Ｏ ShoreTel®

ShoreTel Emergency Notification for ONSITE

HIGHLY ADAPATABLE FOR SPECIFIC NOTIFICATION NEEDS

The ShoreTel Emergency Notification application for Connect ONSITE is ideally suited to office campus and other multi-building environments, including schools and universities, medical institutions, retirement communities, and manufacturing facilities.

Multi-level notifications help improve response

For organizations with plans to mobilize certain personnel during non-emergency (code blue), but still critical, situations and others for emergencies, the ShoreTel Emergency Notification application lets organizations build procedures around both event levels.

Once a code red or code blue emergency is detected on the ShoreTel UC system, designated personnel receive visual alerts and/or alerting phone calls which they are prompted to acknowledge immediately. Alerts include critical information such as the name of the person assigned to the phone and the location of the code red or code blue caller (see Figure 1). Thus

informed, in-house recipients can mobilize on-premise resources or meet public safety responders to guide them to the exact location of the emergency, access locked locations, or provide other assistance that may be required.

Site-specific alerts support geographically dispersed businesses

Administrators in a company's New York site may not want to be alerted of code red or code blue emergency alerts triggered by a user in Paris. Or maybe they wish to be informed of a code red emergency, but not code blue calls that originate in Paris. The ShoreTel Emergency Notification desktop software provides an intuitive interface that lets staff easily control the specific scenarios for which they will be alerted.

BENEFITS

- Generates audible and detailed desktop alerts and phone calls when a first-level (code red) or second-level (code blue) emergency call is detected
- Supports site-specific alerting for geographically dispersed businesses
- Supports country-specific and multiple external emergency numbers
- Alerts include name and extension as well as site and physical location of the party who called the code blue or emergency number
- Allows key personnel to reliably communicate in real-time
- Creates an integrated log of code blue and emergency call related activities, going beyond standard 911 and other emergency compliance to provide an enhanced solution

ShoreTel. Brilliantly simple business communications.

Audible Desktop Alerts

Country-specific and multiple number support

The ShoreTel Emergency Notification application can be easily configured to monitor emergency numbers worldwide. A company with ShoreTel sites in both the U.S. and France, for example, may configure the software to monitor for both "911" and "112."

Real-time communication during emergencies

To help ensure a coordinated response, the ShoreTel Emergency Notification application lets key personnel communicate in real time via a built-in messaging system. Desktop application users can broadcast text messages directly from their computers to all other connected users, helping to ensure instantaneous communications during critical and emergency situations (see Figure 2).

Increased oversight and security

Organizations can also use the ShoreTel Emergency Notification application to alert security personnel of emergency calls that may have been made inadvertently. Security personnel can inform authorities of such errors immediately, thus helping to avoid fines for false alarms.

Comprehensive activity log

The application server continuously maintains a time-stamped integrated log of important events, including connected code red and code blue emergency calls, acknowledgements and failures to respond. This log can be used for subsequent safety training, legal reference, public relations and policy management activities.
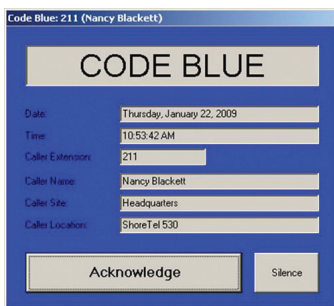

Client Messaging Screen

Client Application Tray Icon

Technical notes

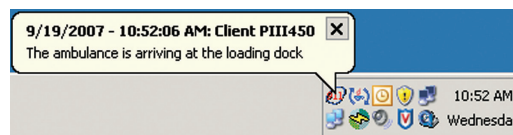### ShoreTel Emergency Notification Server Software

The application server monitors all trunk lines for outbound emergency calls and incoming code blue calls. When the server detects a new call, it initiates a series of events:

1. Logs the specifics of the call to a dedicated log file. (The ShoreTel Connect ONSITE system also natively logs emergency events to the Microsoft Windows Event log.)

2. Notifies any connected software clients. The clients respond by displaying audible pop-up windows requiring user acknowledgements. The server logs each client notification and subsequent acknowledgement.

3. Places notification calls to any configured telephone contacts. Telephone contacts are configured for both emergency and code blue events on a per site basis from the server settings interface. Contacts receive voice prompts notifying them of the type of notification (emergency or code blue), the caller's extension, and optionally his or her location. The message will repeat up to three times or until acknowledged or disconnected.

4. If the called party is an internal party with a display phone, the notification calls will show up on his or her display with a message indicating that the call is either a code red or code blue emergency alert call.
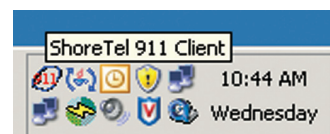
The system only calls a designated contact at the time that a new code red or code blue emergency call is first detected. This means that if an initial notification call fails, there will be no notification to that contact. The ShoreTel Emergency Notification server does not initiate a call to a contact with which it already has an active alerting call due to a previous emergency
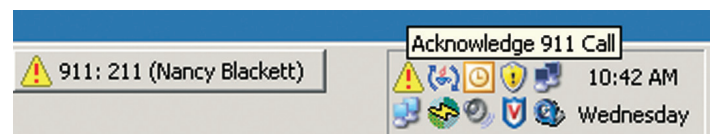
event. This means that if two emergency or code blue call events occur in close proximity, the contact call message plays only for the first call and not for the second. The server does not initiate a call to a contact if that contact is the same party who placed the emergency or code blue call.

ShoreTel Emergency Notification Desktop Client Software

Company personnel who desire desktop pop-up alerts must install the ShoreTel Emergency Notification client software on their desktop machines (see Figure 3). From this interface, users can see which other client users are currently connected and monitor the health of their network connection to the application server.

They can also customize alerting behavior according to their individual preferences and participate in broadcast text messaging sessions with other personnel running the client software.

Important considerations

The ShoreTel Emergency Notification application provides alerts that contain the name and extension of a ShoreTel Connect user who places a call to a configured code red or code blue emergency number, 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.

Full integration with the ShoreTel Connect "office anywhere" extension assignment feature means that if a ShoreTel user reassigns his extension to a telephone and subsequently places a call to a

code red or code blue emergency number, the alerts provided by the application include the caller's name and extension currently assigned to the phone. Site and location information reflects the phone from which the user called the code red or code blue emergency number. Users of the ShoreTel Connect SoftPhone feature should use their own regular phone to place emergency calls.

Recommendations

ShoreTel recommends consulting ShoreTel product documentation for guidelines about how to configure your system for optimal emergency call handling and also to thoroughly understand the limitations related to ShoreTel SoftPhone and other features.

Emergency notification warnings and disclaimers

The ShoreTel Emergency Notification application does not replace the need for traditional 911 or other emergency telephone service. It is purely supplemental and is intended to provide enterprise administrators with internal notification when a user of the ShoreTel Connect system dials an emergency number to report an urgent situation.

The application has risks inherent to software applications and, as such, ShoreTel disclaims all liability for personal injury and/or death arising from any defects in the design, development and/or construction of the application including any liability arising from ShoreTel's negligence in creating and/or implementing the application. ShoreTel does not warrant that this application will run uninterrupted or error free.

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ShoreTel, Inc. (NASDAQ: SHOR) is a leading provider of brilliantly simple IP phone systems and unified communications solutions powering today's always-on workforce. Its flexible communications solutions for on-premises, cloud and hybrid environments eliminate complexity, reduce costs and improve productivity.

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