

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

User Guide

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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 permits:

- Acknowledging the emergency event
- Listening to the emergency call (without being heard in the conversation)
- Entering a conference with the emergency caller and the emergency operator

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	<ul style="list-style-type: none"> • 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". 	<ul style="list-style-type: none"> • 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".

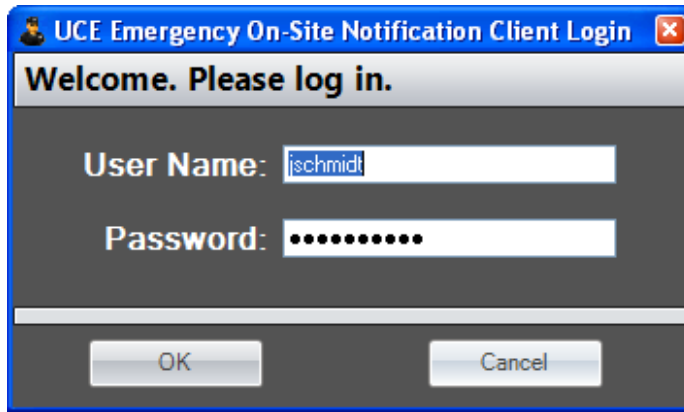
Windows Login

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

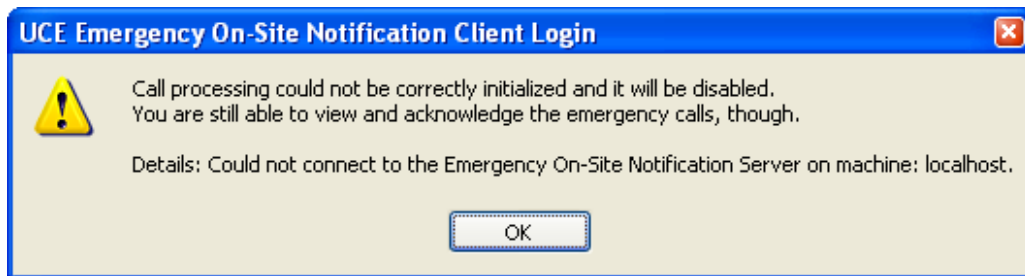
Failure Reason	Windows Login	OW5000 Login	Error Message
Database not accessible	The OW5000 database on the OW5000 server is not accessible (either server connectivity was lost or the SQL server is not running).		The database is not accessible.
Invalid credentials used	Cannot occur when Windows login 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.	<p>The specified user password is valid but it has elapsed its validity interval. The Admin must define a new password for the user.</p> <p>Note: All OW5000 passwords have a limited validity interval (default: 180 days) unless the "Password never expires" option is set in the OW5000 admin.</p> <p>When the passwords are set to expire, periodically use the "Change Password" feature of the E-OSN client in order to prevent this error.</p>	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.

Unable to connect to the UCE Emergency On-Site Notification (E-OSN) Server

In the event the client cannot connect to the UCE Emergency On-Site Notification (E-OSN) Server, the application notifies the end-user by displaying a message which describes that the call processing is not operational and provides a brief description of the reasons that caused this situation. See [Figure 2-2](#).

Figure 2-2 Emergency On-Site Notification Login Message



When call processing is disabled, the user is not able to use call processing related features (Listen In, Conference). However, the user is still able to acknowledge emergency calls.

Running UCE Emergency On-Site Notification Client

After a successful login, the UCE Emergency On-Site Notification Client icon appears on the task bar at the bottom right of the Windows screen [Figure 2-3](#).

E-OSN Client user roles are defined in OW5000 Administrator. Depending on the role, the logged in user will have varying degrees of access to E-OSN Client functionality.

