Global is Multilingual Because You Are
Nous ne parlons pas la même langue. No hablamos el mismo idioma. Não falamos o mesmo idioma.

Global makes it really easy for everyone using our systems to work in any of the languages we support, from Chinese to Indonesian to more. Of real benefit when you’re working in a multilingual environment or in an international emergency response situation, every Global system is designed to make your communication easier. Renseignez-vous. Infórmase. Informe-se.

Saving you money and keeping things simple. These themes lie at the core of this installment of our Global Communications Technology newsletter.

Global's Hidden Value
Did you know that we include features like SIP for free? Or that our G-SMU can be an audio hub, saving you from having to buy additional hardware? Did you realize all of our products come with a two year warranty? Or that we offer system engineering? Did you know our software updates include free upgrades? What else do we do? Read on to find out the many ways Global = Value.

Announcing Our New DP-101 Dial Pad
Like the CP-102 Control Panel introduced in our last newsletter, the DP-101 Dial Pad works with our G-400 Series systems to simplify tactical use. Don’t want to allocate a computer to each of your tactical systems? Once configured, the Control Panel and/or the Dial Pad work directly with our G-400 Series systems, letting you leave the computer behind. From DTMF injection to call management, see all the DP-101 Dial Pad can do for you.

Feature Focus: Automatic Gain Control
Soft talkers, loud talkers, normal talkers. Manually tuning that perfect received audio volume level for your system can take time and be a real challenge. We help significantly by building in Automatic Gain Control. It’s optional, but incredibly useful. See what we mean.
We provide communications solutions, and we're certain our systems offer you a superior value. At the same time, we recognize that installing, upgrading or expanding an interoperability system represents your significant investment of both money and confidence in the company you choose to work with. To those of you we've worked with before, thank you for trusting in our commitment to you. To the rest of you who remain undecided, we'd like to take this opportunity to share with you some of the hidden values Global offers.

Let's start with software, and we'll assume you already know that it runs in a web browser, is multilingual and so forth. What you might not know already is that instead of just offering updates to existing services, when we release a new software version, it contains actual upgrades like new features. For example, earlier this year we added SIP as part of a significant upgrade, and we make small ones all the time. All of these upgrades – yes, even SIP – are available for free, at no additional charge to you. In fact, we don't charge you for GCT Streams or Talkpaths either. Virtual modules like these are just so useful we build them in so you can use them to the fullest without worrying about cost.

Thinking of saving you money, let's talk hardware. We include all the accessories. Our handset module comes with a handset, our headset module comes with a headset, our speaker module comes with a speaker, our GSM module comes with an antenna, our GPS module comes with an antenna/receiver, and so forth. Then there are those tricky unique cables. We have a full library of radio cables, but if we don't have what you need we'll design and custom build one for you at no additional charge. Of course, since we're Global, we also make sure to include the power cord for your specific region of the world.
Software and hardware aside, let's talk about the people at Global and the services they provide. In addition to all we do to make our systems amazingly easy to use, we provide you with the services and support to maximize their potential. We start by including system engineering and configuration services with our products. We listen to and understand your individual communication requirements in order to design a customized solution that doesn't waste your time or your money. We back that with a two year warranty, free software updates and customer support for the life of the product so you'll always know we're there to help you. In fact, customer input is responsible for some of our current features, so you can be sure that when we ask you for your feedback, we're sincere.

The bottom line is that Global = Value. From software to hardware to support, we believe in being your communications solution provider and we look forward to working with you.

Feature Focus: Automatic Gain Control

Can you hear it? Is it too loud? Now, is it too soft? Tuning audio levels during setup can be a real challenge. Some people speak more loudly, some more quietly, and as you're tuning your radio or other systems you're hoping to find the happy medium where all of this received audio is heard at about the same volume. That's why we build Automatic Gain Control (AGC) directly into our hardware. Whether it's a Radio, PSTN, Headset, Handset, Codan, E&M, Bluetooth or GSM module, our built-in AGC saves you time and tuning hassle, getting you up and running faster.

How does AGC improve your audio? Since you don't want vast differences in the volume of received audio coming into your system, our built-in AGC sets a target volume level, then smoothly turns up or down the actual received audio level to meet the target instantaneously. Whether someone is yelling or whispering, with AGC turned on the volume is just right.

Voice Activity Detection (VAD) on received audio will automatically turn AGC on to improve its accuracy, but otherwise AGC is optional. If you prefer tuning volume levels manually, you can and we help by providing a Signal LED on the front of the unit. Just keep in mind that with AGC on, you gain the confidence of knowing your audio will sound just right in practically all circumstances.

Built-in AGC, just one of the ways Global's solutions simplify and improve communication.
Introducing the DP-101 Dial Pad

Running our family of Global Communication Technology products in a web browser lets you take full advantage of all the powerful configuration features we offer. Let’s face it though, once you’ve gotten everything configured the way you like it, you might prefer to keep things simple. Especially in a tactical situation, you may need to allocate your resources like computers in other ways, or perhaps use operators less familiar with the system. Requirements like these prompted us to design and build our CP-102 Control Panel, and inspired our new DP-101 Dial Pad.

While the Control Panel connects and disconnects up to eight modules in four nets with push button ease, our new DP-101 Dial Pad offers easy numeric dialing. More than that, the Dial Pad gives operators access to built-in phone books and lets them quickly make and break calls for all supported phone modules: PSTN, GSM, SIP, Codan and Bluetooth. Numbers and commands entered using the Dial Pad display on your G-400 Series unit's front panel LCD, keeping things simple. More dynamic than you might think, the Dial Pad also provides operators with enhanced features like inserting pauses during dialing, injecting DTMF tones in ongoing calls, finding modules rapidly based on call status, enabling or disabling numeric dialing and more. Ideal in a tactical situation where you only want what’s necessary and easily accessible, you can use the Control Panel and the Dial Pad together or you can use them individually. You decide what best suits your situation or circumstances.

