



Peace of Mind with Immediate E911 Onsite Notification by RSI

Valuable time can often be lost trying to locate the originator of an emergency call. Seconds could mean the difference between a life saved and a life lost. Deployed with Nortel's Survivable Remote Gateway 50 (SRG 50), RSI tools OSN instantly delivers information about the caller, the extension, date, and time, thereby saving valuable seconds..

outcome. RSI tools OSN also ensures E911 access remains available in case of an emergency during a network or system failure. Real-time onsite notifications and emergency alerts will occur, even when SRG 50 is in local (survival) mode.

When an emergency 911 call is dialed, RSI tools OSN immediately notifies the extensions, email addresses, and predefined desktops of authorized personnel. RSI tools OSN instantly delivers information about the calling party, such as the extension, date, and time, to the telephone set display. Additionally, email notifications provide expanded Public Safety Answering Point (PSAP) details about the specific location of the originating caller.

Many educational institutions are vulnerable to students making prank telephone calls to emergency services. Often emergency response units are dispatched to false alarms. This results in countless hours of lost time and a diversion of resources from actual emergencies. RSI tools OSN guards your communication network from malicious use.

Here is what one educational institution said just 2 weeks after implementing RSI tools OSN: *"I cannot thank you enough for your help in activating our 911 feature and helping us with our system in general. We have had as many as six occasions to catch students dialing 911 from school phones. This feature is being applauded by our staff and local police as a much needed deterrent to some of our problems. On the other hand it has also helped with one of our staff members calling for help when he was sick in his office. Our thanks again for all of your help and support. Your support and products are both outstanding."*



In public places and at work, many of us take for granted a high level of safety and security. In reality, many organizations are ill-equipped to respond to 911 emergencies.

Would you know where to direct emergency personnel if they arrived at your reception desk in response to a 911 call?

Today, most businesses would be unable to track down the extension from which the call was made without a complete office search. This precious lost time could mean the difference between life and death.

Deployed in conjunction with Nortel's SRG 50, RSI tools OSN eliminates the need for SRG 50 customers to spend time locating the originator of the emergency call, thereby reducing delays in the overall emergency response time and increasing the probability of a successful

Leveraging the strengths of its Developer Partners and their Compatible Products, the Developer Program has become a key contributor in the success of Nortel by broadening its reach and responsiveness in meeting the needs of its channels and customers. Each Nortel Compatible Product has met established requirements for integration, functionality and stability, further reducing total cost of ownership.

Often authorities, law enforcement or security personnel require documented proof of a telephone call. Integrated with RSI call accounting solutions, RSI tools OSN provides station message detail recording (SMDR) for all activity. This activity is stored in a database for later retrieval and reporting.

RSI tools OSN utilizes a single Nortel SRG 50 LAN CTE license (enabled by default, no additional purchase required) to monitor any number of extensions or lines. RSI tools OSN is a subset of RSI tools CTI Pack, an existing Nortel Compatible Product.

tools OSN Requirements

- Nortel SRG 50 Release 3.0 or higher
- Windows 2000 (or later) processor

tools OSN Features

- Real-time onsite notification to station set display, email and workstations, even when SRG 50 is in local (survival) mode
- Exact location of the originating phone or the public safety answering point (PSAP) information may be configured for every station and delivered through email
- Emergency call activity is logged and documented for future verification and analysis
- Integrates easily with RSI call accounting solutions

tools OSN Benefits

- Eliminates usage of precious response time to identify the originating location of an emergency call
- Improves response times for emergency situations
- Deters malicious use of emergency services by identifying the originator of a false alarm
- Increases safety and security

Contact RSI for more information about this and other RSI tools CTI Pack modules that offer powerful, outside the box features for a variety of Nortel products. These features include call accounting, forced/verified account codes, toll restriction, do not call blocking, set login, time of day restrictions, text messaging and security.

Company Information

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For all inquiries on this product, please provide the following reference code: **NTTO25S**



Compatibility Information:

tools OSN release 1.1 was verified as compatible in a controlled laboratory environment. For complete compatibility details, including specific Nortel platforms and releases, please refer to the Certificates of Compatibility at:
www.nortel.com/prd/dpp/product/prodpages/z6364.html

www.nortel.com/compatible

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