

Zetron's MAX Call-Taking Prepares Tennessee PSAP for Next-Gen 9-1-1

The Lake County Tennessee 9-1-1 center's new IP-based Zetron MAX Call-Taking system is providing them with updated call-taking functionality and helping them prepare for Next-Generation 9-1-1.

Redmond, WA, U.S.A., August 2, 2012— [Zetron](#) announced that its IP-based [MAX Call-Taking system](#) has been installed and is running successfully at the public safety answering point (PSAP) and 9-1-1 center in Lake County, Tennessee. One of the MAX Solutions family of products (which includes Zetron's [MAX Dispatch](#)), MAX Call-Taking offers Next-Generation 9-1-1 readiness, advanced call handling, and single-site or hosted designs. Its innovative user interface is being hailed as a breakthrough in user-centered design.

The MAX Call-Taking system at Lake County is providing the agency with greatly improved and updated call-taking functionality and capabilities. It supports remote-control operations that the County can use to back up and expand their 9-1-1 center. It is also helping the agency prepare to meet emerging Next-Generation 9-1-1 (NG9-1-1) i3 requirements.

The solution was installed by Zetron reseller, GeoConex, along with GeoConex's computer aided dispatch (CAD) system.

"Our MAX Call-Taking equipment makes everyone's jobs easier, from the dispatchers to the sheriff," said Lake County Emergency Communications Director, Doug Robertson. "It's a good investment for the County. With our new system, we've got some of the very best equipment on the market. Now we're on the cutting edge."

"Zetron is very pleased to be able to provide Lake County with a system that is so easy to use and helps them make the transition to NG9-1-1," said Zetron Vice President of Product Management, Kathy Broadwell. "Purchasing a 9-1-1 system is a strategic decision that our customers must live with for many years, so we're proud that the MAX Call-Taking system is not only state-of-the-art, but has the flexibility to adapt as PSAPs' needs and requirements evolve."

About Zetron

For over 30 years, Zetron has been providing mission-critical communications solutions to customers in public safety, transportation, utilities, manufacturing, healthcare and business. With offices in the U.S.A., U.K., Australia and numerous field locations, Zetron supports a worldwide network of resellers, system integrators and distributors. This gives Zetron a global reach as well as a local presence in the regions it serves. Zetron is a wholly owned subsidiary of JVC Kenwood Corporation. For more information, visit: www.zetron.com.

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*Doug Robertson, Director
Emergency Communications District
Lake County, TN*
