Is It Fall or Is It Autumn?

No matter which term you use to refer to it, the season is beginning to take hold in the Northern Hemisphere.

Whatever your fall plans for the season include, we hope you’ll take a moment to catch up on what we at Global have been doing to improve our products for you.

New G-SMU Hardware Platform

We’ve taken the already powerful G-SMU and given it more power, an improved front panel, and room to grow—while still keeping it easy to install by providing a 1RU package.

Lightweight Dispatch Within Your Reach

Included with the G-SMU’s many other features, you can enjoy Lightweight Dispatch. Read on to learn more about the value it provides.

Monitoring Your G-202s is NOT Like Herding Cats

Use the G-SMU to monitor your G-202s easily.

Fun Facts
What’s New at Global? The G-SMU Hardware Platform

Adding More Potential to an Already Powerful Product

Our G-SMU has always offered numerous features with an easy-to-use, web-based interface that keeps things simple and straightforward. With this update, we’re applying the same philosophy to the hardware platform.

While still offering you all the impressive value and features of our original G-SMU, our new 1RU hardware platform gives you an LCD screen and control knob on the front—just like our G-408—allowing you to view and reset network settings. This provides you with a more intuitive experience and replaces the recessed reset button, better reflecting the premium nature of the G-SMU.

Beauty is more than skin deep though, so we updated the G-SMU internal hardware as well. We gave it more headroom for connecting additional systems and allowing for more simultaneous operators. This additional headroom also anticipates some future features we have in the works. More systems and more operators mean more potential.

What Makes the G-SMU so Powerful?

- Seamless patching over the network with unlimited talkpaths to manage audio behind the scenes
- 20 built-in virtual modules for SIP or other forms of network streaming
- Convenient overview of all connected systems’ status
- Lightweight Dispatch
- Acts as an audio hub (when required) without consuming virtual modules
- Multilingual web interface for multiple simultaneous operators
- Smart networking features to make setup and maintenance easy
- And more. All in one convenient package.

Depending on your needs, you might also appreciate that the G-SMU allows systems to simultaneously retain their autonomy and to take part in wide area communication as directed by G-SMU operators. In other words, it gives you the best of both worlds—local communication when you want it and wide area communication when you need it.

Additionally, with the G-SMU you get a network appliance. There is no software to install and maintain, no special cables to connect, and no servers to setup. You plug it in, connect it to your network, and use any standard web browser to log in, configure, and use it. When you compare that to other connectivity solutions on the market that require you perform specialized installation and maintenance, the G-SMU is an uplifting change.
So maybe this article’s title is a little silly, but it recently came to our attention that customers migrating from LMR to LTE and who are using our G-202s to do it may want a convenient way to keep up with all of their G-202s in the field. A little bit like herding cats, as the saying goes.

Look no further. Monitoring multiple G-202s in the field is easy with one of our G-SMUs. Using our G-SMU, you can:

• See all of your G-202s on one screen.
• Monitor the status of each G-202. For instance, verify that a cable is attached or verify that the G-202 is operational.
• Check each G-202’s radio interface configuration.
• Break the patch within the G-202 by using the G-SMU web interface.
• Create more sophisticated connections between multiple G-202s. For example, bridge three radios to a single LTE interface.
• See RX and TX indicators, letting you verify audio traffic is flowing.
• Use the Lightweight Dispatch feature to listen to the audio flowing through any G-202.

Of course, you can always manage each of your G-202s individually. A G-SMU isn’t required for G-202 management, it’s just another option we provide to help you find the best communication solution to meet your needs.

These G-202s are being monitored by a G-SMU. To facilitate identification, this G-SMU operator has set a different color for each of the G-202s being monitored.
Putting Dispatch Within Your Reach

With the G-SMU, you’ll enjoy our convenient Lightweight Dispatch feature.

This impressive solution allows your operators to communicate with any or all of your resources in the field. As you know, being able to monitor communications is essential for operators who need to adapt communication links to different circumstances, and being able to talk with people can be critical to an operator’s effectiveness.

Let’s be clear, the G-SMU’s Dispatch feature is not a traditional dispatch console. It does not provide every complex bell and whistle that hardware dispatch consoles offer. Instead, our Dispatch offering **cuts to the core of what your operators actually need to do: listen and talk.** Focusing on this allows our control interface to be simple, easy to learn, and easy to use. We call it Lightweight Dispatch—not because it’s not powerful, but because it has a light touch.

Our open-minded approach to dispatch makes operator interaction highly accessible to non-traditional dispatch customers, as well as customers who have found traditional dispatch consoles were simply too costly or difficult to learn.

