



MANAGED EMERGENCY VOICE OPERATIONS

MEVO

Disasters don't announce themselves. MEVO keeps your PSAP operational when primary systems fail, offering fully independent call backup and disaster recovery for both 911 and administrative systems.

**YOUR BACKUP CALL.
BUILT FOR THE REAL WORLD.**

THE FACTS

- ✓ **Runs independently.** Works in parallel with legacy and Next Gen 911 systems.
- ✓ **Keeps local control.** Dispatchers stay online and in command, even during carrier outages.
- ✓ **Supports full operations.** Everything from call processing to mapping, conferencing, and call logging continues without interruption.

CORE CAPABILITIES

- 911 + administrative call processing
- Rerouting call delivery
- Single-button 911 call back
- Formatted ALI display
- ALI data spills to CAD/MAP
- Call history, logging + recording
- Mapping interface
- Conferencing, transfer, barge + park

WHY MEVO?

It's more than backup—it's resilience, built into your operations. With MEVO, you don't lose time, control, or visibility when systems go down. You keep moving.

MEVO. ANYWHERE.

- Remote PSAP ready. Connect to the ESiNet from anywhere with IP access.
- Ability to connect to ESiNet based resources that bypass the primary NG911 systems
- Supports 911 and administrative calls with all the tools you use in-center.

ENCORE. YOUR BACKUP.

- **Provider-neutral.** Works alongside any legacy or Next Gen 911 system.
- **Functions independently** during service interruptions, ensuring continuity.
- **Dispatch-ready.** Maintains full call-handling capabilities, including mapping, logging, and ALI integration.

ONE PLATFORM. THREE WAYS TO STAY ON CALL.

Every 911 call carries an unspoken promise that someone will answer. MEVO keeps that promise when the primary path is interrupted by shifting call-taking to a second set of purpose-built phones at the same console, or to a hardened kit built to travel. The same reliable system covers carrier interruptions, full station evacuations, and everything between.

Reroute 911: Seconds to Backup

- A telecommunicator presses Reroute 911 on the MEVO phone.
- Confirms the action with a secure password.
- Selects MEVO as the call destination.
- The next 911 call arrives at the same position — same person, no scramble.

The Optimal Service Button

- Bring calls to MEVO at the console
- Return calls to the primary call handler
- Send calls to an emergency ops center
- Reroute administrative lines

FULL OPERATIONS IN BACKUP

EVERY TOOL YOU USE, CARRIED INTO BACKUP

- Map-based location from spilled ANI/ALI
- Wireless rebid every 10-20 seconds
- Instant-recall playback at the phone
- 911 transfer & conference
- Barge & Monitor: three modes
- Texty OTP retrieval, no key fobs

Barge & Monitor lets a supervisor listen in (monitor), open a private line to the telecommunicator, or join a three-way conference with the caller. The phone directory doubles as an entry point to the Agency Communicator for out-of-band coordination between desks.

THREE WAYS TO DEPLOY

IN THE PSAP

Backup phones at every position for call-handling-equipment failover, living right beside the primary system.

SITE LOSS

A portable 911 + admin line kit (phones, battery, router and server) that deploys anywhere with power and connectivity.

ANY NETWORK

The same backup experience for agencies on any service provider's network, in or out of the INDIGITAL footprint.

MEVO is offered as a hosted service, with a shared controller, or as an on-site system. Administrative lines ported to a cloud telephony provider can ride the same platform, turning MEVO into a backup PBX for non-emergency calls.

WHEN THE NETWORK GOES DARK

MISSION-CRITICAL CONNECTIVITY

- In-center MEVO runs on a hardwired local circuit as standard.
- It can also operate over 4G, LTE, or Starlink when a circuit is unavailable.
- The Anywhere Kit leads with 4G or Starlink, and includes a dedicated port to connect directly to local internet service as a fallback.

FROM THE FIELD - HURRICANE HELENE

When Georgia PSAPs lost the ability to receive 911 calls after Helene, Georgia EMA reached INDIGITAL, and MEVO Anywhere Kits with Starlink connectivity were deployed. Working with their system service providers, PSAPs routed 911 calls to the number assigned to each kit, restoring local control of emergency response despite widespread cellular outages.