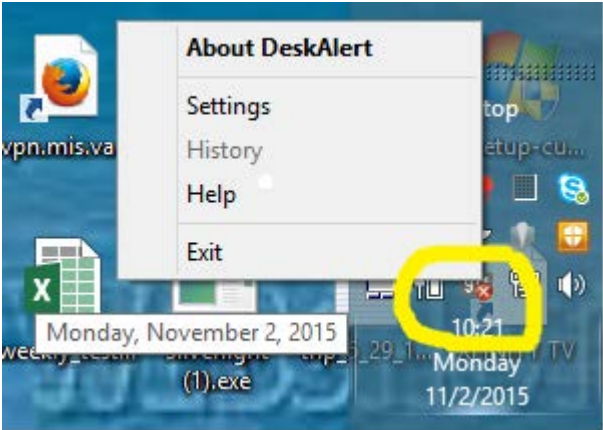
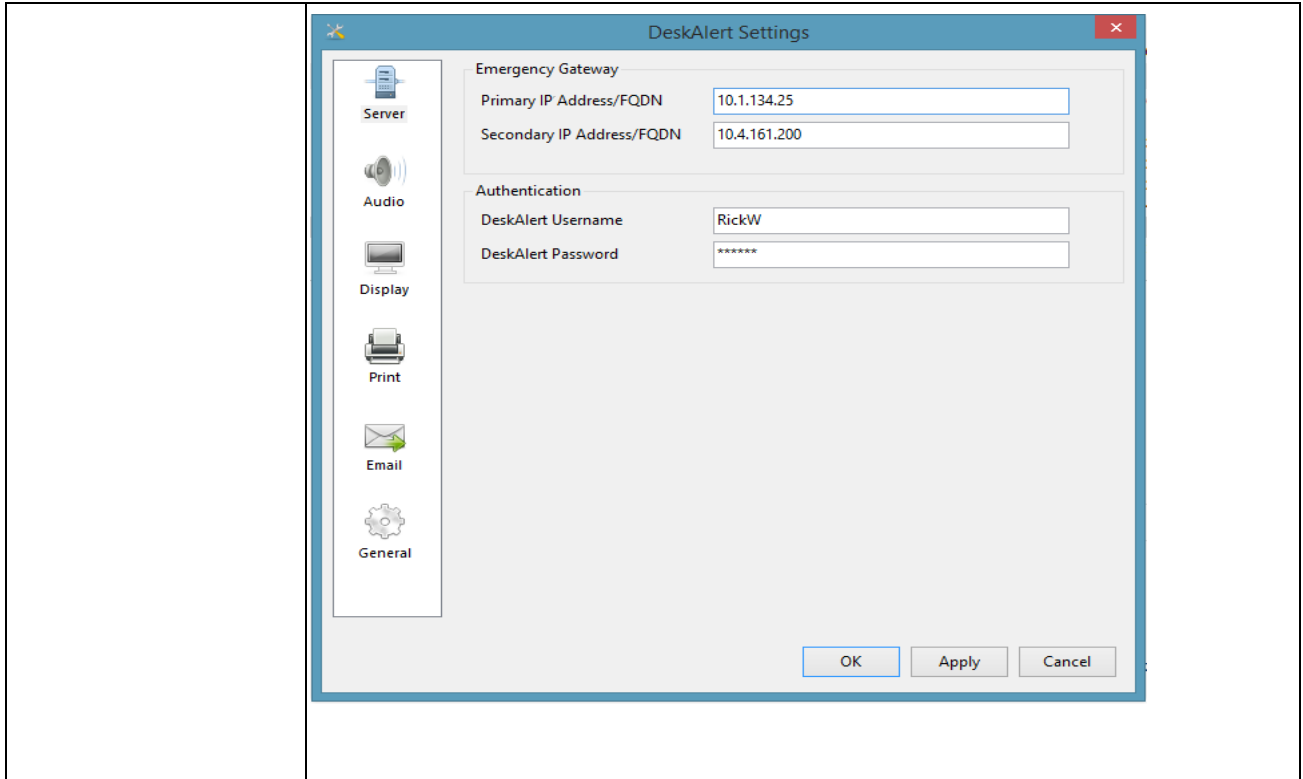


