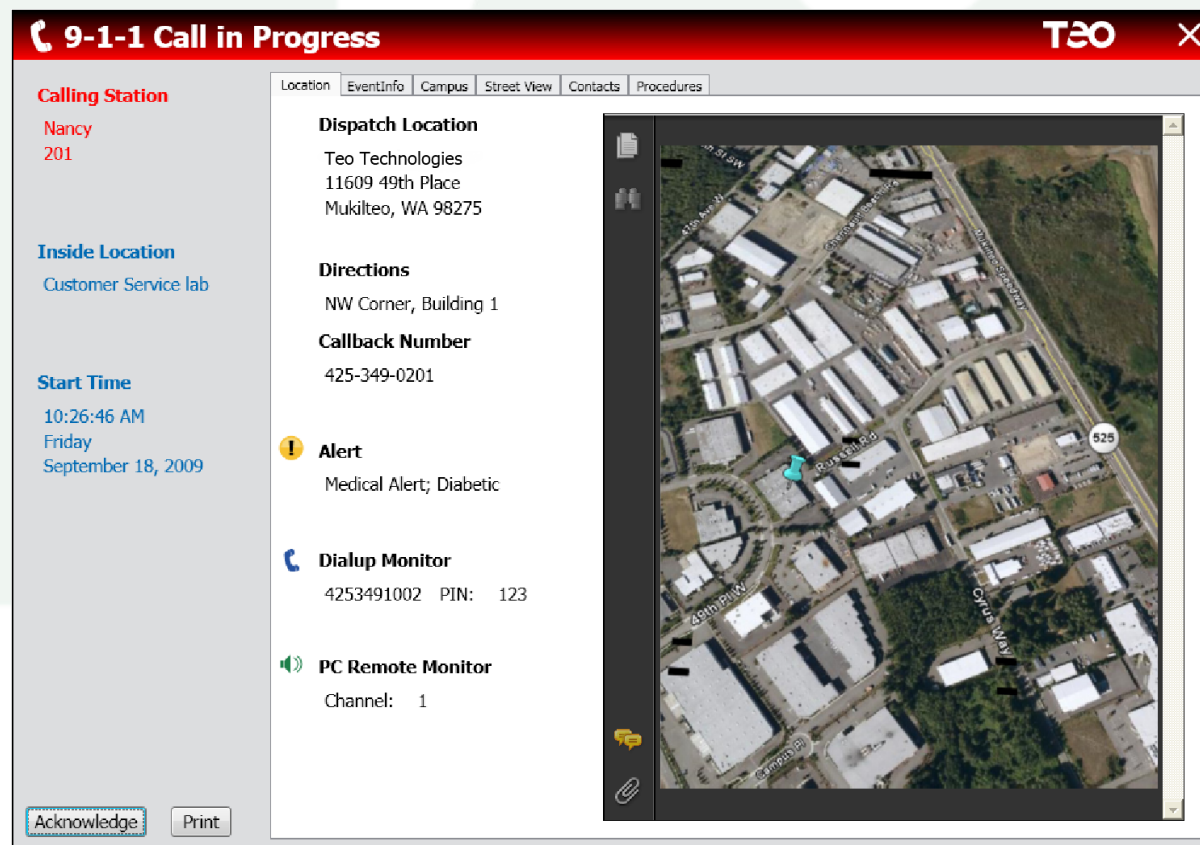




E911 Response System Alert Responder

User Guide



Overview

The Teo E911 Response System **Alert Responder** is a PC-based application that displays a popup call information window with an audio alert when a PBX user places an emergency (911) call. This program runs in the background until an emergency call occurs.

Your system administrator configures notify groups. You may be set up to receive notification for all emergency calls, or only calls from specific telephone numbers.

