UC for Enterprise (UCE) Emergency On Site Notification (E-OSN)

User Guide

Liability Disclaimer

NEC Corporation reserves the right to change the specifications, functions, or features, at any time, without notice.

NEC Corporation has prepared this document for the exclusive use of its employees and customers. The information contained herein is the property of NEC Corporation and shall not be reproduced without prior written approval from NEC Corporation

NEAX and Dterm are registered trademarks of NEC Corporation.

Contents

Figures

Tables

1

Introduction

The *UCE Emergency On Site Notification Client (E-OSN) User Guide* provides the information you need to use and manage the *UCE Emergency On Site Notification Client*.

The following topics are included in this chapter:

Chapter Topics
- *Overview*
- *How This Guide is Organized*

Overview

The UCE Emergency On Site Notification Client feature is a Windows application that listens for Emergency Notification events. When an emergency event is noted, an event screen opens providing details of the event. The event screen also allows acknowledgement of the emergency event.

The purpose for this feature is to allow multi-room buildings to be made aware of the arrival of emergency personnel and premise emergency situations so that they can properly direct the emergency responders to the correct location with the highest level of efficiency thereby cutting the response time and limiting their own liability.

How This Guide is Organized

Chapter 1
Introduction

This chapter outlines how to use the manual including the organization and chapter layout of the *UCE Emergency On Site Notification Client User Guide*.

Chapter 2
Using the UCE Emergency On Site Notification Client

This chapter details the functions and associated screen displays for using the UCE Emergency On Site Notification Client application.

2

Using the UCE Emergency On Site Notification Client

This chapter describes the use and management of the UCE Emergency On Site Notification (E-OSN) Client.

Chapter Topics
- *Licensing*
- *UCE Emergency On Site Notification Client Requirements*
- *Login*
- *Running UCE Emergency On Site Notification Client*

Licensing

The UCE Emergency On Site Notification (E-OSN) Client validates the license at start-up and also verifies that the license system has not exceeded the grace period. When running in a "grace period," UCE Emergency On Site Notification (E-OSN) Client indicates when the "grace period" ends.

UCE Emergency On Site Notification Client Requirements

UCE Emergency On Site Notification (E-OSN) Client can be installed and operated on the following operating systems, with minimum PC requirements defined by each system:

- Windows XP
- Windows Vista
- Windows 7

Login

The UCE Emergency On Site Notification (E-OSN) Client login is configured by the administrator and can be either a Windows login or an

OW5000 User Role login.The login is automatic and the UCE Emergency On Site Notification Client remembers and uses the last user name and password. The only time the user enters his credentials is at first login. To change the user name, you must manually logout and then login again. This enforces the login screen display. Table 2-1 depicts the differences between Windows and OW5000 logins.

*Table 2-1* *UCE Emergency On Site Notification Client Startup Actions*

	Windows Login	OW5000 Login
Automatic Login on	• Application starts automatically. • Immediately attempts to connect. • When a Windows login is used, no login screen displays. • If connection is successful, user begins with application minimized as a tray icon displaying state "**Active**".	• Application starts automatically and displays a login screen. • The user only enters credentials when the application is started for the first time on a certain PC. After this, it remembers the user name and password used in the last login attempt. To change the user name, the user must manually logout then manually log in again. This enforces the login screen display. • Attempts to connect after user enters credentials. • If connection is successful, user begins with application minimized as a tray icon displaying state "**Active**".

Windows Login

The only time the user enters his credentials is at first login. After the first time login, the login screen does not appear again. To change the user name, you must manually logout and then login again. This enforces the login screen display. The UCE Emergency On Site Notification Client uses the user credentials derived from the current Windows user identity. Alteration of these credentials is not allowed.

OW5000 Login

Login through the UCE Emergency On Site Notification Client Login screen. the OW5000 login is automatic as well. The login screen appears when the UCE Emergency On Site Notification Client runs for the first time on a certain PC, or after the user does a manual logout (to change the user name).

Figure 2-1 *UCE Emergency On Site Notification Client Login screen*
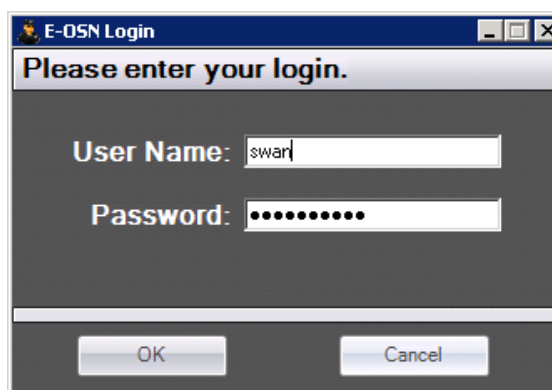
Upon successful login, the application tray icon changes to the **Active** state. No success message displays.