VUPD Training on New E911 System

Training Date: Nov. 2, 2015

INTRODUCTION	<p>Vanderbilt will install a new E911 system on Wednesday, Nov. 4, 2015.</p> <p>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.</p>
DESK ALERT CLIENT	<p>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.</p>
DESK ALERT CLIENT SETTINGS	<p>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.</p> <p>To navigate to the Settings screen:</p> <ol style="list-style-type: none">1. Right-click on the tray icon  <p>2. Select Settings</p>

VUPD E911 Training – Nov. 2, 2015 (Continued)



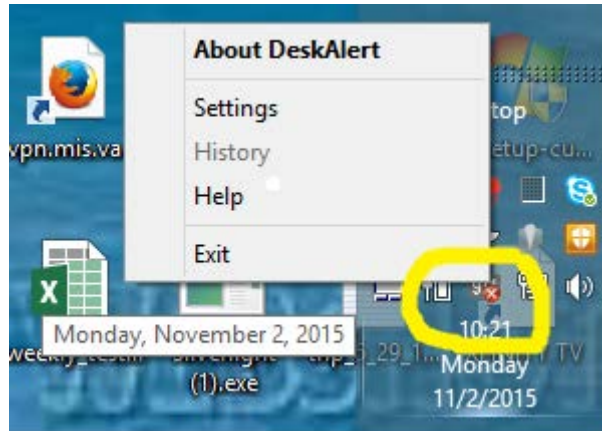
VUPD E911 Training – Nov. 2, 2015 (Continued)

ALERT HISTORY

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.



Type	Misdial	Alert ID	Callback Number	Caller Name	Location	Time Occured	Notes	Ack
ⓘ		1296	24727		000 LOCATION UN...	10/30/2015 11:08:21	Not logged on	
ⓘ		1294	24727		000 LOCATION UN...	10/30/2015 11:05:03	Not logged on	
ⓘ		1292	24727		330 24TH AVE S, N...	10/30/2015 11:03:43	Not logged on	
ⓘ		1290	24727		3401 WEST END AV...	10/30/2015 10:58:39	Not logged on	
ⓘ		1288	24727		3401 WEST END AV...	10/30/2015 10:58:34	Not logged on	
ⓘ		1286	6158758370	Smith, Travis	330 24TH AVE S, N...	10/30/2015 10:57:24	Not logged on	
ⓘ		1284	6158758370	Smith, Travis	330 24TH AVE S, N...	10/30/2015 10:56:07	Not logged on	
ⓘ		1282	6158758370	Smith, Travis	330 24TH AVE S, N...	10/30/2015 10:52:24	Not logged on	
ⓘ		1280	6154210801	TestAl, Lync	000 LOCATION UN...	10/30/2015 09:07:12	Not logged on	
ⓘ		1277	6158758370	Smith, Travis	330 24TH AVE S, N...	10/29/2015 08:06:32	Not logged on	
ⓘ		1275	6154210801	TestAl, Lync	1231 18TH AVE S, ...	10/28/2015 09:31:07	Not logged on	
ⓘ		1273	6154210801	TestAl, Lync	1231 18TH AVE S, ...	10/28/2015 09:30:54	Not logged on	
ⓘ		1271	6154210801	TestAl, Lync	1231 18TH AVE S, ...	10/28/2015 09:30:39	Not logged on	
ⓘ		1269	6154210801	TestAl, Lync	1231 18TH AVE S, ...	10/28/2015 09:30:21	Not logged on	
ⓘ		1267	6154210801	TestAl, Lync	1231 18TH AVE S, ...	10/28/2015 09:30:00	Not logged on	
ⓘ		1265	6154210801	TestAl, Lync	1231 18TH AVE S, ...	10/28/2015 09:29:28	Not logged on	
ⓘ		1263	6154210801	TestAl, Lync	1231 18TH AVE S, ...	10/28/2015 09:29:09	Not logged on	
ⓘ		1261	6154210801	TestAl, Lync	1231 18TH AVE S, ...	10/27/2015 11:57:27		☑
ⓘ		1259	6153225070	McCurry, Barry A	1231 18TH AVE S, ...	10/27/2015 11:53:18		☑
ⓘ		1257	33073		1231 18TH AVE S, ...	10/27/2015 11:51:47		☑
ⓘ		1255	6154210801	TestAl, Lync	1231 18TH AVE S, ...	10/27/2015 10:19:04	Not logged on	
ⓘ		1253	6153225070	McCurry, Barry A	1231 18TH AVE S, ...	10/27/2015 10:18:18	Not logged on	
ⓘ		1251	33073		1231 18TH AVE S, ...	10/27/2015 10:16:45	Not logged on	
ⓘ		1249	6158758370	Smith, Travis	000 LOCATION UN...	10/27/2015 10:12:37	Not logged on	

