POSITRON

Power 911 Intelligent Workstation

OVERVIEW:
Nortel DMS-100 Telephony
Central Office based ACD

December 2003

POSITRON PUBLIC SAFETY SYSTEMS

Introduction

This document provides an overview of the telephony architecture and data connectivity of a PSAP system using a Central Office based Nortel DMS-100 switch under control of a Positron Public Safety Systems Power 911 IWS (Intelligent Workstation).

Please note that due to product evolution, enclosed specifications are subject to change.

Highlights

Positron's Power 911 Intelligent Workstation provides advanced and reliable CTI (Computer Telephony Integration) with DMS-100 central-office based telephony.

Intelligent Workstation with First-Party CTI Call Control to the DMS-100

Positron's Power 911 Intelligent Workstation (IWS) provides on-screen control of DMS-100 call handling in an E9-1-1 environment.

The First-Party call control (call control interface at each position) ensures that there is no single point of failure that would negatively impact call control at more than one position.

Minimal Customer Premise Equipment

Each Power 911 IWS position has its own station connection back to the Central Office's DMS-100. All lines available to a position are accessed via this connection, with each station independent of the others.

This approach requires minimal backroom equipment – typically servers and LAN hardware are all that are required.

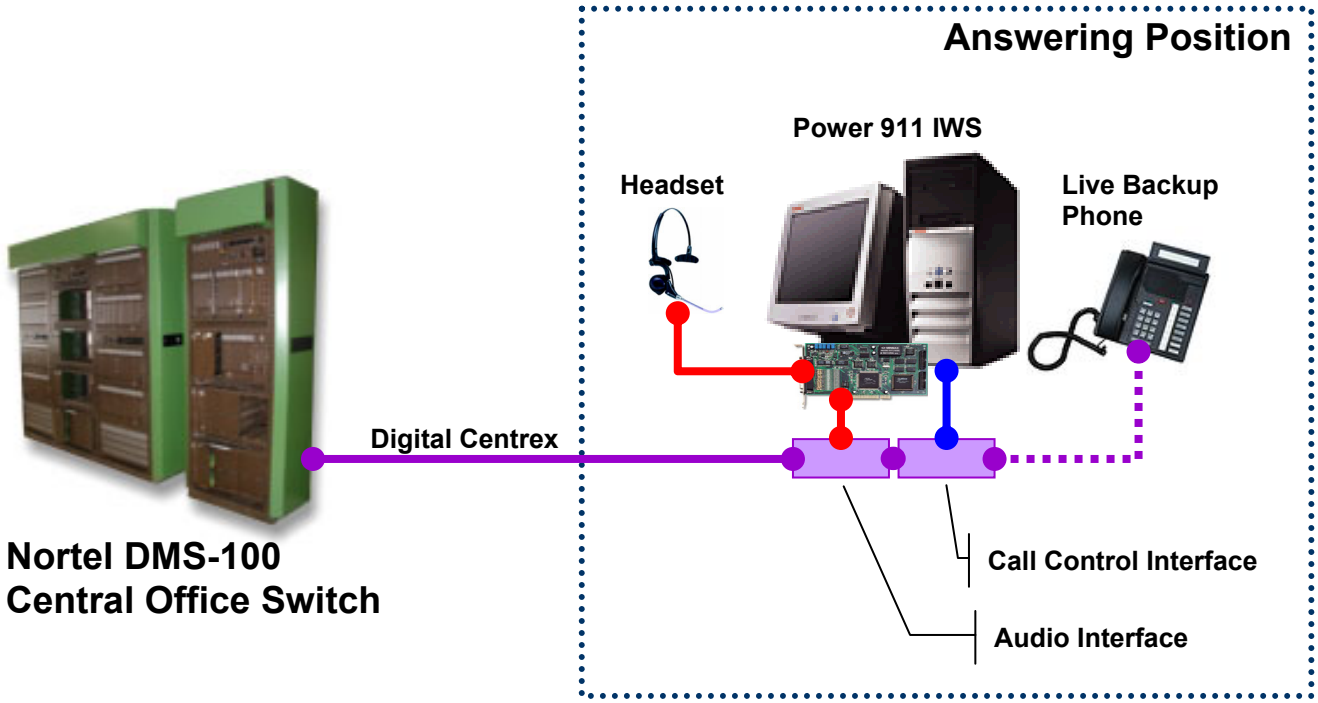
Flexible PSAP configurations

Power 911's DMS-100 based Intelligent Workstation architecture allows answering positions to be geographically distributed.

