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Cost Effective 9-1-1 VolP

Enhanced with integrated VoIP PBX and NG9-1-1 ready, our systems are some of the most advanced, innovative and cost effective 9-1-1 solutions you'll find in Public Safety!

9-1-1 High Availability

Discover our newest 9-1-1 system specifically designed for maximum reliability. Designed to meet the needs of the most demanding PSAPs, the Experient 9-1-1 (High Availability) ANI/ALI Controller is a fully redundant IP-based 9-1-1 Controller and VoIP PBX in one.

With advanced features such as "lockstep" parallel processing, an easy-to-use, thin client GUI for dispatchers and intergraded VoIP-based TDD, the Experient 9-1-1 High Availability system will offer years of uninterrupted service at an extremely affordable price compared to other 9-1-1 vendors.

PRODUCT HIGHLIGHTS

- ✓ NG9-1-1 ready
- ✓ Integrated VoIP PBX
- ✓ Includes top-of-the-line VoIP telephones
- ✓ Linux-based for extreme reliability
- ✓ Runs using Experient's VoIP ANI/ALI Controller software
- ✓ Easy-to-use, thin client GUI resides on the same dispatcher workstation used by CAD
- Unlimited number of pre-programmed transfer numbers

- No high failure TDD hardware; uses software VoIP-based TDD
- 24x7x365 self-monitoring diagnostics

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- Maintenance includes parts, labor and software upgrades (including upgrade to NG9-1-1)
- ✓ Real-time automatic redundancy
- ✓ Incorporates a Stratus Technologies [continuous availability] ftServer
- ✓ Integrates with your current phone system



*Rack not included



Experient

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9-1-1 Sample Software Screens

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Verizon WRLS 800-451-5242 295 Clayton St., Suite 200		5:01:16 5/10/2010	911 Wireless/VoIP (303) 818-3060 [911 Trunk 0	Connected (1) ALI Received				ł
Denver, CO 80206	0937	4:32:13 5/10/2010	911 Wireless/VoIP (303) 818-8668 [911 Trunk 0	Disconnected (1) ALI Received	[C1], P1		0:05:08	
ALLBK=(303)818-3060 0 TEL=VZW	0937	4:10:12 5/10/2010	911 LandLine (303) 860-3600 [911 Trunk 0	Disconnected ALI Received	[C6], P1		0:02:04	
	709	4:01:13 5/10/2010	POTS/Caller-ID (970) 207-0480 [No Data]	Disconnected ALI N/A	[C9], P1		0:03:36	
		3:57:12 5/10/2010	VolP (Outbound) (970) 581-3388	Disconnected ALI N/A	[P1], D1		0:02:09	
		3:44:32 5/10/2010	VoIP (Outbound) Ext: 1001 > Ext: 2002	Disconnected ALI N/A	[P1], D1		0:10:52	

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Transfer... Disconnect

Experient 911 - Transfer/Conference

Dispatcher Software - Transfer

- Transfer calls to other PSAPs or telephone numbers
- Unlimited names and telephone numbers in transfer list
- Group names and telephone numbers
- Manually enter and transfer telephone numbers not in the transfer list
- Transfer 9-1-1 MF/CAMA calls via the 9-1-1 tandem
- Transfer calls via SIP to other positions or other locations that accept SIP calls

Cancel

• Transfer calls via the IP PBX to locations that only accept traditional analog calls

Ele IDO Help	TDD Messages
Print Ressages Mute Dispatcher: 911 what is your emergency q ga Caller: SOMEONE IS TRYING TO BREAK INTO MY HOUSE GA Dispatcher: what address to send help q ga	what is your phone number q ga what is your name q ga what adverse to send help q ga stay calm help is on the way call being transferred (give-to) to a medical place hd(mignig) what is your home address q ga where is the emergency now q ga is anyone hurt q ga does he or she need medical help q ga what kind of hurt q ga
l Send	Select Language: English Select Message

Dispatcher Software - TDD

- TDD screenshot
- Allows the dispatcher to communicate with hearing impaired callers
- Automatically pops-up on incoming TDD call
- Interface modeled after Microsoft's Instant Messenger
- Unlimited predefined messages
- Dispatcher can type message while receiving callers incoming message
- Incoming text in uppercase, outgoing in lowercase (perTDD standards)
- Incoming and outgoing text in unique colors
- Print or Fax TDD text window
- TDD conversations automatically saved in log

🔢 Experient	911 - Alerts	
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🍓 Print 🖉	Clear	E Superiort 044
Time 👻	Description	Experient 911
4:27:34 1/23/2009	[ALARM] CAD 1 - Port Restored	
4:17:43 1/23/2009	[ALARM] CAD 1 - Port Down for 3 Minutes	[ALARM] CAD 1 - Port
		Down for 3 Minutes
		💦 🛗 🔍 🛃 🛒 11:49 AM

Dispatcher Software - Alerts

- Alerts screenshot
- Alert popup displays an alert as it occurs in the lower right corner of the Windows desktop. (Popup does not interfere with dispatcher while working)
- Displays list of alerts that can be reference at any time



VoIP Telephone System

- The PSAP Controller is integrated with Asterisk IP PBX the most widely used open source IP PBX
- Supports both hardware and software based SIP phones
- 9-1-1 MF/CAMA trunks and Caller-ID lines are converted directly to SIP
- TDD integrated directly in to Asterisk. No more TDD modems or devices!
- Features can be customized to a PSAPs particular needs
- · Can be linked to existing VoIP systems
- Supports all the features of Asterisk. See the "PSAP Controller Features List" for a complete list. Or visit www.asterisk.org for more information.

Dispatcher Software - Console

- Full integration with ID Networks CAD System
- View ALI information
- View status of call (Ringing, Connected, Disconnected, etc.)
- View real-time call duration timer
- View answering position number & incoming trunk number
- Maintains previous call history
- Select any or all positions to view
- Phase II ALI requests
- Manual ALI request
- Ability to resend ALI to CAD for a particular position
- Print or Fax ANI/ALI