ⓘ Emergency
⚠ Security Desk
☑ Test
Refresh
Close

VUPD E911 Training – Nov. 2, 2015 (Continued)

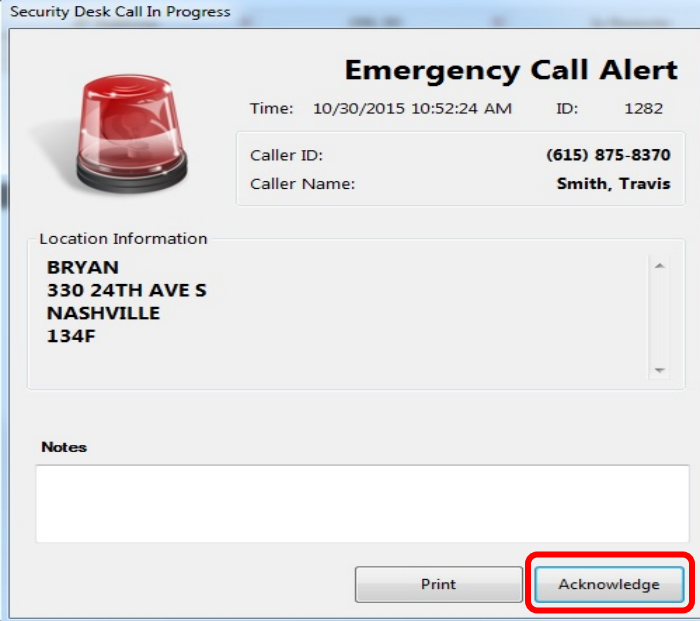
SCREEN POPS FOR EMERGENCY/911 CALLS

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.



The screenshot shows a window titled "Security Desk Call In Progress" containing an "Emergency Call Alert". On the left is a red emergency light icon. The alert details include: Time: 10/30/2015 10:52:24 AM, ID: 1282, Caller ID: (615) 875-8370, and Caller Name: Smith, Travis. The location information is: BRYAN, 330 24TH AVE S, NASHVILLE, 134F. There is a "Notes" section with a text area. At the bottom right, there are two buttons: "Print" and "Acknowledge", with the "Acknowledge" button highlighted by a red rectangle.

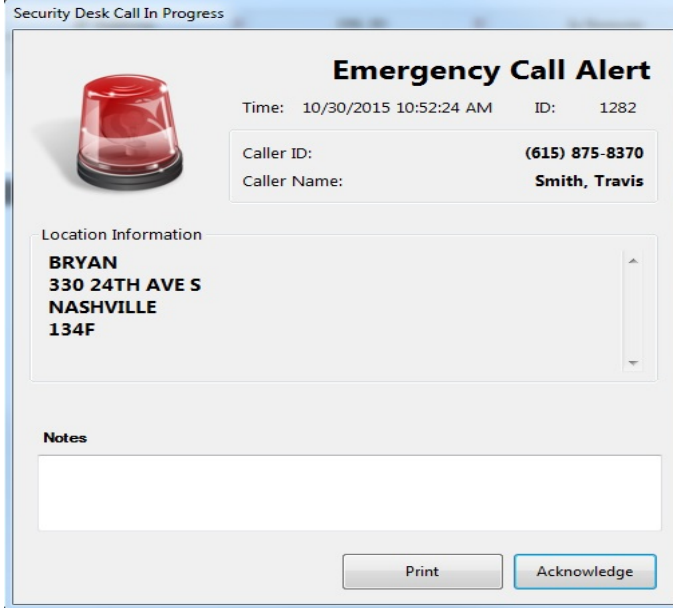
VUPD E911 Training – Nov. 2, 2015 (Continued)

CAMPUS PHONE 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



The screenshot shows a window titled "Security Desk Call In Progress" containing an "Emergency Call Alert" screen pop. The alert includes a red emergency light icon, the time "10/30/2015 10:52:24 AM", and ID "1282". Caller information is displayed as "Caller ID: (615) 875-8370" and "Caller Name: Smith, Travis". The location information is presented in a scrollable box with the text: "BRYAN", "330 24TH AVE S", "NASHVILLE", and "134F". Below this is a "Notes" section with an empty text area. At the bottom, there are "Print" and "Acknowledge" buttons.