Possible roles are:

- E-OSN Administrator - is able to see the list of emergency calls, perform acknowledge, perform listen in, and conference
- E-OSN User - is able to see the list of emergency calls, perform acknowledge, perform listen in, and conference. From the point of view of E-OSN Client, this user role is similar to E-OSN Administrator (with less access to OW5000 Administrator)
- E-OSN Observer - is only able to see the list of emergency calls

Figure 2-3 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** toolbar button prints selected event details
- **Acknowledge** toolbar button acknowledges a selected event
- **Delete** toolbar button removes the selected event from the grid
- **Select All** toolbar button selects all rows in the event grid
- **Listen In** toolbar button allows the user to listen to the emergency call by means of their configured workstation extension
- **Conference** toolbar button allows the user to enter a conference with the emergency caller and the 911 operator through their configured workstation extension
- **Stop** toolbar button disconnects from the emergency call (stops listening in or the conference depending on the situation)

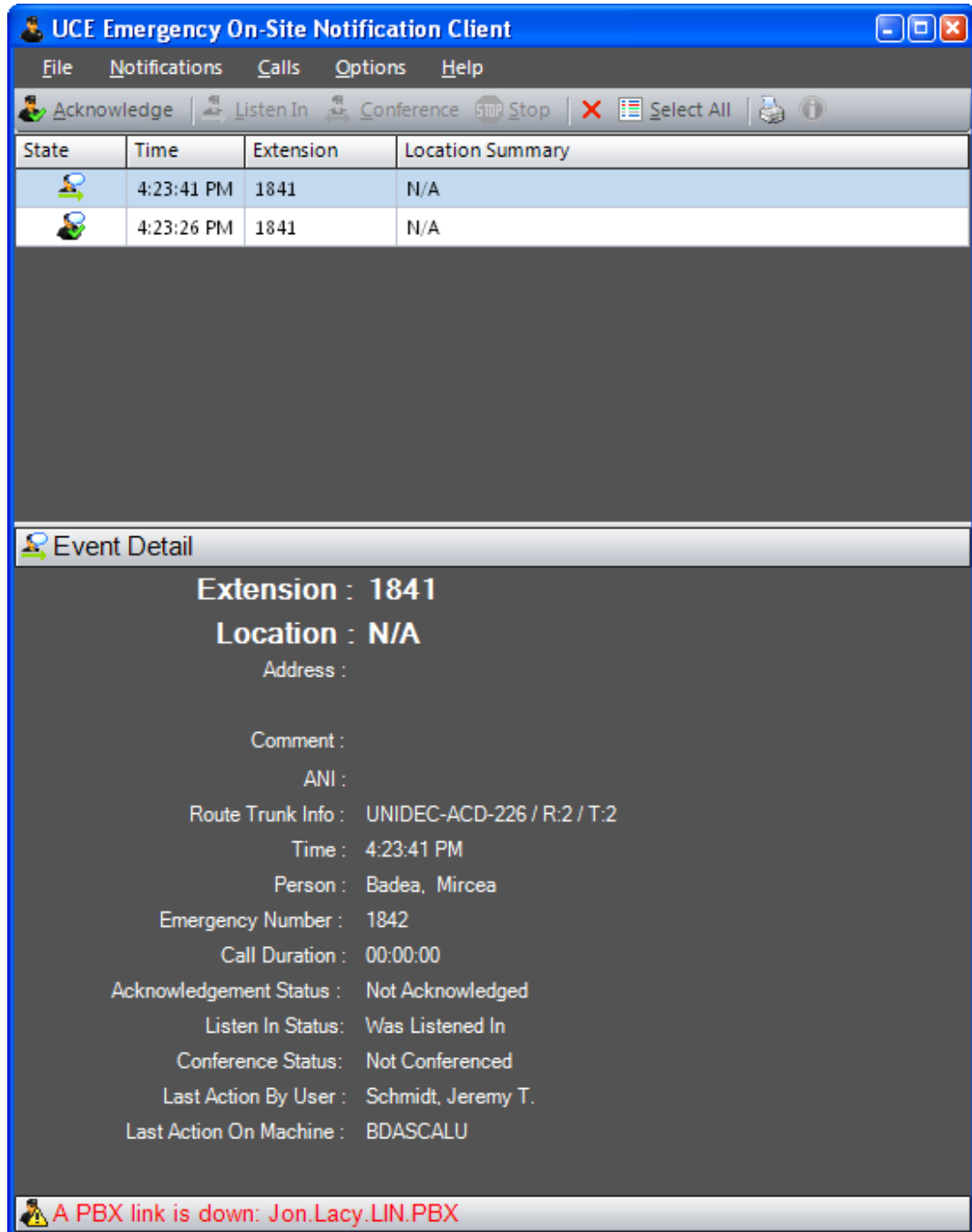


NOTE

By hovering over each toolbar button with the mouse, a tooltip will pop up, explaining the function related with the hovered button.

Figure 2-4 provides an example of the UCE Emergency On-Site Notification Client main window.

Figure 2-4 UCE Emergency On-Site Notification Client Main Window







When logged in as an E-OSN Observer, the **Acknowledge**, **Listen In**, **Conference**, and **Stop** buttons will be disabled.

Event Grid

The event grid resides at the top section of the main form, [Figure 2-5](#). It is a real-time updating grid with the following columns:

Figure 2-5 Event Grid

State	Time	Extension	Location Summary
	4:44:18 PM	1841	N/A
	4:44:17 PM	1841	N/A
	4:44:16 PM	1841	N/A
	4:44:15 PM	1841	N/A

- **State** - icon indicates the status of the event, whether it has been acknowledged, if it is still in progress, or if it is an unacknowledged event as illustrated below in [Figure 2-6](#) through [Figure 2-11](#)

Figure 2-6 Client Acknowledged Event



Figure 2-7 Client Unacknowledged Event



Figure 2-8 Acknowledged (call still in progress)



Figure 2-9 Not Acknowledged (call still in progress)



Figure 2-10 Listened In (call still in progress)



Figure 2-11 Conferenced (call still in progress)



- **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.

