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## **Making Emergency Calls Easier to Hear and Understand**

### **GRANCAST, Featuring an Advanced Technology System Adopted for the First Time in Japan<sup>\*1</sup>, Goes Live at the Yamaguchi Western Fire Dispatch Center**

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GENERAL Inc. (formerly Fujitsu General) has delivered its fire and emergency dispatch system GRANCAST to the Yamaguchi Western Fire Dispatch Center, which is jointly operated by the cities of Shimonoseki, Mine, and Nagato in Yamaguchi Prefecture. This system is the first in Japan<sup>\*1</sup> to implement technology that makes dispatcher voices easier to hear in a fire and emergency dispatch system. It establishes an advanced emergency dispatch framework that helps protect the lives of approximately 300,000 residents. The total project cost is approximately 3.29 billion yen. The system has been in full operation since February 25, 2026, and continues to operate stably.



The dispatch room  
at the Yamaguchi Western Fire Dispatch Center



Fire and emergency vehicles lined up  
at the Yamaguchi Western Fire Dispatch Center

The number of emergency calls nationwide increased by approximately 1.3 times<sup>\*2</sup> between 2020 and 2024, making the enhancement and efficiency of fire dispatch operations an urgent issue. In response to this, under the national and prefectural initiative promoting regional cooperation<sup>\*3</sup>, the previous two-city operation of Shimonoseki and Mine was expanded to include Nagato City. This led to the establishment of the Yamaguchi Western Fire Dispatch Center operated jointly by the three cities.

The center aims to enhance disaster response capabilities and improve operational efficiency. By establishing a system that enables prompt responses even with limited personnel, it seeks to build a community where residents can live with a greater sense of safety and security. At the core of this initiative is GRANCAST, our newly adopted fire and emergency dispatch system.

In the GRANCAST system deployed at the Yamaguchi Western Fire Dispatch Center, the voice-clarification device "SMN CALL119" has been implemented in a fire and emergency dispatch system for the first time in Japan<sup>\*1</sup>. This technology corrects the dispatcher's voice in real time to frequencies that are easier to hear, based on voice characteristics. As a result, callers, including elderly individuals and others with hearing difficulties, find dispatchers' voices easier to understand during emergency calls. This enables clear audio delivery and supports accurate communication between callers and dispatchers. This device was jointly developed with the audio equipment manufacturer Radius Co., Ltd.

Going forward, we will continue to leverage over 50 years of expertise and technological capabilities in command-and-control systems. We will use these strengths to provide solutions that address the needs and challenges of fire and emergency operations. In addition, by leveraging new technologies to support accurate situational awareness and rapid response, we will contribute to the realization of a safer and more secure society.

\*1 The first case in Japan of implementing a voice-clarification device in a fire and emergency dispatch system. Based on research by GENERAL Inc.  
\*2 The number of emergency calls nationwide was 7,932,672 in 2020 and 10,141,584 in 2024. Similarly, at the Shimonoseki Fire Department, a comparable upward trend has been observed, with 19,822 calls in 2020 increasing to 24,693 calls in 2024.  
\*3 Fire and Disaster Management Agency, Department of Fire and Emergency Services, "Materials on Fire Service Wide-Area Consolidation" [https://www.fdma.go.jp/mission/enrichment/wide/items/wide001\\_06\\_m00.pdf](https://www.fdma.go.jp/mission/enrichment/wide/items/wide001_06_m00.pdf)

## Details of the New Functions

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### 1. First in Japan<sup>\*1</sup>: SMN CALL119 voice-clarification device delivers clearer dispatcher audio

The SMN CALL119 voice-clarification device takes its name from the Japanese word for citizen (shimin: SMN). It is designed to deliver dispatcher voices more clearly and intelligibly during emergency calls. The dispatcher console incorporates Radius's patented "clearA Processor Circuit"<sup>\*4</sup>, which analyzes and adjusts dispatcher voices in real time. The system takes into account differences in voice frequencies based on gender and vocal characteristics, and automatically adjusts problematic frequency ranges. It reduces muffled low tones and harsh high tones, helping to minimize repetition and misunderstandings during emergency calls.

<sup>\*4</sup> clearA Processor Circuit: A voice-clarification circuit that analyzes voice frequencies in real time, considers gender and vocal characteristics, and amplifies frequencies according to their effect on intelligibility. Patent No. 7682346 (Japan)

### 2. Enhanced radio device sensitivity for stable communication at distant emergency scenes

The function of the radio communication devices connecting fire engines and ambulances with the dispatch center has been enhanced, increasing receiver sensitivity by approximately 1.2 times. This helps prevent voice interruptions in distant locations, areas with weak radio coverage, during transit, and at disaster sites. It enables dispatchers and emergency personnel to coordinate effectively through a more reliable communication environment.

## Comments from Members of the Yamaguchi Western Fire Dispatch Center

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When transitioning from operations shared by two cities to a joint operation among three cities, it naturally raised concerns. We worried about updating the dispatcher consoles, but also about adopting the new GRANCAST system. However, with the introduction of EDSS<sup>\*5</sup>, dispatch operations can now be handled by anyone using standardized procedures, and this has led to faster response times. We also appreciate caller-focused technologies, such as the voice clarity enhancement device, which help create an environment that enables emergency teams to reach disaster scenes even sooner.

<sup>\*5</sup> EDSS: A function that supports standardized dispatch operations and rapid information sharing by displaying required confirmation items during emergency calls and sharing collected information with responding personnel.

### 【Radius Co., Ltd.】

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Established : March 25, 1996  
Description of business : Development and sales of audio equipment and accessories, mobile phone and smartphone accessories, recordable Blu-ray discs and DVDs, computer peripherals, video editing equipment, and related devices.  
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### 【Trademarks】

"GRANCAST" is a registered trademark of GENERAL Inc.

## Contact Us

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Media contact: [www.generalww.com/jp/contact/news.html](http://www.generalww.com/jp/contact/news.html)