



Your Solution for Automated Dispatch Announcements and Fire Station Domotics



Why do you need a dispatch automation and domotics system for your critical communications?

When it comes to critical operations like fire emergency services, every second counts. That is why achieving a shorter transfer time between 911 operators and the targeted fire station is crucial. Our system reduces the processing time to about 40 seconds, allowing your firefighters to be dispatched more efficiently. This is achieved by reducing the number of manual operations the 911 dispatcher has to perform. A more automated process means less time lost and less chance of errors.

The Davicom system does not only help you reduce response times, but it also improves the quality of life of your firefighters. By announcing dispatches through audio instead of visuals, it allows all firefighters to pursue other activities and rest. No need to have someone continuously checking a dispatch screen. The automated audio dispatch announcements and optional light signals can wake up firefighters when required.

Why choose Davicom?



Customizable

Choose the features that fit your needs



Reliable

Trusted by thousands in the public safety industry



Modular

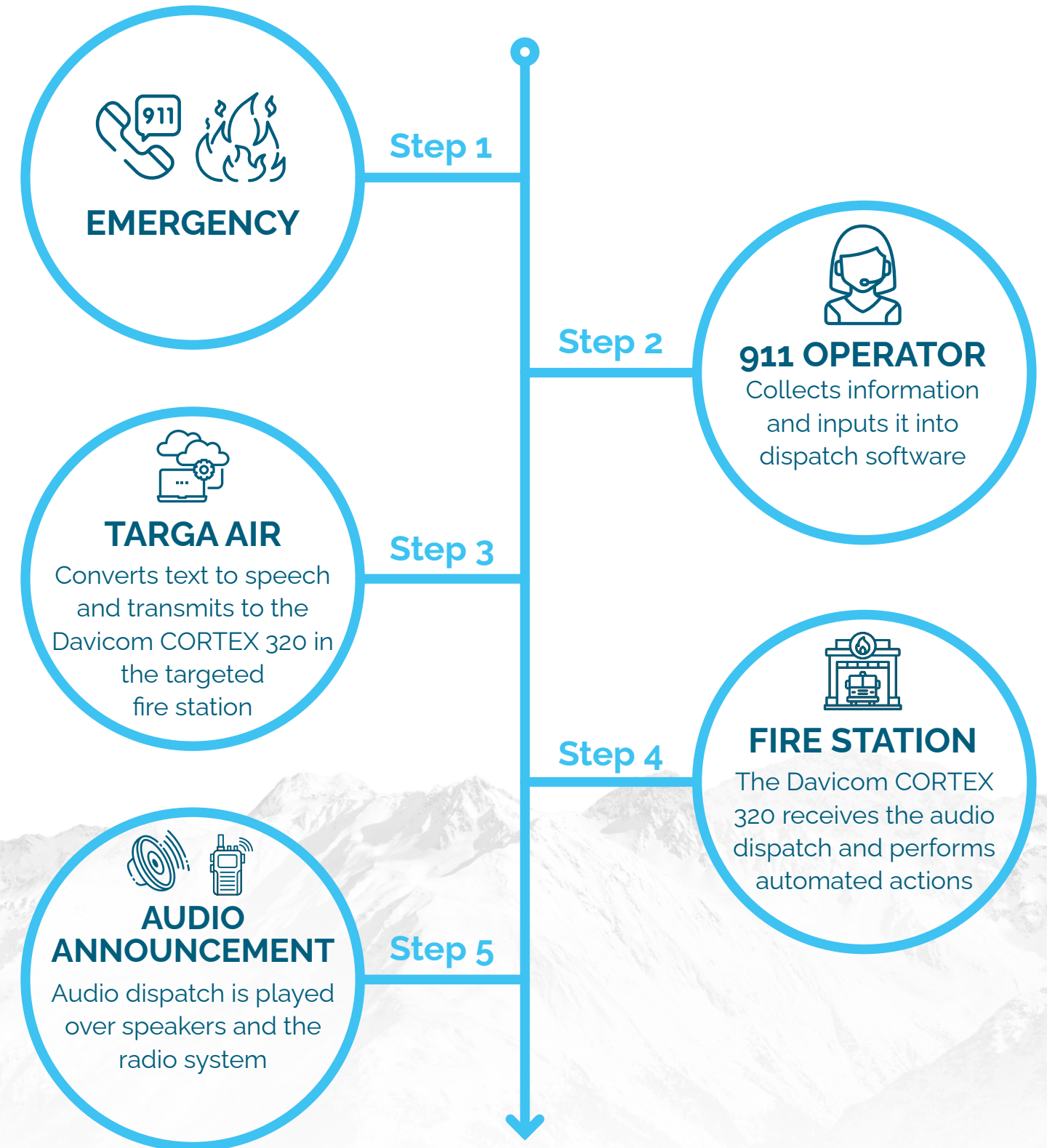
The scalable architecture adapts to any type of deployment and allows for future expansion



