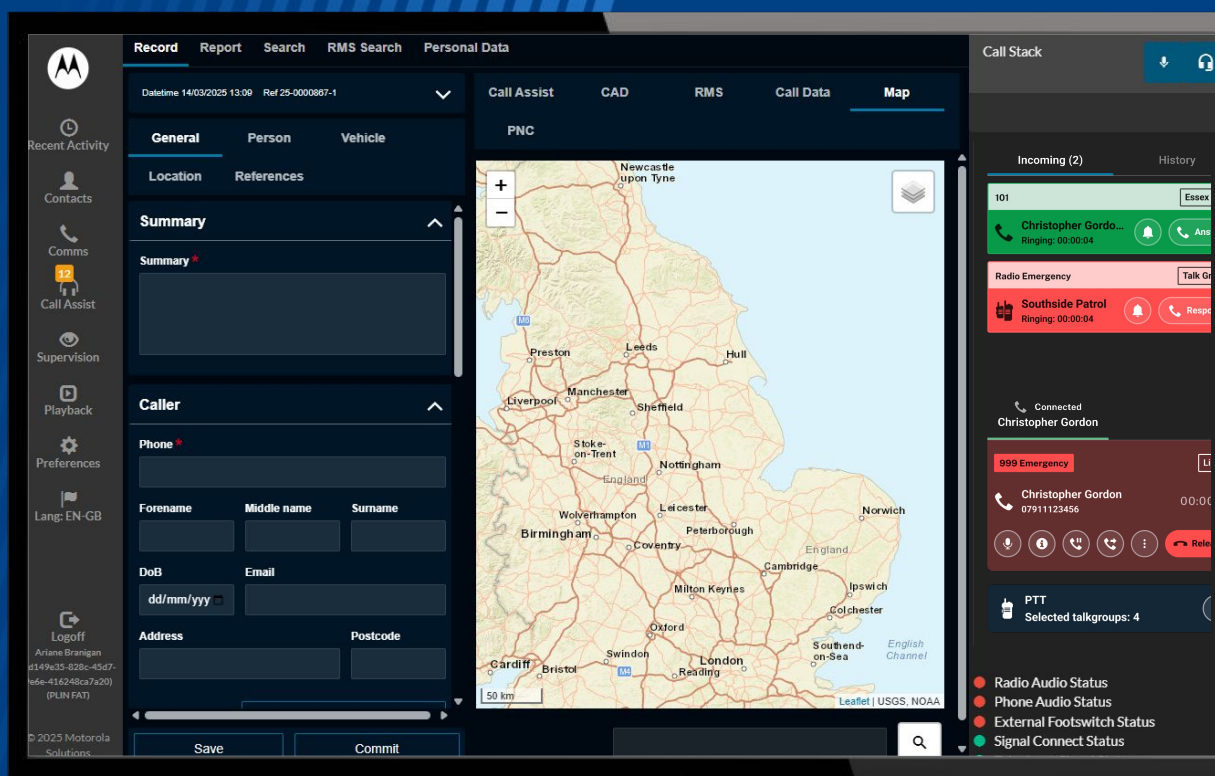
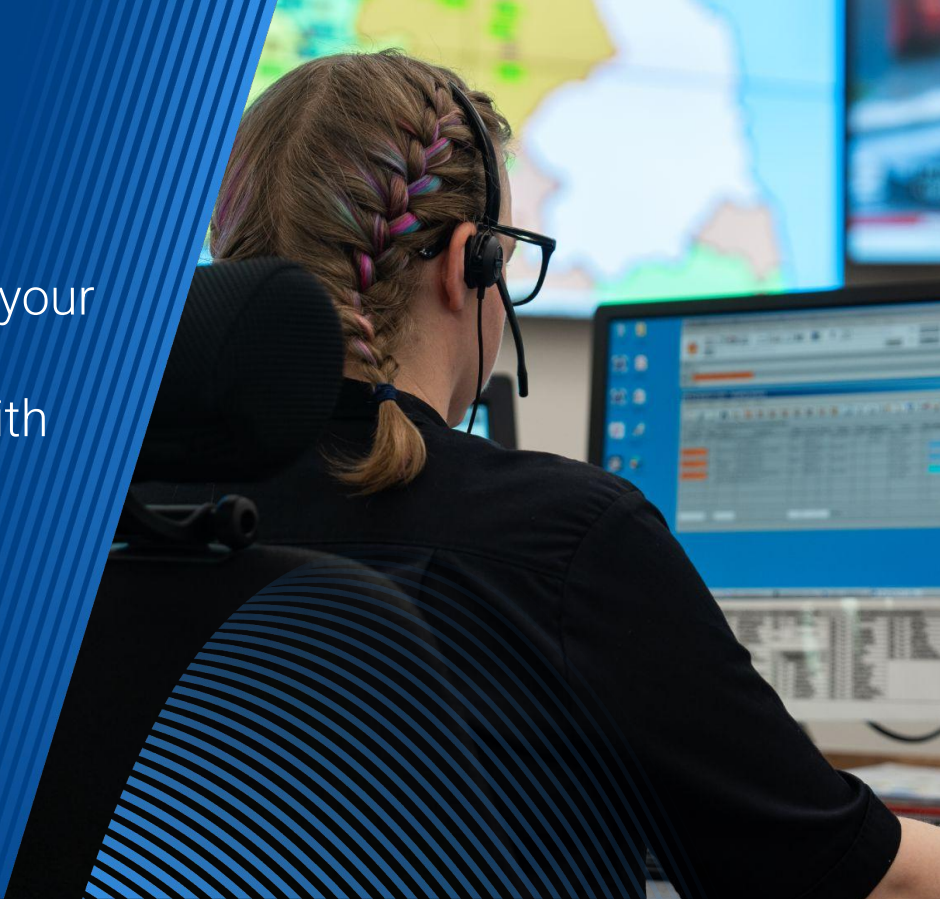