This allows for backup positions at alternate locations that can be used instead of or in addition to a main PSAP's positions.

Multiple main PSAPs can also be accommodated.

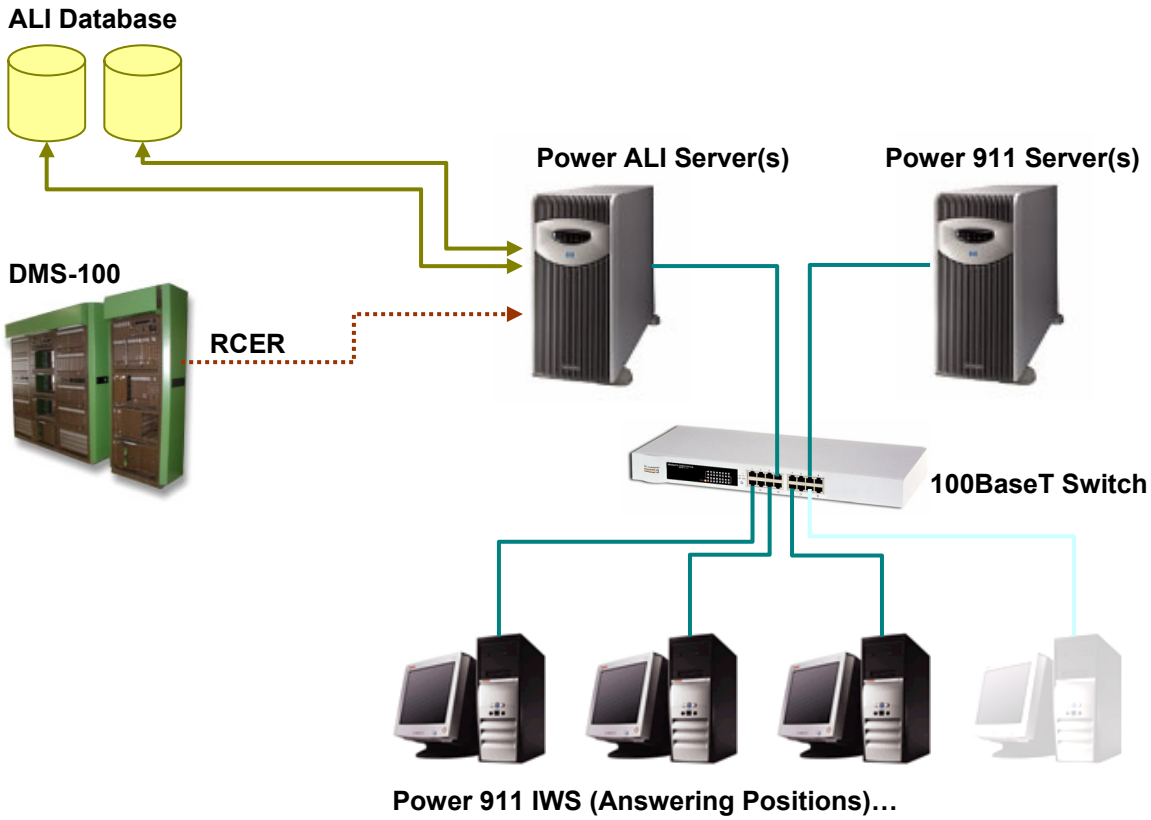
System Architecture – Telephony



Call Flow Overview

- All 9-1-1 and Administrative lines are routed to the DMS-100.
- Each answering position has a Digital Centrex station link to the DMS-100.
- Inbound 9-1-1 and Administrative calls are made available to each position via a mix of DMS-based Automatic Call Distribution (**ACD**) and/or common line appearances (i.e. **shared lines**).
- Outbound calls are provided via DMS-programmed line appearances.
- **First-Party Call Control -** Each Power 911 Intelligent Workstation is equipped with its own independent telephony interface, providing on-screen call control with no single point of failure.
- A live backup phone set is available at each position.

