

tools
OSN
for Nortel SRG50

Immediate E911 On Site Notification for the Nortel SRG50

Nortel Survivable Remote Gateway 50 (SRG50) acts as a survivable VoIP gateway that extends Communication Server 1000 features and applications to a small branch office. This provides a consistent desktop experience and enables the support of applications across the enterprise network and a survivable branch office.

Designed for small IP branch offices with as few as three and as many as 80 survivable IP users, the SRG50 RIs 3.0 is ideal for any organization with an existing investment in Communication Server 1000-based IP Telephony. The SRG50 delivers a unified and consistent experience across the entire enterprise and is well suited to financial and educational institutions, healthcare organizations and any other business planning to leverage a centralized communications architecture.

Valuable time is often lost in trying to locate the individual that placed an emergency call. Seconds can make the difference in saving lives or apprehending harassing callers. tools OSN for the Nortel SRG50 RIs 3.0 ensures E911 access in case of an emergency in the event of network or system failure.



*Peace of mind with Onsite
Notification for Nortel
Survival Remote Gateway 50*

- ✓ Real time On Site Notification to station set display, email and workstations while in survivability state.
- ✓ Exact location of the phone from which the call was made or public safety answering point (PSAP) information may be configured for every station and delivered to email.
- ✓ Activity is logged and documented for future verification and analysis.



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When we are in public places or at work we take for granted a high level of safety and security. However, many organizations are ill-equipped to respond to 911 emergency. Would you know where to direct emergency personnel if they showed up at your reception desk after a 911 call?

Most businesses would be unable to track down the extension that made the call without a complete office search. This precious time could mean the difference between life and death.

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.

tools OSN for the Nortel SRG50 RIs 3.0 guards your system from malicious use. If an emergency 911 call is dialed, it immediately notifies a security extension or authorized desktops. *tools OSN* for the Nortel SRG50 RIs 3.0 instantly delivers information about the calling party (i.e. extension, date, time).

Here is what one educational institution said just 2 weeks after implementing tools CTI Pack Security:

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.

**J Edgecomb - Site Manager
Kearsarge Regional School District**



Often authorities, law enforcement or security personnel require documented proof of a telephone call. Integrated with RSI call accounting solutions, *tools OSN* for the Nortel SRG50 provides station message detail recording (SMDR) for all activity. This activity is stored in a database for later retrieval and reporting.

tools OSN for the Nortel SRG50 RIs 3.0 utilizes a single Nortel BCM LAN CTE license to monitor any number of extensions or lines. **tools OSN** is a subset of **tools CTI Pack**, a Nortel Compatible Product.



Contact us for more information about this and other *tools CTI Pack* modules that offer powerful outside the box features for Nortel BCM/SRG and Norstar. 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.



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