# Guardian ICCS

Capture every contact





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

However, the majority of those calls to your control room don't end in deployment - which means that they also aren't documented in your CAD.

Without a record of these contacts, your call handlers can't easily assess the vulnerability of repeat callers, and your dispatchers can't arrange the most appropriate response for them; similarly, your officers in the field may be at risk if they attend an incident without knowing the full context of previous interactions between a caller and law enforcement. This lack of data can also make it more difficult for you to understand the broader levels of demand on your force, leading to unnecessary deployments and longer response times.

The Motorola Solutions Guardian Contact Integrated Communications Control System (ICCS) goes beyond industry-leading telephony and radio dispatch capabilities, by integrating contact management directly into the platform itself. This enables call handlers to quickly and accurately understand the broader circumstances surrounding a contact while still on the call - resulting in a safer, more informed response for both the public and your officers.

#### **Enable operators and officers to respond with context**

Instead of treating every contact as an isolated incident, your team can now draw on data from previous incidents to understand why someone is contacting your control room. That provides vital context for your force - so call handlers can complete the right forms, dispatchers can arrange the appropriate help, and officers can arrive on-scene fully briefed.

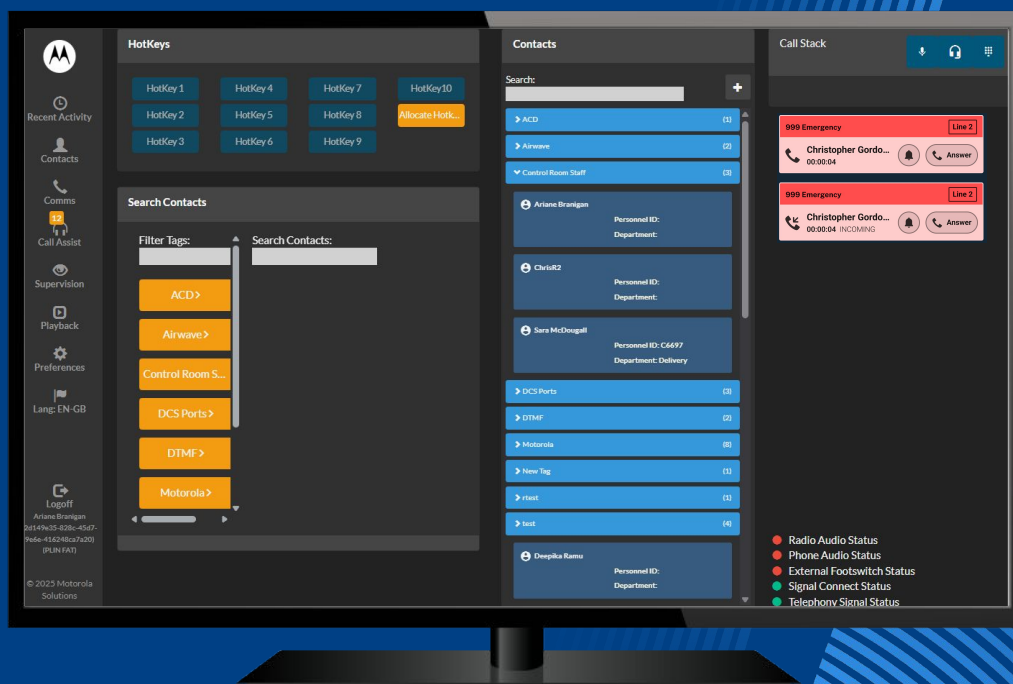
#### **Reduce response times and unnecessary deployments**

