



## An integrated next-generation solution for text communications

### Comtech Guardian Text Key Benefits

- » Provides access to real-time information on emergency communications including calls in queue, in progress, on hold, or abandoned
- » Processes all 9-1-1, Text-to-911, and RTT calls via the Guardian Emergency Call Management system or Guardian Map interface
- » Manage text-based calls like regular voice calls
- » Optimized call management for improved response effectiveness in text communications
- » Enables PSAPs to initiate SIP/MSRP transfers to other text-capable PSAPs
- » Enables tracking of incoming calls by their nature

Texting has become ubiquitous; people are just as likely to send a text to an emergency number like 9-1-1 as they are to make a voice call. Comtech supports texting in public safety answering points (PSAPs) through Guardian Text, a solution designed to enhance a telecommunicator's ability to process emergency calls.

Guardian Text supports Short Message Service (SMS) calls, seamlessly integrating comprehensive text management capabilities into the Guardian Emergency Call Management solution. This innovative approach enhances effective communication for Text-to-911, Text-from-911, and Real-Time Text (RTT) interactions, improving coordination among responders, PSAP staff, SWAT, hazmat teams, and the general public.

Guardian Text calls are managed like regular voice calls within the Guardian call handling system. All SMS, TTY, silent caller, and instant messaging (IM) calls are integrated into the telecommunicator interface. Once received, telecommunicators can manage these calls using the same features and functions associated with voice calls, including transfer and join capabilities.

Text calls are identified by a unique ringtone and displayed as incoming text calls on the telecommunicator's screen. All relevant information, including call history and data, is presented in the same way as voice calls. The system allows telecommunicators to be assigned roles that include or exclude text calls, enabling PSAPs to streamline call management and ensure that all text-to-911 messages are answered by trained and certified telecommunicators.

# COMTECH GUARDIAN TEXT

## Enhancing Emergency Response Through Integration

Telecommunicators can efficiently manage multiple call types simultaneously, utilizing a seamlessly integrated call history and Instant Recall Recording (IRR) feature. This setup provides detailed information, including automatic location identification notes, and allows users to review past voice and text conversations. Enhancing flexibility, Guardian Text surpasses standard requirements by offering outbound Text-from-911 capabilities. This feature allows for pre-scripted messages for quick responses to Text-to-911 inquiries and enables telecommunicators to reconnect with disconnected callers via text.

When paired with Comtech's Text Control Center services, Guardian Text enables PSAPs to initiate SIP/MSRP transfers to any other text-capable PSAP.



## Revolutionizing 9-1-1 Call Management

With Guardian Text, all 9-1-1, Text-to-911, and RTT calls can be processed using either the Comtech Guardian Emergency Call Management platform or the optional Guardian Map interface. Calls can be answered equally or selectively, with the added capability of Guardian's permission-based telecommunicator override.

## Integrate with Existing Systems

You can easily and seamlessly integrate Guardian Text with any other modules in your Comtech Guardian Emergency Call Management platform, without requiring a major overhaul of existing hardware and software.

The Comtech Guardian Emergency Call Management platform is a completely configurable and customizable standards-based offering that can be introduced into workflows with a custom set of features and functions. PSAPs can easily evolve at their own pace to support additional capabilities as needed. Interoperability with next-gen core services ensures PSAPs can integrate new technologies seamlessly and avoid expensive rip-and-replace upgrades.

## ABOUT COMTECH

Comtech Telecommunications Corp. is a leading global technology company providing terrestrial and wireless network solutions, next-generation 9-1-1 emergency services, satellite and space communications technologies, and cloud native capabilities to commercial and government customers around the world. Our unique culture of innovation and employee empowerment unleashes a relentless passion for customer success. With multiple facilities located in technology corridors throughout the United States and around the world, Comtech leverages our global presence, technology leadership, and decades of experience to create the world's most innovative communications solutions. For more information, please visit [www.comtech.com](http://www.comtech.com).

1 (888) 765-2266 // 1 (819) 205-8100 // [cst-sales@comtech.com](mailto:cst-sales@comtech.com)