Accessible to smaller counties

The flexibility of Davicom systems puts it within reach of all budgets

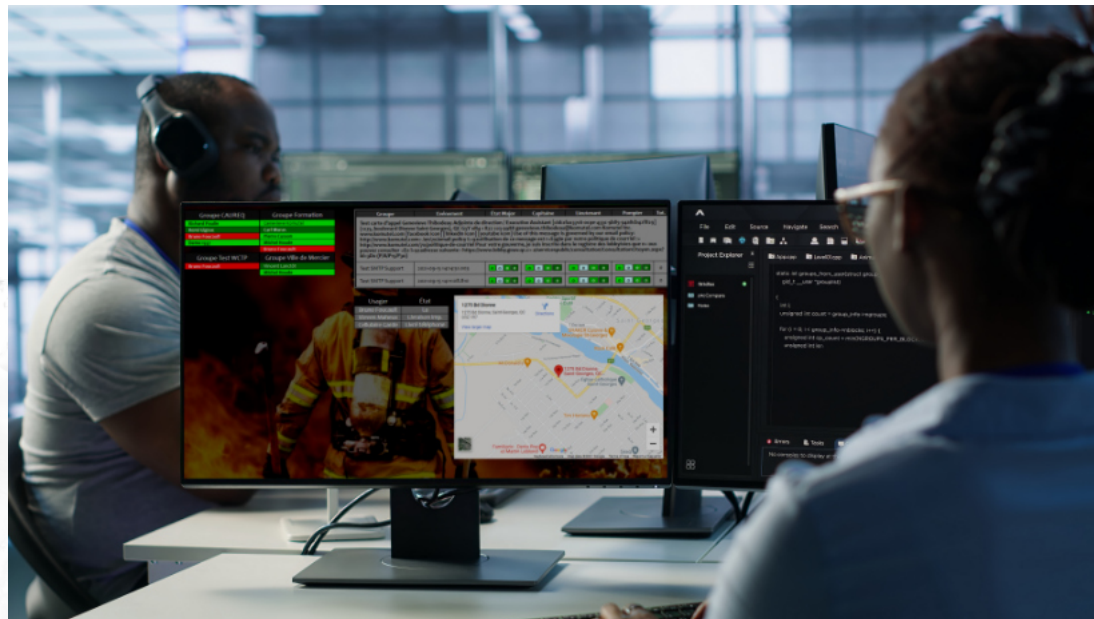
How does it work?



versaterm

TARGA AIR is a mission-critical notification and dispatch automation platform developed by Komutel (a Versaterm company). It is specifically designed to connect with 911 dispatch centers and streamline emergency communication workflows for fire departments, public safety agencies, and municipal services.

TARGA AIR acts as a bridge between Computer-Aided Dispatch (CAD) systems and field personnel, enabling real-time alerts, resource tracking, and station automation through a robust suite of software tools and mobile interfaces.



Key Features

Detailed Reporting & Analytics

TARGA AIR offers comprehensive reporting tools that track every aspect of emergency alerting—message delivery, user responses, read rates, and average response times. Reports are available in tabular or visual formats, and cover event history, availability, shift coverage, and replacements. All data can be exported (PDF, Excel, Word) or emailed, making it easy to analyze performance, ensure staffing compliance, and support audits or incident reviews.