Emergency Call Alert	
Time: 10/30/2015 10:52:24 AM	ID: 1282
Caller ID: (615) 875-8370	Caller Name: Smith, Travis
Location Information	
BRYAN 330 24TH AVE S NASHVILLE 134F	
Notes	
<input type="text"/>	
<input type="button" value="Print"/>	<input type="button" value="Acknowledge"/>

VUPD E911 Training – Nov. 2, 2015 (Continued)

SCREEN POP FROM UNIDENTIFIED PHONE

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:

The screenshot shows a software interface titled "Security Desk Call In Progress" with a sub-header "Emergency Call Alert". On the left is a red emergency light icon. To the right, the time is "10/30/2015 11:05:03 AM" and the ID is "1294". Below this, the "Caller ID" is "24727" and the "Caller Name" is blank. The "Location Information" field contains the text "VANDERBILT UNIV", "000 LOCATION UNKNOWN", and "NASHVILLE", which is highlighted with a red rectangular box. At the bottom, there is a "Notes" text area and two buttons: "Print" and "Acknowledge".

SCREEN POP FROM SKYPE/LYNC CALLS

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 screenshot shows a software interface titled "Security Desk Call In Progress" with a sub-header "Emergency Call Alert". On the left is a red emergency light icon. To the right, the time is "10/30/2015 11:03:43 AM" and the ID is "1292". Below this, the "Caller ID" is "(615) 875-8370" and the "Caller Name" is "Smith, Travis". The "Location Information" field contains the text "BRYAN", "330 24TH AVE S", "NASHVILLE", and "134 WIRELESS", with the last line highlighted by a red rectangular box. At the bottom, there is a "Notes" text area and two buttons: "Print" and "Acknowledge".

VUPD E911 Training – Nov. 2, 2015 (Continued)

“DASHBOARD”

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> >
2. Log in using the User ID and password given.
3. Password **IS** case-sensitive, but User ID is not.

9-1-1 ENABLE

Hostname: vuit-egw01.it.vanderbilt.edu
Server Role: PRIMARY
Server Time: Oct 30, 2015 11:09:09 AM CDT

Emergency Gateway Login

Username: rick

Password:

Remember my Username

Login

EGW access requires a password.
If you have not received your username
and password by email it can
be obtained by contacting your
account manager.

Forgot your password? [Click here.](#)

Dashboard -> Login

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VUPD E911 Training – Nov. 2, 2015 (Continued)

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.)

The screenshot shows the Emergency Gateway (EGW) system interface. The browser address bar displays <https://vuit-egw01.it.vanderbilt.edu/#>. The page title is "EMERGENCY GATEWAY". The user is logged in as Rick Williams, with a last login time of Oct 27, 2015 11:30 AM. The interface includes a navigation menu with tabs for Provisioning, System Status, Desk Alert, and Help. The System Status tab is active, and the CDRs sub-tab is selected. The CDRs section contains a search form with fields for "Search from:", "to:", and "Search:". Below the search form is a table of Call Detail Records. The table has columns for Start Time, Duration (s), Endpoint Caller ID, ERL ID, Callback Number, Call Destination, Wave File, Call Status, and URL Data. The table displays five records for October 30, 2015, all with a status of "CANCEL". A "Download Call Detail Records" button is visible, along with a "Select by Month:" dropdown menu. The footer of the page includes the text "Copyright 2015 © 911enable.com is a division of ConneXon Telecom inc. (v4.8.4.16)".

Start Time	Duration (s)	Endpoint Caller ID	ERL ID	Callback Number	Call Destination	Wave File	Call Status	URL Data
Oct 30, 2015 11:08 AM	16	24727	VU_0	24727	Security Desk	View Peer	CANCEL	
Oct 30, 2015 11:05 AM	8	24727	VU_0	24727	Security Desk	View Peer	CANCEL	
Oct 30, 2015 11:03 AM	6	24727	VU_0030881	24727	Security Desk	View Peer	CANCEL	
Oct 30, 2015 10:58 AM	1	24727	VUMC_0029465	24727	Security Desk	View Peer	CANCEL	
Oct 30, 2015 10:58 AM	1	24727	VUMC_0029465	24727	Security Desk	View Peer	CANCEL	