



FAQ

Q1: Does APEX Continuity automatically reroute calls in a disaster?

A: No. The reroute is triggered manually by the PSAP. The PSAP must declare 'ABANDONED' via the AT&T web portal or by contacting the AT&T Resolution Center.

Q2: What devices can run APEX Continuity?

A: It can run on any device (laptop or PC) that meets Carbyne's system requirements. BYOD is supported.

Q3: Can we also handle admin lines through APEX Continuity?

A: No. This solution is for 9-1-1 traffic only. Admin line failover depends on your internal PSAP procedures.

Q4: What if we have the same CHE as our neighboring PSAP?

A: That's precisely why APEX Continuity is valuable. If both centers share the same CHE, a single failure or cyberattack may impact you both.

Q5: How do we deploy and test before a real event?

A: Carbyne recommends testing the installation and configuration of APEX Continuity regularly. Ongoing training is recommended.