Login Failure

If the login through either method is unsuccessful, an error message displays along with the reason why the login failed. Table 2-2 provides a summary of login error messages and their cause.

Table 2-2 *UCE Emergency On Site Notification Client Login Error Messages*

Failure Reason	Windows Login	OW5000 Login	Error Message
Database not accessible	The OW5000 database on the OW5000 server is not accessible (either server connectivity was lost or the SQL server is not running).		The database is not accessible.
Invalid credentials used	Cannot occur when Windows login is used.	Invalid credentials have been entered (either username or password) at the login screen.	Invalid username or password.
Not authenticated	The current Windows identity does not match with a valid user NT Lan Manager (NTLM) login ID as defined in the OW5000 Admin.	Cannot occur when OW5000 login is used.	The user is not authenticated.
User not authorized	The specified user credentials are valid but the related user account does not have an E-OSN User or an E-OSN Administrator role and is not authorized to use the E-OSN client.		The user is not authorized.
Feature not licensed	The E-OSN features are not licensed (the license string is not on the server and the license grace period has expired).		The feature is not licensed.

Failure Reason	Windows Login	OW5000 Login	Error Message
Password expired	Cannot occur when Windows login is used.	The specified user password is valid but it has elapsed its validity interval. The Admin must define a new password for the user. *Note: All OW5000 passwords have a limited validity interval (default: 180 days) unless the "Password never expires" option is set in the OW5000 admin.* *When the passwords are set to expire, periodically use the "Change Password" feature of the E-OSN client in order to prevent this error.*	The password has expired. Please contact the OW5000 system administrator.
Account locked	The related user account is disabled and cannot be used for the time being (locked after subsequent login failures). The Admin must re-enable the account before it can be used again.		The user account is locked. Please contact the OW5000 system administrator.

Running UCE Emergency On Site Notification Client

After a successful login, the UCE Emergency On Site Notification Client icon appears on the taskbar at the bottom right of the Windows screen Figure 2-2.

Figure 2-2   *UCE Emergency On Site Notification Client Icon*

Event Notification Main Window

Open the main window by double clicking the Client icon, or right-click on it and select **Open E-OSN Client**.

The main window contains the following components:

- Event grid
- Event detail section for selected event
- **Print** button prints selected event details
- **Acknowledge** button acknowledges a selected event
- **Delete** button removes the selected event from the grid

• **Select All** button selects all rows in the event grid

Figure 2-3 provides an example of the UCE Emergency On Site Notification Client main window.

Figure 2-3 *UCE Emergency On Site Notification Client Main Window*
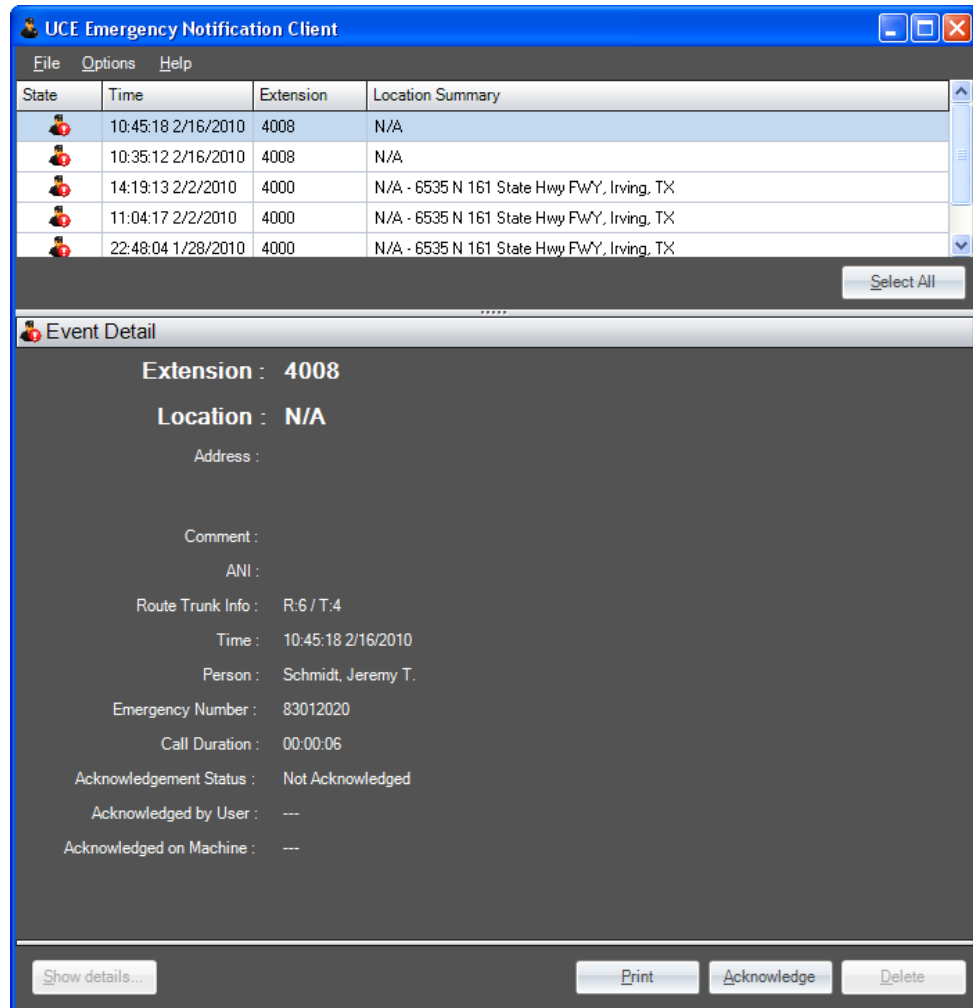
Event Grid