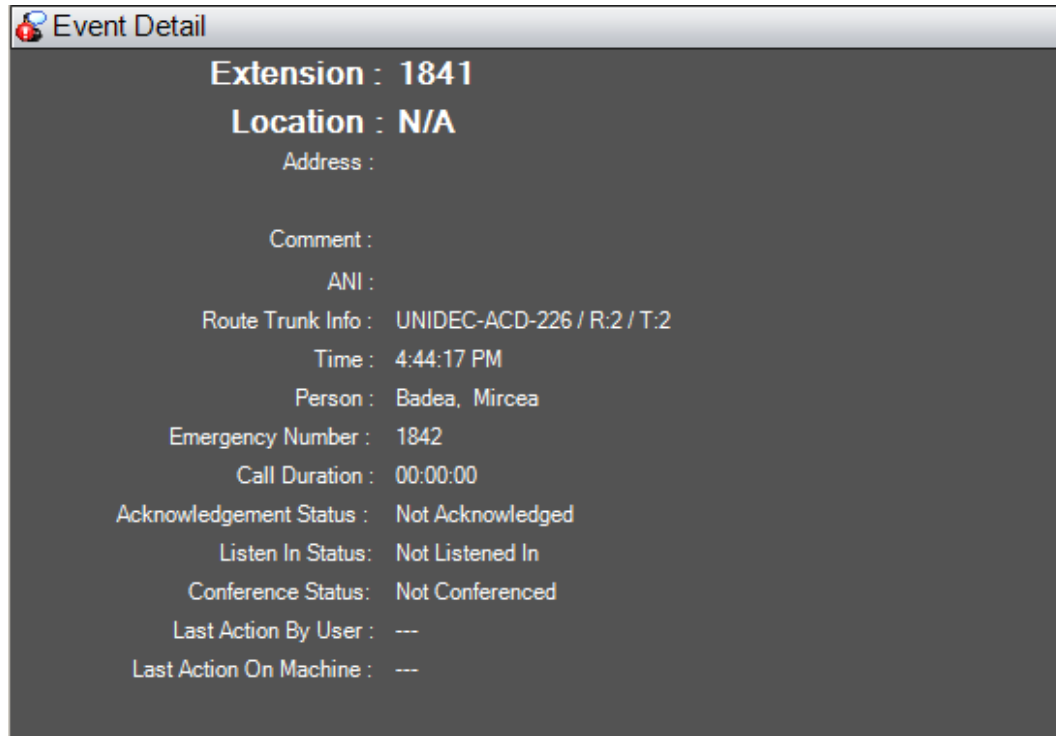
Event Detail

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
 - **Listen In Status:** Listened In or Not Listened In
 - **Conference Status:** Conferenced or Not-Conferenced
 - **Last action by User:** UCE Emergency On-Site Notification (E-OSN) Client user that performed the last action on the selected emergency call (either acknowledge, listen in, or conference)
 - **Last action on Machine:** machine name used when performing the above mentioned action

Figure 2-12 provides an example of event details for an unacknowledged emergency call.

