



C-Soft Specifications

The Telex C-Soft Console Software is a Microsoft Windows application that enables a PC with network connection to monitor and control 2-way radios connected to the network. Utilized in conjunction with an infrastructure of Telex VoIP (Voice over Internet Protocol) products, the C-Soft application offers a powerful and convenient method for controlling a radio network using standard computer equipment.



The software console can support up to 200 lines and is fully compatible with popular touch screen monitors. In addition, standard desk microphones, headsets, and foot-switches are supported through the use of the ADHB-4 headset adapter panel.



WORKS FOR YOU.

Telex converts audio and control functions from analog or digital to Ethernet packets. Once converted to IP, the signal can be transported via LAN, WAN, 802.11 wireless, satellite, and the Internet. With this many mediums to work with, systems can be precisely scaled according to the application—whether confined to a single building or campus, or covering an entire country or even the world. You can control a Telex IP-based system in Texas from New York, and all with parallel control in London, England.

The graphical user interface of the C-Soft can be designed and arranged to best suit your organization's needs. Icons, text, buttons, borders, backgrounds, and images can all be programmed to meet your specific operational requirements. The screenshot depicts just a one of the design layouts that can be achieved using the C-Soft Designer application.

Minimum PC Specifications needed to run C-Soft 8.500

Operating System: WIN 10 or higher required.

Network Connection: 10 Mbps or 100Mbps TCP/IP connection. Static IP address preferred.

Processor Speed: Intel Core i3 CPU 2.8 GHz or greater, especially if controlling P25 radios or large numbers of radios.

Memory: Minimum of 8Gbytes recommended

HDD: Minimum 1 for OS and applications, additional 1 suggested if using Per-Line Call Playback option.

Network Jitter Buffers

Supports per-line programmable buffers in the range of 4 to 64 packets (80ms to 1.280 seconds), each packet represents 20ms of audio.

Required Bandwidth

Telex Line Vocoder/Codec –Supports G.726 (32 and 16kBit), G.711 64kBit for Telex line type and are programmable per line. Bandwidth requirements are only when line is active.

Telex Line Vocoder	Simplex	Full-Duplex
Telex 32 or G.726 32K	50kbits	100kbits
G.726 16K	34kbits	68kbits
G.711 64K	82kbits	164kbits

SIP Telephone Lines – Uses an average of 150kbits once call is setup and operational.

CSSI/DFSI Lines – Uses an average of 12.5kbits per line for both Digital and Analog calls.

NXDN Lines - Uses an average of 12.5kbits per line for Narrow and 6.25kbits for Very Narrow calls.

DMR-AIS Lines - Uses an average of 12.5kbits per talk-path. (AMBE+2 Vocoder only)

Unicast/Multicast Port Numbering

Supports programming any port number between 1054 and 65535. Each line should have a unique set of RX and TX port numbers configured within this range.

In addition, C-Soft uses the following ports for system operation:

Ports 7635 and 7636 for Telex System Manager.

Ports 27000 to 27009 for Telex Licensing if using FlexNet in License Server configuration. Additional ports will dynamically be assigned per console position based on the communications using ports described above.

Supported Telephone Interface

SIP Telephone – Supporting up to 12 extensions per console position, 2 included with each C-Soft license. Expandable in options of 6 or 12 extensions.

Note, C-Soft uses OPAL (Open Phone Abstraction Library) for SIP phone operations, not all SIP servers fully support OPAL so listed feature set may not be fully supported. Only local testing will prove full functionality.

Supported SIP Phone Features

Place and Receive Calls – Easy Right click mouse on SIP button to answer.

Cross-patch to radio - Crosspatch Radio users with SIP Calls allows dispatchers to interface radios via SIP to be included in the interoperable conferences.

DTMF Keypad – Send outbound DTMF

Per line call history – Shows call history (Made, Answered and Missed).

Contact list – Supports 5000 contacts in multiple Phone books.

Speed Dial – One touch dialing

Call Presence – Place calls into Park function with visual indication.

Auto-answer incoming - Program to automatically answer incoming calls.

Call Hold - Places the incoming call on hold and then allows it to be picked up or transferred.

Flash button – Supporting call transfer commands to PSTN (FXO) lines.

