

POWER 911®

Integrated Intelligent Workstation for Call Handling

Power 911 is an integrated Intelligent Workstation that provides call takers with on-screen control of both landline and wireless calls in a wide variety of telephony environments. Through an intelligent approach to information display and management, Power 911 enhances emergency call handling efficiency and consistency.

Power 911 is scalable to any size PSAP and utilizes an advanced and proven self-healing design that provides maximum availability.

Power 911 offers the widest range of telephony integration choice to suit your needs, providing first-party call control for Nortel Networks Norstar, Business Communication Manager, Meridian 1 and CS 1000 series PBXs, and DMS-100 (Centrex). Power 911 is the most powerful intelligent Workstation that provides first-party call control on Avaya's S8X00 series Media Server and Definity PBXs.

Integrated Application Suite

PositronPublicSafetySystems'fully-integrated suite of applications spans the entire workflow of public safety – from E9-1-1 emergency response to command and control.

Positron systems do more, share more and work together, right out of the box. They offer the benefits of the richest work environment available, without costly and ongoing post-deployment integration. Positron's approach is the only path to an affordable, feature rich and evolving system – with a single number to call when you need expansion or support.



Product Highlights

With Power 911, you are in total control. From a single point of configuration, you define the on-screen layout of the individual modules, the color scheme or skins, line and trunk appearances, ringers and much more – saved to each individual login. Power 911 has native integration with other Positron Power IWS family members to provide you with a fully integrated, end-to-end solution.

- Wireless E9-1-1 ready, including configurable ALI display, repeat ALI and the ability to exchange pANI with cellular call back numbers based on wireless provider and class of service combinations
- Integrated TTY with pre-programmable messages, HCO/MCO, and unique buffered mode
- Integrated call check recording
- Integrated greeting announcements
- Full incident detailing, including incident types, pre-programmed questions, priorities and states, and access to standard operating procedures and premise information
- One-click contact buttons automatically perform the correct transfer type or speed dial
- Integrated ESN-based selective routing
- Fully searchable agency list allows you to easily manage and contact thousands of agencies
- Integrated contact lists: global, personal or by role
- On-the-fly multilingual support
- Message board