Figure 2-12 Event Details

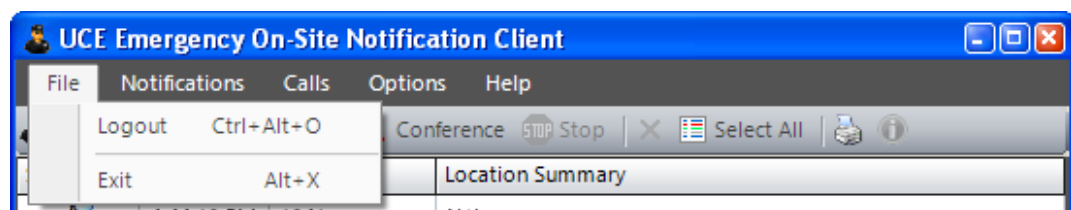


Menus

The UCE Emergency On-Site Notification Client main window contains the following menu items:

- **File menu**; see Figure 2-13.

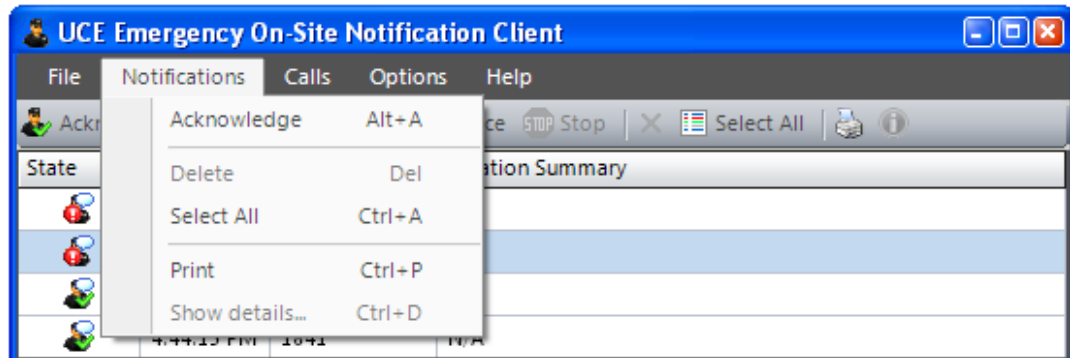
Figure 2-13 File menu



- **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

- **Notifications menu;** see [Figure 2-14](#).

Figure 2-14 Notifications menu



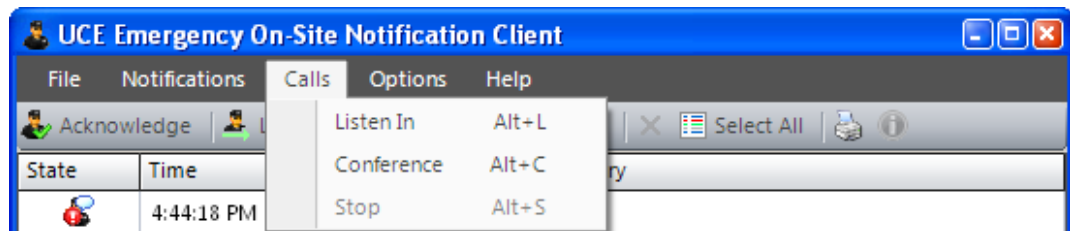
NOTE

When logged in as an E-OSN Observer, the **Acknowledge** menu item will be disabled.