Call Waiting – Two parties are in a call, one of the participants receives an audible indicator when a call from a third party calls their number.

Call Transfer (Blind) - Two parties are in a call and then one transfers the call to a third party without first contacting the third party

Call Transfer with Consultation - Two parties are in a call, then one calls a third party then transfers the call to the third party after announcing that there is a transfer.

Call Forwarding - Features Unconditional, Busy or Conditional.

3-Way Call Conferencing - Up to 3 calls can be connected via a conference bridge.

Call Conference up to 5 Users Allows for multiple calls out to others, putting all on Hold then bridging the conference call.

Do Not Disturb: Allows all calls to be routed to voice mail.

Mic Mute – Allows the microphone to be muted during a call.

Stun and proxy server – STUN (Session Traversal Utilities for NAT [Network Address Translation]) is used to negotiate packet routing through NAT firewalls or NAT routers.

Audio adjustments and Silence detection – Sets audio threshold levels.

Network recording – Use Echo packets to stream audio to recorder.

Supported PC Accessories

User Interfaces Supported – Touch Screen, Mouse, Footswitch and Track Ball.
Displays – Supports any single or multi monitor installs.

Supported Dispatch Accessories

Telex **ADHB-4** and **ADHB-4 Gen 2** Advanced Dispatcher Accessory Interface
 Interface for various microphones, headsets, footswitch, recorder, NENA and up to 6 speakers.
 Telex **NEO-10** Network I/O Interface
 Interface for Relay Outputs and Logic Inputs
 Telex **NICM** Network I/O Interfaces when using CMS – Console Management system
 Interface for Relay Outputs and Logic Inputs

Supported API for 3rd Party Integrators

Encrypted connection, support user authentication and ensure data reliability
 Optional as a Per-Position and Per-Integrator SDK

Supported API Features:

Main PTT (Start and End)	Event Notification Subscription
Remote Monitor (Covert Call)	Frequency Change
Line Select	Forward Emergency Event
Line PTT (Start and End)	Forward GPS Data
Multiple Line Select	ADHB/NEO Relay control
Clear Selected Lines	SIP Phone Line control
Crosspatch	Select Call
Clear Crosspatch	Radio Call Status
Private Call (Start and End)	SIP Telephony
Paging Functions (Stack/Send)	Relay Output/Logic Input

Supported Direct IP Radio Interfaces

P25 CSSI devices meeting TIA-102 standard, available in 2,6,12 or 24 lines

Supported CSSI Features

Private and Group Calls	Radio Monitor
Announcement and System Calls	ANI/Alias
Radio Check	Canned (Predefined) Text Messaging
Radio Inhibit and Un-inhibit	Emergency with ACK
Status query and update	Radio detach
Call Alert	

P25 DFSI devices meeting TIA-102 BAHA standard, available in 2,6,12 or 24 lines

Supported DFSI Features

Digital\Analog\Mixed Mode	Private and Group Call
Radio Check	ANI/Alias
Radio Inhibit and Un-inhibit	Canned (Predefined) Text Messaging
Status request	Emergency ACK to Consoles
Call Alert	Alert Cancel
Radio Monitor	

Supported DFSI Repeater Functions

Channel Change	Monitor
Repeat Mode	Voting

P25 DFSI/CSSI Encryption, available as an option

Supported Features

256-bit AES algorithm	Supports 100 Keys and 50 Profiles
FIPS 140-2 Compliance	Support Motorola and Tait encryption key loaders (Motorola KVL 3000, Motorola KVL 4000 and Tait Key Fill Device)
Protect the encryption key base on design file and user	

Kenwood NEXEDGE Trunking and Conventional Systems, available in 2,6,12 or 24 lines

Supporting the following features: *Not supported in Conventional. **Not supported in Trunking mode

Narrow and Very Narrow Channel Spacing	Radio Stun/Revive
15 Bit Encryption with 16 selectable keys	Radio Remote Monitor
Up to 24 Talk Paths	GPS Functions*
Up to 100 Console per System	Text Messaging*
Private, Group, Alert and Broadcast* calls	Remote Radio Re-Grouping*
Channel/Talkgroup Selection	Encryption ON/OFF
Display Unit ANI with Alias	Scan
OTA Unit Alias	Conventional with NO Signaling**
Emergency Decode and Acknowledgement	Conventional with NXDN Signaling**
Radio Status Encode, Request and Decode	Conventional with NXDN Signaling w/RAN**

