TEXT TO 9-1-1 FOR PSAPS

Speak Volumes without Saying a Word

As more people rely on text to communicate, their expectation that texts can be sent to 9-1-1 during an emergency grows stronger. Next Generation 9-1-1 (NG9-1-1) promises to bring rich multimedia capabilities to public safety answering points (PSAPs); however, it may be a while before all PSAPs have funding in place for migration to a NENA i3-compliant Emergency Services Internet Protocol Network (ESInet) and i3-compatible customer premise equipment (CPE). To help states and local jurisdictions meet that public demand, Comtech offers a powerful, low-cost interim web-browser solution for PSAPs that have not fully migrated to a NG9-1-1 solution, but still want to receive texts sent to 9-1-1.

Presenting EMedia®, an intuitive web application with advanced capabilities that improve a PSAP's Text to 9-1-1 session management experience. The EMedia service provides PSAPs with two web-based portals: one for telecommunicators responding to text messages sent to 9-1-1 (operator portal); and one for the PSAP's EMedia administrator to configure the service (admin portal). From the operator portal, telecommunicators can receive and reply to text messages, view the Texter's location on a map, hand off a session to a different operator within their PSAP, and transfer sessions to alternate PSAPs. The admin portal allows an EMedia administrator to configure the service to meet the specific needs of that PSAP; for example, admins can create Quick Messages for faster responses and set Time of Day Rules to prevent messages from coming into the PSAP when nobody is available to receive them. With EMedia, any PSAP with an internet connection can efficiently receive, respond to, and transfer 9-1-1 text sessions in a secure manner, without a significant financial investment.

Industry Compliance

EMedia complies with the Alliance for Telecommunications Industry Solutions (ATIS)/Telecommunications Industry Association (TIA) J-STD-110a and the latest applicable Federal Communications Commission (FCC) mandates.

EMedia® Admin Portal

Key Feature	Benefit
Secure Administrator Portal	Allows PSAPs to set time of day rules, session limits, block abusive phone numbers, choose which PSAPs can receive transfers, and more.
Centralized Text Session Management	Aggregates and displays all text messages in a single list to all users signed into EMedia, improving communication and reducing the risk of a text going unanswered.
Automatic Location Display	Displays the carrier-provided location of the Texter on a map as soon as an operator replies to a new text message, reducing time to dispatch.
Session Transfers	If the Texter's location changes during a session, EMedia automatically displays the PSAP assigned to the new location. Alternatively, users can choose from a list of nearby PSAPs that can receive the transfer, putting control in the hands of those that know best.
Quick Messages	Prepopulates a custom list of commonly typed messages managed by the EMedia admin that operators can quickly choose from and send for a faster response.
Partially Attended Transfer	Provides visual confirmation that an operator at another PSAP is actively exchanging messages with a Texter after transferring the session.
Advanced Reporting	EMedia administrators can access detailed text session reports that provide greater insight into how text to 9-1-1 is being used at the PSAP, including PSAP-level and session-level views.
Recent Sessions on Demand	Gives operators visibility to the last 5 text sessions terminated or transferred in the past 24 hours, providing quick access to information that may be needed to support an active emergency response or complete required reports.

About Comtech Safety & Security Technologies

Comtech Safety & Security Technologies (SST) has been demonstrating its commitment to public safety for over 20 years. We deliver reliable solutions for Next Generation 9-1-1 (NG9-1-1), wireless Enhanced 9-1-1 (E9-1-1), Text to 9-1-1, VoIP & VoWiFi E9-1-1 and related emerging technologies. Service Providers, states, and local jurisdictions nationwide rely on our portfolio of mission-critical products and services.

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