

# Guardian

## Responder Position

PSAPs provide front-line communications between the public and a wide community of response organizations – including many agencies that are not equipped with critical communications workstations.

That means the valuable Automatic Location Information (ALI) does not accompany the transferred call, which is far from ideal. In such instances, agencies receiving calls transferred to their 10 digit or '800' number do not know that it is a transferred call vs. a direct dialed call, and may have no idea who is calling.

### A better way to transfer 9-1-1 calls

Guardian Responder Position enables response agencies to receive ALI along with the voice call, without the need for a costly workstation. It's an advanced, full featured IP telephone with multiple lines and call appearances that clearly distinguish between 9-1-1 and administrative calls – and presents ALI information upon answering a 9-1-1 call.



### Full featured IP phone for critical communications

Guardian Responder Position is ideal for those locations where you need to pass the voice of the caller as well as the ALI, providing an economical solution for:

- Fire Departments
- EMS Agencies
- Campus Police
- Mental Health Counseling Centers (Suicide Prevention)
- US Coast Guard
- Life Flight Dispatcher
- Poison Control Center (Local Hospital)
- Hospitals Emergency Rooms
- Nurses and/or staff offering Pre-Arrival Instructions
- Supervisor's Office
- Director's Home Office
- Q&A Officer's Office
- EOC (Emergency Operations Center)
- Backup Call Taker Phones to Guardian IWS positions

## Extra-large display

The large 144 x 128 pixel graphical backlit LCD display is easy to read and features:

- Soft white backlight for user comfort
- Backlight Auto-on setting with configurable timer
- LED for call and message waiting indication



Guardian Responder Position ensures ALI accompanies any 9-1-1 call sent to the responder agency.

## Remarkable audio

- Guardian Responder Position significantly improves the audio quality of calls on each audio path – handset, hands-free speakerphone or headset port. Wideband audio technology delivers enhanced performance and voice clarity:
- Full-duplex quality speakerphone
- Independent volume setting for handset/speaker/headset
- Echo cancellation and comfort noise
- Packet loss concealment
- Modular headset connector with built-in amplifier
- Electronic Hookswitch (EHS) support for wireless headsets
- Voice Quality Metrics, including MOS
- Hearing aid compatible (HAC) handset
- Codecs: G711  $\mu$ -law / A-law, G.729, G.722 wideband, BV16, BV32, L16

## Simplified deployment

Save time and money – dual auto-sensing switched Ethernet ports eliminate additional wiring and simplify installations. Integrated IEEE 802.3af Power-over-Ethernet allows easy deployment with centralized powering and backup. An AC adapter (48V DC) is included.

## XML browser

Guardian Responder Position is equipped with XML browser capabilities and a large display with dynamic softkeys to easily access customized services and applications. This browser capability allows you to customize performance for specific business needs or vertical applications using the display and keypad.

## Field proven, time and again

For almost 30 years, we have been engineering rugged systems for critical communications and situations when lives are literally on the line. Solacom technology is in use in over 26 countries – providing reliable public safety grade and special application communications.

Contact us today to explore how Solacom's Guardian Responder Position can improve your call transfer with ALI.



To find out more, contact  
Solacom Technologies:  
sales@solacom.com  
1.888.SOLACOM (765.2266)  
1.613.693.0641  
www.solacom.com

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