

**A university campus of over 20 buildings needs to quickly identify the location of 911 calls so they can provide immediate assistance and direct emergency personnel to the exact location of the emergency situation. The university wants this capability across 2,100 phones and for it to be integrated into their existing Systemax structured cable solution.**

Solving this challenge will benefit the university in the following ways:

- ◆ Improving campus safety with rapid notification of 911 calls from their specific location. This will result in faster assistance for students and faculty to emergencies.
- ◆ Immediate notification of the 911 call allows campus dispatch to verify the 911 call is a true emergency and not a false alarm. Thus reducing the number of false alarm calls sent to the PSAP and consequent fees and disruption.
- ◆ Monitor and notify unauthorized movement of phones between offices and cubicles



## THE SOLUTION

**The focus of this solution is the real time notification of dialed emergency patterns, such as 911 or 9911, and the location from where the patterns were dialed.**

1. Receive notifications to the desktop, the IP phone screen, or a mobile device showing what extension dialed the emergency pattern, the user assigned to that extension, and the physical location of that phone
2. Receive acknowledgements from users receiving notifications to assess and audit response readiness
3. Register users to receive notifications based on the Calling Search Space originating the emergency call to control what users respond to what emergencies
4. Inform gate guards, receptionists, or lobby personnel of 911 calls to prepare them in directing emergency services when they arrive
5. Leverage Active Directory *Office* field information as source to location information for IP phones dialing a monitored pattern allowing customer to maintain one common data base
6. Integrate Systemax Cabling Solution and map location of 911 and other emergency calls to the originating data drop location, reducing the chance of incorrect location data stored on the IPsession