



VESTA® 9-1-1 HEADS-UP DISPLAY

A REAL-TIME DISPLAY OF PSAP ACTIVITY

Motorola Solutions is proud to make this real-time view of PSAP activity a reality and provide yet another way to help people be their best in the moments that matter.

KNOW PSAP STATUS AT ALL TIMES

Doing work so essential to the safety of their communities, Telecommunicators and PSAP administrators can't afford to operate in silos. Instead, they must collaborate as a team and be aware of their overall status. This ability to work together will become even more critical as Public Safety agencies adopt future means for communications, such as Text-to-9-1-1 and other multimedia. At Motorola Solutions, we recognize the need for greater alignment and enhanced capabilities. It's why we're proud to offer the VESTA® 9-1-1 Heads-Up Display for our VESTA® 9-1-1 call handling system.

The VESTA 9-1-1 Heads-Up Display is a digital display that supplies real-time, statistical details on PSAP activity. To do so, it combines the best features of VESTA 9-1-1's Activity View with those of our legacy VESTA® View applications. The result is a powerful tool to keep PSAP personnel informed and connected when it matters most.

By offering nonstop flexibility, the VESTA 9-1-1 Heads-Up Display empowers PSAPs to configure the system to best meet their operational needs. Not only does it provide the ability to choose which data to display, it also supports user-defined thresholds and limits. Should activity exceed the set levels, the display will visually

HEADS-UP DISPLAY DETAILS

- Agency Name
- Call Count
- Media Type (Voice vs. Text)
- Average Wait Time
- Statistical Average Wait Time (Configurable Time Interval)
- Number of Telecommunicators Logged In
- Number of Telecommunicators Ready
- Number of Telecommunicators Not Ready
- Number of Telecommunicators Not Available
- Queue Name
- Queue Type
- Longest Call Waiting

and/or audibly alert personnel for action. Administrators can take calls or reallocate resources, and Telecommunicators know when to log in and assist.

Additionally, PSAP supervisors who aren't in view of the digital display can stay up-to-date directly from their desktops. This is made possible through optional VESTA® 9-1-1 Heads-Up Display Viewer licenses. The Viewer licenses allow them to see what is shown on the digital display and provide different views of the data for a comprehensive look at PSAP events.

Implementation of the VESTA 9-1-1 Heads-Up Display is easy, requiring the following for its use:

- VESTA 9-1-1 Heads-Up Display enterprise server
- VESTA 9-1-1 Heads-Up Display media player
- VESTA 9-1-1 Heads-Up Display software and support
- Any standard display monitor (recommended size is 46" or larger) with an HDMI connection

Please note, PSAPs wishing to also install Viewer licenses at the desktop will need a workstation with a keyboard, monitor and mouse.

Let your team at Motorola Solutions help further connect your personnel in your everyday operations and your efforts to keep your community safe.

THE VESTA® SOLUTIONS SUITE

Our VESTA® Next Generation 9-1-1 solutions serve more than 60% of all U.S. Public Safety Answering Points, as well as Federal DoD operations globally. Our Emergency Notification solutions support the communications needs of hundreds of public and private sector organizations worldwide. As one of the most trusted solutions providers in Public Safety communications, we help people be their best in the moments that matter.

Experience the VESTA difference. Call **951.719.2100**.

For more information, please visit us on the web at: www.vestapublicsafety.com



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KEY BENEFITS

ENHANCED OPERATIONS

- Displays critical PSAP information in real-time, including call count, average wait time and number of Telecommunicators available/not available
- Enables PSAP administrators to make fast, informed staffing and resource decisions
- Allows set thresholds and limits and provides visual and/or audible alerts when exceeded
- Lets PSAP administrators relay important messages via the digital display

EFFICIENCY

- Supplies a streamlined, hands-free means for keeping PSAP personnel on the same page regarding queue activity and status
- Helps Telecommunicators not ready or logged in to know when and where their assistance is needed most
- Leverages RMG Networks' proven, intelligent digital signage technology

FLEXIBILITY

- Supports multiple displays to keep people throughout the PSAP informed
- Allows displays to be customized based on needs
- Shows easily customizable scrolling ticker messages
- Deploys directly at the desktop with optional Viewer license and necessary hardware
- Works with hosted or non-hosted VESTA 9-1-1 deployments