Plus, the networked nature of Global’s solution means the radio, phone, and other connections do not have to be physically co-located with the G-SMU—you can customize the topology to fit your needs.

**Keeping accessibility, ease-of-use, and cost in mind, Global’s Lightweight Dispatch feature is included for free with your G-SMU.** That’s right: no extra fees, no licensing, no additional cabling. The G-SMU is an inclusive product, with all features available to all customers. Moreover, since a G-SMU costs far less than a traditional dispatch console, enjoying Lightweight Dispatch is achievable for almost any budget.

To learn more about G-SMU solutions in this newsletter

- **Bringing Lightweight Dispatch into your communication systems**
- **Monitoring your G-202s is NOT like herding cats**

This operator has three individual modules in Dispatch. By default, they are Unselect, but in this case the operator has put the SIP module in Select.

Dispatch can be used for individual modules, or for all the modules in a net. In this example, several modules are in a net. The operator can listen to this net’s audio by clicking the green speaker (Unselect). To talk to the net, the operator clicks the red microphone (Select).

Why are different modules different colors?

For easy identification.

If I don’t like the default colors, can I change them?

Yes.
Global Solutions

Here’s one idea of how you might bring the G-SMU and Lightweight Dispatch into your communication system.

Since the G-SMU is a pure network appliance, you will probably also need one or more Global products to communicate with the hardware resources in the field. For example, you could use a G-408 Intercommunication System to connect radios and phone lines.

You’ll also need one or more small desktop dispatch units—a G-110 Handset Dispatch Unit or a G-120 Microphone Dispatch Unit—for your operator(s) to use. The G-120 is a popular choice because it provides a handy desktop microphone and foot switch (both included with the G-120). These cost-effective stations work with the G-SMU to provide a high-quality and seamless experience without you having to mess with your PC’s sound card or USB ports.

And it goes without saying that you’ll need a G-SMU. Thanks to its fantastic web-based control interface, your operators can become dispatchers in no time at all.

Interested? Contact your Global dealer (or us directly if you don’t have a dealer) to set up a demonstration of the G-SMU and all it has to offer, including the exciting Lightweight Dispatch feature. We are confident you will be impressed.

A Reminder of Why Communications Matter

(Because Emergencies Happen)

Global Communications is located in Raleigh, North Carolina. In mid-September, Hurricane Florence made landfall in the southeastern portion of the state, making its way slowly westward to fill the rivers and lowlands with far more water than they could handle. While we in Raleigh escaped more or less unscathed, we know we were lucky and things could have been very different for us if the storm had gone just 50 miles further north. As we’ve seen most notably with Hurricane Maria in Puerto Rico last year, from emergency to recovery, the path to rebuilding is long. We’d like to take a moment to extend our thoughts and support to all of you in the Carolinas, as well as those of you in Virginia and beyond who found themselves in Florence’s path.

Sadly, as we were putting together this newsletter, an earthquake and tsunami struck Sulawesi, Indonesia, wreaking a devastating toll on the area affected. By the time this newsletter is sent, we’ll have a better idea of the losses. In the meantime, we would also like to extend our sympathies to the people of Palu and all of Indonesia.
Fun Facts

Find answers and explanations to these Fun Facts, go to http://www.global-comm-tech.com/newsLett.html

1. Wireless phones were designed to do what? Make phone calls, right? Then, data came along, and from then on the wireless phone was doing more than just making phone calls. We had phones with 2G, then 3G, then 4G. The widely adopted type of 4G is called LTE. What does LTE stand for?

2. LTE offers much higher speed upload and download of data than existed with prior generations. However, on its own, it has a big drawback: while great for data, it’s not good for making phone calls. Yep, that’s right. LTE on its own doesn’t do voice. Why not?

3. VoLTE (Voice over LTE) was added to LTE to enable LTE phones to use data technology for both data as well as voice simultaneously on mobile phones. Prior to VoLTE, phones could do voice or they could do data, but they couldn’t do them well at the same time. Most voice was handled by the 3G network. Exceptions included apps like Skype. Why or how could apps like Skype make calls on the LTE network?

4. All of our systems at Global are 1RU or less. (The G-404, G-202, G-120 and G-110 are not as wide as a rack). At 1RU, how tall are our units?

Yes, our systems are shorter than most commercially grown apples.

5. With Hurricane Florence, people brought up the Waffle House Index. No kidding, FEMA uses whether Waffle Houses are open or closed to help determine how bad the damage is. Thinking of measurements, here is an odd one. The Mother Cow Index was sometimes used in real estate transactions in the American Southwest. Its Irish equivalent was a Cow’s Grass. So, what were these measurements supposed to indicate?