



GUARDIAN 9-1-1 CALL HANDLING

Flexible, Multimedia Call Handling and Management

SOLUTION BRIEF

To ensure your public safety answering point (PSAP) is ready to manage every call, you need an integrated and flexible solution engineered to streamline the call handling process from the underlying call control technology to the user interface at the desktop.

Solacom's **Guardian 9-1-1 Call Handling** solution provides everything you need to manage any emergency call from any device, at any time, from anywhere, and in any format — voice, text, data, or video.

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Improve Response Times and Optimize Workflow

Solacom's **Guardian 9-1-1 Call Handling** solution is the most flexible multimedia emergency call management solution for PSAPs. It is engineered to streamline 9-1-1 call handling and processing, enable real-time collection of critical voice, text, data, and video information, and speed delivery of rich situational awareness data to first response teams.

The Guardian 9-1-1 Call Handling solution is engineered from the ground up and the inside out to provide complete, multimedia call control for any PSAP — from two-position PSAPs to complex multi-position environments.

Manage Any Call, Any Media

At the desktop, our user-centric, customizable solution supports administrative and emergency call processing. It is engineered to respond to emergency and administrative calls, perform call distribution functions, transfer calls with the click of a button, provide unlimited conferencing, and allow call takers to see and manage every leg of an active call.

The Guardian 9-1-1 Call Handling solution is designed to provide all of the functionality needed to manage 9-1-1 calls in any format and to collect rich situational awareness information from any source — today and tomorrow:

- Next-generation voice
- Text-to-911
- Text-from-911
- Real-time texting
- 3D location mapping
- Image-enriched messaging
- Video-enhanced data

Get Complete, Customizable Call Handling

The Guardian 9-1-1 Call Handling solution provides the highest level of flexibility to fit each call taker's unique workflow requirements. The modular screen layout can be customized to fit individual preferences with:

- Customized icons and buttons
- Buttons sized for touch screen operation
- Mute, privacy, and hold buttons
- Intelligent transfer buttons that allow call takers to select the type of outgoing call based on the type of incoming call
- Buttons sized for call takers with visual disabilities
- Multimedia interfaces for non-voice communications, including text messages, instant messaging, and telecommunications device for the deaf (TDD/TTY)



The Guardian 9-1-1 Call Handling solution is purpose-built to provide complete, multimedia call control, from the network to the desktop.



The Guardian 9-1-1 Call Handling solution is built on open standards and integrates easily with legacy and IP-based equipment and database systems.

Alternatively, the interface can be set to a standard configuration for all users. Regardless of the configuration, call takers can log into any position in the PSAP, access their profile, and work as though they were sitting at their regular workstation.

Fit Call Handling to Your PSAP

For situations where an advanced emergency call management solution is not needed, Solacom offers the **Guardian Responder** desktop phone system. This advanced, full-featured IP telephone is engineered to handle multiple lines and display call information, including Automatic Location Information (ALI), in a way that clearly distinguishes between administrative calls and 9-1-1 calls.

Customize Call Management and Control

Behind the desktop, the Guardian 9-1-1 Call Handling solution leverages the full power of Solacom's innovative call control system. This full-featured, customizable system is specifically engineered for legacy and IP-based emergency call management and control and for converging traditional voice and data into a single communications workflow.

With this system, you get everything you need to manage any emergency call, from any device, at any time, from anywhere, and in any format — voice, text, data, and video. The system is designed to support all current and emerging standards. It provides a simple, evolutionary

path to next-generation emergency call management requirements and enables future enhancements without replacing the underlying infrastructure. To ensure a perfect fit, we work with you to configure the solution to meet your PSAP's unique needs.

Once configured, the system enables complete call control with a variety of features, including:

- Voice over IP (VoIP) emergency call handling and management
- Integrated text-to-911
- Virtually unlimited high-quality conferencing
- Map-based call management
- Emergency notification

Support Legacy and IP Systems

To ensure maximum flexibility, the call management and control system supports legacy inbound and outbound communications from authorized carriers, as well as other PSAPs and public safety agencies. It also integrates easily with all legacy and IP-based equipment and database systems, including:

- Mapping systems
- Computer-aided dispatch (CAD) systems
- Voice recording systems
- Video systems
- Short message service (SMS)
- Multimedia message service (MMS)
- Instant messaging (IM)
- Other data sources

Leverage Purpose-Built Technology

Integrate Text-To-911 and Text-From-911

In addition to standard call handling and management, every Guardian 9-1-1 Call Handling solution is engineered to support today's and tomorrow's emergency call management requirements. Text-to-911 capabilities can be added with **Guardian Text**, an integrated, full-featured SMS function available when you need it.

For added flexibility, Guardian Text goes beyond standards requirements by offering outbound text-from-911 capabilities. With this option, Guardian Text can be configured with pre-scripted text messages that can be used to provide a quick response to text-to-911 calls. It also enables call takers to reconnect with disconnected or abandoned callers via text.

When you're ready, Guardian Text can be extended to support more advanced text capabilities, such as multimedia text messages that include photos and video clips and real-time texting.

Maintain Operations on the Move

The Guardian 9-1-1 Call Handling solution is also optimized for situations in which you need mobility at a moment's notice. Solacom **Guardian Mobile** enables full-featured 9-1-1 call management from any location with a high-speed internet connection. With Guardian Mobile, you can establish critical 9-1-1 services on the move using a backup location, such as a mobile command center, and continue to manage emergency calls.

Solacom's Guardian Mobile is built on the same software as our Guardian 9-1-1 Call Handling solution, so users can expect an identical display interface with all of the same innovative features and functionality they are used to at their desktops.

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Leverage Purpose-Built Technology

With the Guardian 9-1-1 Call Handling solution, you get a purpose-built, customizable, emergency call handling and management solution for your PSAP rather than a preconfigured, off-the-shelf system adapted for all PSAPs.

The Guardian 9-1-1 Call Handling solution is available in a full range of configurations, from single sites to hosted and geo-diverse solutions. To ensure you get the right options for your PSAP, our sales and engineering teams work with you to customize the solution to fit your PSAP's unique requirements and workstation configurations.

After design and configuration, your Solacom call handling and management solution is built and tested in our factory staging center. This ensures all hardware and software components meet operational requirements *before* they are installed, so you don't have to interrupt workflows or disrupt work environments. The result is a smooth integration of new technologies and capabilities.

Partner With an Industry Innovator

At Solacom, public safety communications management is not a sideline, it's our single focus. Our user-centric, multimedia 9-1-1 call handling and management solutions are built on more than 30 years of research and innovation in the application of advanced hardware and software technologies for public safety.

Today, our 9-1-1 solutions support thousands of agencies affecting millions of lives annually. From dense urban environments to statewide deployments, our solutions are trusted to streamline 9-1-1 call handling and management processes and enable more efficient collection of critical information in emergency situations.

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