REVCORD

TEXT TO 9-1-1

SUMMARY

There are a lot of questions surrounding Text to 9-1-1. This document helps understand where the market is and what Revcord has to offer.

Referring to the Text To 9-1-1 diagram, all data ends up in a TCC or Text Control Center. Currently there are only two companies which can accept and send data to and from the TCC. The first is Intrado now known as West and the second is TCS which is now known as Comtech Telecommunications Corp. The two TCC providers provide this service to many CPEs as well as their own CPEs.

There are currently three methodologies for getting Text To 9-1-1:

Method 1 (TTY/Baudot)

Recording is currently limited to TeleTYpewriter (TTY) or Telephone Device for the Deaf (TDD) tones (Baudot) that are sent over standard CAMA trunks. The downside is that each text ties up one PSAP trunk.
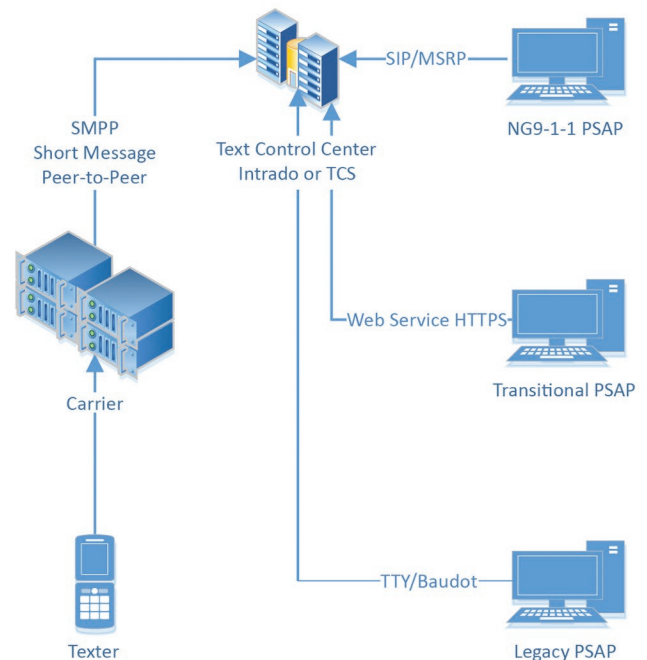
Method 2 (The Web Solution)

On the way to NG9-1-1 there will be "baby steps" for some of the technologies. For a Transitional PSAP Text to 9-1-1 can be received. Web access via secure Internet or IP network is required. Normally a dedicated browser and monitor would be constantly monitored for text messages. ALI is displayed as the texter's phone number and location currently is the centroid of the cell sector. Recording is done via screen recordings or in some cases a screen scrape of the data.

Method 3 (MSRP – Full Integration Into The CPE)

This is the "real deal", sometimes referred to as i3. Everything is IP and all communications, including text are SIP/RTP. This is very complex technically. Revcord has completed testing of i3 NG9-1-1 Text to 9-1-1. In brief, the Text Control Center sends text messages using MSRP (Message Session Relay Protocol) via SIP – much like Instant Messages – to the NG9-1-1 ESInet. Text, like all media is sent via RTP using Real Time Text/RFC4103. Yes, it is highly technical and Revcord does record it TODAY! As long as the standards that are set in the i3 specification revolving around SIPREC are being followed by the CPE, Revcord has you covered.

Revcord provides this service at the position level and each position is treated as a TT9-1-1 channel.

TEXT TO 9-1-1 DIAGRAM

REVCORD

Rev 12.2022

MULTI-MEDIA LOGGING SYSTEMS

WWW.REVCORD.COM   281-404-7040