



A Division of Connexon

The E911 Experts.



Desk Alert™ Data Sheet

Desk Alert™ is an optional component of 911 Enable's Emergency Gateway (EGW) and is installed on Windows-based security desk workstations. In the event of a 911 call, a screen pop instantly appears as the top window on the security desk monitor, notifying personnel of an emergency call in progress. Information provided by the pop-up screen includes the caller's name, callback number, date and time of call, and detailed location information. Desk Alert™ also includes a configurable URL link, which can point to additional location-specific information (i.e. detailed building map, emergency contact list, etc.).



Key Features and Benefits

Call and Location Information

Detailed call and location information allow security personnel to quickly implement a response based on an organization's emergency response policies and procedures.

Location-Specific Alerting

Pop-ups may be configured to appear on the security desk workstation closest to the caller. This permits security personnel to monitor precise zones within the network, and allows implementation across multiple sites.

Alert Indicators

Notifies security personnel at first glance whether the alert is for a 911 call, a potential 911 misdial, a test call, or a non-emergency security desk call.

Additional Information

A URL link that can be configured per location provides additional location-specific information (i.e. detailed building map or emergency contact list).

Notes Function

Allows security personnel to log information associated to the incident.

Acknowledge Button

The Acknowledge button must be clicked in order to close the Desk Alert™ screen pop, ensuring security personnel are aware of the emergency.

Alert Printouts

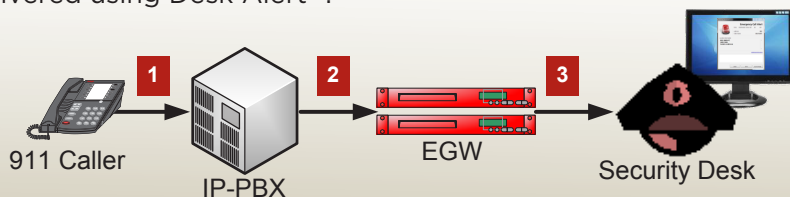
The screen pop may be configured to automatically print upon delivery or acknowledgement of the alert.

Email Function

Security personnel may forward the alert notification to a preconfigured distribution list with the click of a button.

How it Works

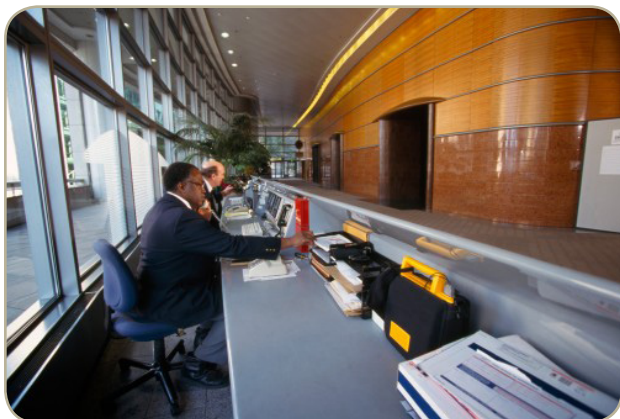
The following diagram illustrates how automatic screen pops are delivered using Desk Alert™.



1. A 911 call is placed by a user on the enterprise network.
2. The IP-PBX sends the call to the on-site EGW.
3. A new 911 event notification causes a Desk Alert™ screen to pop-up on the security desk workstation and an audible alarm to sound.

System Requirements

Supported Emergency Gateway Systems	<ul style="list-style-type: none"> • Versions 3.x and above
Supported Operating Systems	<ul style="list-style-type: none"> • Windows XP SP2 • Windows Vista SP1/SP2 • Windows 7 32 bit/64 bit
Required Software	<ul style="list-style-type: none"> • Microsoft .NET Framework 3.5 SP1
Minimum Hardware Requirements	<ul style="list-style-type: none"> • Processor <ul style="list-style-type: none"> - Required: 233 MHz - Recommended: 1.5 GHz • Memory <ul style="list-style-type: none"> - Required: 512 MB - Recommended: 1 GB • Free Hard Disk Space <ul style="list-style-type: none"> - Required: 10 MB - Recommended: 20 GB • Sound Card <ul style="list-style-type: none"> - Required: 16-bit • Monitor - Super VGA (1024 x 768) resolution or higher • Video Card <ul style="list-style-type: none"> - Required: 64 MB VRAM - Recommended: 256 MB VRAM
LAN	<ul style="list-style-type: none"> • Server and workstation connect over LAN using HTTPS connection
Licensing	<ul style="list-style-type: none"> • Perpetual Client License
Maintenance and Support	<ul style="list-style-type: none"> • Includes one (1) year maintenance and support
Documentation	<ul style="list-style-type: none"> • Desk Alert Client Installation and Configuration Guide • Desk Alert Administrator User Guide • EGW System Guide (Planning and Configuration) • 911 Enable Product Support Policies



Additional Features

Server-side Configuration	<ul style="list-style-type: none"> • Web-based Dashboard <ul style="list-style-type: none"> - Account creation - Settings configuration - Performance monitoring
Client Installation and Configuration	<ul style="list-style-type: none"> • Active Directory software distribution and group policy objects
Notification History	<ul style="list-style-type: none"> • Viewable per user account and security desk group on web-based Dashboard <ul style="list-style-type: none"> - Alerts received - Alerts acknowledged - Average alert acknowledgement time • Reports available for last week, month, and 12 months • Alert list screen provides information on each Desk Alert notification received <ul style="list-style-type: none"> - Alert ID - Alert date/time - Caller ID - Location - URL data - Call Type (Test, Emergency, or Security Desk) - Actions (users, acknowledge time, notes)
Misdial Indicator	<ul style="list-style-type: none"> • Notifies security personnel of potential 911 misdials
Test Indicator	<ul style="list-style-type: none"> • Notifies security personnel of 911 test calls being placed
Customized Notification	<ul style="list-style-type: none"> • Blinking notification screen option • Alert sounds • Font size • Screen position • Prioritized window • Automatic program start and login options
Multiple Dial Plans	<ul style="list-style-type: none"> • Desk Alert notifications distinguish between multiple EGW route plans (i.e. emergency calls, non-emergency security desk calls, test calls, etc.)
Redundancy	<ul style="list-style-type: none"> • Connectivity to both the primary and secondary EGW servers to ensure constant operation
Security	<ul style="list-style-type: none"> • Web-based Dashboard and SOAP/XML interface: SSL v3.0 (RC4 stream cipher) • Client passwords: Rijndael Advanced Encryption Standard (AES) • Access to Desk Alert functions may be restricted based on user privilege levels