Already light on their feet thanks to our interoperability systems' compact size, low power consumption, intuitive setup and a dynamic web-based user interface that even works on a smartphone, the CP-102 Control Panel and DP-101 Dial Pad further simplify our user-friendly systems for your tactical use. After applying the system update for the G-408/408R or G-404 software from our website, the optional Control Panel and Dial Pad can be used separately or together, connecting directly to the G-400 Series unit by standard USB, and requiring no additional power supplies or converters. When powered on, the Control Panel and Dial Pad automatically handshake with your system and are ready to control the modules and nets in your interoperability unit’s stored configuration.

Want to learn more about these exciting additions to our tactical lineup? Check out full product information for the CP-102 Control Panel and the DP-101 Dial Pad on our website.
Highlights of the G-400 Series Systems
Supporting the CP-102 Control Panel and DP-101 Dial Pad

Standard hassle-free features like Automatic Gain Control, a single IP address for everything and simultaneous multi-user configuration and control distinguish Global's G-408/408R and G-404 as intercommunication systems designed specifically with your needs in mind, from setup to implementation. Since one size does not fit all, our interoperability systems are scalable, affordable and even multilingual, with new features, hardware modules, virtual modules, and capabilities like SIP added regularly. Designed to be used tactically in a remote environment, or as part of a communication infrastructure, the G-408/408R and G-404 systems support most radios (VHF/UHF/HF/P25 etc) and other communication systems. Using a standard Ethernet LAN, microwave data link, wireless hotspot or the internet, G-Series units can work in parallel to create large distributed wide area systems. Flexible, rugged and user-friendly, Global's G-408/408R and G-404 systems are smaller, more powerful, more upgradeable, consume less power and are more feature-rich than anything else in the industry.

Global is Multilingual Because You Are

How many languages do you hear spoken around you on a typical day? Whether it's Spanish or French, English or Indonesian, Vietnamese or Arabic, we live in a world full of unique languages. That's why Global has always made your language choice one of our top design priorities.

What languages does Global speak? Currently, our systems come with Arabic, Chinese, English, French, Indonesian, Japanese, Portuguese, Spanish, Thai and Vietnamese. New languages can be added easily with customer request, and are included for all users as part of our free software updates.

Global systems come with all supported languages embedded in our software, letting you choose your own system default language. Individual operators can either use this language, or they can configure their individual login profile to use a different one. Each operator can use the language of their choice.

A case for multilingualism. The year 2017 has been one of natural disasters. Just in the last few weeks, Hurricanes Irma and Maria devastated the Caribbean and earthquakes rocked Mexico and its capital, Mexico City. All around the globe, from Colombia to Sri Lanka, flooding and landslides have overwhelmed populations. In July and August, the Eastern Pacific spent almost 20 days watching Super Typhoon Noru meander and intensify before making landfall in Japan. The largest diameter of gale force winds for Noru were 800km, or approximately 500mi. Just think of how many different languages you might hear in an area that size!

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Natural Disasters Do Not Recognize Language Barriers

Usually, we include a use case in our newsletters. However, given the intensity of the Pacific and Atlantic tropical storms we’ve seen this year, we thought we’d briefly discuss a few aspects of interoperability as it relates to disaster relief and recovery.

Spanish, English, French, Dutch and a variety of creoles: the languages of the sovereign nations and territories affected by Hurricane Irma. Mostly small and isolated, the Caribbean islands are relying on aid from NGOs like the United Nations, working with the Caribbean Disaster Emergency Management Agency and Britain, France, the Netherlands and the United States – countries whose territories were affected – and other relief agencies with yet more international ties. It’s a daunting logistical operation, the sort of exercise that will involve setting up communication systems that can easily patch together military and civilian systems, like radio and GSM wireless phone systems. Considering the sheer numbers involved, we can assume operators will speak different languages. It is cases like this that inspire Global’s commitment to multilingual systems, especially as recovery efforts transition from military or international organizations to local civilian leadership. From features like AGC and our multilingual interface to tactical accessories like our Control Panel and Dial Pad, Global systems are designed to make interoperability easy for everyone.

1. Even though earthquake waves can travel faster than the speed of sound, can you - or maybe your dog - hear an earthquake before you feel it? (A) yes (B) no

2. The English adjective “free” is often complicated in translations because it can mean so many things, from liberated to gratis. In its oldest origins, the word tends towards meanings associated with (A) artistry (B) duty or loyalty (C) friendship or love (D) money

3. DTMF tones are the combination of one low-frequency tone and one high-frequency tone, played simultaneously. One of those tones is represented by the button the original engineers called the “octothorpe”. Which button does this refer to? (A) * (B) # (C) 0 (D) 8

4. The force that causes tropical storms – hurricanes, cyclones, typhoons – to rotate clockwise in the Southern Hemisphere and counter-clockwise in the Northern Hemisphere is named after? (A) Coriolis (B) Doppler (C) Lagrange (D) Newton

5. Do hurricanes, cyclones and typhoons form very near the equator? (A) Yes (B) No

See our website http://www.global-comm-tech.com/ for detailed Fun Fact explanations!

Answers: (1) A (2) C (3) B (4) A (5) B

Do you have a Fun Fact topic you’d like to see in an upcoming newsletter? Let us know.