



FEATURES

- High reliability
- Logon-based operator profiles & permissions
- Easy migration from buttons
- Automatic wireless ALI rebid
- Pre-Answer ANI/ALI
- MIS Option
- ACD Option designed for 9-1-1

INTRODUCTION

Integrator 9-1-1™ is a Windows® 2000 or Windows® XP Pro Computer Telephony Integration (CTI) application which adds PC-based 9-1-1 call handling capability to Zetron's feature-rich E9-1-1 Telephone System. As part of Zetron Integrator™ Suite applications, Integrator 9-1-1™ may co-reside on same CPU with one or multiple monitors. Repositionable and resizable control panes permit non-overlapped sharing of screen space with other Integrator Suite applications such as Integrator RD™, Zetron's PC-Based Radio Dispatch solution, and Integrator Map™, Zetron's Mapped ALI application.

RELIABILITY

Zetron specializes in mission critical communication systems. 9-1-1 is no exception. For that reason great care has been taken to ensuring that the system continues to provide essential features despite a failure.

No Single Point of Failure

The distributed hardware design of the Series 3200 E9-1-1 Telephone System and the distributed software design of the networked computer applications, ensure not only high availability, but also no single-point-of-failure.

Network Not Required

A local area network (LAN) is not required for the operation of Integrator 9-1-1. Thus despite the loss of the LAN or a server each workstation retains all essential features, including voice, ANI and ALI.

Manual Backup to PC

The architecture of the system is such that every Integrator 9-1-1 workstation is equipped with an audio interface that is not



dependent on the PC for operation. At minimum the audio interface is equipped with an Answer and Release button. If desired, the audio interface can be a full-fledged rackmount or desktop telephone set. Thus, when the workstation's PC or monitor fails, the position is still able to process incoming calls.

AUTOMATIC CALL DISTRIBUTION (ACD)

ANI/CLID	COS	Que	Duration	Unassociated	admin	Console: 1	Trainee: 4	Console: 3	supervisor	Console: 6	admin	Console: 5
4258206363 9-1-1	BUS	1	00:15:33									Ans
4258201004,MACD TLS 103	MOB	2	00:01:50				Ring					
PENDING TLS 102	---	-	00:00:18				Orig					
.....	---	-	---									
.....	---	-	---									
.....	---	-	---									
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Unlike competitive ACDs which are adapted from business call-center products, Zetron's Integrator ACD option is designed specifically for 9-1-1 and does not rely on a separate, business-grade PBX. As a result, call takers are

allowed to place multiple calls on hold and continue to answer new calls.

Call takers are also able to view a call matrix which shows exactly which calls are assigned to each call taker, along with the state of the call (ringing, hold, answer, etc.) and the state of the call taker (ready, not ready, queue membership, etc.). No other 9-1-1 ACD offers every call taker a "big-picture" view of the system which greatly simplifies the transition to an ACD-based system.

Configurable features include queue membership (up to 8 queues), auto (zip-tone) or manual answer, headset or phone set ringing, auto or manual post-call ready, timed not-ready, and queue overflow thresholds. Additional ACD-related options include 9-1-1 busy queue announcement, LED Message Boards, and MIS. See the Integrator ACD specification sheet for more details.

MAPPED ALI COMPATIBILITY

Integrator 9-1-1 seamlessly integrates with Integrator Map. Integrator Map is an automated E9-1-1 call location mapping application which provides the ability to dynamically locate, graphically display and manage incoming E9-1-1 calls.

Integrator 9-1-1 can also interface with InterAct's Geo911, BullBerry's R3GIS, GeoComm's GeoLynx, MicroDATA's ALI-Trakker and other third-party Mapped-ALI applications. See the Integrator Map specification sheet for more details.

USER FEATURES

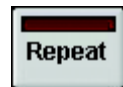
Integrator 9-1-1 contains many advanced features specifically designed for emergency call taking. Care has been taken to make the operation of these features easy and intuitive so that call takers can concentrate on callers rather than equipment.

Easy Migration from Button-based

Integrator 9-1-1 is as easy to use as a telephone and at the same time it provides integration with other Integrator Suite products such as Integrator RD™ Radio Dispatch, Integrator Map, Integrator IRR™ Instant Recall Recorder, and Integrator MIS™ Management Information System. With the enhanced user interface, screen controls can be sized, positioned and colored to suit your needs. The telephone line appearances may either be shown as buttons—providing the familiarity of legacy telephone equipment—or as lists, with more of a computer look and feel. Based on logon permission the administrator can lock the layout and color controls if desired. Integrator 9-1-1 may be operated by touch screen and/or mouse/track-ball with occasional manual dialing and text entry via keyboard. The most frequently used controls may also be operated via the keyboard. All of these features mean that operators quickly become proficient and require less training.

