

*Making Connections
For Life*



Providing Complete Enhanced 911 Solutions

Overview

At work or school, if someone is in trouble and calls 9-1-1, your PBX may not be able to provide the information necessary to locate the caller. The emergency response team may not know the caller's specific floor, room or even building, resulting in unnecessary delays and grave risk for the caller. The consequences may be life threatening.

The Telident portfolio of Enhanced 911 products gives you the tools you need to protect your most valuable asset - people - when there is an emergency. By pinpointing a 911 caller's location, a Telident 911 Solution helps your PBX provide vital, lifesaving information to the 911 public safety network, and notifies on-site personnel that an emergency call is in progress, allowing for an immediate and accurate first response.

*Safety is your responsibility.
Enhanced 911 is our business.*

Teltronics offers a variety of Telident 911 Solutions to meet the needs of every application. These solutions consist of several modules (see back page) which may stand-alone or interoperate, are engineered specifically for your telephone system, and are designed to be compatible with your local telephone company.

Options are available to monitor and record 911 calls, as well as to keep your non-emergency calls private. PBX station numbers can be automatically changed to an alternate caller ID number for normal call activity.

Solutions are available to enable you to utilize on-site notification for non-911 numbers, such as 2222 for Security, or 3333 for a nurses station.

Telident 911 Solutions support a wide range of PBX systems including VoIP, digital or analog technologies.



Telident SiteAlert

The cornerstone of a Telident 911 Solution is the Telident SiteAlert software, which provides on-site notification when an emergency access number is dialed in a business or campus that is equipped with a PBX. This notification allows on-site personnel to provide valuable first responder assistance, which may mean the difference between life and death.

A heart attack victim's chance of survival increases if CPR and defibrillation can be administered in the first five minutes.

On-site notification can be provided to multiple positions such as security desks, guard shacks, PBX attendant locations, or any other desired location in the enterprise. The SiteAlert software generates an audible and visual alarm on PCs located at these positions, providing vital Automatic Location Identification (ALI) data.

The SiteAlert database may include specific information about a caller or location, such as a critical medical condition or the presence of hazardous materials. This allows on-site personnel to assist responding emergency agencies by warning them of these situations upon arrival.

Other features include:

- Sending the caller's location information to additional notification points via alphanumeric pager, text message to cell phone, and e-mail
- Monitoring dedicated 911 trunks for proper operation
- Generating emergency call activity and hardware alarm reports

The Telident product line provides a full range of hardware and software modules that ensure virtually any PBX can support enhanced 911 and provide information to SiteAlert for on-site notification.



Telident SiteAlert ALI Manager

The ability to accurately locate a 911 caller is limited to the accuracy of the information stored in the Automatic Location Information (ALI) database. This data is retrieved by emergency call-takers when a 911 call is received.

Maintaining accurate information in this database is the responsibility of the PBX owner or operator...not the telephone company. Your unique ALI database is comprised of a station number, 7- or 10-digit Automatic Number Identification (ANI) and a location associated with these numbers. SiteAlert ALI Manager allows you to create and maintain this critical information. As you add staff, move phones, or expand your facilities, you must maintain this database. SiteAlert ALI Manager gives you an easy-to-use database management tool that automatically updates the telephone company ALI database and immediately makes this updated information available to SiteAlert for on-site notification.

As a standalone database application, or used with a Telident 911 Solution, Telident SiteAlert ALI Manager makes it easy to keep your 911 database accurate and up to date.

Component	Key Feature	Key Benefit
SiteAlert	On-site notification of 911 and non-emergency calls to front desk/security office.	<ul style="list-style-type: none"> Administration and/or security staff can provide immediate response and assist callers and public safety agencies. Additional information about a potential hazardous environment or caller's medical condition can be relayed to emergency personnel. Increases security for employees, guests and students. Real-time notification and permanent record of all 911 calls. Dedicated 911 trunks are monitored and alarm generated if they are out of order.
SiteAlert ALI Manager	Maintenance of the telco ALI database.	<ul style="list-style-type: none"> Provides administration personnel with the ability to efficiently maintain the telephone company ALI database, SiteAlert and other module databases.
Call Locator	Station number to ANI translation for PBXs that cannot provide valid ANI to the E911 network.	<ul style="list-style-type: none"> Utilizes PBX ISDN PRI spans for interface to E911 network. Compatible with all telcos. Models available for PRI or CAMA circuits for 911 call delivery to the telco. Transmits a valid number that can be used by the public E911 system. Enables retrieval of the 911 caller's precise location. Non-Emergency Caller ID Security: Keep your private numbers private. PBX station numbers can be automatically changed to an alternate caller ID number (model specific). Supports a wide range of PBX systems including VoIP, digital or analog. Allows administration or security staff to monitor and record 911 calls.
Station Translation System (STS)	Station number to ANI translation for PBXs that cannot provide valid ANI to the E911 network.	<ul style="list-style-type: none"> Models available to support various PBX analog trunk circuit configurations. Uses CAMA circuits for 911 call delivery to the telco (dedicated 911 trunks which do not drop the call information if the caller hangs up). Transmits a valid number that can be used by the public E911 system that enables retrieval of the 911 caller's precise location. Supports a wide range of PBX systems including VoIP, digital or analog.
Digital Monitor	Combined with SiteAlert, enables on-site notification of 911 and non-emergency calls to front desk/security office.	<ul style="list-style-type: none"> Used in applications where the PBX routes emergency calls to the E911 network and provides a valid ANI. Caller information provided to SiteAlert via a simple digital station connection. Enables administration or security to utilize the notification capability for other non-911 numbers (e.g., 2222 for Security and 3333 for a nurses station).
911 Monitor	Combined with SiteAlert, enables on-site notification of 911 and non-emergency calls to front desk/security office.	<ul style="list-style-type: none"> Used in applications where the PBX routes emergency calls to the E911 network and provides a valid ANI. Caller information provided to SiteAlert via a data connection to the PBX.
ALI Service Bureau	ALI Database creation and optional database management services.	<ul style="list-style-type: none"> Relieves establishment of the responsibility for initial creation and on-going maintenance of the ALI database.

The availability of some Telident 911 Solutions is based on PBX type and customer configuration requirements.

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