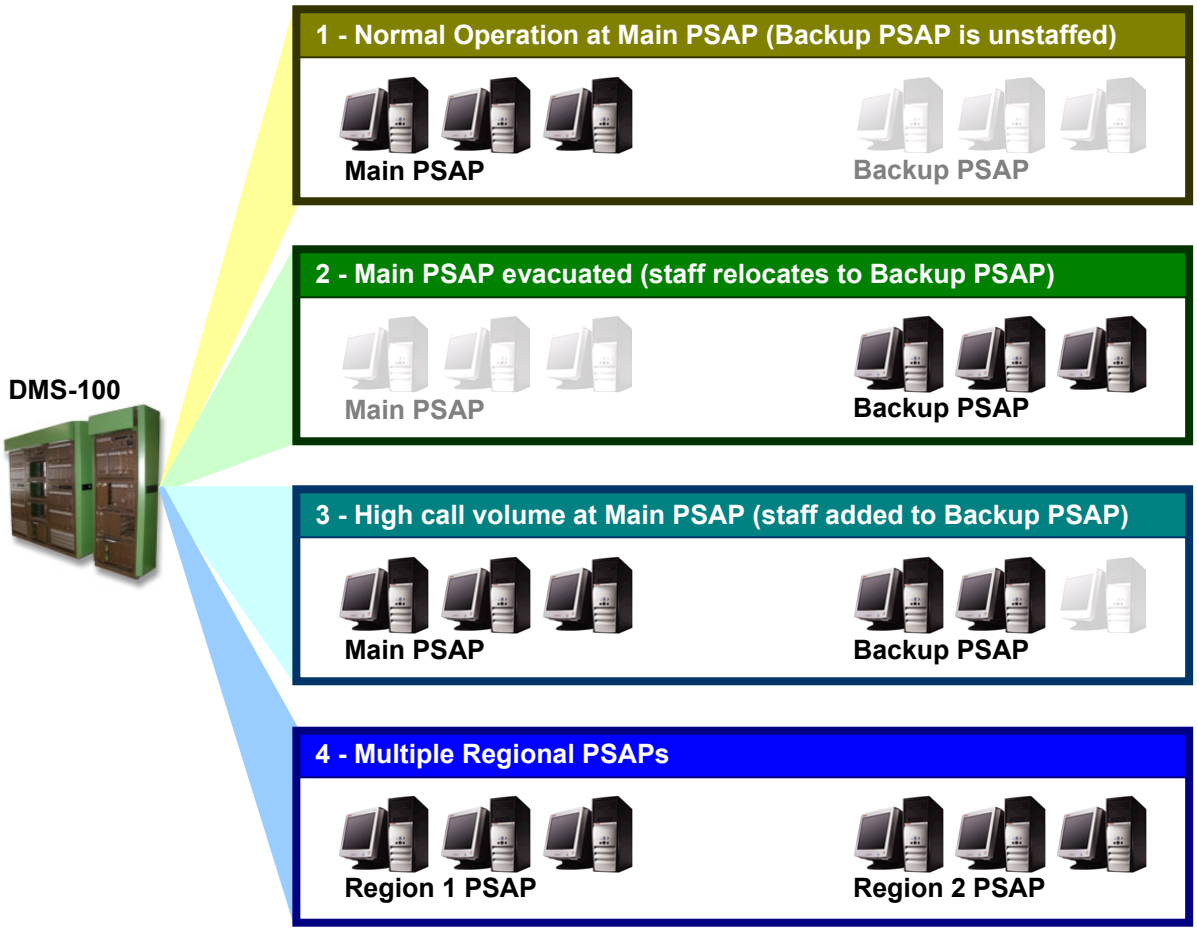
System Architecture – Data Connectivity



Data Connectivity

- A Power 911 IWS position requests ALI based on the ANI delivered with a 9-1-1 call (i.e. the ANI intended for the answering phone set's display). One or more Power ALI Servers process the request against local and/or remote ALI databases.
- An optional RCER link (Remote Call Event Record) from the DMS-100 provides post-call printout of call records and allows abandoned call tracking within Power 911's Abandoned Calls list.

Distributed Configurations



Power 911's DMS-100 based Intelligent Workstation architecture allows for geographical distribution of answering positions. This allows for backup positions at alternate locations that can be used:

- Instead of a main PSAP's positions - for example, should evacuation of the main PSAP become necessary (see diagram 2 above).
- In addition to a main PSAP's positions - for example, in the event of a major event such as severe weather (see diagram 3 above).

Multiple main PSAPs can also be accommodated (as shown in diagram 4)

Getting More Information

To find out how Power 911 can give you the Power to Respond, please contact:

- your Regional Sales Manager (www.positron911.com/corporate/contact)
- email info@positron911.com
- call 800-443-3313