DMR-AIS, available in 2,6,12 or 24 lines

Following features vary with each DMR Repeater manufacture, consult application note:

Up to 24 Talk Paths	Radio Status Encode, Request and Decode
Consoles per System vary.	Radio Stun/Revive
Private, Group, Alert and Broadcast calls	Radio Remote Monitor
Channel/Talkgroup Selection	GPS Functions
Display Unit ANI with Alias	Text Messaging
Emergency Decode and Acknowledgement	Scan

Supported IP Radio Gateway Interfaces

Telex IP-223 and IP-224 Ethernet IP Gateway

Gateways support either Local mode (control station), Tone or Console mode operations.

Supported Serial controlled radios when using Local Mode in IP-224 v3.000.

Note: Feature set varies with each radio model, see individual application notes for more details.

BK/Relm	B/M150 P25 Series Mobile Radio
EF Johnson	5300RS, ES, VM-x00 and VM-x000 Series Mobile Radios
Hytera	MT680 TETRA Series Mobile Radio MD782 DMR Series Mobile Radio
ICOM	IC-F506x/606x and IC-Fx400D Series IDAS Mobile Radios, IC-F7540 Series P25 Mobile Radio.
Kenwood	TK-x80, -x90, -x150, -x180 Series Mobile Radios TK-5x10, TK-5930 and VM-5x30 P25 Series Mobile Radio NX-700/800/900 and 5x00 NEXEDGE Series Mobile Radios
Motorola	MOTOTRBO XPR Series Mobile Radio
PowerTrunk	DT-410 TETRA Series Mobile Radio
Sepura	SRG3500/3900 TETRA Series Mobile Radios
Tait	TM-91xx and -94xx Series P25 Mobile Radios TM-93xx DMR Series Mobile Radio

Number of Buttons or Volume controls

Any single design supports a maximum of up to 5000 total buttons and volume controls.

Screen Design Tools Include

Frame – Supports frames to section off areas of the dispatch screen for easier viewing and operations. Frames can be color zones or bitmap pictures.

POP UP WINDOWS – Pop-up windows which can hold other function or application buttons. These can be viewed and selected for various applications as need and then minimized. ‘Pop-Up Window Control’ helps to minimize space and possible clutter on a dispatch screen. Typical applications are to bring up banks of frequencies on a per line basis. Additional features allow the window to be moved around on screen and to ‘pop up’ upon activity within the window, such as an active line in the pop up window itself.

TEXT Button – Displays text or bitmap pictures on a nonfunctional button.

TEXT – Supports adding free floating ‘Text’ to the dispatch screen, helps to identify and give a text description to each line or text title to the dispatch screen itself. Color, font and size are programmable.

Features Include

ANI Alias Table – Supports a Cross-reference table of up to 6000 user unit ANI’s to display alias name or both.

ACTIVE EMERGENCY WINDOW – Supports all emergency operations, window pops up when radio emergency button initiated. Provides the ability to Acknowledge and Clear the Emergencies at an individual level.

ADHB-4 Series Screen Controls

AUX Input CONTROL – Allows for playout of audio received on AUX IN jack of ADHB-4 Gen2. Audio can be played to any speaker or the headset earpiece.

MIC CONTROL – Allows for microphone selection from the C-Soft screen. Overrides microphone priorities programmed into the ADHB-4.

SELECT SPEAKER CONTROL – Supports adding the selected audio from headset to select speaker when using a headset.

NENA HOLD – Mutes the dispatcher microphone to the NENA (TX) port.

NENA INDICATION – Visual indication of the On/Off hook logic for the NENA port.

NENA MUTE – Mutes the caller's microphone from the NENA (RX) port.

NENA ON/OFF HOOK – Allows screen control of the NENA phone On/Off hook logic from C-Soft.

ALERT Tones – Supports sending pre-programmed alert tones to the select radio line. Three (3) programmable with types are supported; Steady, Pulsed and High-Low Warble. Tone frequency, duration and level are adjustable features per type.

