MAX Call Taking

SPEC SHEET

Zetron's MAX Call Taking system is designed to provide the solid reliability for which Zetron is known in an end-to-end IP, Next-Generation 9-1-1 telecommunications solution. One of Zetron's MAX Solutions family of products, MAX Call Taking offers a full range of features and functionality that are important to 9-1-1 centers. Our goal through integrated communications is to enable an efficient, informed and coordinated response. With MAX Call Taking, Zetron delivers a solution that scales to the needs of your current operation and through your migration to Next-Generation 9-1-1 (NG9-1-1).

Key Features and Functionality

Intelligent and Intuitive User Interface (UI)

- Streamlined to simplify tasks, reduce distractions and fatigue while improving efficiency.
- Seamless transition from E9-1-1 to NG9-1-1 call handling features.
- Integrated Text-to-9-1-1

Next-Generation 9-1-1

- Compliant to existing and emerging NENA i3 standards.*
- Integration with Emergency Services IP Networks (ESInets).*

Optional MAP Viewer

- MAX Map Viewer delivers pre-answer location of 9-1-1 callers.

Supplemental Data

- MAX Call Taking integration with RapidSOS delivers available location and supplemental data.

Advanced Call Handling

- Redundant geo-diverse configurations.
- Feature-rich call taking and PBX functionality in one system.
- Provides advanced, flexible call routing.
- Support of geographically diverse sites.
- Skills based Automatic Call Distribution (ACD).
- Supports auto attendant call distribution, queue prioritization, ring groups and ring all.
- Configurable call policies to ensure effective and efficient call disposition.
- Allows queue assignments to be configured to accommodate predicted call volumes.
- Provides advanced dedicated queues for special call types.

High Reliability and Cost-Effective Scalability

- Meets the needs of a single PSAP or multiple PSAPs in a regional or statewide deployment.
- Redundant geo-diverse configurations.
- Feature-rich call taking and PBX functionality in one system.
- Mid-call recovery provides a resilient call connection maintains all active calls and continues to process new calls.
- Commercial off the shelf IP network devices.

Remote access and maintenance

- Allows system to be monitored and maintained remotely. All electronic functions that can be performed locally can be performed remotely.
- Flexible remote position options.

Management Information System (MIS)

- MAX Call Taking MIS allows you to run canned reports, create ad-hoc reports, and export and share reports.

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SPECIFICATIONS

STANDARD SYSTEM CAPACITY:
99 Positions with backup phones. Contact the Zetron Sales Department for larger systems

MAX CALL TAKING WORKSTATION MAX Infrastructure Gateway (IG)

Operating System:	Windows 10 Professional
Video Monitor(s):	1920 x 1080 required, DirectX 10-compatible graphics processor with a Windows Display Drive, Model (WDDM) 1.1 driver, pixel shader 3.0 in hardware, and a minimum of 1GB of video RAM
Processor:	i5 3.0 GHz or better
Memory:	16GB
Drive:	256GB SSD or larger
Network:	100/1000 Ethernet Connection
Video Card:	AMD Radeon R5 430, 2GB, HH (DP/DP)

ADMINISTRATIVE AND EMERGENCY LINE INTERFACE

Analog:	RJ-21, FXO 2-wire loopstart, ring and tone detection, disconnect supervision, Caller ID detection
Digital PRI:	RJ-48c, ISDN DSS-1, NI-2, Q.SIG
E9-1-1 Trunk:	RJ-21, 2-wire, reverse battery, 900 ohm, accepting MF (R1) signaling, Direct CO, Tandem CO, Enhanced MF
ESInet S	SIP according to NENA-STA-010

SECONDARY AND ADMINISTRATIVE PHONE

IETF SIP (RFC3261) and associated RFC's

ALI INTERFACE

NENA Compliant EIA RS232 to IP interface

CAD INTERFACE

NENA Compliant EIA RS232 to IP interface

MAP INTERFACE

External Map: NENA Compliant EIA RS232 output

CDR PRINTER INTERFACE

EIA RS232 to IP interface

TDD/TTY COMMUNICATIONS

5-bit Baudot at 45.45 baud

MASTER CLOCK

NTP server over IP required. Spectracom Serial Clock input supported

AUDIO LOGGING

Analog console output available. Analog and digital line recording available. VoIP position recording supported.

EXTERNAL ALARMS

Light tree interface provides visual notification of alarms. Auxiliary I/O outputs for monitoring or notification of alarms.

TELEPHONE RADIO HEADSET INTERFACE (TRHI)

Support of Zetron's TRHI for interfacing a radio dispatch console and NENA 04-001 Radio/Telephone Headset Interface which includes Off-Hook and 4-wire audio signals.

NETWORK REQUIREMENTS

Console Workstation Payload:	175 kbps maximum for each audio traffic channel; Tx or Rx; 5 kbps average for non-audio traffic
Packet Loss:	< 0.1% (< 1% for non-mission critical)
Packet Delay:	< 40 ms for LAN environments; up to 2 seconds for longhaul (long delay) environments
Packet Jitter:	< 20 ms (< 40 ms for non-mission critical)
Network Infrastructure:	100 Mbps minimum, full-duplex Ethernet. This mission-critical application is intended for use with a dedicated network. The highest levels of availability require fault-tolerant network

ENVIRONMENTAL

Operating Temp.:	0 to 40C (32 to 104F)
Operating Humidity:	5-80%, non-condensing

STANDARD SYSTEM SIZE

Network Switches (2):	1U
Cable Manager:	1U
Server Rack:	4U
Power Strips(2):	1U
Telco Gateways*:	1U

* Quantity of telco gateways varies depending on needs

POWER

100-240 VAC (50/60Hz), 285W dissipation

COMPLIANCE

US FCC - Part 15 and FCC Part 68
Canada - CS-03

ZETRON AMERICAS
PO Box 97004,
Redmond, WA USA
98073-9704
P: +1 425 820 6363
F: +1 425 820 7031
E: zetron@zetron.com

ZETRON EMEA
27-29 Campbell Court, Bramley,
Hampshire RG26 5EG, United
Kingdom
P: +44 1256 880663
F: +44 1256 880491
E: uk@zetron.com

ZETRON AUSTRALASIA
PO Box 3045, Stafford Mail Centre,
Stafford QLD 4053, Australia
P: +61 7 3856 4888
F: +61 7 3356 6877
E: au@zetron.com

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