The event grid resides at the top section of the main form, Figure 2-4. It is a real-time updating grid with the following columns:

Figure 2-4 *Event Grid*

- **State** Icon - indicates whether the event has been acknowledged and if it is still in progress or if it is an unacknowledged event. Figure 2-5, Figure 2-6, Figure 2-7, and Figure 2-8.

Figure 2-5 *Client Acknowledged Event*

Figure 2-6 *Client Unacknowledged Event*

Figure 2-7 *Acknowledged (call still in progress)*

Figure 2-8 *Not acknowledged (call still in progress)*

- **Time** - Indicates time (24 hour clock) and date of event occurrence. Events occurring on a date other than the current date will have a date stamp. If the event occurs on the current date, no date stamp is applied.
- **Extension** - Indicates the internal number used to dial the emergency number.
- **Location Summary** - Provides a location summary related to the extension (lowest level of extension data).

Sorting of grid items is available in the following order:

- Icon State - un-acknowledged first, then acknowledged.
- Time - newest at top, oldest at bottom.

Custom sorting is available by clicking column headers but this sorting resets when a new emergency call arrives.

Custom sorting is based on Acknowledgement state with un-acknowledged calls listed first and then the clicked column (ascending or descending depending on column state).

On login, only un-acknowledged events display in the grid. When a new entry arrives, it is automatically selected and the grid scrolls to the top, making the event visible.

Left clicking on an event selects that event and the details for that event are displayed in the Event Detail section.

The Up and Down arrow keys move the grid selection up or down regardless of where the focus is on the UCE Emergency On Site Notification Client.

The **Delete** key deletes the selected event only if that event has been acknowledged. A prompt asking for confirmation appears before the event is deleted.

Event Detail

The Event Detail section displays all available data for the selected event, including:

- **Extension** - Extension used for making the emergency call.
- **Location** - Location hierarchy data for calling phone.
  - **Address**: Physical address of calling phone.
  - **Comment**: Additional information.
  - **ANI**: Automatic Number Identification of the number making the emergency call.
  - **Rout Trunk Info**: Route and trunk used for making the call
  - **Time**: time call was made.
  - **Person**: Person who made the call (if associated with the calling phone).
  - **Emergency Number**: Emergency number dialed (example: 911).
  - **Call Duration**: Calculated from trunk seizure time to trunk release time.
  - **Acknowledgement Status**: Acknowledged or Not-Acknowledged.
  - **Acknowledged by User**: UCE Emergency On Site Notification Client user who acknowledged the call (if acknowledged).
  - **Acknowledged on Machine**: Machine name used by the application when acknowledged.