MARKER TONE – Based on Alert Tone feature, supports sending pre-programmed key up and tone generation on programmed line at timed intervals.

ANNUNCIATION – Supports sending a pre-recorded .wav file to a selected or mapped line, the event can also be triggered by a status change event on an Input Indication button. The feature also supports closing local or network relay devices.

AUTO-DIAL STRING – Supports sending Pre-programmed DTMF or KNOX numbers, console operator manually selects pre-programmed button to send string.

PRIMARY/BACKUP – Supports a backup IP connection to remote radio gateway. Can be configured for Auto switching or Manual operation, button forces the selected line to reroute to the pre-programmed backup IP address when line alarms (Link Failure).

CALL QUEUE – Supports a pop-up window that places inbound radio calls into a list that require dispatcher action. The status of individual calls is updated across all consoles as they are answered and completed. Calls can be added based on Call Alert, Group, Private or Select Call types.

CLOCK – Supports one or more clocks on dispatch screen. Programmable 12/24 hour and date formats supported.

CROSSPATCH – Supports patching multiple lines together for cross communications. Cross patch allows disparate frequencies and technologies to communicate seamlessly. Supporting up to 30 concurrent patches of either Radio/Radio or Phone/Radio operations. Patches can be created as needed or pre-programmed for one touch operations on lines that are patched often.

DTMF or KNOX Digit Keypads – Supports sending DTMF digits to dial a telephone or other DTMF initiated call and sends KNOX digits for signals to open secured devices.

EMERGENCY History Window – Supports an information window to view time stamped data for declared, resolved and acknowledged emergencies.

ENCRYPTION – Supports Encryption ON/OFF commands for serial controlled mobiles.

Note: Feature set varies with each radio model, see individual application notes for more details.

FleetSync Window – Kenwood Fleetsync function window for lines requiring the sending of Fleetsync signaling. Function must be enabled in the IP-223/4.

Supported Features

ANI	Call Alert
Radio Disable / Enable	Selcall, Individual and Group calls
Status Messaging	Radio Disable and Enable
Text Messaging – Short 45 characters	Send Console Status
Emergency Receive	Request Radio Status

FREQUENCY Selection – Supports the ability to change up to 1000 Frequency or channels on each line. This function can be done using either the Frequency Control button to change frequencies from an easy to use up and down button or traditional Frequency Change buttons mapped to each programmed frequency.

GPS Functions – Supports GPS on Motorola MOTOTRBO and Kenwood Direct IP on NEXEDGE Trunking and Conventional systems. All GPS data is saved to a KML file allowing various mapping applications to show unit location.

Global CALL HISTORY – Supports a window for global call history to be viewed. A maximum of the last ten minutes of RX calls can be viewed and replayed. Performs same function as IRR.

GROUP SELECT* – Support Simul-select functionally, allows console operator to manually select lines creating a group on the fly, any number of lines can be selected. Pre-programmed groups are also supported.

GROUP SELECT LIMITED* – Similar to ‘Group Select’ but limits the number of lines that can be grouped. Limiting is done when programming the ‘Group Select Limited’ button.

***Group function is the selecting of multiple radios to dispatch on without the benefit of cross patch.**

INPUT/ALARM INDICATION – Supports screen indications to show inputs from a ADHB4, NEO-10 and/or a NICM such as alarms, alerts and other types of functions. Can be programmed to play a wav file when one of these events occurs.

INSTANT RECALL (IRR) – Supports play back audio on selected, unselected or audio routed to any of the 4 optional monitor speakers. Only limited playback storage (10 minutes) is available.

INTERCOM – Supports allowing operators to intercom between consoles or tower sites without talking on the radios on selected line. Can also support mapping to a dedicated line in the design

Keypad – Supports enhanced features with searchable user list or manual entry keypads. Using a System List KML file to define the per-line system type, each line can have unique unit, status and messages. *Note: Feature set varies with each radio model, see individual application notes for more details.*

The following radio command functions are supported using the keypad:

DIAL – Will dial the destination DTMF digits from Keypads manual entry field.

RADIO CALL ALERT – Allows the console operator to make a Call Alert to a targeted unit.

