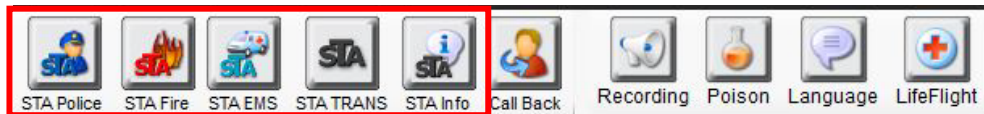


PERFORMANCE ALERT



***** Selective Transfer Agency Buttons *****

Selective Transfer Agency (STA) buttons allow you to conference and transfer emergency calls to the correct jurisdictional agency (Police, Fire, EMS, Transport) with a single button click.



STA buttons will populate for a NG9-1-1, PRI or Inter-PSAP call from a landline. STA buttons will also populate for 9-1-1 call generated from cellular or VoIP service. Transfers to/from another PSAP will also populate the STA buttons.

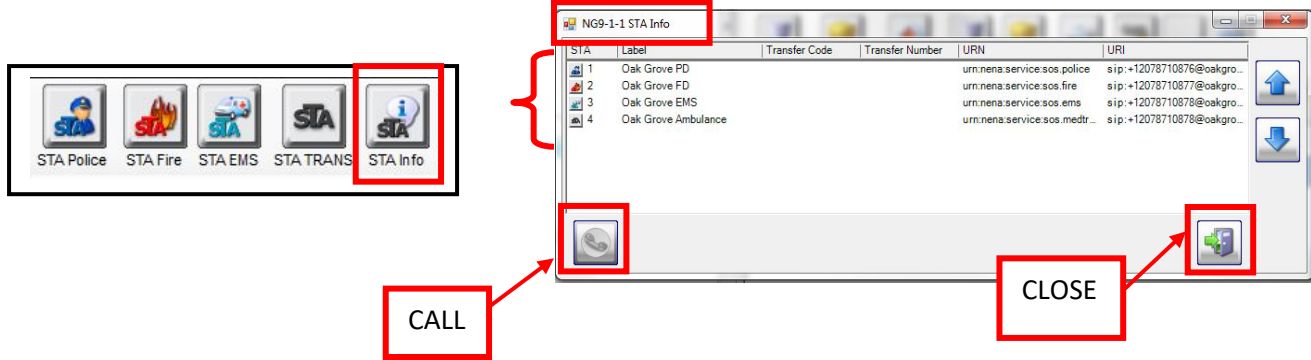
STA Police Button - The STA Police button is used for single touch transfers for Police dispatch agency appropriate for that jurisdiction. With the ESN associated to the ALI the STA button knows where to send the call.

STA Fire Button - The STA Fire button is used for single touch transfers for the Fire dispatch agency appropriate for that jurisdiction. With the ESN associated to the ALI the STA button knows where to send the call.

STA EMS Button - The STA EMS button is used for single touch transfers for EMS dispatch agency appropriate for that jurisdiction. With the ESN associated to the ALI the STA button knows where to send the call.

STA Transport Button - The STA Transport button has been developed to assist PSAPs with a single touch ability to have a call transferred directly to the agency that will transport a patient(s) to emergency medical care. For many communities, the service associated with the STA EMS and STA Transport buttons will be the same as the first responder and the transport entity.

STA Info Button



The **STA Info** button will display the agency transfer numbers programmed behind the **STA** buttons for the specific call you are on.

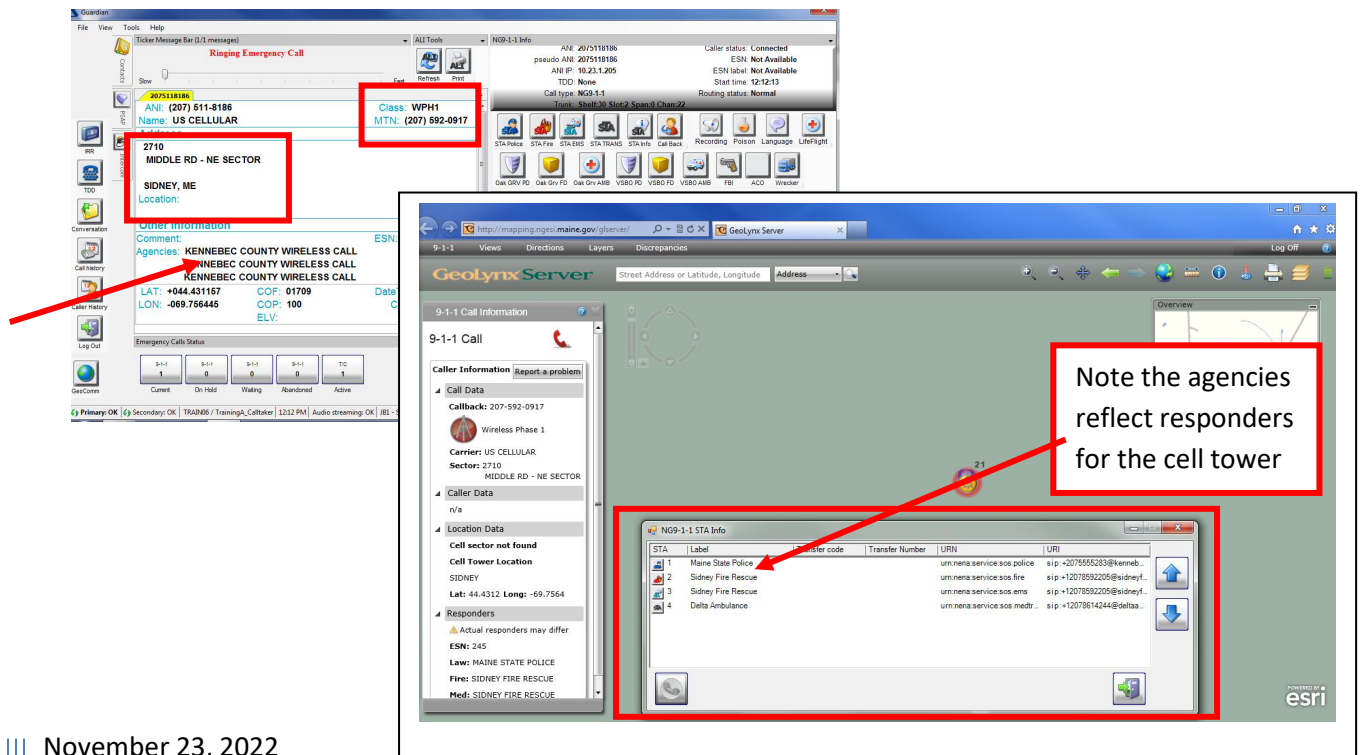
This tool is especially helpful when the emergency caller is calling from a cellular or VoIP phone. You can easily verify that the agencies programmed are jurisdictionally correct.

