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NEC

UC for Enterprise Suite

UC Emergency On-Site Notification (UC E-OSN)

At a Glance

- Notifies on-site staff in real-time when emergency numbers are called
- Provides location of 911 caller, even calls from an IP phone
- Speeds on-site response through real-time monitoring of 911 calls
- Allows on-site security to divert emergency response vehicles in case of false alarm
- Alerts key personnel of events via short text message or e-mail
- Works with UC Manager's Emergency Location Management feature to administer the ALI database
- Meets E911 compliance legislation
- Pushes emergency notifications or general announcements to a select group

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 UC Emergency On-Site Notification (UC E-OSN) for the UNIVERGE SV9300 and SV9500 Communications Servers, businesses will have the tools necessary to protect their most valuable asset – their people. UC E-OSN pinpoints a 911 caller's location and works with the voice platform to pass 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; resulting in an immediate and accurate response.

Solution

Pinpoints Location of Caller

UC Emergency On-Site Notification provides the location of the 911 caller—not just a billing address—to be passed to a 911 answering point as well as designated on-site personnel. Granularity of the location is configurable based on extension, and in the case of IP phones, based on subnet ranges as mapped to building, floor, and area. In cases where the caller cannot verbally provide this information, UC E-OSN software enables first responders to quickly reach the emergency and avoid confusion about where to go.

Notifies On-Site Staff in Real-Time

UC E-OSN's software provides real-time, on-site notification through 24x7 monitoring when 911 or other configurable emergency numbers are dialed. With this feature, on-site designated personnel are alerted of the event through a screen-pop, selectable audible alert on the PC, and telephone audible and visual indicators. This provides them with a quick notification showing where the emergency call originated and allows listening in to the conversation 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, they can meet and direct first responders to the exact location of the emergency, provide first responders access to secured locations or offer other assistance as deemed necessary.

Group Notifications

UC E-OSN provides the ability to push notifications to a select group, in the event of a verified emergency or for a unified general announcement.

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

UC E-OSN's 24x7 monitoring allows security officers to be alerted as soon as an emergency 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.

Additional listen in and conferencing features available through E-OSN further enhance on-site personnel's response time. By using both on screen and telephone features, businesses can be sure that their on-site personnel are well informed as to the nature of the emergency so that they can determine the appropriate actions to take to ensure the safety of everyone.

UC Manager's Emergency Location Management

In addition to UC E-OSN, NEC offers UC Manager's Emergency Location Management feature to further expand the power of UCE in critical situations. The accuracy of the Automatic Location Information (ALI) database records is a business's responsibility. With UC Manager, businesses have the tools necessary to create and maintain an ALI database registry of all analog, digital, TDM and 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 UC Manager complies 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 and designated on-site personnel receive the caller's actual location and emergency services can be dispatched accordingly.

Tracks VoIP Calls Throughout an Enterprise Network

Many organizations use Voice over Internet Protocol (VoIP) telephony in order to take advantage of the benefits of converged voice and data infrastructure. This capability can also free the organization from the administrative tasks and labor associated with Moves, Adds and Changes by allowing the phone user to freely move the phone about the enterprise's network. However, this mobility presents the unique challenge of keeping track of IP phones.

With enhanced voice platform logic in the UNIVERGE SV9500, IP phones are easily tracked, allowing individuals to change the location of their phone but still be identified at the new location. This accommodates organizations that have remote or nomadic users. Within a VoIP environment – or even off-network – the system is notified of any changes and updates the ALI database to ensure the PSAP and designated on-site personnel receive the most current information.

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. UC E-OSN meets E911 compliance legislation for Analog, TDM as well as IP phones.