RADIO CHECK – Allows the console operator to send a message to check for radio activity.

RADIO DISABLE – Allows the console operator to disable a targeted radio unit.

RADIO ENABLE – Allows the console operator to enable a disabled radio unit.

RADIO SELECT CALL – Supports sending a select call to the targeted radio unit.

RADIO STATUS – Supports sending a status to specified user or sending a list of statuses to user.

RADIO STATUS REQUEST – Button allows the console operator to request the status of a targeted radio.

PTT GROUP CALL – Supports calls to specific pre-defined group/talk groups.

PTT-PRIVATE Call – Allows console operator to make a unit private call.

WEB PAGES – Supports Pop-up windows programmed to view a web addressed. Typical applications are a web map or an IP camera feed to name a few.

LAUNCH APPLICATION – Supports launching executable (.exe) files with a single button press.

MDC1200 WINDOW – MDC1200 function window for lines requiring the sending of MDC1200 signaling. Function must be enabled in the IP-223/4.

Supported Features:

ANI	Remote Monitor
Radio Disable / Enable	Emergency Receive
Status Messaging	Emergency Acknowledgement
Text Messaging - Precanned	

MONITOR – Supports sending radio squelch ON/OFF commands to the radio on the selected line. *Note: Feature set varies with each radio model, see individual application notes for more details.*

MOTOTRBO Control – Supports a MOTOTRBO ‘Enhanced’ window for full control of MOTOTRBO features. Features to include; Private Call, Group Call, Radio Check, Radio Disable, Radio Enable, Remote Monitor, Call Alert, GPS Read, GPS Trigger On, GPS Trigger Off and Text Messaging.

MUTE – Supports the ability to mute incoming RX audio on lines using one of the following:

GROUP – Allows the console operator to mute a pre-programmed group of lines.

MAIN – Allows the console operator to mute all lines not selected.

PER LINE – Allows the console operator to mute on a per line basis.

P-25 DFSI CONTROL – Supports control of a DFSI radio to include: Radio Check, Call Alert, Text Messaging, Status Request, Radio Monitor, Radio Inhibit, Radio Uninhibit.
**DFSI subscriber radio must support the features.*

PAGING – Supports the ability to send a pages on the selected or programmed lines using the following formats: 2-Tone 100/1000, DTMF, KNOX, CAP code entry and manually entered frequency values. The following features are supported: Stack, Send, Pre-Programmed Stacks and Cancel.

PER LINE CALL HISTORY – Supports a screen that visually shows each lines call history on a per line basis. Date, Time, Duration, User ANI/Alias information can be shown as selectable columns. The ability to PIN and add comments to logged calls is supported.
Optional PER-Line Call Playback supports up to 1 hour of the last TX and RX calls with audio files locally stored.

PTT-MAIN (Master) – Button allows console operator to PTT on all selected lines.

PTT-PER LINE – Button allows console operator to PTT on the defined line only.

PTT-PER LINE TALK BACK – Button function allows console operator to transmit back to the last line a transmission was received on.

RELAY CONTROL – Allows console operator to control relays on the ADHB-4, NEO-10 and/or the NICM for various types of functions. The relays can be operated Momentary, Timed or Latch ON/OFF.

RX ALL – Supports a single touch button that clears all ‘Mute’ function on lines.

SCAN – Supports the ability for console operator to control the scan function of a radio on the selected line.

SELECT – Allows console operator to ‘SELECT’ a line for master transmit or receive audio routing on a specific console line. All line activity indications (RX, TX, Unit ANI or Alias) are shown on this button.

SIP CALL CONTROL – Button opens an application window to control a SIP (VoIP telephone) application. Allows dispatcher to send and receive SIP (VoIP) telephone calls and access telephone features.

SUPERVISOR – Supports allowing a single console operator (typically dispatch supervisor) to seize control of a line or group of lines blocking anyone from transmitting. The feature can be programmed to require the supervisor to enter a pre-programmed four-digit code to seize the selected lines. A pre-programmed time can be programmed to terminate the ‘Supervisor’ authority, or manually cancelled by the supervisor.