- **Acknowledge** - acknowledges the selected events. See [“Acknowledge” on page 2-16](#).
- **Delete** - removes the selected event from the grid. See [“Delete” on page 2-16](#).
- **Select All** - selects all rows in the event grid. See [“Select All” on page 2-14](#).
- **Print** - prints selected event details. See [“Print” on page 2-16](#).
- **Show details** - pops up a dialog box providing additional details for the selected event. See [“Show Details” on page 2-14](#).

- **Calls menu;** [Figure 2-15](#).

Figure 2-15 Calls menu



NOTE

When logged in as an E-OSN Observer, the **Listen In**, **Conference**, and **Stop** menu items will be disabled.

- **Listen in** - allows the user to listen to the emergency call by means of their configured workstation extension. See [“Listen In” on page 2-12](#).

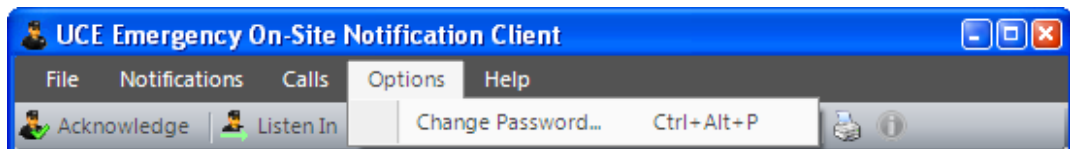
- **Conference** - allows the user to enter a conference with the emergency caller and the 911 operator through their configured workstation extension. See "Conference" on page 2-13.



The user can only listen to the emergency call or conference with the emergency caller and the 911 operator when that emergency call is answered.

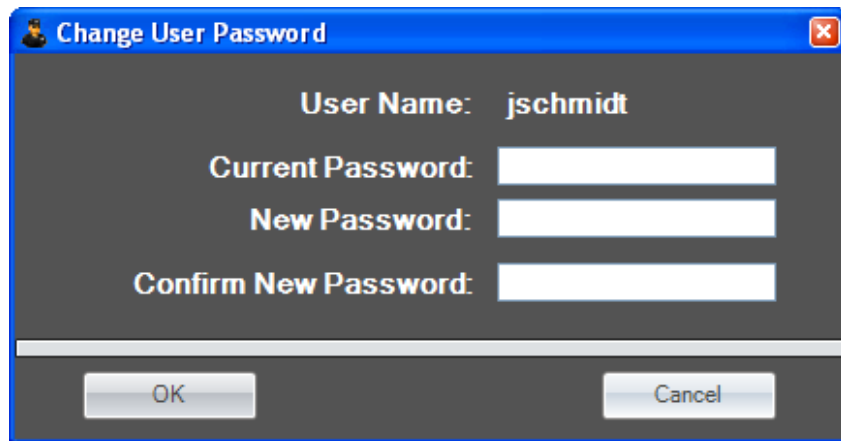
- **Stop** - disconnects from the emergency call (stops listening in or the conference depending on the situation). See "Stop" on page 2-14.
- **Options** menu; see Figure 2-16.

Figure 2-16 Options menu



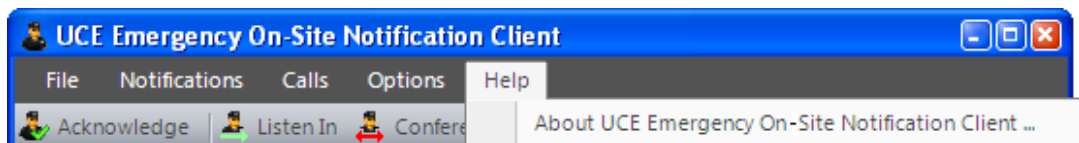
- **Change Password** - this item allows the logged in user to change their password (OW5000 login only). This is disabled when using a Windows login or the user is logged off. See Figure 2-17.

