



SPOK[®] SAFETY CONNECT GUARDIAN

Intelligent 9-1-1 Call-Taker Console for
Public Safety Answering Points



IP AT THE DESKTOP: WHAT TODAY'S PSAPS NEED TO SPEED RESPONSE TO EMERGENCY CALLERS

It's the responsibility of the public safety answering point (PSAP) to provide reliable and speedy assistance to callers dialing 9-1-1 or local emergency telephone numbers. Although the call-takers are likely not the individuals going to the scene to assist with the situation, they play a major role in each event by empowering safety officials with the information they need to respond effectively. When it comes to emergency calls, every second matters and could mean the difference between life and death. It's important to make sure PSAP call-takers are well trained, informed of the latest procedures, and have a dependable software solution to manage every call as quickly and effectively as possible.

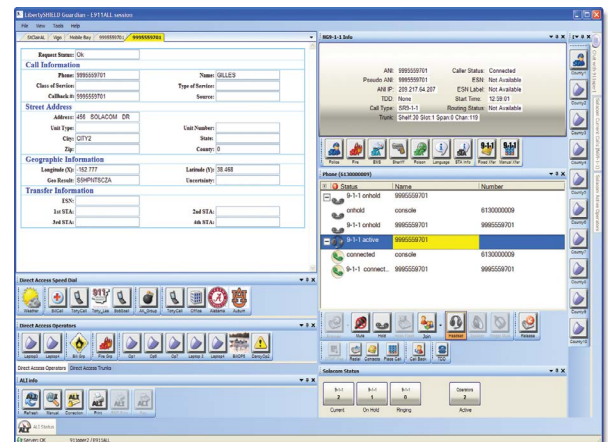
A SURE-FOOTED PATH TO NEXT-GENERATION 9-1-1

Next-generation 9-1-1 (NG9-1-1) promises to bring significant benefits to the world of public safety, but at the same time, the uncertainty of change is unsettling for many organizations. Having the right technology partner will make the difference between a smooth transition and a costly, disruptive struggle to implement NG9-1-1.

Before you choose your way forward, you'll want to consider how Spok can help you avoid the pitfalls and arrive at NG9-1-1 in a well-planned manner.

A great call-taking workstation can make it easier for you to do your job with capabilities like one-button transfer, unlimited conferencing and monitoring, and the ability to manage every leg of your active calls.

Spok® Safety Connect Guardian, powered by Solacom, is an intelligent workstation (IWS) solution designed from the ground up to bring IP to your desktop—and provide you with a new level of performance for responding to all types of calls, whether they arrive on legacy trunks or on an NG9-1-1 IP network.



CPE Call-Taking Screen

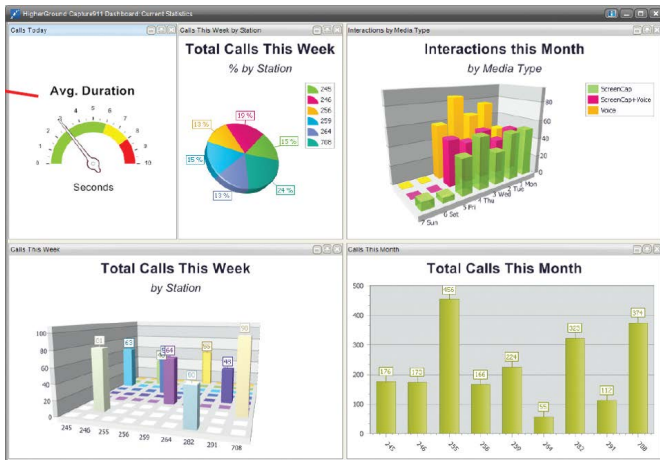
KEY FEATURES

- Redundancy and high availability help ensure that calls aren't missed
- CAD and mapping interfaces
- Incoming 9-1-1 call splash screen and chimes with or without call info (ANI and hook status)
- Display ANI/ALI
- Display caller hook status
- Print ALI (format ALI for proper printing)
- Display time and date
- ALI notes
- Single button call-back from call info remote
- Radio headset bypass
- Distinctive ringing per operator, per call type
- Call back
- Contact list and speed dials supporting hundreds of lines and quick-find capabilities
- PSAP status information
- Role-based logins with fully definable roles
- Ring/no answer timeout and call rerouting
- Format ALI for display
- Logging recorder for incoming 9-1-1 trunks
- Personalized screen layouts
- ALI preview
- Redial with list
- Display selective transfer agencies labels and info
- Start time
- Baudot TDD/TTY – TDD/TTY recognition
- Instant recall recorder
- Call history with print option
- Ringer mute
- ALI refresh and rebid
- Send ALI transfer between telecommunicators
- Call distribution (ring all, priority, longest idle)
- ALI steering
- Last telecommunicator cannot log out
- SMS inbound and outbound texting

