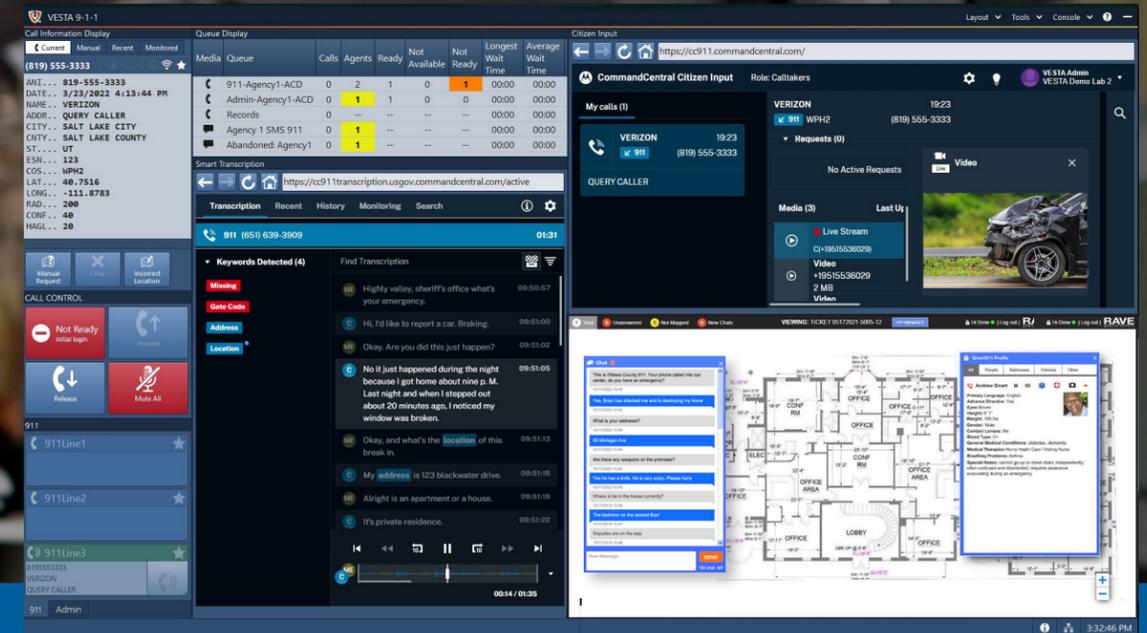


VESTA 9-1-1 OUTBOUND TEXT

ENHANCE THE TELECOMMUNICATOR'S ABILITY TO CONNECT WITH THE 9-1-1 CALLER AND INCREASE THE SAFETY OF FIRST RESPONDERS AND THE COMMUNITY





TRUSTED TECHNOLOGY WITH INNOVATIVE CAPABILITIES

VESTA 9-1-1 Outbound Text provides new capabilities for the telecommunicator to connect with the 9-1-1 caller and individuals, providing a more informed and coordinated response. VESTA 9-1-1 Outbound Text combines the trusted technology of VESTA® 9-1-1 and innovative capabilities from Rave Mobile Safety, a Motorola Solutions company. Sold as a service, the new tool includes:

OUTBOUND TEXT

Telecommunicators gain a fast, useful alternative to verbal communication. Outbound text can be used to initiate two-way text conversations with any mobile caller who cannot speak or where text is a safer approach; to request a caller's location when an individual calls to offer information on an incident; for manual text backs for abandoned calls. Plus, outbound texts can contain links to non-emergency channels, i.e. exchanging insurance information for non-medical vehicle accidents.

SMART911 PROFILES

Residents create a profile with key information such as phone numbers, home and work addresses, family member information, photos, medical conditions, disabilities, pet information and more. When the 9-1-1 call is received on the VESTA 9-1-1 console, the data from the Smart911 Profile is automatically presented on the screen so the telecommunicator has additional information to assist the caller and relay details to first responders. The information in the profile is only available to 9-1-1 for the duration of the call.

FACILITY DATA

Geo-referenced floor plans appear directly on a map for visibility into the details of a building's layout. A higher degree of site situational awareness provides first responders with more context for how floor plans align with the larger map, nearby roads or parking lots, and provides greater guidance for first responder safety on scene.

"9-1-1, WHAT IS THE LOCATION OF YOUR EMERGENCY?"

9-1-1 CALL



A 9-1-1 call comes into the PSAP but the caller does not respond to the telecommunicator. After a few seconds the call disconnects.

SMART911 PROFILE



The 9-1-1 caller has a Smart911 Profile with the details of his address and medical information which displays on the VESTA 9-1-1 console when the call comes in. The Profile says the person lives alone and has several serious medical conditions.

OUTBOUND TEXT



Using VESTA 9-1-1 Outbound Text, the telecommunicator texts the person in case he can't speak. The individual replies that he has fallen in his apartment building's laundry room and cannot get up.

FACILITY DATA



After confirming the caller's location, the telecommunicator accesses the Facility Data which shows the high rise apartment building where the individual lives and the location of the basement laundry room.

SHARE DATA



The telecommunicator shares both the profile data and the apartment building layout with first responders, increasing their situational awareness before they arrive.

HELP ARRIVES



The paramedics use the individual's Profile data and medical history to prepare for their arrival.



A SAFER COMMUNITY

VESTA 9-1-1 Outbound Text offers PSAPs real-time intelligence with vital, life-saving data that better protects the community and first responders. In emergency situations, having text as an alternate communication method and details about the caller's health and location can make all the difference to improve the speed and accuracy of the response. Contact us to learn more about how VESTA 9-1-1 Outbound Text can increase the safety of your community.

MOTOROLA SOLUTIONS NG9-1-1 EMERGENCY CALL HANDLING

VESTA® 9-1-1, VESTA® 9-1-1 Essentials and CallWorks provide reliable and proven call handling solutions to PSAPs everywhere. When coupled with our innovative cloud services, CommandCentral Smart Transcription, CommandCentral Citizen Input and Command Central Aware for 9-1-1, you gain technology that meets you where you are and helps telecommunicators be their best in the moments that matter.

For more information, please visit us on the web at: www.motorolasolutions.com



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