Clear Text-to-Speech Voice Alerts

[Listen Here](#) 

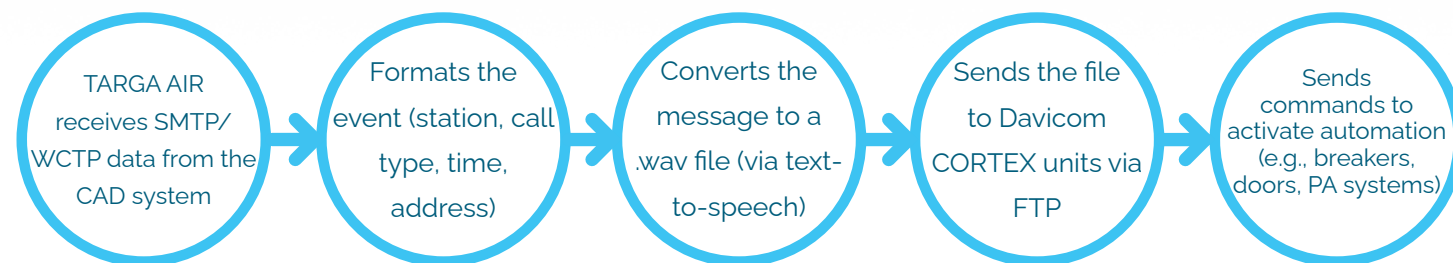
TARGA AIR features high-quality, intelligible text-to-speech (TTS) that transforms 911 dispatch data into clear voice alerts. These natural-sounding audio messages are automatically generated and played over station PA systems and radios, ensuring responders quickly understand the nature, time, and location of the call—even in noisy environments.

Real-Time Resource Status

During an event, TARGA AIR displays the status of each communication. If the message has not been delivered to your team member's terminal, TARGA AIR will let you know. Knowing that the message has been delivered, stakeholders can evaluate the situation and make decisions accordingly.



System Workflow Integration



Smartphone-Ready Alerts

TARGA AIR delivers instant alerts through SMS, email, and hybrid web links, giving responders full access to dispatch details and response options on any smartphone—no app required. Users can view alerts, respond with one tap, manage availability, and access schedules directly from their mobile device, with support for custom ringtones and shortcuts for faster response.

Core Unit



The Davicom CORTEX 320 is a rugged, modular automation controller designed to serve as the critical on-site hardware in modern fire station alerting and control systems. Paired seamlessly with TARGA AIR software, the Davicom CORTEX 320 transforms emergency dispatch data into immediate, tangible station actions, helping fire departments respond more quickly, safely, and efficiently.

Vocal Annunciation System

- Receives pre-formatted .WAV files (generated by TARGA AIR) over FTP, and plays clear, station-specific voice alerts via the PA system.
- Dual-play mechanism: first across PA and P25 radios, second exclusively on PA to free radio traffic for emergency comms.



Electrical & Domotic Control



- Performs up to five actions.
- Activates relays to turn off non-essential appliances (e.g., oven or stove breakers), switch on emergency lights, open bay doors, activate ventilation systems, etc.
- Relay latch times and triggers are easily configurable via software.

Redundant, Localized Operation

- Each fire station receives its own Davicom CORTEX unit, ensuring decentralized reliability even in distributed deployments.
- Operates independently once triggered, removing reliance on continuous cloud connection.



Expansions & Remote Control



The AXON and NEURO units extend the capabilities of the Davicom CORTEX 320 system to up to 256 actions by offering modular expansion of input/output interfaces and custom logic execution. Designed for mission-critical applications, these units add flexibility, redundancy, and scale to fire station automation and alerting workflows. AXONs can also be used to remotely monitor or perform actions by communicating through IP when direct wiring to the Davicom CORTEX 320 is not possible.



5-Channel Relay Output Module

Ideal for:

- Opening garage/bay doors
- Switching siren systems or fans
- Controlling emergency lighting circuits



8-Channel Analog Input Module

Ideal for:

- Monitoring carbon monoxide or temperature sensors
- Logging power supply voltages or battery levels
- Reading atmospheric or utility metrics



