



pc/psap for Federal Agencies

INTELLIGENT 911 CALL-TAKER CONSOLE FOR PUBLIC SAFETY ANSWERING POINTS



pc/psap: A 911 Call Center Solution for Federal Agencies

It's the public safety answering point's (PSAP) responsibility to provide reliable and speedy assistance to callers dialing 911 or the emergency telephone number in your area. Although the call-takers fielding the calls are likely not the individuals going to the scene to assist with the situation, they play a major role in each event by empowering safety officials with the information they need to respond effectively. When it comes to emergency calls, every second matters and could mean the difference between life and death. It's important to make sure PSAP call-takers are well trained, informed of the latest procedures, and have a dependable software solution to manage every call as quickly and effectively as possible.

Having a solid communication infrastructure between 911 call-takers and safety officials provides everyone with a secure environment. The latest PSAP technology runs on personal computers and uses existing telephone systems, creating an emergency communication system that helps 911 call-takers process emergency calls properly, without relying on proprietary single-vendor equipment and switching systems.

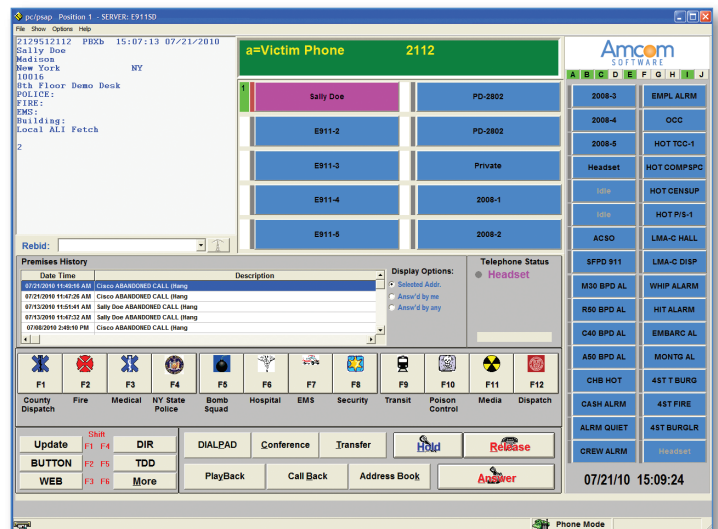
The Amcom™ pc/psap™ solution gives PSAP call-takers an easy-to-use, standards-based interface that integrates the underlying phone system, mapping systems, and other resources to put critical information and tasks at the call-taker's fingertips. 911 call-takers are able to instantly involve police, fire, EMT, and hazmat personnel with a single click of the mouse or touch of the screen. With Joint Interoperability Test Command (JITC) certification, pc/psap provides the highest levels of security and interoperability as required by the U.S. Government and the U.S. Military. It's flexible enough to help you incorporate changing needs, yet reliable enough to handle your most important function—answering and dispatching 911 calls.

INDUSTRIES SERVED

- Dispatch Centers
- Government
- Hospitals
- Higher Education
- Mass Transit
- Military Bases
- Municipalities

PBX INTEGRATED SOLUTION

Amcom pc/psap easily integrates with your existing PBX or Centrex telephone system. This is in sharp contrast to other solutions that require you to include additional phone systems or phone system projects. For example, the Amcom solution eliminates the need for additional, proprietary or specialized ANI and ALI controllers to help determine the specific location and phone number of a 911 caller. The solution is highly reliable because it uses the PBX or Centrex as the core switching component.



The main pc/psap interface offers many capabilities at the click of a button.

Some of the Federal Organizations Improving Safety with pc/psap*

- Arnold Air Force Base
- Department of Energy – Argonne National Labs
- Fort Greely
- Fort Richardson
- Fort Wainwright
- Marine Corps Air Station - Camp Foster

- Marine Corps Air Station - Cherry Point
- NASA
- U.S. Coast Guard
- U.S. Marine Corps
- U.S. Naval Station
- West Point Military Academy

*Due to security measures some Amcom customers in the federal industry cannot be included in this list.



ACCELERATED EMERGENCY RESPONSE TIME

Enable more accurate and faster emergency dispatching by giving PSAP call-takers the speed and flexibility they need to field emergency calls. The pc/psap solution has enhanced 911 (E911) functionality built into the workstation, providing precise location information for 911 callers. This provides better service and creates a safer community for the campus or base.

CONSOLIDATED CALL-TAKER FUNCTIONS, INCLUDING PLAYBACK, HISTORY, AND REPORTING

Using PBX or Centrex automatic call distribution (ACD) functions or other switching configurations, call-takers can be in either a centralized location or decentralized locations using the same pc/psap system network, allowing for site-based configuration as needed. The pc/psap solution also has call playback functionality as well as call history and reporting capabilities. Having this functionality is helpful in training situations or for various legal purposes where the details of a particular scenario are important.

Call Details	
Call Taker: SAS-xtend	Phone Number: 2129517600
ANI: 2129517600	Caller: Cisco
Time Called: 07/21/2010 11:49:16 AM	Rebid Count: 0
Cad Location: Madison New York	NY 10016
Agency:	Action: Problem:
Refer Name:	Remarks: ABANDONED CALL (Hangup time: 7/21/2010 11:49:55 AM)
Incident Number:	
Voice File:	
TDD File:	
FIRE:	EMS:

WINDOWS GUI

Call-takers can make an important task simple and easy to understand with the ability to operate through Windows on their PC. The graphical user interface allows for speed dials and other common tasks. Amcom pc/psap is more intuitive to use and administer than the traditionally large PSAP solutions available.

INTEGRATION WITH THIRD-PARTY SYSTEMS

Having the ability to interface with other vital systems, such as radio systems, CAD, mapping, or network time sources, makes implementing pc/psap seamless and easy to use. The standards-based integration practices used for pc/psap provide the flexibility to integrate with additional systems today and in the future.

The pc/psap solution provides 911 call-takers with important details for every call.

COMPREHENSIVE SUITE

Amcom has an effective, comprehensive suite of emergency management tools that help organizations of all sizes respond to and manage incidents. In addition to its pc/psap solution, Amcom offers an enhanced 911 (E911) solution which pinpoints a 911 caller's exact location and passes it along to the PSAP. This enables 911 call-takers to dispatch emergency personnel to the precise location within a multi-story building or across an entire base.

Approved by the U.S. Department of Defense

Like several other Amcom solutions, pc/psap has received Joint Interoperability Test Command (JITC) certification and is listed under the Department of Defense's Unified Capabilities Approved Products List. This means the solution has completed rigorous federal government testing and compliance processes under real-life conditions. For our customers, this certification represents the utmost level of security and reliability.



About Amcom Software

Amcom Software, a subsidiary of USA Mobility, Inc. (Nasdaq: USMO), connects people to each other and to the data they need. This helps organizations save lives with communications that are faster, more accurate, and more efficient. Amcom Software's unified communications technologies include solutions for contact centers, emergency management, mobile event notification, and messaging. The company's products are used by leading organizations in healthcare, hospitality, education, business, and government. By continually developing its industry-leading technologies, Amcom Software has rapidly grown and solidified its market leadership.



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