



# Next Generation 9-1-1 with PSAPd

Built to Standards. Coming to Market.



**Emergent Communications™ PSAPdirector** (PSAPd) is a complete NENA i3 Next Generation 9-1-1 emergency call taking and routing system. The system upgrades and replaces premise based PBX/CPE proprietary call systems with a communications platform giving emergency services professionals the communications tools and technology they need to best perform critical tasks.

## PSAPdirector: a complete Next Gen911 Solution

PSAP director (PSAPd) is the call control and call handling server platform that replaces existing PSAP 911 CPE with a revolutionary Linux based solution that can handle today's legacy 911 environment as well as any existing or planned ESInet. Completely NENA i3 compliant, you will never have to invest or upgrade to achieve a total NG911 solution for your county or state.

PSAPd features a customizable browser based call taker user interfaced (UI) that is multi-media capable. You will experience one common interface for voice, text, SMS, video or data... No separate applications, screens or tabs/pages to deal with your emergency communications calls or sessions.

## PSAPdirector: Enable your Next Gen PSAP with:

- Support for different media types: voice/text/video
- Support for 911 and Admin line calls on one screen
- Call conferencing
- Call queues and queue management
- Call history and search
- Call recording and instant recall
- Speed dial and call lists
- Remote access capability
- Hosted or premise based deployments

NEXT GENERATION 9-1-1 NEEDS	Today's Solutions	Emergent 9-1-1
IP PSAP	✓	✓
Single interface for Voice, Text and Video communications	-	✓
Transfer of notes, pictures and video between all IP-enabled agencies and responders	-	✓
Policy based routing and dynamic real-time call routing	-	✓
Conference Call features with all relevant data available to other PSAPs and responders	-	✓
Built to meet industry standards for Next-Gen 9-1-1	-	✓
Reducing the reliance on legacy platforms and moving to open standards	-	✓
Secure, remote access in the case of a disaster	-	✓
Browser based UI	-	✓



## Comprehensive Solution for State or Countywide Emergency Services Networks

Emergent's NG 9-1-1 system includes patented software components deployed on industry standard servers to perform:

- **Emergency Services Routing Proxy (ESRP)**
- **Emergency Call Routing Function (ECRF)**
- **Next Generation PSAP director (PSAPd)** for 911 call delivery to PSAP emergency call takers and dispatchers or emergency responders
  - **PSAPd media server** for recording conversations at PSAP
  - **PSAPd conference server** for bridging multiple parties
- **PSAPc**- browser based multi-media call taker user interface (Screen Shot Below)

## Benefits of Emergent NG 9-1-1 Platform

Emergent Communications Next Generation 9-1-1 offers:

- Complete IP Based NG Solution that supports current and future call and message types
- Flexible deployment model: Hosted in the ESInet or on premise at the PSAP
- All useful forms of information (data, images, and video) in single unified call taker interface
- More flexible, secure and robust PSAP operations allowing for greater interoperability and call routing between PSAPs
- Lower public capital expenditures and operating costs for emergency communication services

## About Emergent Communications

Emergent was formed with Columbia University's Technology Ventures Unit to commercialize Next Gen911 technology being developed at Columbia's Computer Science Dept. Professor Henning Schulzrinne, a leader in VoIP and Location Based Services (LBS) research serves as Emergent's Chief Technical Advisor. Professor Schulzrinne is the author of the SIP and LoST protocols.

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