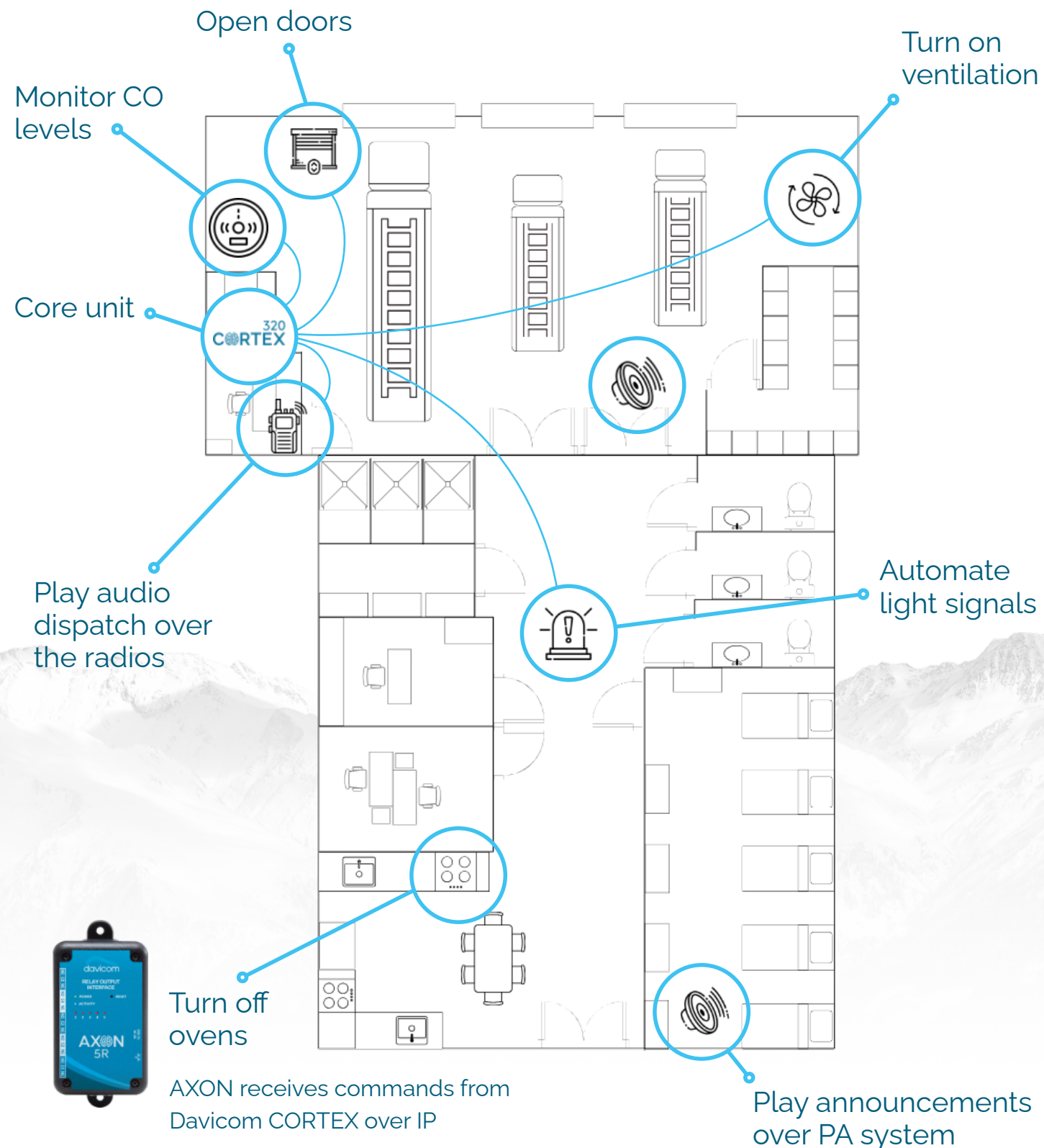
8-Channel Digital Input Module

Ideal for:

- Monitoring door/window status or smoke
- Sensing equipment ON/OFF state
- Integrating with legacy alarm panels

Use Case Example in a Fire Station

"STATION 50, Nature of the call: Building fire, Time of call: 2:58 p.m., Address: 55 Maple Lane."

