



CrewTalk

Complete onboard voice gateway

version 1.0

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1. Overview

All voice communication needs are provided by CrewTalk.

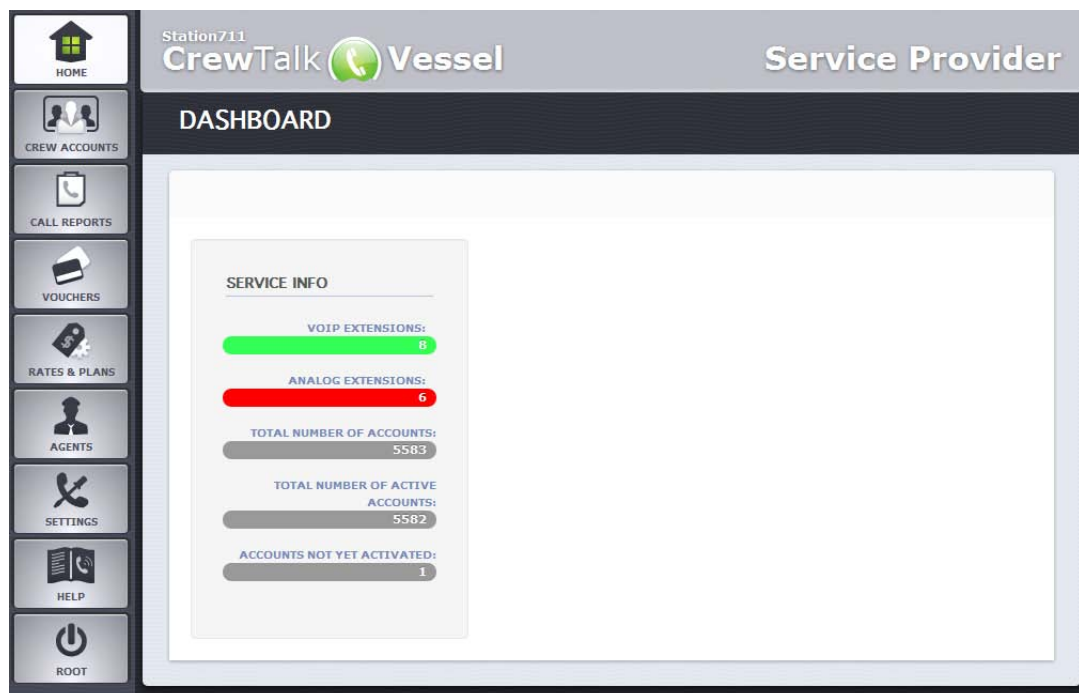
CrewTalk is a research-based solution designed to address the onboard needs and challenges faced by crews at sea.

Station711's CrewTalk platform combines a next generation private branch exchange (PBX) with a tailored call-accounting system and interactive voice response that can be customised.

It operates as the main voice switch on board, providing modern exchange capabilities with advanced features.

The system supports traditional analog digital telephony interfaces and the newest internet protocol (IP) technologies and provides a solution for incoming/outgoing communication, calls between onboard extensions, paging and intercom.

CrewTalk Dashboard



2. Typical users

CrewTalk is designed to support commercial, operational and personal use.

As a security and control measure, different usage profiles are allocated to each user and onboard extensions.

The system supports pre-paid and post-paid services and split billing features for diverse users' profiles. Different user profiles and extension allocations between bridge, operation, crew and commercial users enable increased crew welfare communications as well as greater privacy, while ensuring essential operational communications are not disrupted.

3. Key features

- > Advanced PBX capabilities
- > Customised solution
- > Smart user and extension allocation – pre/post paid
- > Easy to use
- > Easy to manage
- > Easy to bill
- > Sophisticated onboard prepaid system

4. Benefits for FleetBroadband users

CrewTalk offers the following main benefits:

- > A single solution for all onboard communication needs
- > Improved crew welfare – more lines, more privacy
- > Supports FleetBroadband Multi-voice channel
- > Supports FleetBroadband voice allowance plans
- > Controlled usage on board
- > Simple to monitor and manage usage via web-based console
- > Separate personal and operational calls
- > Rechargeable personal crew cards

5. Setting up CrewTalk with FleetBroadband

CrewTalk is an onboard PBX with an integrated crew prepaid system, providing controlled and managed telephony usage and costs. It integrates existing onboard PBX with the FleetBroadband terminal and ensures that all crew calls are routed through the prepaid system from dedicated voice lines, or from the PBX extensions.

The device can be connected to an additional satellite terminal for least cost routing (LCR) and backup purposes.

6. Technical summary

The CrewTalk features are summarised below:

Integral FleetBroadband support	✓
Supports FB Multi-voice channel	Supports FB Multi-voice channel*
Modular and flexible solution	✓
TDM/SIP/IAX trunks	✓
1-8 BRI ports	✓
Supports 10 concurrent calls	✓
Up to 30 users	✓
Remote extensions	✓
Voicemail	✓
Voicemail to email	✓

*Thrane & Thrane Sailor FleetBroadband terminals require a firmware upgrade only. Other terminals may require additional hardware.

7. Customisation required

CrewTalk has the ability to customise the interactive voice response (IVR) and call scenarios for all shipping companies' requirements. This enables it to provide tailored solutions which take into account exact on board behaviour and thus leverage crew productivity.

Complete voice gateway with various combinations of telephony ports. It can support 10 concurrent calls with up to 16 analog ports, as well as SIP and IAX2 phones and trunks.

7.1 Crew login

Hierarchical access level allows each crew member the following:

- > Viewing balance status for a specific crew card
- > Viewing call reports for a specific crew card
- > Loading vouchers
- > Viewing voucher history

7.2 Reseller CrewTalk management

Provides administrative users with basic service information and allows them manage crew accounts:

- > VoIP extensions
- > Analog extensions
- > Total number of accounts
- > Total number of active accounts
- > Accounts not yet activated

7.3 Call reports

- > The call reports tab provides the call reports based on search filter selection.
- > Call records can be exported in CSV or XML file formats.

7.4 Vouchers

- > The vouchers' section gives the option to create and manage vouchers including topping up an existing prepaid account.
- > Vouchers can be redeemed via customer (Crew login) GUI or via phone following the IVR instruction when using a prepaid system.

7.5 Settings

Settings section provides the ability to control the overall behaviour of the CrewTalk unit:

- > Edit network settings

- > Change admin user password.
- > Manage VoIP (SIP) PBX extensions
- > Manage analog (FXS) PBX extensions
- > Manage outgoing PBX routes
- > Set automatic CDR e-mail delivery addresses
- > Add/edit new destination prefixes inventory

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