Information about a caller is only useful if you can make it actionable. While some contacts require an immediate police presence, others are less time-sensitive and can be handled from the station itself. Now your operators can start the relevant response workflow and reach a resolution more quickly, by transferring data to either your CAD or RMS in one click.

#### **Understand and accommodate the demands on your staff**

To best serve the public, you need to understand the kind of help they require, and when. Use contact data to surface insights about peak hours and common call types, so you can staff and train your control room more efficiently, and proactively work to prevent calls at the source.





## 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	<p>Add information to a contact, including:</p> <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>
Automatic contact record creation	Guardian ICCS automatically creates a new contact record for 999 or 101 calls when they come through to a workstation or contact. It will pre populate this record with information about the caller, where accessible.
Integrated data results	Users can view more information about a caller, gathered from previous contact records on Guardian ICCS, a linked CAD/RMS, EISEC data from BT, or Police National Computer (PNC); this information can be easily duplicated to the open contact record in one click.
Submit or transfer to other application	Users can send the information in the contact record to a CAD (to be added to an incident) or RMS (as a crime or as intelligence).
Dynamic proformas	Users can add a proforma to the contact record, which will dynamically update when the relevant information is entered.





## 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 noise suppression	Uses AI noise suppression 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.



## SUPERVISION FEATURES

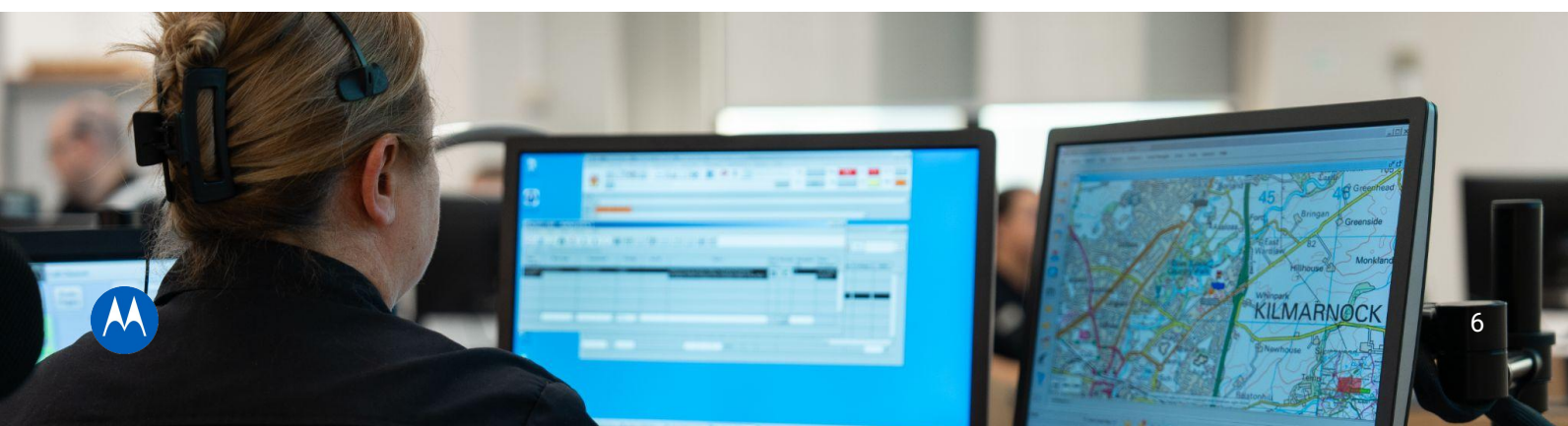
Users overview	<p>See an overview of all user activity, including:</p> <ul style="list-style-type: none"><li>• Current user telephone line activity</li><li>• Current radios selected or monitored (numbers of) by user</li><li>• Selected, monitored, and mandated/allocated Talkgroups (DCS resources)</li><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.

## 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).



## 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.

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



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