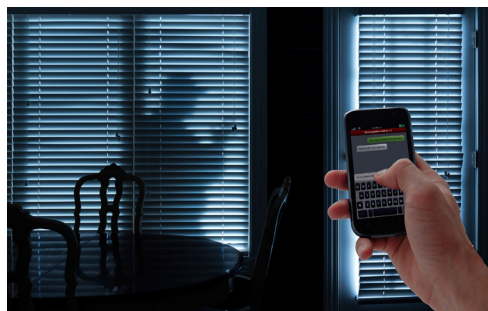AT&T

Smarter **&** Safer™

Intrado TXT29-1-1®

TXT29-1-1® by Intrado is used in over 1,600 PSAPs.

Text-to-9-1-1-plays a vital role in connecting callers with life-saving emergency help. With TXT29-1-1 by Intrado you can offer the ability to send text messages to local 9-1-1 call centers and empower users in ways a voice call cannot.

TXT29-1-1 offers emergency assistance in many critical situations:

- When a caller can't speak
- When silence is preferred
- When a picture is worth a thousand words
- When a voice call can't get through

Intrado enables over 2,000 text dialogues every day.

The Intrado full-service solution for both integrated and web applications, TXT29-1-1 offers many advantages:

- Transfer to any PSAP for both integrated and web versions regardless of the TCC provider
- Integrate with existing call-handling system or via Web
- Seamless migration between integrated and web version
- Text initiation and call reactivation capability
- Automated language translation within (web version only)
- MMS multimedia capability on supported carriers
- CAD and recording interfaces
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Tested and deployed in PSAPs nationwide.

TXT29-1-1 is designed with a user-friendly interface that helps call-takers conduct single or multiple text dialogues. Sessions from every wireless carrier within a PSAP's jurisdiction means there's no requirement for different browsers for different carriers.

Choose from three industry-standard options.

- Enable text messaging service with wireless subscribers with SMS-to-TTY
- Integrated TXT29-1-1 (direct PSAP CPE connection)
- Web browser (URL with login & password)

Seamless integration with voice traffic.

- Incoming text messages are indicated by an alert
- Any message can be accepted, completed and placed in queue
- Texter location is displayed as an inbound message
- Quickly facilitate both external and position-to-position transfers from a pull-down menu

Help save lives with text innovation.

- Translates messages to and from English to French and Spanish with Language Assist
- Add and edit administrative rights
- Add or change any automated messages
- Produce reports and session summaries easily on the Reports Dashboard
- World-class Implementation Services, Training and Customer Technical Support

Modernize to NG9-1-1 with a Smarter Partner.

Because Smarter is Safer.™

AT&T – the industry leader in Public Safety emergency communications – is ready to help you implement and deploy advanced NG9-1-1 including the Intrado TXT29-1-1 solution.

Smarter technology can help your PSAP improve caller location, enhance security as well as accelerate incident details, response times and public safety outcomes.

☑ **i3** Compliant

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