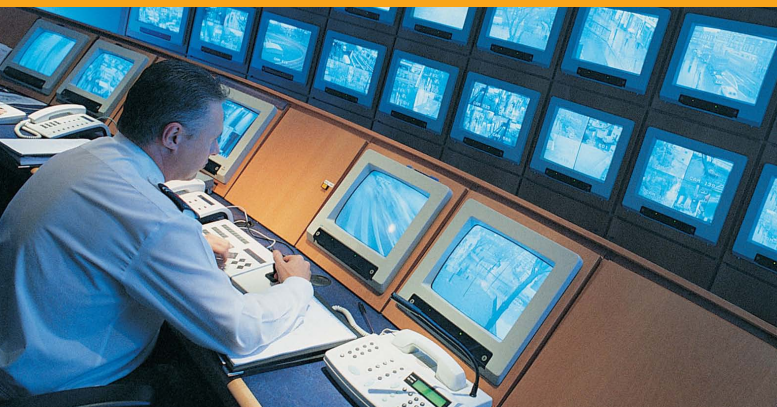


UNIVERGE® SV8000 Series E911 Security Notification



At a Glance

- Pinpoints exact location of 911 caller
- Notifies on-site staff in real-time
- Updates the Automatic Location Information (ALI) database
- Speeds on-site response through real-time monitoring of 911 calls for all users
- Seamlessly integrates with UNIVERGE SV8000 Series Communications Analyst
- Meets E911 compliance legislation

Overview

Providing a safe, secure environment is one of a business's most important responsibilities. One of the first steps in the process to keep people safe and secure during an emergency is providing a 911 system that accurately pinpoints the caller's location and directs appropriate emergency response resources to the scene.

With the UNIVERGE SV8000 Series E911 Security Notification (ESN) application for the UNIVERGE SV8100 Communications Server, businesses will have the tools necessary to protect their most valuable asset – their people. ESN pinpoints a 911 caller's location and passes

that information along to the Public Safety Answering Point (PSAP). This reliable, automatic transfer of information helps businesses provide vital, lifesaving information to the 911 public safety network while notifying the appropriate on-site personnel that an emergency call is in progress; an immediate and accurate response results.

E911 Security Notification is a comprehensive, cost-effective solution for small to medium enterprises with multiple sites / campuses / buildings. This solution is ideal for organizations with single or multiple locations.

Solution

Pinpoints Exact Location of Caller

E911 Security Notification provides the exact location of the 911 call—not just a billing address—to be passed to a 911 answering point. In cases where the caller cannot verbally provide this information, ESN software enables first responders to quickly reach the emergency and avoid confusion about where to go.

Notifies On-Site Staff In Real-Time

ESN's software provides real-time, on-site notification through 24x7 monitoring when a 911 call is dialed. With this feature, on-site designated personnel are alerted of the event through a screen-pop or audible message played through their PC speakers.

This provides them with a quick snapshot of what's happening so that they can mobilize on-site resources to provide immediate assistance—instead of just waiting for the 911 team to arrive. This kind of alert saves precious time in getting help to those that need it.

Locations on the network such as staff at security desks, guard shacks, attendant locations, or any other location in the enterprise can be easily alerted. By alerting the appropriate personnel, it enables them to meet and direct first responders to the exact location of the emergency, provide first responders access to secured locations or provide other assistance as deemed necessary.

ESN also provides additional alert methods through its ability to send notifications via email or the SV8100 Communications Server's overhead paging feature that can broadcast pre-recorded messages.

Manages the Automatic Location Information (ALI) Database for All Users

The accuracy of ALI database records is a business's responsibility. E911 Security Notification application provides businesses with the tools necessary to create and maintain an ALI database registry of all IP phones. This capability enables a business to maintain accurate location information for all employees. The format of the profile information for each extension stored within the ESN is in compliance with the National Emergency Number Association (NENA) format. The registry can then be provided to the PSAP. As a result, when a 911 call is placed, the PSAP receives the caller's actual location and emergency services can be dispatched accordingly.

Speeds On-Site Response through Real-Time Monitoring of 911 Calls

E911 Security Notification's 24x7 monitoring allows security officers to be alerted as soon as a 911 call is placed, thereby enabling them to assess the situation and respond accordingly. Understanding in-progress emergency situations enables them to provide immediate help, such as first aid, crowd control or direction for emergency first responders. In the case of a sick or injured individual, both

organization officials and emergency personnel need to rush toward the situation. In a situation that threatens people's safety, staff and visitors must be rushed away from the scene.

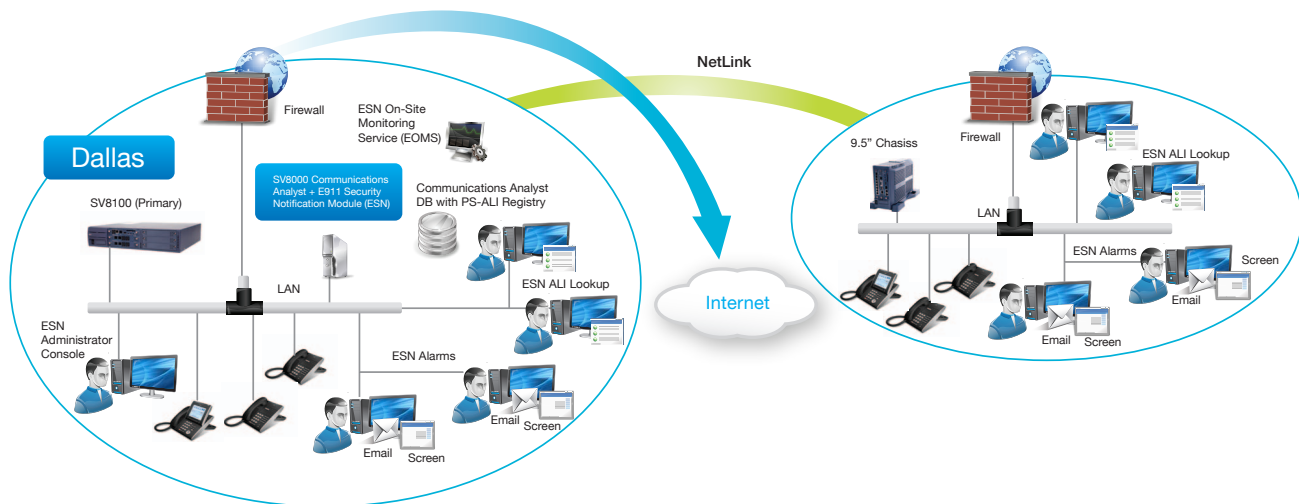
Seamlessly integrates with UNIVERGE SV8000 Series Communications Analyst

E911 Security Notification integrates with the UNIVERGE SV8000 Series Communications Analyst resulting in a seamless connection for complete control of an organization's calling activity. ESN is an interface to maintain the mapping between the extensions and the physical locations of the phone.

Along with this integration, comprehensive reporting of 911 calls are included within the Communications Analyst Call Reporting system. Details of 911 calls are managed and stored for future reference. Whether for use by security departments for analyzing response times or studying the effectiveness of a business's emergency response plans, a historical record documenting each 911 call and associated details are critical to any business.

Meets E911 Compliance Legislation

It is important to understand how compliance legislation fits into the E911 picture. Most locales within the United States require that all organizations provide E911 service. NEC has extensive experience in helping customers comply with both state and federal regulations. E911 Security Notification meets E911 compliance legislation for Analog, TDM as well as IP phones.



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