Automatic Wireless ALI Repeat

Most Phase 2 wireless calls are initially delivered using Phase 1 data because Phase 2 data availability usually lags call delivery by several seconds. The Series 3200 system can be configured to automatically make a second ALI retrieval to obtain the Phase 2 ALI information without operator intervention. Operator controls also permit continuous updates for moving incidents.



Supervisor Alert

Operators can send text messages to Supervisors in order to prompt an action on their part. Messages are canned (e.g. "listen in on this call") or can be free text. This allows operators to quickly receive help when responding to difficult calls.

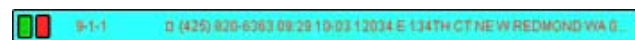


ALI Correction

Upon determining that there is an error in the ALI database, call takers may append corrections to an ALI record and forward these by printout or email for review by designated personnel.



Pre-answer ANI/ALI



With Pre-Answer ANI/ALI, the ANI and ALI of all incoming calls are shown on each individual line appearance. This allows the user to see call information at all times, not just when they connect to the line. This includes before answer and when answered by another operator. On screen information also shows which console is connected to a line.

Editable Phone Book

Integrator 9-1-1 has provisions to effectively manage outgoing calls. For frequently dialed numbers, the operator can use the single "button" auto-dial feature. Integrator 9-1-1 also contains an extensive alphabetically listed, searchable Alias Dial list (i.e., "Phone Book"), which can be divided into several different classifications such as "Towing Companies" or "Fire Captains". If enabled by the administrator, users may create and edit certain phone lists and may assign Auto Dial buttons to frequently called phone numbers.

Console History

The Console History feature contains a list of the last 100 calls handled by the console. For each call the list

Dial	Auto Dial	Int Xfer	TDD	Aux I/O	Summary	History	
Date	Time	Ca...	Line	Type	COS	Number	Name
08/18	14:08	0:29	9:...	Adm:In		(425) 820-1004	MACDO...
08/18	14:15	0:02	10...	911	BUS	(425) 820-6363	0ZETR...
08/18	14:15	0:05	2:...	Adm:Out			
08/18	14:15	0:03	3:...	Adm:Out			
08/18	14:21	0:44	9:...	Adm:In	BUS	(425) 820-1002	0ZETR...
08/18	14:22	0:03	8:...	Adm:Out			
08/18	14:22	0:03	8:...	Adm:Out			
08/18	14:23	0:19	8:...	Adm:Out			
08/18	14:24	0:04	10...	Adm:Out			
08/18	14:24	3:03	8:...	Adm:In...	MOB	(425) 820-1004	0MIKE...

shows the /time, duration, call type (incoming, outgoing, TDD), Class-of-Service (e.g. "wireless"), the ANI received, the number dialed, and if so equipped, the Instant Recall Recorder (IRR) voice record number.

When a desired call is double clicked, any associated ANI, ALI, and TDD message populate the associated displays on the screen. If the call was recorded and the recording is still in memory, an IRR control will also pop up permitting the voice portion of the call to be replayed.

Whenever a number appears in the ANI display it can easily be dialed for call-back by clicking the Call-Back "button".

System Summary

System Summary shows real time, the current system activity at a glance. Users can select from Line, Console or System views. Each view shows the activity of the desired resources. The System view shows how many lines and consoles are in use, verses available.

Call Groups

A Call Group typically contains lines of a similar type; such as 9-1-1 trunks, direct 7-digit emergency lines, PBX lines and ring-down lines. Integrator 9-1-1 allows up to eight Call Groups each with a button that is used to enable or disable the group for prioritized answering at the workstation.

