

VUPD FAQ – 911 Services

INTRODUCTION

The new system, called EGW (an acronym for Emergency Gateway), is fully supported by West (formerly Intrado), a leading provider of such systems. West's systems are also used by numerous higher education entities and government 911 call system installations throughout the US and Canada.

EGW SYSTEM ADVANTAGES

1. Vanderbilt's EGW system fully interacts with Lync/S4B, allowing multiple daily location updates (when a change in extension location is detected). As more Vanderbilt's phones become Lync/S4B, this will become more of an advantage. After NEC phones are installed or moved, EGW interacts with Pinnacle once daily.
 2. EGW provides new features not available with the old system:
 - a. Location info for wireless users.
 - b. Records all emergency calls to VUPD Dispatch.
 3. EGW provides VUPD with the most up-to-date location information available within the last update period, given the 1-2 hour delay incurred to perform the Lync/S4B updates and the 24 hour delay for NEC updates.
 - a. Until recognized and updated, newly-installed phones are given a generic "Vanderbilt" location to ensure all calls, made from any campus phone, have at least a default location rather than none.
 4. EGW provides the capability to automatically provide location information from Vanderbilt Skype-Lync/S4B telephones in remote Vanderbilt clinics/locations to the respective local Emergency Services provider.
 5. Disaster Recovery/Back-up. The system consists of 2 servers located in 2 different data centers (if one is lost, the other continues to function). EGW's processing capability is much greater than the old system. Both of these features, combined with better call routing capability in the underlying connections; contribute to a projected higher availability of EGW over the old system.
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EGW SYSTEM FUNCTIONALITY

SCREEN POPS

1. ONLY delivered with 911 (emergency) calls to VUPD Dispatch.
 - a. Screen Pops are not available for non-911 calls.
 - b. The default sound and flash can be turned off.
 2. For "WIRELESS"PC users, the location given on the Screen Pop is the network Access Point, NOT the person's desk. Responders should scan the area when arriving.
 3. If the system's automated update process is unable to determine a location, "VANDERBILT" will be the default "generic" location rather than no location (blank spaces in the screen pop). If possible, caller will need to provide location. Generic location assignments have been minimized, but occasionally will occur.
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VUPD FAQ – 911 Services (Continued)

911 CALL ROUTING

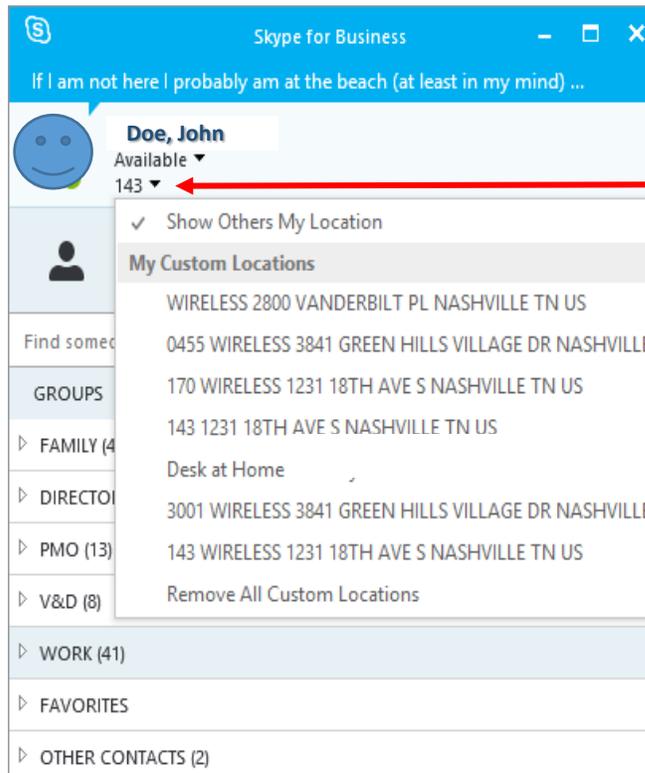
| Origination Location | Routed to: |
|--------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 100 Oaks and VUIT phones on main campus | Vanderbilt University Police Department |
| Cell phones while users are on main campus | Metro Nashville Police Department |
| Remote locations: Green Hills Office Building "GHOB", Franklin clinics, Columbia, Bedford County, etc. | Local emergency service provider Ex. 911 calls made from a phone in GHOB are delivered to Metro Nashville Public Service dispatch for the Green Hills area. |

Skype

Screen Shot of Skype for Business (Lync)

Below is an example of location data contained in a user's Skype (S4B) app.

Note: When the user makes a 911 call from either their computer or attached S4B phone, the currently registered location for that computer will be sent. In the case of entering a custom location, S4B will prompt the user to enter address details. For calling 911 from remote from custom locations, only the information entered by the user will be available.



Under the user's name, click on the down-arrow next to the user's current location to show all sites associated with the user's computer. (Custom locations entered by the user are also listed).