

Guardian NG9-1-1

– an ideal system for small PSAPs

You don't have to choose between saving money and getting a fully featured 9-1-1 system for your 2 to 12 position public safety answering point (PSAP). The Guardian NG9-1-1 system is now available in a cost-reduced configuration and footprint especially designed for smaller PSAPs.

Rock solid reliability

You get all of the functions and features of a large Guardian system, including virtually unlimited high-quality conferencing and a selection of powerful options like map-based call management, emergency notification system, Guardian Mobile, and much more.

Your system comes pre-provisioned according to your requirements to facilitate a smooth cutover and help shorten install time.

Guardian NG9-1-1 is an all Internet Protocol (IP)-based telephony system designed and built for IP-based call routing, IP-based customer premise equipment (CPE) and associated database systems, and for converging traditional voice and data into the packet-switched network while at the same time supporting legacy communication technologies.

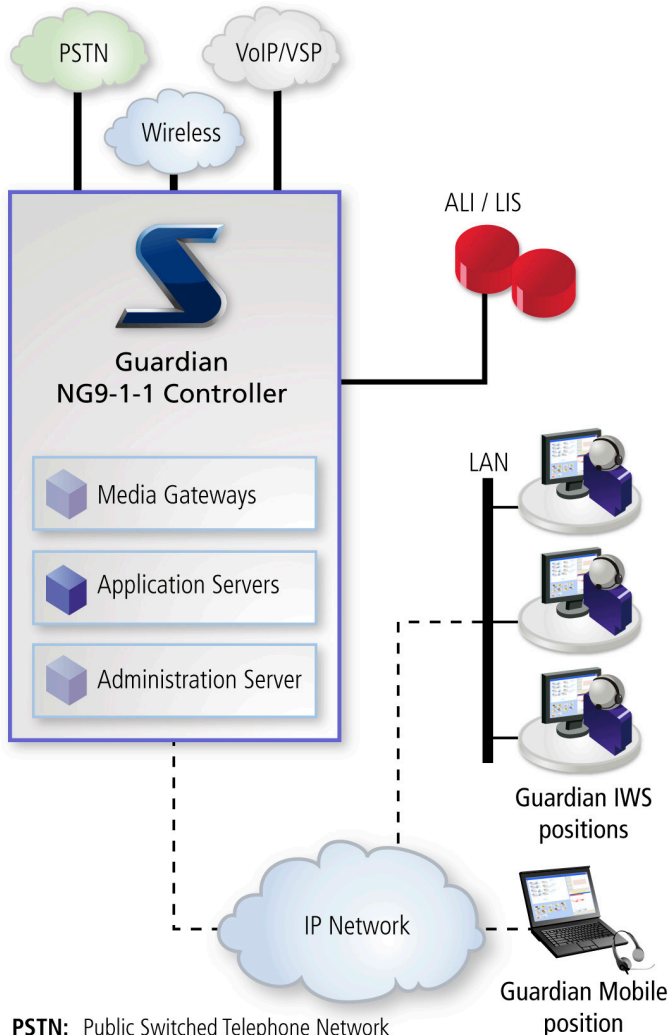
Guardian NG9-1-1 is available in a full range of configurations from single sites to hosted and geo-diverse solutions.

All deployments can be configured as a fault tolerant system with no single point of failure.



A partner you can work with

Use Solacom's expertise to ensure your transition goes smoothly. We've designed and installed some of the largest NG9-1-1 solutions in the country, from a state-wide solution to numerous multi-county PSAP networks and many small, independent PSAPs.



PSTN: Public Switched Telephone Network
VSP: Voice Service Provider
LIS: Location Information Server
LAN: Local Area Network

Guardian application software

The Guardian application software provides administrative and emergency call processing on the Guardian Intelligent Workstations (IWS). The application has the capability to respond to emergency and administrative calls, perform call distribution functions, transfer calls with the click of a button, provide unlimited conferencing and allow you to see and manage every leg of an active call.

Guardian NG9-1-1 is a complete solution for conventional and Voice over IP (VoIP) call handling, with a full complement of features including:

- Redundancy and high availability ensures that calls are never missed
- Customizable Automatic Location Information (ALI) display
- Answer calls from your mapping program
- Automatic ALI refresh
- Manual ALI lookup
- Supports an unlimited number of contacts and speed dial buttons
- Maintains audio quality for an unlimited number of participants in a conference
- Distinct ring tones for roles and Automatic Call Distribution (ACD) queues
- Distinct ring tones for administrative, emergency and abandoned calls
- PSAP status dashboard
- ACD queue status dashboard
- 5 ACD call types (ring all-first to answer, ring all-conference, round robin, longest idle, sequential)
- Skills-based routing
- ALI steering
- ACD name displayed in phone window
- Abandoned call replacement
- 9-1-1 trunk transfer capability
- Call logging
- Radio integration

Field proven, time and again

Contact us today to explore how Solacom can transform your PSAP with a Next Generation 9-1-1 solution.



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PS13-013B

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