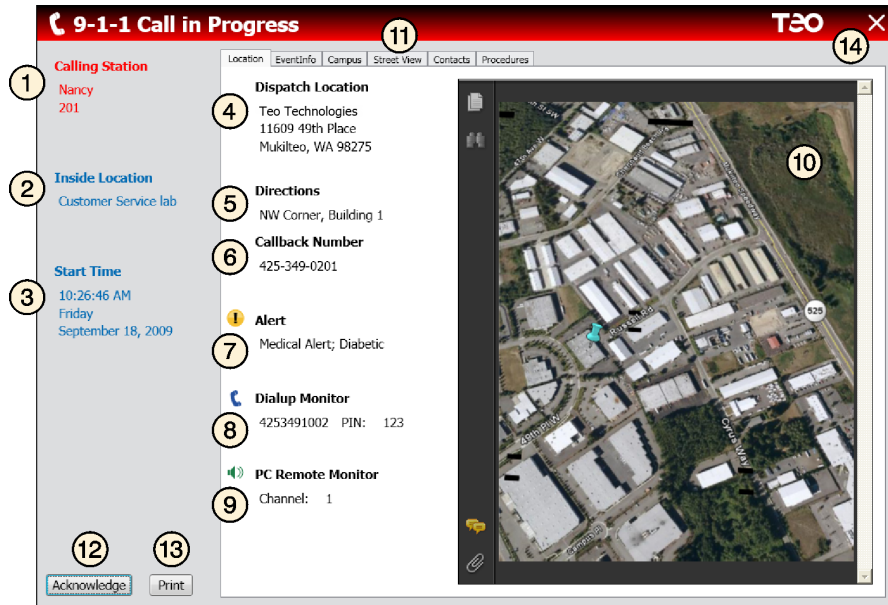
The popup window provides the following information:

- 911 Call Status (in progress or completed)
- Caller's name and number
- Company (site) name
- Street address
- Inside location
- Directions to the location
- Start time and duration of the call
- Callback number for use by emergency responders
- Alert info, such as hazards or medical conditions
- Street maps, campus maps, building layouts, and other customized information
- E911 calling number sent to the 911 operator
- A list of notifyees, showing if they acknowledged receiving the notification
- Event ID and E911 Response Server ID
- Optional monitoring of a call in progress on PC speakers or via dialup
- Optional playback of a recording of the completed call

Screen Display Items

- * An asterisk indicates items that are always displayed, regardless of the selected tab.

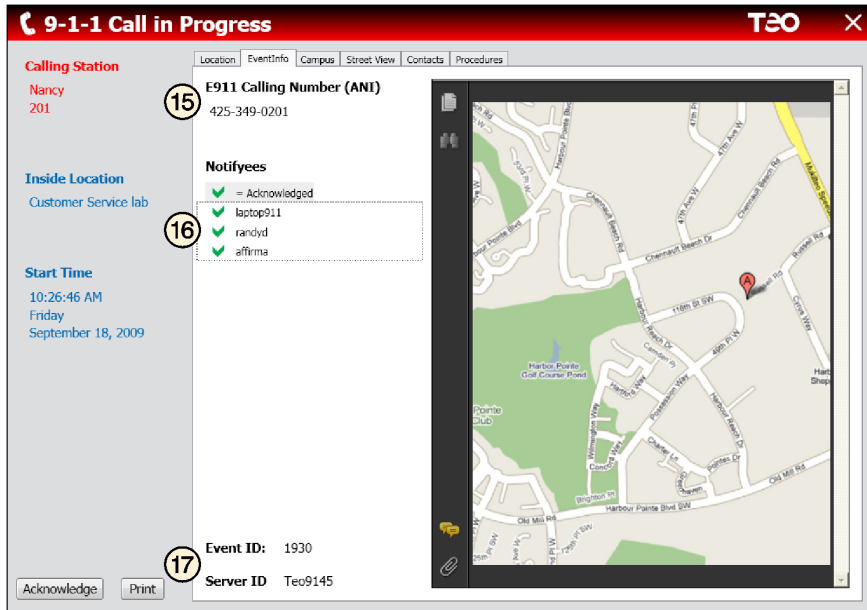
Call in Progress – Location Tab



- 1) **Calling Station*** – the emergency caller's name, and the station number that the 911 call was placed from.
- 2) **Inside Location*** – the caller's location within a building or campus.
- 3) **Start Time*** – the time and date that the call was placed.
- 4) **Dispatch Location** – company name and street address of the caller.
- 5) **Directions** – emergency responder directions to find the caller's location.
- 6) **Callback Number** – a number that you can use to call the emergency caller; this may differ from the calling number.

