



911 PSAP Controller

Overview

Today's PSAPs face significant increases in wireless calls, FCC Phase I and II requirements, and compliance with the ADA (Americans with Disabilities Act), all while managing costs and providing the level of service the public and regulatory authorities expect.

VPI's **Prioriti PSAP Controller** (powered by Experient) is designed to cost effectively meet these and other challenges. It is perfect for the small- to medium-sized PSAP interested in a 911 system that provides greater value, higher reliability, and superior service and support.

	Start	Duration	Phone	Status	Position	Trunk
201 (303) 000-0035 BUSN 12/08 13:57 CLEAR CREEK COUNTY SCHOOLS- 1125 SW IDAHO ST 934 P#567-2980 OLD COUNTY SHOP BLDG CO IDAHO SPRINGS PSAP=CCSO--IDAHO SPRINGS IDAHO SPRINGS PD EAST FIRE EAST AMB	10:46:20 02/26/2007	00:02:23	(303) 511-1707	Connected	1	1
	10:38:03 02/26/2007	00:01:08	(303) 511-1703	Disconnected	1	1
	10:28:00 02/26/2007	00:01:45	(303) 511-1705	Disconnected	1	1
	10:10:23 02/26/2007	00:00:27	(303) 567-0942	Disconnected	1	1
	10:08:11 02/26/2007	00:00:39	(303) 567-9135	Disconnected	1	1
	09:16:11 02/26/2007	00:01:50	(303) 544-9543	Disconnected	1	1

"We can't express enough just how pleased we are with the system. The design and reliability of the system, plus the company's commitment to provide exceptional customer service were key factors to purchasing the system."

Maureen Walsh,
IT Manager
City of Boulder City

Prioriti PSAP Controller's Console GUI interface provides quick and easy access to any event.

Count on Maximum Reliability

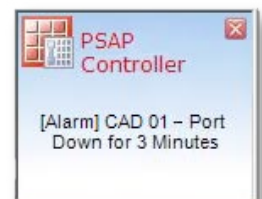
Prioriti PSAP Controller is Phase I and II compliant, Linux based, and fully redundant for maximum reliability. The system MTBF (Mean Time Before Failure) is estimated at more than 1,000,000 hours, and system availability exceeds 99.999 percent.

Prioriti PSAP Controller also has built-in monitoring capabilities that continually watch the health of the system, notifying itself as well as dispatchers of any issues that may arise (e.g., Telco line problems, CAD issues, etc.). Continuous self-diagnostics generate remote and local auto-alerts and create permanent performance logs. In addition, VPI's support team can access the **Prioriti PSAP Controller** remotely, diagnose all aspects of the system, provide updates, and change system settings – all without any interruption to the operation of the PSAP.

Additionally, **Prioriti PSAP Controller's** optional UPS has a minimum 20-minute holdover, which exceeds NENA requirements. The system's hot-swap capability enables hardware replacement without disruption of service.

Empower Call Takers and Supervisors with Real-Time Intelligence

VPI's **Prioriti PSAP Controller** integrates with the Prioriti Dashboard performance management solution. This enables call takers and supervisors to view valuable, real-time information, including individual and group telephony metrics (such as ANI/ALI, Caller ID, transferred calls, etc), messages, links to training, emergency alerts, and any other content that can drive performance in the communication center.

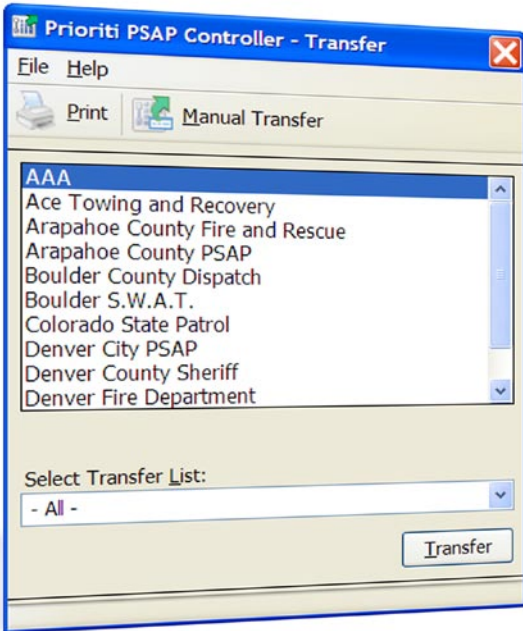


Reduce Costs with True Compatibility

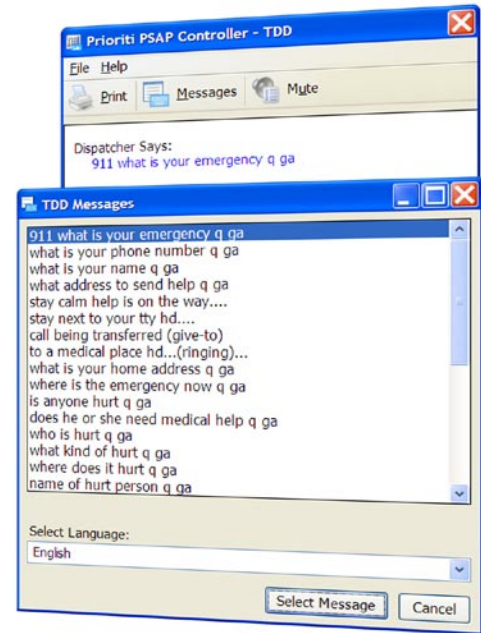
Compatible with much of the equipment already in place in many of today's PSAPs, **Prioriti PSAP Controller** can easily reduce costs by using the PSAP's existing telephone system, MSAG database connections, etc. And if the PSAP uses a Proctor ANI-LINK (now manufactured by Tone Commander), even greater savings can be realized since **Prioriti PSAP Controller** is fully compatible with existing ANI-LINK equipment. The system also supports TTY/TDD calls in conjunction with the Experient PSAP Toolkit software.

Call Transfers - Reliability & Flexibility

Prioriti PSAP Controller offers flexibility by giving you the ability to transfer calls to other PSAPs or to local telephone numbers. The calls can easily be transferred via the telephone company's tandem, making the incoming trunk available again. **Prioriti PSAP Controller** also offers the ability to store unlimited names and telephone numbers in the transfer list, including group names and telephone numbers. You can also manually enter and transfer telephone numbers that are not in the transfer list.



Reliable and flexible call transfer capabilities.



TTY/TTD display facilitates communicating with hearing-impaired callers.

Dedicated Support and Maintenance Ensures Lowest Total Cost of Ownership

VPI support and maintenance is covered by an all-inclusive flat monthly fee. Avoid surprise costs and ensure compliance with Next Generation 911 – VPI will maintain and upgrade your hardware and software, when necessary, for life. Maintenance and support includes 24x7 telephone support, next business day onsite service when required, replacement parts on equipment, and any labor required to resolve your issue. All onsite service for **Prioriti PSAP Controller** is provided nationally by Dell, Inc.

System Requirements

The **Prioriti PSAP Controller** requires a dedicated 110 VAC single phase service of 20 Amps with true earth ground. The ambient air temperature must be maintained between 5°C and 40°C. Relative humidity maintained between 20 percent and 95 percent, non-condensing.

Count on a True Partnership

The Key to Successful Deployment

Your success is our success. Our professional services team is committed to helping you successfully plan, implement, integrate, operate, and maximize the value of our solutions. We will enable you to optimize your performance in the shortest amount of time possible. Our services include:

- Professional Project Management
- Training and Certification
- Business Consulting and Workshops
- Technical Consulting and Custom Development