

# Split Client PCs

## A Public Safety Perspective White Paper

## Overview

A Split Client PC is a standard PC that has "split" the user interface portion from the computing resource, allowing for centralization of all PCs within one location. This approach to PC management has many useful applications in traditional information technology applications, such as kiosk applications or environments where the physical security of the PC is a primary consideration.

In Public Safety applications, there are additional considerations that reflect the mission critical nature of the job, and the fact that the PC is often the telephone and therefore the link between the telecommunicator and the person calling 9-1-1.

This white paper provides an overview of the potential benefits and concerns that need evaluation when considering a split client PC configuration.

## Potential Benefits

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<b>Asset Security</b>	Split Client PCs can offer increased physical security of the PC by physically locating the computing resource in a controlled environment.
<b>Control &amp; Security</b>	Split Client PCs can offer greater protection against data theft by preventing physical access to the PC. This physical isolation can prevent unauthorized software installation.  <i>Please note that Positron offers user profile security to prevent unauthorized software installation or access.</i>
<b>Work Area</b>	Split Client PCs can offer reduced space requirements at the workstation, as well as reduced noise and HVAC loads.

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## Potential Concerns

<b>Reduced Quality</b>	<b>Signal</b>	Perhaps the greatest concern of Split Client PCs is the potential for reduced signal quality resulting from interference. This applies during the original installation and all future changes to the physical environment. The potential signal degradation applies to both the user interface of the PC and the voice path components.
<b>Increased Cost</b>		Split Client PCs require additional equipment and cabling to remote the user interface.
<b>Diminished Reliability</b>		Split Client PCs have a greater number of points of failure, which increases the likelihood of a position failure.
<b>Reduced Compatibility</b>		Split Client PCs do not have the same compatibility level as directly connected user interface configurations.
<b>Reduced Technology Options</b>		Most Split Client PC solutions do not support AGP video cards, and have other limitations including multiple monitor configurations, USB and other PCI interface devices, if used.
<b>Increased Support and Maintenance</b>		Split Client PCs by their nature increase the number of variables in fault isolation and impair resolution efforts.
<b>Distance Limitations</b>		There are distance limitations with split client PC solutions, dependent on the solution used. These distances can be several meters for direct cabling to 100 meters with digital devices. However, for call taking operations it is not recommended to extend the handset beyond 12 feet.

## Recommendation

Positron does not recommend Split Client PC configurations for mission critical applications.

## Contact Us

If you require any additional information on this, or any topic, please feel free to contact your Regional Sales Manager or Positron at 800.443.3313 or email [info@positron911.com](mailto:info@positron911.com).