

Zetron's MAX Call-Taking Adds Text-to-9-1-1 Functionality

Zetron will demonstrate its Next-Gen i3 MAX Call-Taking system taking both voice and Text-to-9-1-1 calls at this year's National Emergency Number Association (NENA) conference in Indianapolis, Indiana, June 11-16.

Redmond, WA, U.S.A., May 31, 2016 – At this year's National Emergency Number Association (NENA) conference being held in Indianapolis June 11-16, [Zetron](http://www.zetron.com) will be demonstrating its MAX Call-Taking system accepting Text-to-9-1-1 calls. The demos will highlight the ease with which the system handles both text and voice calls. The ability to handle Text-to-9-1-1 calls is becoming increasingly important because it allows 9-1-1 centers to accept message formats that their constituents routinely use and might prefer. It also allows users to text a 9-1-1 center when it might not be safe to place a voice call.

MAX Call-Taking Text-to-9-1-1 functionality also provides the following:

- It can process both text and voice calls on the same call-handling equipment. This is because MAX Call-Taking is an integrated solution designed to support Text-to-9-1-1 over the ESInet.
- The system can be configured to allow call-takers to answer a voice call while processing a text session.
- Multiple message sessions can be processed at the same console. This enables call-takers to handle multiple text sessions simultaneously.
- Customized canned messages can be created in MAX Call-Taking and used to respond to Text-to-9-1-1. Call-takers can use these canned messages to improve the speed, accuracy, and consistency of their text call handling. MAX Call-Taking's unique way of sorting and categorizing these messages simplifies call management.

"We're excited that MAX Call-Taking has achieved this level of NG9-1-1 implementation," said Alice Johnson, Zetron's product manager for MAX Call-Taking. "MAX Call-Taking's unique way of sorting canned messages is an example of how the system's Text-to-9-1-1 functionality was designed with the call-taker in mind."

About Zetron

Zetron has been designing and delivering communications systems for mission-critical control room since 1980. Zetron's integrated solutions combine IP-based dispatch, NG9-1-1 call-taking, voice logging, IP fire station alerting, CAD, mapping, video surveillance and security solutions, and automatic vehicle location (AVL) systems. They are expandable, interoperable, and able to support remote and geo-diverse operations. Zetron backs its products with technical support and project-management services known for their expertise and responsiveness. Zetron has offices in the United States, the United Kingdom, Australia, and numerous field locations; and a worldwide network of resellers, system integrators and distributors. Zetron has installed thousands of systems and over 25,000 console positions worldwide. Zetron is a wholly owned subsidiary of JVCKenwood Corporation. For more information visit: www.zetron.com

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