You can place a call to the necessary agency from the **STA Info** window by clicking on the agency and hitting the **Call** button. The **STA Info** window will close and a 4th leg will present in the **Phone** window.

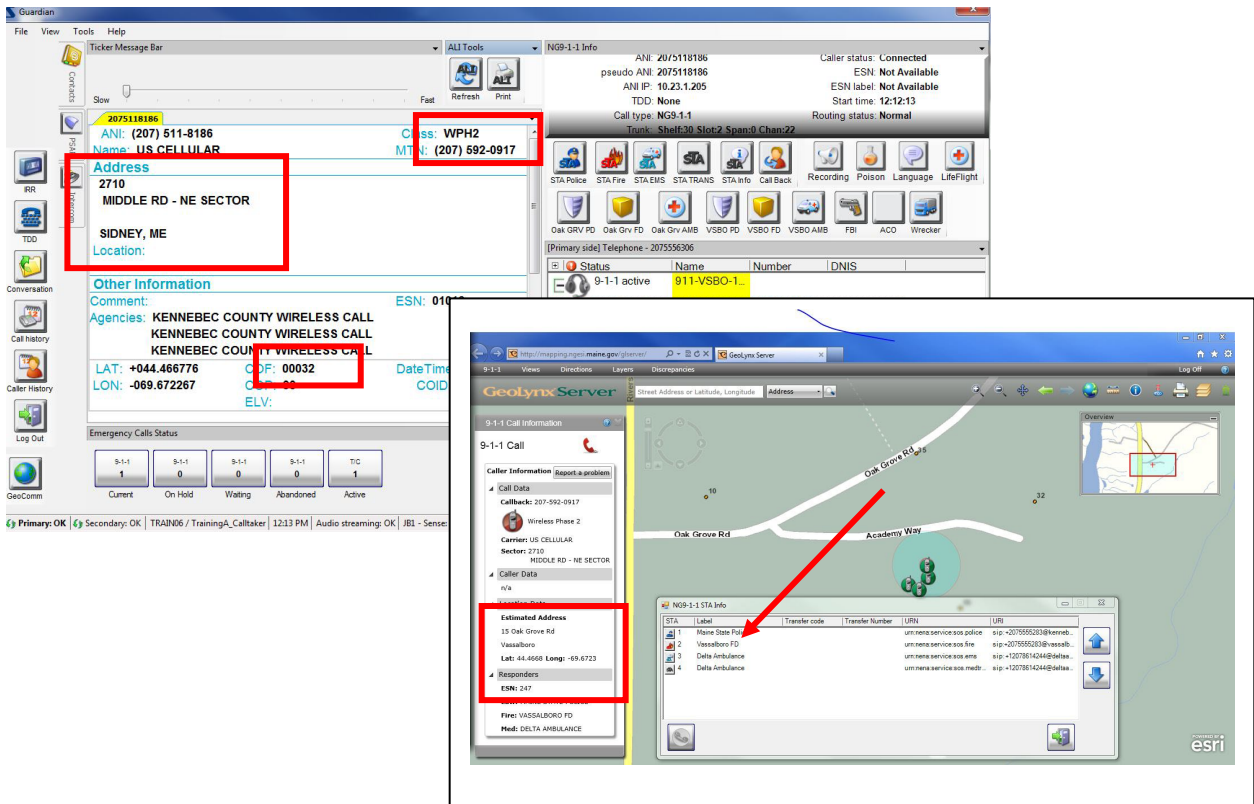
Clicking the **Close** button will close out the window.

Phase 1 vs. Phase 2:

Phase 1 means the wireless carrier is able to give address information for the cell tower and call back number for the caller.



Phase 2 means the wireless carrier is able to give address information for the cell tower, call back number for the caller and the location of the caller by latitude & longitude with a few hundred feet.



NOTE: The address information supplied in the ALI window show the Tower address only, never the callers address information. You will receive that when looking at the GeoLynx Mapping “9-1-1 Call Information” pane.

NOTE: STA buttons are not active for Admin calls and will appear grayed out on your screen.

NOTE: If your agency dispatches for Police, Fire, EMS and Transport, these buttons may not be used. Follow your PSAP policy for dispatching.

NOTE: After the implementation of the STA Transport Button, the ALI displayed on the Solacom Guardian screen will continue to show only the Police, Fire and EMS.

NOTE: After the implementation of the STA Transport Button, the GeoComm Call Grid will not be modified to show the addition of the Transport column.

Please contact the Emergency 9-1-1 Center **1 (866) 984-3911
with any system issues.**