Figure 2-9 provides an example of event details for an unacknowledged emergency call.
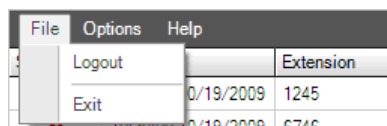
Figure 2-9   *Event Details*
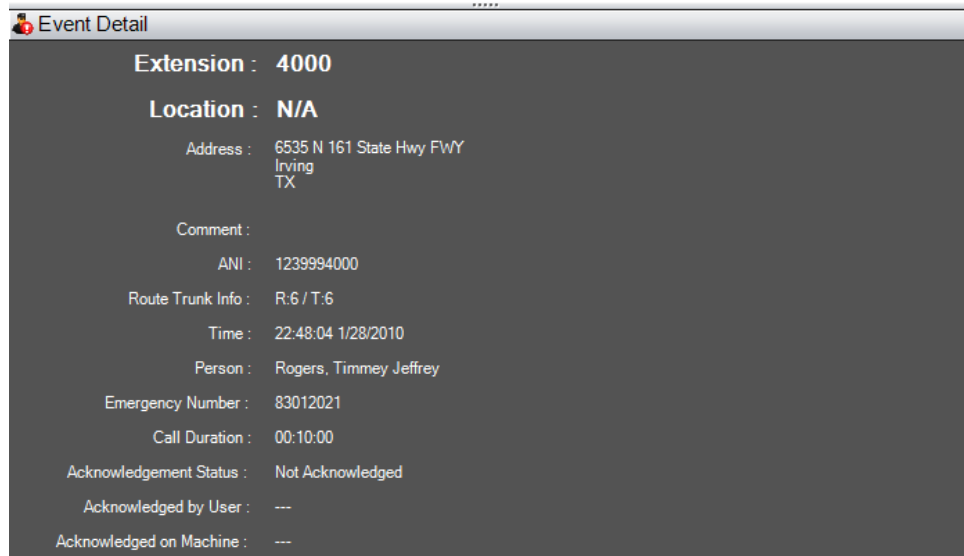
Menus

The UCE Emergency On Site Notification Client main window contains the following menu items and can be seen in Figure 2-10:

- **File**
  - **Logout**: asks for confirmation and logs user out of the UCE Emergency On Site Notification Client. After logout, the event grid and the event details are cleared and all available menus and buttons become disabled except for the File and Help menus. The tray icon switches to the logged off state.
  - **Exit**: asks for confirmation and closes the application.

Figure 2-10   *File menu*

- **Options** - contains **Change Password** with a menu entry. This item allows the logged in user to change their password (OW5000 login only). This is disabled when using a Windows login or the user is logged off. See Figure 2-11.

Figure 2-11 *Password change*
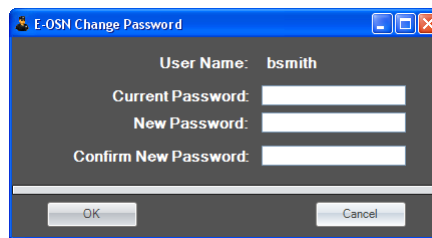
- **About**: As seen in Figure 2-12, the **About** Box displays a dialog box showing server version, client version, along with standard copyright information.

Figure 2-12 *About Box*
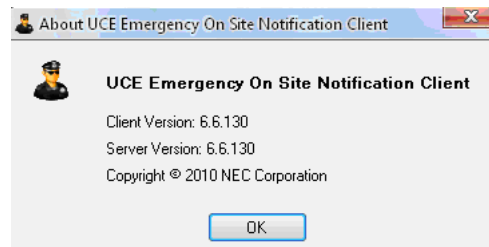
Buttons

The UCE Emergency On Site Notification Client main window contains the following buttons:

— **Select All**: located under the event grid above the event details, selects all entries in the grid. This is disabled if logged off.

— **Show Details** (Figure 2-13): dialog box providing additional details for the selected event. Table 2-3 contains the Additional Details fields and a brief description.

Figure 2-13 *UCE Emergency On Site Notification Client Details*

Table 2-3 *Additional Details*

Field Name	Description
Status Indicator	
Calling Party Number	Number making the emergency call.
House Number	Number of the business where the calling number is housed at (for example, 6535).
Prefix Directional	The street direction where the calling number is housed (for example, N).
Street Name	Name of the street where the calling number is housed (for example, 161 State Hwy).
Street Suffix	Word that follows the name of a street to further describe the street where the calling number is housed (for example, FWY).
Post Directional	
MSAG Community Name	Master Street Address Guide (MSAG) Community Name is the legal community name in the MSAG database of address information utilized for the purposes of emergency calls.
Postal Community Name	The official name of the incorporated city, town, or borough where the calling number is housed.
State/Province	The state or province where the calling number is housed.
Landmark Address	Nearest known landmark to the location where the calling number is housed.

Field Name	Description
Class of Service	The permissions of the calling number extension.
Type of Service	
Completion Date	Date the emergency call ended.
Special Attention Indicator	
End of Record	

— **Print**: Automatically sends the data to the pre-configured default printer. If no default printer is configured, a warning displays and a default printer for that workstation needs to be configured.

