

Gain increased control over 911 emergency situations. Automated alerts provide you with real-time notification while built-in messaging helps you to mobilize internal resources and coordinate response to assist 911 safety personnel.

Benefits:

- Provides audible desktop screen pops and phone calls when a 911 call is detected
- Alerts include extension and name of the party who called 911 as well as physical location and system site details
- Allows designated clients to communicate in real-time
- Creates an integrated call log of all 911 related activities
- Complements ShoreTel's robust call management and ease of use features
- Leverages ShoreTel's unmatched availability infrastructure to ensure uptime
- Goes beyond standard 911 compliance to provide an enhanced solution

Overview

The ShoreTel E911 Notification Application supplements the native E911 support built into the ShoreTel system. When a 911 call is placed from the ShoreTel system, the system's built-in capabilities ensure that appropriate caller ID information is provided to the local Public Safety Answering Point (PSAP) so that emergency crews are dispatched to the correct location. The ShoreTel E911 Notification Application supplements this core capability.

Expanded capabilities

Local site personnel may be able to reach the location of an emergency more quickly than can public emergency personnel. This application provides a critical and potentially life-saving capability by issuing alerts and facilitating communication between specified ShoreTel system users. These capabilities are extremely valuable in a broad variety of settings including retirement communities, nursing homes, schools and universities, high security facilities, government agencies and other large campus environments.

An extra level of oversight and security

The ShoreTel E911 Notification Application provides site administrators with an extra level of oversight and security by automatically alerting them with audible desktop screen pops and placing notification calls to any configured phone number when a 911 event is detected anywhere on their phone system. Based upon these alerts, local site personnel can meet emergency crews, guide them to the exact location of the emergency, access locked locations, or provide other assistance that may be required during the incident.

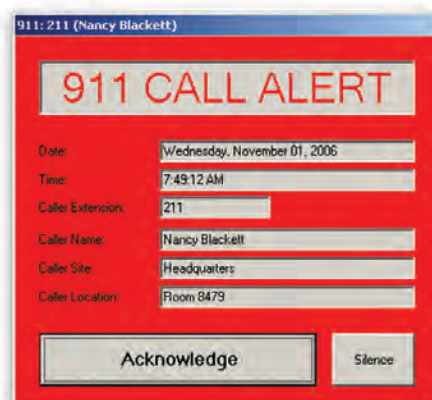


Figure 1: Client Application Screen Pop

Real time communication

This application also allows all local site personnel who have installed E911 clients to communicate in real-time via a built-in messaging system. Users can broadcast text messages directly from their client windows to all other connected client users, thus facilitating instantaneous communications during emergency situations.

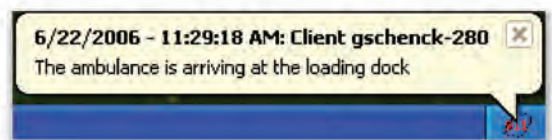


Figure 2: E911 Client Messaging Screen

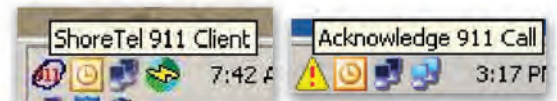


Figure 3: ShoreTel E911 Client Application Tray Icon

Comprehensive activity log

The server maintains a time-stamped integrated log of important events such as connected 911 calls, disconnects, acknowledgements and failures to respond. This log can be used for subsequent public relations activities, safety training, legal reference, and policy management.

Learn more

For additional information or to obtain a quote, please contact your authorized ShoreTel Reseller. To contact ShoreTel Professional Services directly, call 800-425-9385, ext. 3331 or send e-mail to ProfessionalServices@shoretel.com.

Specifications for E911 Notification Application

Application Components

The solution consists of three Microsoft Windows applications:

- **ST911Server:** A Windows Service which runs on a ShoreTel HQ or DVM Server. This server continuously monitors all trunks in the ShoreTel system for 911 events.
- **ST911ServerConfig:** A configuration client providing a user interface for configuring the Service which must be run on the same computer as the ST911Server.
- **ST911Client:** A user client which runs on client PCs and connects to the Service.

ShoreTel E911 Server Functional Description

The server monitors all trunk lines for outbound 911 calls. When the server detects a new 911 call it initiates a series of events:

1. Logs the specifics of the 911 call to a dedicated log file. Note that the ShoreTel system also natively logs 911 events to the Windows Event log.
2. Notifies any connected clients. Clients respond by displaying pop-up windows requiring user acknowledgement. The server logs each client notification and subsequent acknowledgement.
3. Simultaneously places an outbound call from a route point assigned to the server to each number in a list of numbers to call and logs each call made. For internal parties, the caller information shown on the user's display phone will show "*** 911 CALL ***" followed by the extension of the station which placed the 911 call.

For external parties where the trunk is configured to pass outbound caller ID, the caller ID will be as specified in the route point's configuration.

When (if) a given outbound call achieves a connected state, an outbound IVR will run and notify each user up to three times or until acknowledged or disconnected.

Customers can optionally modify the default .wav file which for the example pictured in Figure 1 would say, "This is the ShoreTel automated 911 alert system calling. A 911 call was placed from extension 211 in room number 8479. Please press 1 on your phone to acknowledge this call."

The server maintains a time-stamped text log of important events including:

- New 911 calls
- Connected 911 calls
- Disconnected 911 calls
- Client connects/disconnects
- 911 client notified
- 911 client acknowledged
- 911 IVR call placed
- 911 IVR call failed
- 911 IVR call no answer
- 911 IVR call no response
- 911 IVR call acknowledged
- Any change to the configuration
- Any configuration error such as bad or missing wave files or the inability to access a configured route point

Application Licensing

This application requires a license key in order to allow announcement calls to be made and client machines to connect to the E911 Notification Server. The key is provided during the final stages of the installation process. Limited testing is possible prior to receiving the key.

Important Considerations

The ShoreTel E911 Notification Application provides alerts containing the name and extension of a ShoreTel user who places a call to 911 as well as the physical location and ShoreTel site associated with the telephone from which the user placed the call. It is the customer's responsibility to maintain the accuracy of this data on an ongoing basis.

The ShoreTel E911 Notification Application offers seamless compatibility with the ShoreTel Office Anywhere™ feature. If a ShoreTel user reassigns his extension to a telephone and subsequently places a call to 911, the alerts provided by this application will include this person's name and extension (that is, the user who is currently assigned to the phone) while site and location information will reflect the phone from which the user called 911.

Users of the ShoreTel SoftPhone feature should not call 911 using their soft phones. Rather, they should use their own facilities phones to place 911 calls.

General Recommendation

The ShoreTel E911 Notification Application is a supplemental service intended to enhance ShoreTel's native E911 capabilities. It does not interfere with or replace the need for traditional 911 service. ShoreTel System Administrators should consult the product documentation for guidelines about how to configure their system for optimal 911 handling and also to thoroughly understand limitations related to SoftPhone, and other features with regard to 911 calling behavior.

WARNING/DISCLAIMERS - ShoreTel E911 Notification Application

THE SHORETEL E911 NOTIFICATION APPLICATION DOES NOT REPLACE THE NEED FOR TRADITIONAL 911 SERVICE -- IT IS PURELY SUPPLEMENTAL AND IS INTENDED TO PROVIDE ENTERPRISE ADMINISTRATORS WITH INTERNAL NOTIFICATION WHEN A USER OF THE SHORETEL SYSTEM DIALS 911 TO REPORT AN EMERGENCY.

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