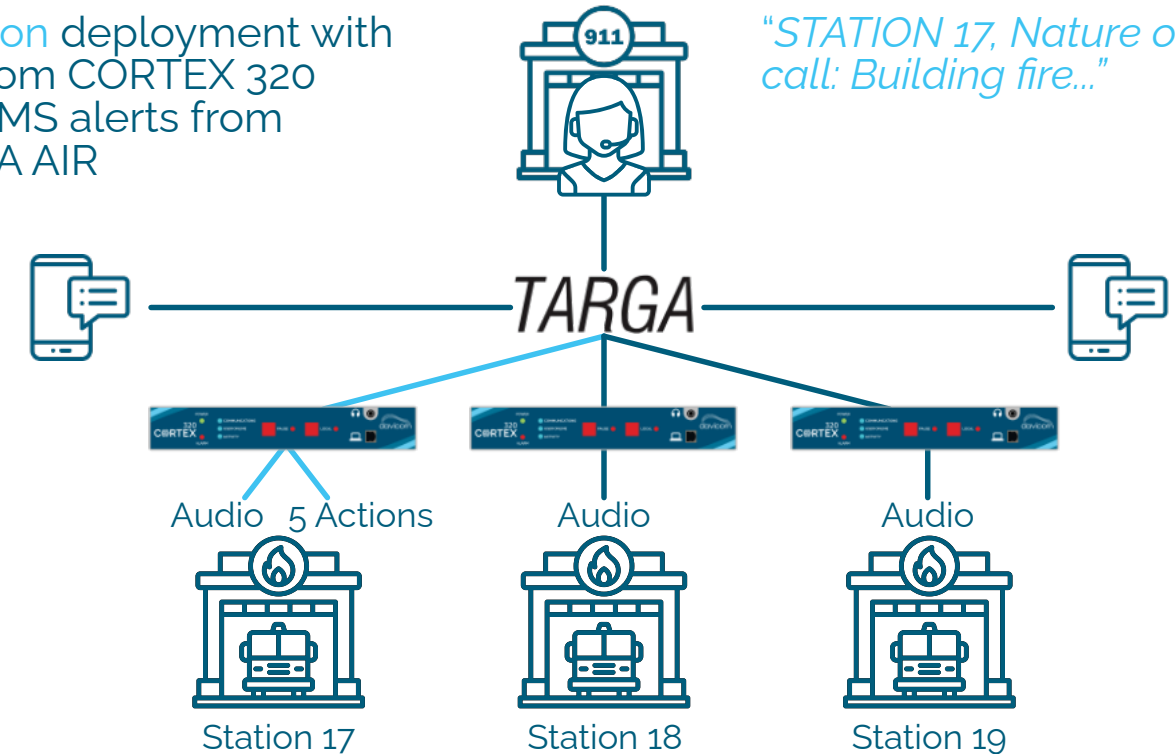


Scalability & Deployment



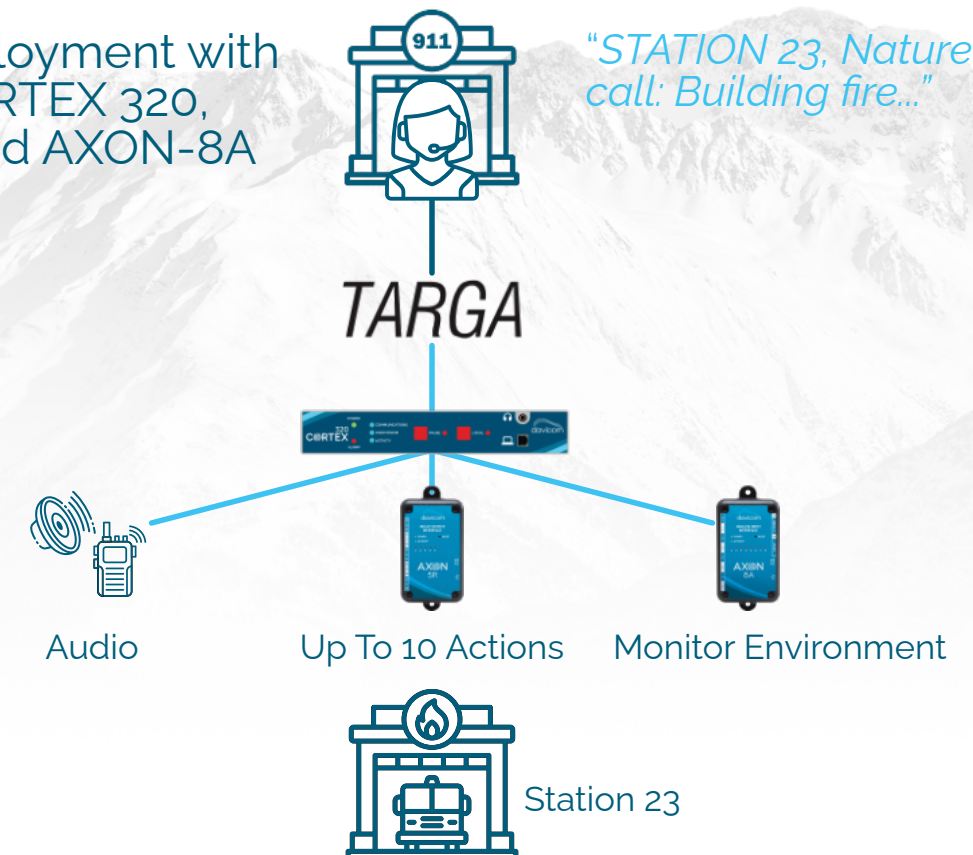
3 station deployment with Davicom CORTEx 320 and SMS alerts from TARGA AIR

"STATION 17, Nature of the call: Building fire..."



