

## WestTel 911 Call Handling Solution Product Overview

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WestTel International designed the High Availability Call Handling Solution to meet the needs of even the most demanding Public Safety Answering Points (PSAP's).

Our 911 system provides PSAP's with a fully integrated workstation, simplified call-handling, comprehensive reliability, automatic call distribution, and remote operational capabilities.



WestTel utilizes Voice over IP (VoIP) technology, and is easier to install, configure, and maintain than traditional 911 call-handling systems. Beyond reliability and ease-of-use, WestTel is also inherently scalable and SIP compliant, features groundbreaking workstation efficiencies, and can be readily tailored to meet the unique needs of any PSAP.

## Equally Effective Centralized and Remote PSAP Operations

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Utilizing IP for the transmission of voice and data streamlines the installation and deployment of Next Generation 911. The WestTel solution allows for network components to be installed in a centralized PSAP model with primary and secondary PSAP operations or as individual geographically distinct PSAP's. The WestTel solution ensures PSAP's have access to 911 trunks and administrative lines, and augments capabilities for providing the full range of emergency call-handling services.

## A More Efficient and Cost-Effective Solution

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WestTel employs a streamlined software design and network architecture that result in a fully integrated workstation. This workstation has been rigorously tested, is intuitive and user-friendly, and allows the call handler to optimize crucial seconds during an emergency.

The WestTel solution is easy to install, manage, and operate. Each system is capable of remote management and troubleshooting, and can be remotely upgraded. This substantially reduces the number of hardware elements onsite, resulting in significant cost reduction as well as enhanced quality and timeliness of service.

WestTel provides each call handler with a feature-rich, fully integrated, efficient workstation.

## WestTel NG9-1-1 Call Handling Solution Product Features and Highlights

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### Management and Operations

- ✓ All 911 software and hardware upgrades are included as part of standard maintenance and service.
- ✓ Rapid implementation and installation: all systems are managed remotely, allowing for lower operating costs and upgrade efficiencies.
- ✓ Supports both geographically distributed PSAP operations and central management.
- ✓ Fully integrated workstation and simplified, user-friendly tools.

### Features

- ✓ VoIP PBX that is fully integrated with the existing phone system.
- ✓ Top-of-the line VoIP telephones.
- ✓ Immediate conversion of audio to IP, minimizing EMI and RF issues during calls.
- ✓ Caller ID support.
- ✓ Support and/or enhancement of all standard PSAP needs and interfaces, including: TDD/TTY, CAD interface, redundant ALI links, and call recording.
- ✓ Supports atomic clock, world clock or local NTP.
- ✓ Extensive monitoring and diagnostics capabilities
- ✓ Continuous and comprehensive self-monitoring diagnostics.

### Network Architecture

- ✓ Designed and engineered to support all Next Generation 911 standards.
- ✓ Built to readily integrate with future technologies and applications.
- ✓ Inherently scalable: capable of supporting up to 96 individual 911 trunks.
- ✓ Delivers high performance and guaranteed voice quality through utilization of IP connectivity and a high-speed, gigabit backbone, with managed Ethernet switches.
- ✓ Systems are based on Session Initiation Protocol (SIP) standards, thus ensuring voice and data functionality and a wide range of options for communicating with other SIP devices and networks.
- ✓ Specifically engineered for customization: can support centralized and geographically diverse PSAP models.
- ✓ Single robust network supports voice and data.
- ✓ Fully redundant, continuously available, fault-tolerant system with lock step processing: barring the catastrophic, these systems allow for zero loss of functionality.
- ✓ Management interface facilitates remote round-the-clock maintenance.