NOTE

Print does not open the Windows standard Print Dialog box.

— **Acknowledge**: Acknowledges the event, thereby updating all other logged in UCE Emergency On Site Notification Clients. Audit logging of the acknowledgement is recorded. In the case an already acknowledged event is acknowledged again, the action is still audit logged. The first person's name to acknowledge the event is the name displayed in the event details.
— **Delete**: Disabled if the selected event is unacknowledged. Delete removes acknowledged events from only this client's grid.

Icons

Icons denote the status of the UCE Emergency On Site Notification Client and the emergency calls. Table 2-4 details the various icon states. They are in priority order from most severe to least. For example, a **Link Failure** icon is displayed, and a new call alarm is received, displaying the **Alarm** icon. If at this point a service down event occurs, the icon becomes **Service Down** since the latter event has a higher priority.

Table 2-4 *Icon States*

State Name	Description	Tray Icon
Server Offline	The application has lost its connection to the OW5000 server entirely.	
Service Down	Designates that either all PBXs are disconnected or key services providing E-OSN call events have been stopped. Acknowledging events is possible if AMS and SQL are still up. Acknowledging is not possible if these services are disconnected. A warning displays when attempted.	

State Name	Description	Tray Icon
Alarm	Reflects one or more emergency calls and acknowledgement is needed.	
Link Failure	Designates that one or more PBXs are no longer connected but some are still active (partial active state).	
Active	Basic state where user is logged in, system is running, and there are no new events or alarms.	
Logging On	When the application is started and is in the process of logging in (validate and authorize user).	
Logged Off	When the applications is started but is waiting for user to enter an OW5000 Login.	

Right clicking on the tray icon presents a menu with the following options:

- **Open** - maximizes the application.
- **Log Out** - Logs out the current user and displays the OW5000 Login Dialog box.
- **Exit** - Logs out and closes the application. On Exit, a confirmation dialog box displays.

A left click on the tray icon opens and maximizes the application.

Status Bar Messages

Status bar messages provide additional information regarding the Emergency On Site Notification Client. These status bar messages depict events that can prevent the application from running correctly.

An event is displayed on the status bar until the opposite event occurs (i.e., PBX link restored, service started, network restored), or until an event with a higher priority occurs (1) = lowest priority, (3) = highest priority). When the opposite event occurs, the status bar shows the event with lower priority if one exists. The status bar is hidden when there are no events to display (i.e., the application is running correctly).

If status bar messages appear as results of performing system tests, the "TEST EVENT" keyword appears as a prefix to the status bar message.

The PBX is down: Emergency PBX <pbx name> displays when connectivity is lost with a PBX having emergency routes. See Figure 2-14.

Figure 2-14 *PBX Link Fail Message*
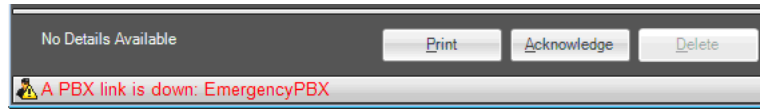
Network Connectivity Lost. Please stand by appears when the network connectivity to the server has been lost. See Figure 2-15.

Figure 2-15 *Network Connectivity Lost*

NOTE

:The Network down cannot be simulated via the System test page because it is unrelated with the OW5000 server (it is toggled e.g. by the network cable being unplugged from client PC). The OW5000 server functionality is not affected when this message appears. The network down event will never appear as a test message.

The Emergency Call Service is Down displays when the OW Telephony Event service is down. See Figure 2-16.

Figure 2-16 *Network Down*

Figure 2-17 *Test Event Message*

Keyboard Shortcuts

Table 2-5 lists common keyboard shortcuts for use with the UCE Emergency On Site Notification Client.

Table 2-5 *Keyboard Shortcuts*

Short Cut	Result
Alt + F	File menu
Alt + F + L	Logout

Short Cut	Result
Alt + F + E	Exit
Alt + O	Options menu
Alt + O + P	Change Password dialog. This shortcut is disabled when using Windows login.
Alt + P	Print
Alt + D	Delete
Alt + A	Acknowledge
Alt + H	Help menu
Alt + H + H	E-OSN Help
Alt + H + A	About dialog
Alt + S	Select All

For additional information or support on this NEC Corporation product, contact your NEC Corporation Representative.

NEC NEC Corporation

UCE Emergency On Site Notification (E-OSN) User Guide

NDA-31053, Issue 1