1 station deployment with Davicom CORTEx 320, AXON-5R, and AXON-8A

"STATION 23, Nature of the call: Building fire..."

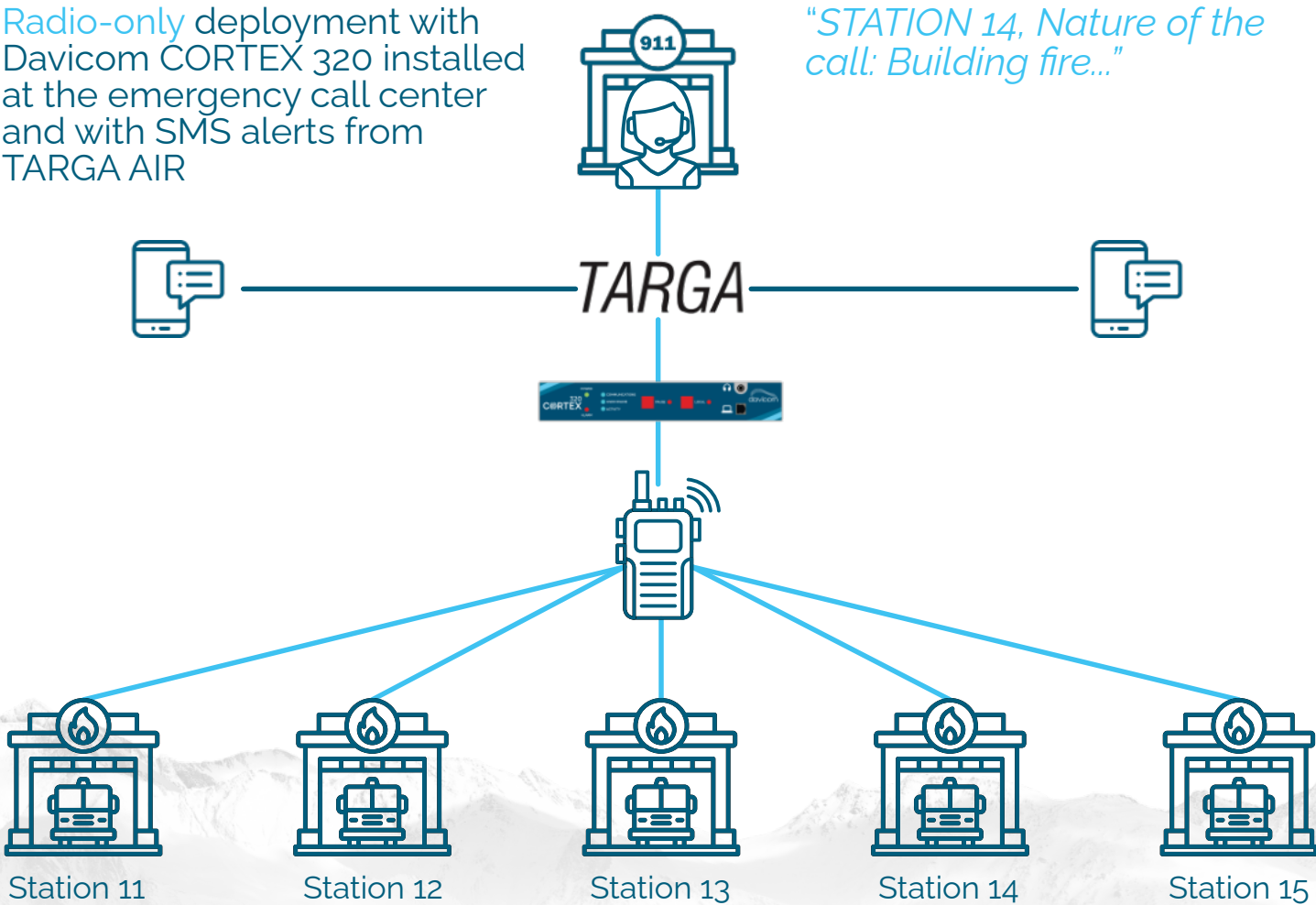


⚠ Note: The annunciation details (such as call type, timestamp, and address) depend on the attributes made available by the CAD system. It is important to verify which fields are accessible to ensure they meet the operational expectations of your fire department.

