

SPOK[®] ALI ALERT

PUBLIC SAFETY TELEPHONY SOLUTIONS



ENSURING SAFETY

As an organization with many users connected to a common phone system/PBX, you have the obligation to protect your customers, employees, and visitors in the event they dial 9-1-1. In fact, there is no service more important or mission critical than updating the 9-1-1 service provider's automatic location information (ALI) database.

This means someone dialing 9-1-1 from a multi-building campus or multi-floor building can be associated with a precise location (building, floor, room). Spok ALI Alert helps you update the 9-1-1 service provider's ALI database in an accurate and timely manner. It also provides additional options that go far beyond traditional enhanced 9-1-1 services.

UPDATING THE ALI DATABASE

Spok ALI Alert contains records for each DID, including its location. The DID is commonly referred to as 'ELIN,' and the location is referred to as 'ERL.' This is what maintains the accuracy of your 9-1-1 caller location data. No PBX performs ALI database updates—it's your organization's responsibility. Most existing databases can be readily converted and imported for initial use. For ongoing usability, Spok[®] offers an interface to your telecommunications management system (TMS) to automatically provide a single source for all moves, adds, and changes (MACs) within your telephone system. This database integration feature supports most major TMS available today.

ONSITE NOTIFICATION AND CALL MONITORING

In an enterprise network, command and control are today's watchwords. Who dialed 9-1-1? Where are they located? How can we help? These are all-too-common questions asked by security personnel after a 9-1-1 call has been dialed. Spok ALI Alert enables you to answer all of these questions by providing powerful tools for your security team. The instant a 9-1-1 call is made, advanced notification methods are enacted to include paging messages, text messages, emails, screen pops, printers, and LED boards configured to automatically print and display the extension and location data. This can include other information such as medical conditions. It can also contain notes concerning the physical location of the telephone, such as nearby hazardous materials and whether the location is remote and connected via wide-area network (WAN).

ASSOCIATING REMOTE CALLERS WITH THE RIGHT 9-1-1 ANSWERING POINT: SPOK[®] VIRTUAL E9-1-1

The common trend in enterprise networks is to consolidate public switch telephone network (PSTN) access to reduce costs. However, in many enterprise networks, the locations are dispersed across a wide geographical region covered by multiple 9-1-1 answering points. This is where Spok's Virtual E9-1-1 service comes in. It provides a single ALI database for all remote locations and a single routing point from the enterprise network for all 9-1-1 calls. Spok ALI Alert integration provides the automated upload of ALI records to the virtual service provider. It also provides a web-based tool to identify and MSAG-verify locations associated with a road warrior or work at home employee (i.e., an off-network site that uses VPN for the enterprise's telecom and data network services).

ALI ALERT: KEY BENEFITS

- Simplify and automate ALI database updates
- Improve emergency response time for 9-1-1 callers
- Notify onsite personnel of the location of 9-1-1 callers on analog, TDM, IP and wireless phones
- Associate remote employee 9-1-1 callers with their local PSAP using Spok Virtual E9-1-1

DATASHEET

SPOK® IP PHONE TRACKING GATEWAY

Tracking the location of 9-1-1 calls across the enterprise's VoIP wired and wireless phones is an ongoing challenge. In a wired VoIP environment, users can move their phones, or they can log on to another IP phone with their phone number and credentials. Thus, tracking the physical location of the phone making a 9-1-1 call becomes difficult. The Spok IP Phone Tracking Gateway enables you to keep track of the current location for VoIP phones, soft phones, and any other authorized VoIP telephony devices. This solution can also follow the real-time location for authorized VoIP wireless phones which connect to the network via radio transmission.

KEY FEATURES	BENEFITS
Automatic updates to PS/ALI database	<ul style="list-style-type: none">• Pinpoint each 9-1-1 caller's exact location
Browser-based administration	<ul style="list-style-type: none">• Work with a user-friendly interface for database editing to add records or unique location information not in the automatic feed• Automate database updates
Integration to leading telecommunications management systems, including OTM/TM, MAT, ASA, MA4000, Omni Vista 4760 and others	<ul style="list-style-type: none">• Simplify administration with a single entry of MAC that results in multiple databases being updated at once
Multiple enhanced event notification methods available: <ul style="list-style-type: none">• Paging, text messages, LED boards• Printer with strobe light• Screen pops with audible alarms	<ul style="list-style-type: none">• Alert onsite personnel of a 9-1-1 call and the caller's location using a variety of methods
Reporting by extension, new calls, all calls	<ul style="list-style-type: none">• Generate extensive reports of 9-1-1 calls
Integrates with the Spok Virtual E9-1-1 service	<ul style="list-style-type: none">• Simplifies administration with a seamless solution for protecting geographically dispersed employees placing calls from behind the main PBX
Integrates with the Spok IP Phone Tracking Gateway	<ul style="list-style-type: none">• Tracks the physical location of wired and wireless phones even as a phone's physical location changes
Uses Microsoft® SQL database	<ul style="list-style-type: none">• Leverage industry-standard DBMS for easy-to-use ad hoc reports and database queries