Figure 2-17 Password change



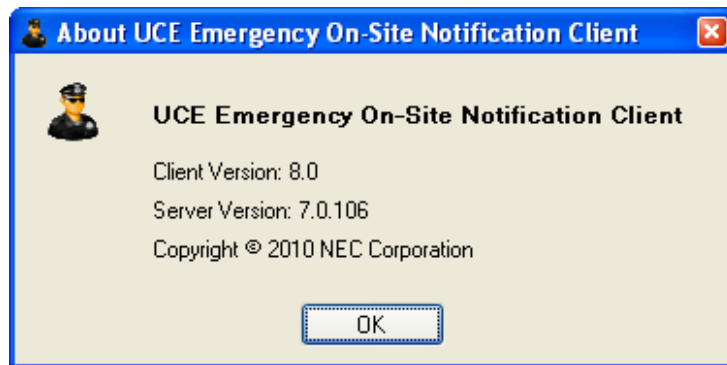
- **Help** menu; see Figure 2-18.

Figure 2-18 Help menu



- **About** - as seen in Figure 2-19, the **About** Box displays a dialog box showing server version, client version, along with standard copyright information.

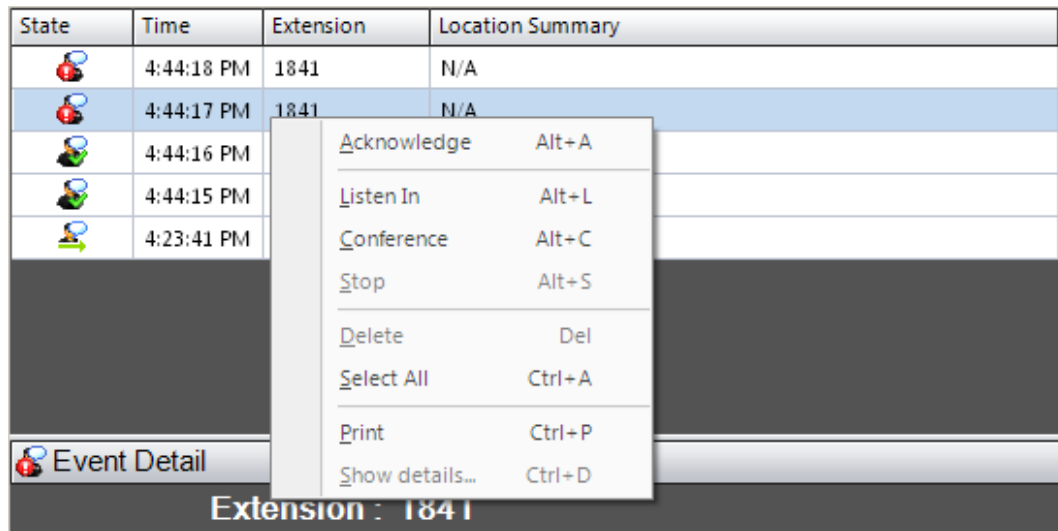
Figure 2-19 About Box



NOTE

The contents of the **Notifications** and **Calls** menus are combined in the event grid's context menu (with same functionality). See Figure 2-20.

Figure 2-20 Event grid context menu



Toolbar buttons

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

- **Listen In**

allows the user to listen to the emergency call by means of their configured workstation extension. Pressing **Listen In** results in the following:

- A message box displays indicating the success or failure of the Listen In request.
- When successful, the user hears the emergency call at their configured Dterm workstation extension, but the other two parties

involved in the call are *NOT* able to hear the UCE Emergency On-Site Notification (E-OSN) Client user.

- When successful, the icon of the selected emergency call changes to indicate it is Listened In.

