



SOLUTION
BRIEF

Enhance Safety and Emergency Response with Intelligent Communications

You know that student, employee, and citizen safety is critical in today's world. You know that communications plays a significant role in keeping your environment safer. But did you know that many communications systems have inherent safety features and applications that can help your organization respond more quickly and efficiently?

Here's a look at some of these Intelligent Communications functions that can help you maintain a safer environment and increase the effectiveness of your emergency response.

An Easy, Effective Way to Notify Authorities

During a crisis, it is important to accurately pinpoint the location of a person dialing 911 — to not only help ensure the effectiveness of first responders, but also allow on-site personnel to respond or make preparations for the emergency personnel. Therefore, consider the following:

- **Help ensure that the “exact” location (e.g., room number) of a 911 call is delivered to the emergency call receipt location, also known as the Public Safety Answering Point (PSAP).**
- **Help ensure that calls made from other locations or from an employee's home, a dorm room, or a teleworker's remote location are sent to the appropriate local PSAP — not the emergency center where your main telephone system resides.**
- **Maintain current and accurate location/address records including all recent moves, adds, and changes.** Applications that automate this function are available from Avaya DeveloperConnection members such as RedSky and Xtend.
- **Employ a Crisis Alert feature that sends an audible alert and notifies on-site emergency personnel via the telephone display when a 911 call is made.**

A Means for Managing Malicious Calls

Organizations often receive malicious calls and must quickly distinguish between serious threats and prank calls. Malicious Call Trace capabilities enable a one-touch activation to alert local management to the situation, so that management and authorities can listen to the call in progress (and coach the employee). With this one-touch activation, the call can be recorded and the line or trunk used by the malicious caller is “trapped” to help identify the location of the caller.



Fast, Effective Communications for Emergency Responders

Mobility solutions for your emergency and safety personnel help to ensure that they can be reached when a situation arises. The following are some mobile communications options to consider:

- **WiFi telephones can be connected to Avaya Communication Manager over a wireless LAN infrastructure** to provide responders with full access to their enterprise communication features (conference, call display, directory access, etc).
- **Extension-to-Cellular capabilities enable personnel to stay connected and mobilize quickly** — an extremely useful feature when a call is taken at a desk phone and communication needs to be maintained as the person moves to respond to the situation.
- **one-X™ Mobile enables emergency responders to directly access** their Avaya Communication Manager system features from their cellular telephones.
- **Dual wireless telephones that operate over your wireless LAN** and connect to Avaya Communication Manager can also function as cellular phones beyond your campus location.



Safety Features and Specialized Applications for Managing Emergency Response

- Alerting devices, loudspeaker paging, and station paging can be used to alert specific safety or emergency response individuals.
- When a threatening call or emergency situation occurs, Whisper Page can be used to coach call handlers “quietly” while help is on the way. Only the call handler (not the other person on the line) — hears the coaching — helping to keep the person in jeopardy in a calm situation.
- Service Observing allows authorities to listen in on a call without being heard, with the ability to intercede when necessary.
- Broadcast message and out-calling features of your voice messaging application can be used to notify responders and others.
- Specialized emergency notification applications can be used to notify emergency personnel with specific or predefined messages. The messages can be sent to multiple devices per individual (email, page, text to cell phone, telephone, etc), with the ability to confirm receipt and/or require a password to receive the message. These applications are available from Avaya DeveloperConnection partners including DCC, Accuvoice, and Mutare.
- Audioconferencing capabilities provided by Avaya Meeting Exchange can enable emergency response personnel to communicate as a group, to collaborate on a plan of action or coordinate their actions.
- A Mobile Communication System can be a stand-alone voice/video/data solution or be installed in an emergency response vehicle or trailer to provide instant on-site communications for emergency responders.

In addition, alternate or reserved communication connections allow emergency personnel to communicate when the normal communication systems and/or network connections are oversubscribed during an emergency.

For example:

- Satellite communications can provide connections through a geographically distant network location if local systems are down or inaccessible.
- A radio interface to the communication system can allow mobile personnel to communicate from a radio to students, employees, or others who are using their cell phones.
- Alternate network or interbuilding communications can be provided by point-to-point WiFi, WiMAX, free-air optics, radio, or other WAN/LAN connections.

Multiple Ways to Notify Individuals in a Crisis

When an emergency situation occurs, notifying people with specific directions is imperative. Each emergency situation can have its own effects and might therefore require different action of those potentially affected. It is also important to leverage multiple means of notification to increase coverage and the likelihood that the message will be received. The following is a list of some emergency communication solutions to consider:

- Alerting devices such as strobe lights and sirens can be triggered using an auxiliary port on the system by calling a specific number.
- Signboards can be strategically placed throughout a campus, at the entrance to buildings, in parking areas, or on routes to campus to provide specific messages such as “Campus Closed,” “Do Not Enter,” etc.
- Provide a means to notify students, employees, and others with hearing, speech, or visual disabilities.
- Provide the ability to activate a pre-designated “isolation plan” where officials can automatically lock/unlock portals/doors and announce or “wallboard” emergency instructions.

- Send text messages to display phones providing general or specific instructions such as “Stay in room,” “Exit immediately,” “Lock door,” etc.
- Provide messages over loudspeaker paging systems or over speakerphones to either all phones or select groups of phones.
- Provide Whisper Page to specific phones (audible only to the person on the phone, not everyone).
- Provide voice mail notification to students or employees through their email with Unified Messaging or a special application such as the Mutare EVM application, which can be easily added to INTUITY™ AUDIX®, Octel, and Modular Messaging systems.

- Avaya Voice Portal solutions can provide access to specific information for people in cars or others who call in for status or instructions. This latest generation of what many know as IVR solutions includes two valuable capabilities:

—Speech access provides faster access to specific information because it’s not necessary to listen to the menus. It also provides a safer means of access for drivers because of its hands-free nature. In addition, it can support multiple languages to help ensure that all personnel can receive information/instructions.

—VXML, or Voice XML, allows you to make web page postings also immediately available to phone users in real time. This enables faster information deployment to all users.

In Summary

With the recent advances in IP Telephony and wireless technologies, your ability to respond to emergencies and notify affected persons is significantly enhanced. For more information, consult your Avaya representative, Avaya Authorized BusinessPartner or avaya.com to learn more about how these and other Intelligent Communications solutions can help you maintain a safer environment and be prepared to launch an effective response whenever necessary.

About Avaya

Avaya delivers Intelligent Communications solutions that help companies transform their businesses to achieve market-place advantage. More than 1 million businesses worldwide, including more than 90 percent of the FORTUNE 500®, use Avaya solutions for IP Telephony,

Unified Communications, Contact Centers and Communications Enabled Business Processes. Avaya Global Services provides comprehensive service and support for companies, small to large. For more information visit the Avaya Web site: <http://www.avaya.com>.

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