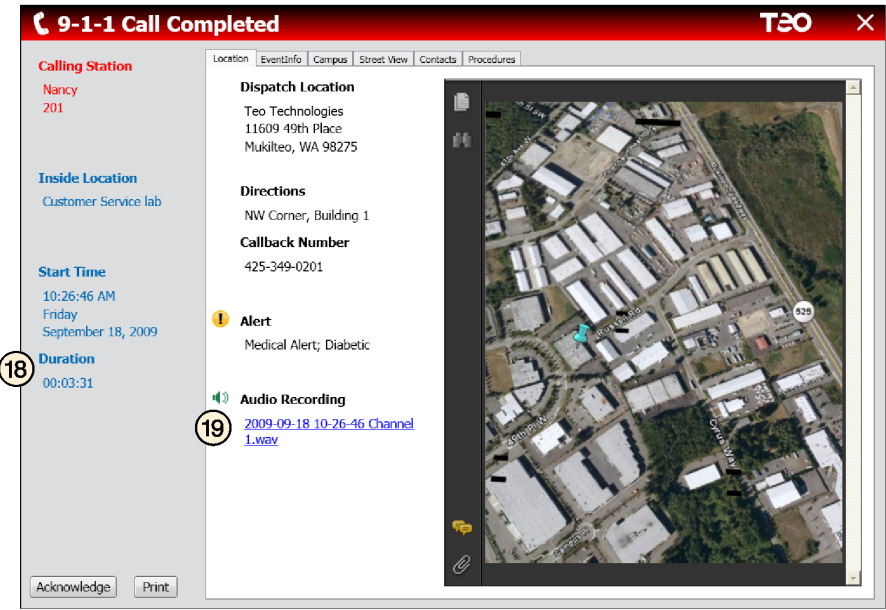
- 7) **Alert** – additional information for emergency personnel about the user or location, such as hazards or medical conditions.
- 8) **Dialup Monitor** – a number that can be called to listen to the call while it is in progress (when available). After dialing the number, enter the displayed PIN, followed by #.
- 9) **PC Remote Monitor** – the channel number used to listen to the call on your PC speakers (when available).
- 10) **Additional Info Area** – this area can show additional information pertaining to the call, such as a street map, campus map, building layout, overhead view, or contact information.
- 11) **View Tabs*** – used to select among six views. Each view has an independent Additional Info Area.
The first two tabs, Location and EventInfo, are always available. The other four view tabs can be customized by your system administrator.
- 12) **Acknowledge Button*** – click this button to acknowledge that you have seen the emergency notification.
- 13) **Print Button*** – click this button to print a record of this emergency notification.
- 14) **Close Button*** – click the **X** to close the Alert Responder window.

Call in Progress – EventInfo Tab



- 15) **E911 Calling Number (ANI)** – the calling number sent to the 911 operator.
- 16) **Notifyees** – persons that have been notified of this emergency call, including you. A check mark indicates that they have acknowledged receiving the notification.
- 17) **Event ID** and **Server ID** – the log number assigned to this emergency call, and the name of the E911 Response Server that generated the notification.

Call Completed – Location Tab



- 18) **Duration** – the length of the completed emergency call.
- 19) **Audio Recording** – click to listen to an audio recording of the call (when available). This item replaces Dialup Monitor and PC Remote Monitor when a call is completed.

Using the Alert Responder

Notification Popup

When an emergency call occurs from callers in your notify group, a popup window will appear on top of other windows on your PC screen. An audio alert tone may be played through your PC speakers to alert you to the emergency.

Other personnel may also receive notifications via PC popup, email, text messages, or on a dedicated call display unit.

Viewing Call Information

Information about the emergency call is shown in six tabs in the popup window. The most important information is in the first tab, which is visible when the popup window first appears.

Click a tab to view its information. Some tabs may be customized by your system administrator.

Tabs may display PDF files in the dark-bordered area (such as the map and overhead view in the examples on page 4). Right click in the PDF display area to select zooming, printing, or other options.

Acknowledging a Notification

Click **Acknowledge** to indicate to other personnel that you have received the emergency notification.

Printing Call Information

Click **Print** to print a record of the call. Printed info varies slightly when a call is completed.

Listening to a Call in Progress via Dialup

Call the displayed dialup number, then enter the PIN when you hear the access tone.

Listening to a Call in Progress on your PC

Click the channel number under **PC Remote Monitor** on the Location tab. A RemoteMonitor connection window will appear; click **Connect**.

In the Listen Connection window, select the channel that you want to listen to; the channel number is shown in the popup Location tab. You can listen to other calls by selecting a different channel. When finished, click **Disconnect**.

Note: You must have the Teo E911 Remote Monitor software installed on your computer.

Listening to a Call Recording

Click on the wave file name (*filename.wav*) to listen to a recording of a completed call. The recording will be played on your PC's media player application.

When finished, close the media player

Closing the Notification Popup

Click the **X** in the upper right corner of the window.

Disabling Notification Popsups

In your taskbar system tray, right-click the Teo icon, and then select **Close**.



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