The **Listen In** button becomes disabled in the following situations:

- When call processing is disabled, see ["Unable to connect to the UCE Emergency On-Site Notification \(E-OSN\) Server" on page 4](#)
- If multiple emergency call entries are selected
- If the UCE Emergency On-Site Notification (E-OSN) Client application is in a state that does not allow listening in, i.e. it is already listening or conferencing an emergency call
- If the selected emergency entry is in a state that does not allow listening in, i.e. it has ended or it was already Listened In or Conferenced
- If the E-OSN user workstation extension is off-hook
- If the current PC is not defined as an E-OSN Workstation in OW5000 admin
- If the user currently logged in has the E-OSN Observer role



NOTE

The **Listen In** button is visible only when the **"Allow listen in"** setting is active in the E-OSN client settings page in OW5000 admin.

• **Conference**

allows the user to enter a conference with the emergency caller and the 911 operator using their configured workstation extension.

Pressing Conference results in the following:

- A message box displays indicating the success or failure of the conference request.
- When successful, the user hears the emergency call on their configured DTerm workstation extension and the other parties involved in the call are able to hear the UCE Emergency On-Site Notification (E-OSN) Client user as well.
- When successful, the icon of the selected emergency call changes to indicate it is Conference.

The **Conference** button becomes disabled in the following situations:

- When call processing is disabled, see ["Unable to connect to the UCE Emergency On-Site Notification \(E-OSN\) Server" on page 4](#).
- If multiple emergency call entries are selected
- If the UCE Emergency On-Site Notification (E-OSN) Client application is in a state that does not allow conference, i.e. it is already conferencing an emergency call
- If the selected emergency entry is in a state that does not allow conferencing, i.e. it has ended or it was already Conferenced
- If the E-OSN user workstation extension is off-hook
- If the current PC is not defined as an E-OSN workstation in OW5000 admin
- If the user currently logged in has the E-OSN Observer role



NOTE

The **Conference** button is visible only when the “**Allow conference**” setting is active in the E-OSN client settings page in OW5000 admin.

- **Stop**

disconnects from the emergency call (stops listening in or the conference, depending on the current situation). This button becomes disabled in the following situations:

- When call processing is disabled, see [“Unable to connect to the UCE Emergency On-Site Notification \(E-OSN\) Server” on page 4](#)
- If the UCE Emergency On-Site Notification (E-OSN) Client application is in a state that does not allow releasing, i.e. it is not listening or conferencing an emergency call
- If the current PC is not defined as an E-OSN workstation in OW5000 admin
- If the user currently logged in has the E-OSN Observer role



NOTE

The **Stop** button is visible only when one of the “**Allow listen in**” or “**Allow conference**” settings are active in the E-OSN client settings page in OW5000 admin.

- **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**

dialog box ([Figure 2-21](#)) providing additional details for the selected event. [Table 2-3](#) contains the Additional Details fields and a brief description.



NOTE

Only the details with data will be displayed.

Details will only be available if MA4000 Emergency Location Management (ELM) is used to provide NENA data. The details displayed depend on the NENA format used per extension.