TALK AROUND – Supports console operator on a per line basis to toggle the ‘Talk Around’ feature on serial controlled radios. *Note: Feature set varies with each radio model, see individual application notes for more details.*

TX ALL – Supports the ability for the console operator to press a single button selecting all lines in the design, allowing transmit function on all lines with the press of a PTT button.

VOLUME CONTROL – Support programmable slider volume controls on a per line basis or master controls for NENA RX. Select and Unselect volumes. Horizontal or vertical orientation is supported along with minimum volume settings.

VU Meter Per Line – Supports VU meters on per line basis, shows both TX and RX levels.

Licensing

Scalable - From 2–200 lines per position

Maximum Dispatch Positions – Unlimited

Part Numbers	Description	Part Numbers	Description
F.01U.412.707C-Soft 2-line SOFTWARE v8	F.01U.413.470AES Encryption Option, Per-Seat
F.01U.413.980C-Soft 6-line SOFTWARE v8	F.01U.413.489Kenwood NEXEDGE Direct IP 2-line*
F.01U.413.299C-Soft 12-line SOFTWARE v8	F.01U.413.488Kenwood NEXEDGE Direct IP 6-line*
F.01U.413.298C-Soft 24-line SOFTWARE v8	F.01U.413.487Kenwood NEXEDGE Direct IP 12-line*
F.01U.413.297C-Soft 50-line SOFTWARE v8	F.01U.413.486Kenwood NEXEDGE Direct IP 24-line*
F.01U.413.296C-Soft 100-line SOFTWARE v8	F.01U.413.477DMR AIS Direct IP 2-line*
F.01U.413.295C-Soft 150-line SOFTWARE v8	F.01U 413.475DMR AIS Direct IP 6-line*
F.01U.413.294C-Soft 200-line SOFTWARE v8	F.01U 413.474DMR AIS Direct IP 12-line*
F.01U.413.481SIP 6-line C-Soft*	F.01U 413.473DMR AIS Direct IP 24-line*
F.01U.413.480SIP 12-line C-Soft*	F.01U.413.476Per-Line Call Playback 2-line
F.01U.413.305P25 CSSI Direct IP 2-line*	F.01U.413.494Per-Line Call Playback 6-line
F.01U.413.304P25 CSSI Direct IP 6-line*	F.01U.413.493Per-Line Call Playback 12-line
F.01U.413.303P25 CSSI Direct IP 12-line*	F.01U.413.492Per-Line Call Playback 24-line
F.01U.413.478P25 CSSI Direct IP 24-line*	F.01U.413.491Per-Line Call Playback 50-line
F.01U.413.485P25 DFSI Direct IP 2-line*	F.01U.413.490Per-Line Call Playback 100-line
F.01U.413.484P25 DFSI Direct IP 6-line*	F.01U 413.472Application Programming Interface, per seat
F.01U.413.483P25 DFSI Direct IP 12-line*	F.01U 413.471Application Programming Interface SDK – One time Per Vendor charge
F.01U.413.482P25 DFSI Direct IP 24-line*		

Note: C-Soft lines are typically configured for communications with IP-223 or IP-224. You must have available lines in your C-Soft license to enable features for items with an *.

Example: A dispatch position needing to control 10 lines of IP-224, 6 lines of SIP Telephone and 2 lines of DFSI would need the following ordered.

F.01U.413.298 C-Soft 24-line SOFTWARE v8
 F.01U.413.481 SIP 6-line C-Soft v7
 F.01U.413.485 P25 DFSI Direct IP 2-line

Since you are only using 18 of the 24 lines you still have 6 lines available for future expansion.

Contents

Minimum PC Specifications needed to run C-Soft 8.100	2
Network Jitter Buffers	2
Required Bandwidth	2
Unicast/Multicast Port Numbering	3
Supported Telephone Interface	3
Supported PC Accessories	4
Supported Dispatch Accessories	4
Supported API for 3 rd Party Integrators.....	4
Supported Direct IP Radio Interfaces	4
Supported IP Radio Gateway Interfaces.....	6
Number of Buttons or Volume controls	6
Screen Design Tools Include	6
Features Include	6
Licensing	12
PROPRIETARY NOTICE	14
COPYRIGHT NOTICE	14
MOTOTRBO CLAIM	14

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