# VUPD Training on New E911 System

**Training Date:** Nov. 2, 2015

## INTRODUCTION
Vanderbilt will install a new E911 system on Wednesday, Nov. 4, 2015. The new system, called Emergency Gateway (EGW), is fully supported by West (formerly Intrado), which is 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.

## DESK ALERT CLIENT
The DeskAlert Client program will be installed on PC’s in VUPD Dispatch in order to connect to the EGW when a call is processed.

## DESK ALERT CLIENT SETTINGS
Desk Alert settings can be changed if authorized by VUPD dispatch management. Various settings such as presentation, audio alerts, reminders, and printed confirmations can be modified from the Desk Alert Settings screen.

To navigate to the Settings screen:

1. Right-click on the tray icon

![Image of tray icon with menu options]

2. Select Settings
EGW provides historical information for all calls coming in to VUPD. Calls will be stored on the Desk Alert Client.

To retrieve historical information for calls coming in to dispatch using EGW:

1. By right-clicking on the tray icon and selecting “History”, you can see listing of the recent Alerts.
SCREEN POPS FOR EMERGENCY/911 CALLS

When an emergency/911 call is received by VUPD Dispatch, a small window called a “screen pop” containing information about that call will open on PC’s with the Desk Alert Client.

- **NOTE:** Using EGW, screen pops will **ONLY** be delivered with Emergency/911 calls. **No** screen pops will be delivered for non-emergency calls (e.g. x22745).
- The screen pop will remain in front of all other open windows until it is “acknowledged”. You must “acknowledge” the screen pop in order to clear it from your display.

To Acknowledge the Screen Pop:

1. Click on the “Acknowledge” button on the lower right corner of the screen pop.
If a caller is calling from a regular campus phone, the screen pop will be similar to the example shown below:

Description of the location information (Middle left side) is as follows:

- Line 1: Common Building Alias
- Line 2: Street Address
- Line 3: City
- Line 4: Room/Access Point
Emergency calls made from an unidentified phone will result in a “generic” screen pop. The location shown on the screen pop will be “Vanderbilt, Nashville, TN”. While the new system has an automated update process that syncs the phone location, it is possible that an emergency call is made before location is identified within EGW.

- Dispatchers: Request caller provide location information.

Generic screen pop example with default Vanderbilt location shown:

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For emergency calls made from the Skype for Business/Lync app on laptops connected wirelessly to the Vanderbilt network: Screen pop will show location of the Wireless Access Point **NOT** the caller.

- Dispatcher: Advise responders the caller is **near** the location given not exactly at it
The Dashboard is the Administrative interface for West’s 911 EGW system. System Administrators use this interface to control and monitor the system, as well as to load the data required for full functionality and to manage access to the system, the Desk Alert client and the Dashboard itself. A limited access version of the Dashboard can be provided for VUPD, such that reports of the emergency calls received in the system may be generated.

1. **URL:** [https://vuit-egw01.it.vanderbilt.edu](https://vuit-egw01.it.vanderbilt.edu)
2. Log in using the User ID and password given.
3. Password IS case-sensitive, but User ID is not.
CALL DETAIL RECORDS

The system collects call data and stores a record of each call handled by the system. These records may be extracted and used in various reports about system operation.

1. Click the System Status tab
2. Select Call Detail Records (CDR)
3. In the middle right of the screen, select the month needed and press the download button, then press “download” again to download a comma separated version of the file into Excel on your local machine. Manipulate as required.
4. Note that .wav files are saved, such that recordings of the call may be heard. If “View Peer” is displayed, please contact VUIT (the recording is available on the duplicate EGW.)