Figure 2-21 UCE Emergency On-Site Notification Client Details

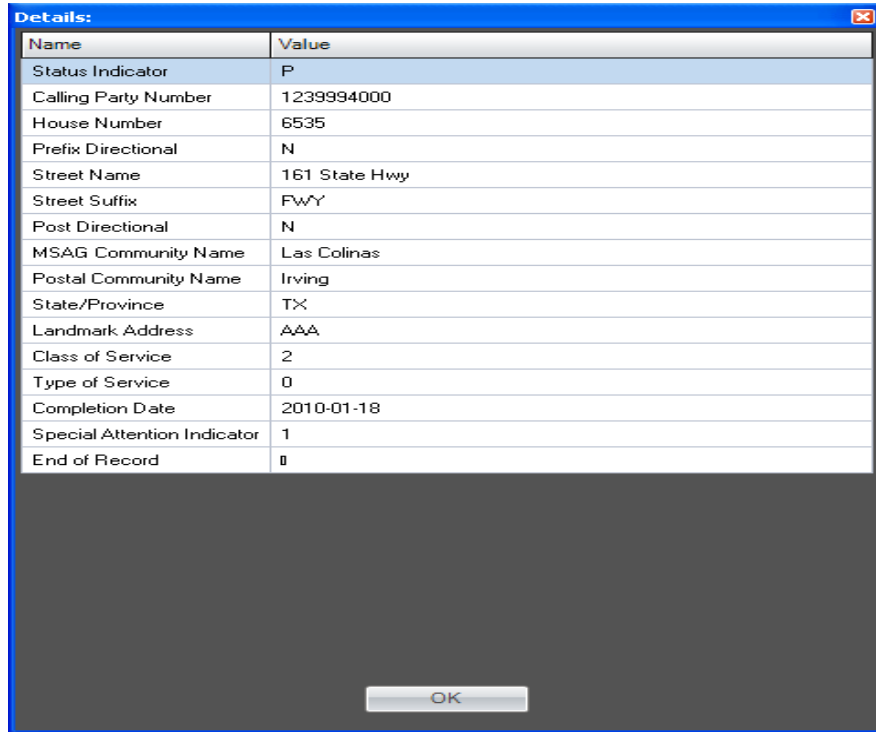


Table 2-3 Additional Details

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.	

State Name	Description	Tray Icon
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.	
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 application 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

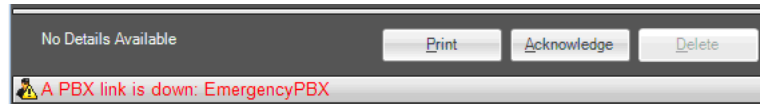
Status bar messages provide additional information regarding the Emergency On-Site Notification Client. These status bar messages depict events that can prevent the application from running correctly.

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.

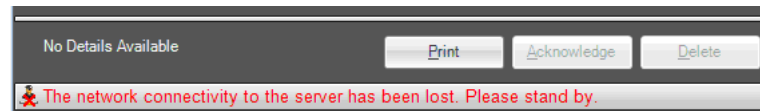
The PBX is down: Emergency PBX <pbx name> displays when connectivity is lost with a PBX having emergency routes. See [Figure 2-22](#).

Figure 2-22 PBX Link Fail Message



Network Connectivity Lost. Please stand by appears when the network connectivity to the server has been lost. See [Figure 2-23](#).

Figure 2-23 Network Connectivity Lost



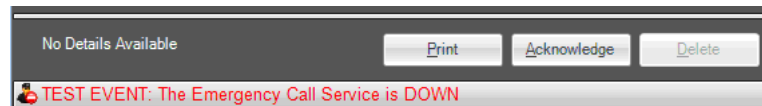
:The Network down cannot be simulated via the System test page because it is unrelated with the OW5000 server (it is toggled e.g. by the network cable being unplugged from client PC). The OW5000 server functionality is not affected when this message appears. The network down event will never appear as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

The Emergency Call Service is Down displays when the OW Telephony Event service is down. See [Figure 2-24](#).

Figure 2-24 Network Down



Figure 2-25 Test Event Message



Keyboard Shortcuts

[Table 2-5](#) lists common keyboard shortcuts for use with the UCE Emergency On-Site Notification (E-OSN) Client.

Table 2-5 Keyboard Shortcuts

Short Cut	Result	
Ctrl + Alt + L	Performs login	
Ctrl + Alt + O	Performs logout	
Alt + X	Exits the application	
Alt + A	Performs acknowledge	Acknowledge
Del	Performs delete	Delete
Ctrl + A	Selects all events in the grid	Select All
Ctrl + P	Prints details of selected events using the default printer	Print
Ctrl + D	Shows details of the selected events	Show Details
Alt + L	Starts listen in	Listen in
Alt + C	Starts conference	Conference
Alt + R	Performs release	Release
Ctrl + Alt + P	Change password	

Audio Notification

E-OSN client plays the configured alert sound (as defined in OW5000 Admin, **E-OSN Client Settings** page).

The tone sounds every 10 seconds whenever there are unacknowledged emergency calls.

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

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