

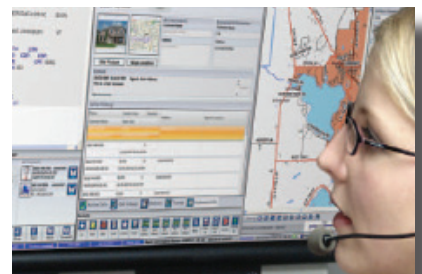
# Call Handling




## Your Challenges

Your call handling solution is the nerve center of your 9-1-1 system and requires a significant investment. When upgrading, you insist on the stability and dependability of a proven solution. You are faced with finding a system that can:


- Reduce costs up-front and going forward
- Eliminate costly system forklifts and provide a stable platform for Next Generation 9-1-1
- Integrate and intercommunicate with existing equipment
- Respond to the increase of VoIP calls and IP-based devices (Currently 9.6 million households using VoIP and growing rapidly, according to the Telecommunications Industry Association)
- Share call information fluidly between PSAPs and first response units on a secure, public safety grade network
- Operate as a fully redundant and survivable system



 @TCS\_NG911

 Next Generation 9-1-1  
Resources for the PSAP

 www.911fromTCS.com

 1.800.557.5869

 sales@telecomsys.com

**See TCS' complete line of products and services at [www.telecomsys.com](http://www.telecomsys.com).**

### Your Established Partner

TeleCommunication Systems, Inc. (TCS) (NASDAQ: TSYS) is a world leader in high availability and secure mobile communication technology. TCS infrastructure forms the foundation for market leading solutions in E9-1-1, text messaging, commercial location and deployable wireless communications. TCS is at the forefront of new mobile cloud computing services providing wireless applications for navigation, hyper-local search, asset tracking, social applications and telematics. Millions of consumers around the world use TCS wireless apps as a fundamental part of their daily lives. Federal government agencies depend on TCS' cyber security expertise, professional services, and highly secure deployable satellite solutions for mission-critical communications. Headquartered in Annapolis, MD, TCS maintains technical, service and sales offices around the world. To learn more about emerging and innovative wireless technologies, visit [www.telecomsys.com](http://www.telecomsys.com).

TeleCommunication Systems, Inc.  
275 West Street  
Annapolis, MD 21401 USA  
Toll Free: 1.888.728.8797  
Outside US: +1.410.263.7616  
[www.telecomsys.com](http://www.telecomsys.com)

Enabling Convergent Technologies® is a registered trademark of TCS. All other trademarks are the property of their respective companies. Information subject to change without notice. | NasdaqGM: TSYS | 140723



## Specifications

### xT911™

xT911™ fulfills all the functions of your current system and is ready for NG9-1-1 with a VoIP-based phone system. It supports full Automatic Call Distribution (ACD) functionality and includes a built-in soft switch (xSwitch™) that handles both TELCO selective routing as well as PBX functions. Invest in a system, ready to process landline, wireless and native VoIP calls. xT911™ is fully upgradeable, redundant, secure, and provides the following features:

- Runs on Common Off The Shelf (COTS) equipment
- Software-based system avoids the need for continual hardware replacements, yet able to adapt to future technologies\*
- Integrates with most popular CAD systems
- VoIP-based phone system which can process landline, wireless and VoIP calls
- By leveraging the power of IP, information is shared fluidly between all 9-1-1 stakeholders—PSAPs, First Responders, Dispatch and Field Offices over a secure, private IP network
- xT911™ provides geographic diversity—if PSAP 1 is offline, calls reroute to PSAP 2
- xT911™ scales as needed and when needed, without costly proprietary system upgrades

### Features

The xT911™ call handling solution is comprised of three primary components\*\*:

1. A software-based phone switch, xSwitch™, the back end powerhouse behind xT911™
2. A Next Generation, integrated mapping solution, xTrakker™
3. The xT911™ call taker client with administrator tools

### xT911™ Features

- Selective Router
- Built in ACD
- Centralized database of ALL calls, recordings and alarms
- Distributed IP technology: highly fault tolerant, fully redundant
- Dynamic add-in of new call positions
- IRR (instant recall recorder)
- Engineered to NENA i3 standards
- Unlimited call history (only limited by database size)
- Role-based authentication
- Centralized user management
- Map integration – answer calls directly from map
- Dial agency from map
- Log ALI and GIS discrepancies on the map
- Search and categorize graphically an unlimited contact list
- xAdmin™ – configure and administer the switch
- xSwitch™ (call routing and PBX functionality)
- Alarm monitoring system (web-based)
- TTY/TDD
- Ability to configure multiple PSAPs over geographically diverse area to act as one PSAP
- Time synchronization
- Automatic and manual re-bid request
- Instant Messaging
- One button selective transfer
- Save on the cost and maintenance of a PC, when used with optional SIP phone displaying ALI and ESAs
- Customizable user interface with option to lock specific layout

### Extensions

- xNotifier™ (ENS)
- xCAD™ (CAD Integration)
- xAVL™ (Automatic Vehicle Location)
- Spatial ACD™ (Geographic Automatic Call Distribution)
- xDVR™ (Digital Voice Recorder for evaluating calls)
- xBannerBoard™ (dynamic display of call volume)
- xMIS™ (call reporting and system statistics)

### Optional Equipment

- SIP Phone