Scalability & Deployment



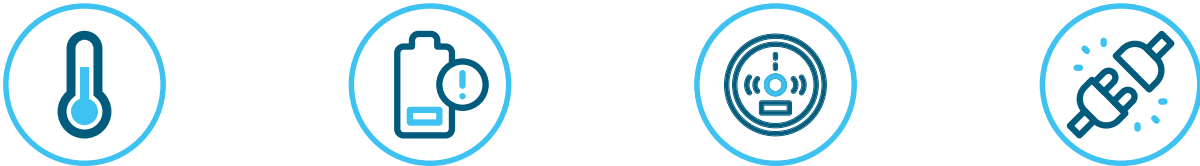
Radio-only deployment with Davicom CORTEX 320 installed at the emergency call center and with SMS alerts from TARGA AIR



Want to do more with your Davicom CORTEX 320?

Each Davicom CORTEX 320 unit can store and broadcast up to 25 pre-recorded audio messages, ready to be triggered in real-time by specific alarms. Whether it's a temperature spike, low battery alert, carbon monoxide detection, or equipment disconnection, the system ensures that the right message is instantly delivered over audio—no human intervention is required.

This feature enables hands-free situational awareness, allowing first responders to focus on mobilization while the system handles the alerting and environmental controls.



Installation Notes

Electrical Control Requirements	<p>Certified Electrician Required: A licensed electrician must review and validate all power-related connections on site.</p> <p>Low-Power Automation (<60W)</p> <ul style="list-style-type: none">All automation outputs from the Davicom CORTEX unit (e.g., lighting, sirens, signage) must be controllable via low-power relays rated under 60W. <p>High-Power Loads (>60W)</p> <ul style="list-style-type: none">For any loads exceeding 60W (e.g., ovens, HVAC), an intermediary power relay (contact-rated) must be installed between the Davicom CORTEX relay output and the high-load device.Example: For kitchen appliances, wire the Davicom CORTEX relay to a DIN-rail power relay, then connect the relay output to the oven breaker.
Audio System Integration	<p>Amplifier Requirement:</p> <ul style="list-style-type: none">The fire station PA system must include a dedicated audio amplifier to distribute alerts to all speakers across the building.Davicom CORTEX 320 connects directly to the amplifier's input for real-time audio playback. <p>Radio Interface:</p> <ul style="list-style-type: none">If used, the Davicom CORTEX 320 also connects to the station's radio system to broadcast alerts to off-site personnel.Note: Radio integration and frequency coordination must be handled externally by the client or a radio technician.
Network & Access Requirements	<p>Remote Access:</p> <ul style="list-style-type: none">Web remote access to each Davicom CORTEX unit must be temporarily enabled to allow Davicom to perform initial configuration and remote system support. <p>Firewall Configuration:</p> <ul style="list-style-type: none">SNMP and FTP traffic must be permitted between the TARGA AIR cloud server and each Davicom CORTEX unit deployed at fire stations. This ensures proper delivery of dispatch audio files and command execution.
Exclusions	<p>Speaker System Installation: Not included.</p> <p>Radio Equipment Installation: Not included.</p> <p>Only authorized dealers are permitted to install this system. If you are not an authorized dealer, please contact Davicom.</p>

Support & Service Conditions

Local Support Responsibility

All on-site support, basic troubleshooting, and first-level technical response must be handled by the reseller or system integrator. This ensures rapid intervention and alignment with the deployment environment.

Manufacturer Support

[Davicom](#) (hardware) and [Versaterm](#) (TARGA AIR software) provide support for:

- System issues and escalations
- Remote diagnostics and firmware/software troubleshooting
- Integration questions and bug tracking

Priority Support Services

We recognize the critical nature of fire station operations, where reliability is essential. Our goal is to provide fast and effective support to help minimize any potential disruption.

- Bug Fixes & Incident Handling
 - Access to high-priority escalation paths for timely resolution of system issues.
- Unit Swap Program
 - In the event of a hardware issue, a replacement unit can typically be shipped within **3 business days** (*subject to availability and standard conditions*).

Get in Touch



Davicom, a division of Comlab Inc.

2272 Leon-Harmel

Tel: +1 418 682 3380

dvsales@davicom.com

Quebec QC Canada G1N 4L2

+1 877 282 3380

dvsupport@davicom.com