Answer Groups

An Answer Group typically contains consoles of a similar function. Integrator 9-1-1 allows up to eight Ring To

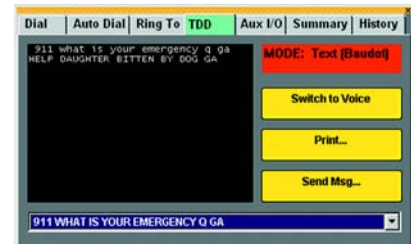


"buttons" which transfer calls to these Answer Groups. For example, consoles within the PSAP can be divided into several groups; Call Takers, Police Dispatchers, Fire Dispatchers and EMS Dispatchers. Using the Ring Group feature, Call Takers can answer all calls. When they discover the type of service needed by the caller they can then click the appropriate "Ring To" button and send the call to either the Police, Fire or EMS Answer Group.

This feature permits a single PSAP to be functionally divided into several mini PSAPs. If combined with the optional Remote Console feature, a primary PSAP equipped with the Series 3200 can support up to 7 remotely located secondary PSAPs without requiring the secondary PSAPs to have an entire ANI/ALI Controller.

Fully Integrated TDD/TTY

Integrator 9-1-1 has built-in provisions for handling calls from hearing or voice impaired callers using Telecommunications



Devices for the Deaf (TDDs).

In compliance with the Federal ADA mandate, silent calls are easily queried by clicking the TDD Query "button". When TDD tones are detected Integrator 9-1-1 automatically pops up the TDD screen. The TDD feature supports both Baudot and ASCII as well as Hearing Carry Over (HCO) and Voice Carry Over (VCO).

Fully Integrated IRR

An integrated Instant Recall Recorder (IRR) option is available, offering built-in voice recording with instant playback. Integrator IRR is designed to augment voice logging recorders by providing a non-archiving recording system that stores and plays back voice locally at the workstation, rather than at a server via a LAN. See the Integrator IRR Specification sheet for more details.

INSTALLATION & MAINTENANCE

Configurations that Match the Need

Integrator 9-1-1 is available in either a networked or stand-alone configuration.

For installations that do not need some of the advanced features (such as Pre-answer ANI/ALI) the system may be installed in a stand-alone configuration. In this configuration each PC workstation works autonomously and does not need to be connected to a network. This configuration is exceptionally easy to install and maintain.

The networked configuration supports advanced features (such as Pre-answer ANI/ALI). As with any networked computer system, the installation and on-going maintenance requirements are higher. For this reason the networked configuration is recommended for agencies who have dedicated support personnel.

MANAGEMENT FEATURES

Integrator 9-1-1 helps administrators and supervisors by providing tools that help ensure that each call taker is working efficiently.

Operator Logon with Profiles and Permissions

When a call taker logs on their workstation takes on characteristics based on user preferences and management-assigned permissions. For example, the user's favorite layout, color scheme and private dial list can follow them. Management can determine which types of calls the user is allowed to handle as well as which features are present at their workstation. Supervisors have the ability to reassign call group membership on the fly.

Management Information Status (MIS)

Zetron's Integrator MIS is a powerful tool which provides an administrator or supervisor with a means of post call processing. View call activity, call data and run call analysis reports for 9-1-1 and admin calls, and many other call types.

Information includes a recent activity list, an alarm list, counters showing calls handled since midnight, and a feature for ensuring that abandoned 9-1-1 calls are followed up.

Reports include a summary of a day's activities, searches for specific events or types of events, and comparison graphs showing information by hour, shift, day, week, month or year. See the Integrator MIS specification sheet for more details.

SPECIFICATIONS

Operating System	Windows® 2000, Windows® XP Pro
Multi-Tasking	Operation is warrantable only when used with Zetron provided or Zetron authorized software applications
Hardware Platform	All hardware components must be listed on Microsoft's Compatible Hardware Products list for the OS being used. PCI and ISA bus support.
Processor	300 MHz or faster (800 MHz recommended), Pentium® or equivalent
Data Storage	250MB or more fixed disk drive for installation of application 2GB or more for data, 3.5" floppy drive, 24x min., 48x max. CD-ROM drive
Memory	128 MB min., 256 MB recommended
Video	4 MB video memory minimum
Display	1024 x 768 pixel (17"-19") minimum. 1152 x 864 pixel minimum when running Integrator RD on one screen. Dual monitors recommended for simultaneous operation with Integrator RD. Touch screen supported.
Audio	Sound card with speakers
Database	MSDE 2000 SP3 or SQL Server 2000 SP3 or later required
Pointer	2 or 3 button PS/2 Mouse, trackball or equivalent
Serial Ports	One free RS-232 port. Two free ports if touch screen is used. Other Integrator applications may require additional ports.
Network	Required for advanced options TCP/IP Protocol

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