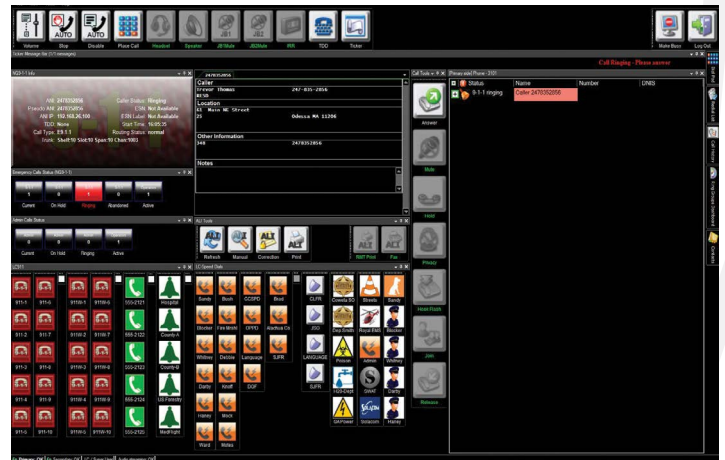
VERSATILE, POWERFUL, PRODUCTIVE

Guardian IWS interfaces with computer-aided dispatch (CAD), voice recording, video, short message service, instant messaging, and sensors. It allows you to handle 9-1-1, administrative, enterprise PBX, 211, 311, 511, and 711 lines, all in a unified environment.

It will even let you open a garage door or display video with pan/tilt/zoom control. But where it truly excels is call management. It allows you to monitor every segment of your calls, and provides easy access to transfer, redial, and conference, as well as a host of other features. This gives your call-takers the functionality they need to provide fast, potentially life-saving assistance to the caller on the line. The modular screen layout can be customized and saved, or it can be set to a standard display for all PSAP workstations. An optional feature of Guardian allows call-takers to log in to any PSAP in the network, access their profile and customized screen layout, and work as though sitting at their regular terminal.



Guardian Dashboard

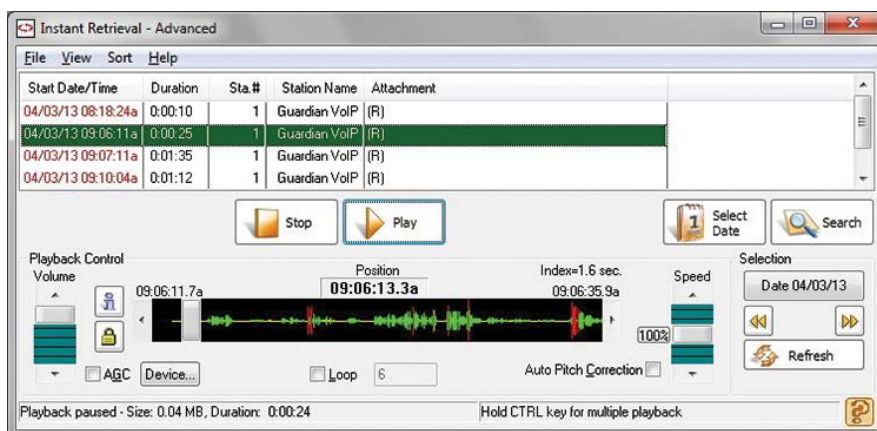


9-1-1 Call Button Display

SELECTIVE ROUTER

An optional component of your Guardian system is the selective router, which replaces the legacy DMS-100 supplied by the local exchange carrier (LEC). Deploying a selective router from Spok, which is integrated with your Guardian IWS, enables several capabilities of the Guardian system:

- Alternative routing on fail national/statewide transfer
- Call-back from selective router
- Fixed transfer with agency list



Instant Retrieval Screen



ABOUT SPOK, INC.

Spok, Inc., a wholly owned subsidiary of Spok Holdings, Inc. (NASDAQ: SPOK), headquartered in Springfield, Va., is proud to be a leader in critical communications for healthcare, government, public safety, and other industries. We deliver smart, reliable solutions to help protect the health, well-being, and safety of people around the globe. Organizations worldwide rely on Spok for workflow improvement, secure texting, paging services, contact center optimization, and public safety response. When communications matter, Spok delivers.

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