



## PSAP Initiated Multimedia

Video or photos, seamlessly integrated into the call flow—and controlled by call handlers

The ability to stream live video or send a picture as part of a 911 call is incredibly powerful. The ability to do so directly from the Power 911 user experience within the call handlers existing workflow, via a single login, is nothing short of game-changing for emergency communications.

Thanks to Power 911 PSAP Initiated Multimedia, PSAPs/ECCs can now do exactly that: Intrado's newest solution gives call handlers the ability to receive, share and store video, pictures, data and text files and content without ever leaving the call-taking interface they know so well.

The newest enhancement to Intrado's trusted Power 911/VIPER 7 platform, Power 911 PSAP Initiated Multimedia puts control in the hands of the telecommunicator, who can initiate a live video streaming session with any wireless administrative line or 911 caller—functionality that works seamlessly with any PSAP's CPE and call-recording tools.

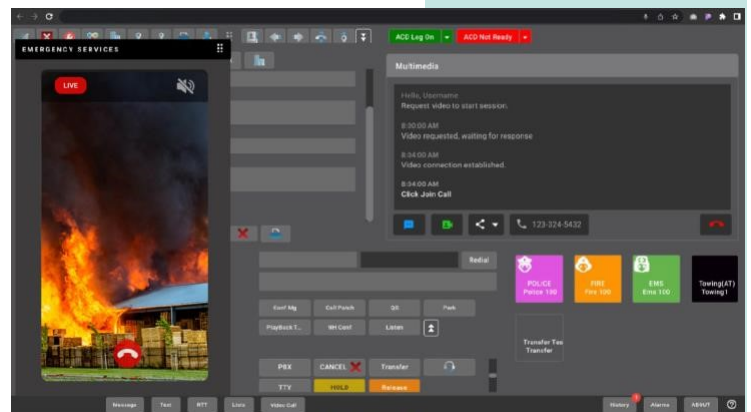
The new, simple-to-use solution gives call takers multiple options to protect themselves and the caller. They may blur or pass the video along to first responders without watching it should the scenes are too graphic and disturbing, for example.

Rather than relying on a distraught caller to convey crucial information or leaving their native call flow to access an over-the-top solution, call takers immediately have "eyes on the scene" to get a better sense of patient status, the size of a fire, the number of vehicles involved in a car crash, and other critical details of an incident.

**45+**  
Years of 911  
innovation and  
expertise.

**6000+**  
Connections to  
PSAPs across  
North America

**410M+**  
911  
requests/year



Always there  
in an emergency

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## Available to any PSAP, PSAP Initiated Multimedia delivers improved situational awareness in a familiar, trusted & secure interface.

### Features

- Integrated multimedia panel delivers video in the same, familiar Power 911 call-handling experience and user interface, so minimal training is needed
- Local and geo-diverse multi-node geo-redundancy and scalability.
- Layer 3 network connectivity
- Retrieve and share caller location from caller phone with first responders
- Initiate chat with caller – supports canned texts for faster response
- Share video stream with other Power 911 positions in the PSAP or to one or more first responder SMS or email at the same time
- Highly secure cloud-based video storage for 90 days
- PSAP designates admin rights at all levels for optimal records management
- Preview, store and retrieve multimedia content
- Calls including multimedia content are clearly identified within the call history panel and the multimedia content can be reviewed directly within Power 911

### Benefits

- Improved situational awareness for first responders and telecommunicators
- Seamless integration with existing Power 911 call flow: no new screens
- Built on the reliable, stable Intrado public safety platform
- Comprehensive video logging ensures all video call activities, including initiation, sharing, and termination, are tracked and recorded in call detail records for future reporting and potential PSAP audits.
- Easy and quick to integrate for existing VIPER customers and easy to upgrade over time

### About Intrado

Intrado is the essential partner for those committed to saving lives and protecting communities anywhere in the world. As a leading global provider of trusted emergency response solutions, Intrado improves public safety outcomes by connecting help to those in need. The company blends legacy intelligence, modern technology, and passionately dedicated people to create end-to-end solutions that are innovative, resilient, intuitive, and insightful.

For more information, visit [intrado.com](https://www.intrado.com).