



Security and immediate 911 emergency notification for Norstar and BCM!

The telephone is the most vital communication tool and the lifeline of most organizations. In this era of heightened security concerns, the ability to respond quickly is critical.

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 CTI Pack Security coupled with Nortel Networks Norstar or BCM offer a complete watchdog control system for your business. These features include 911 emergency notification, call trace, caller identification, toll restriction, station message detail recording (SMDR) and forced/verified authorization code dialing.

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 CTI Pack Security for Nortel Networks Norstar or BCM guards your system from malicious use. If an emergency 911 call is dialed, it immediately notifies a security extension or authorized desktops. *tools CTI Pack Security* 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

tools CTI Pack Security is being adopted in educational institutions, government agencies, hotels, retail outlets and countless other organizations that own a Nortel Networks Norstar or BCM. Places of business or gatherings are often the target of harassing or nuisance telephone calls. It is often difficult for law enforcement to prosecute the offender without a record of the communication.

tools CTI Pack Security offers a programmable call trace feature. In the event of a malicious call, the called party can activate the call trace by pressing a pre-programmed key. A record of the call trace request, including date and time of the event will be recorded in the *tools CTI Pack SMDR* log file.

tools CTI Pack Security can be configured for restricted dialing. You no longer need to worry about open area or reception telephones being misused. *tools CTI Pack Security* allows individuals to enter a special *login code* similar to entering your voice mail password. The login code gives each individual their own class of service.

tools CTI Pack Security provides user programmable set and line restrictions for maximum control of every telephone call. There are no limits to the number of unique dialing restrictions. For example, if you have 100 employees each department, project team or employee can be provided with their own specific dialing filters (i.e. west coast sales, international, administrative etc.).

Use this feature to save, reduce and control employee telephone costs. Combine this feature with the forced account code feature to ensure accuracy and accountability of all billable calls including long distance, international, directory assistance, and operator assisted calls.

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

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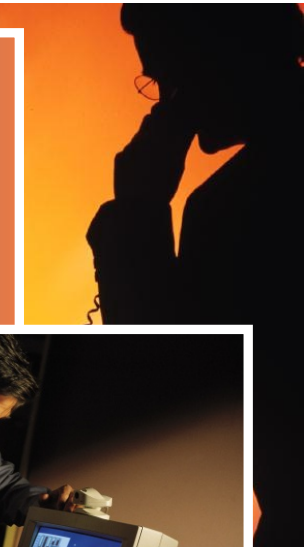
Regional Testing Office:

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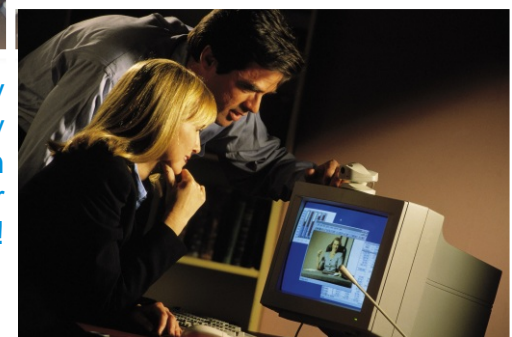
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NTTO20



Alert security personnel immediately upon receipt of an emergency or malicious call!



Compatibility Information:

tools CTI Pack release 3.2 was verified as compatible with Norstar MICS/CICS 6.0 and Business Communications Manager 3.0 in a controlled laboratory environment on December 15, 2002.

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