Emergency Notification

OPERATIONAL DIRECTIONS

Mitel

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1 GENERAL

Using the emergency notification feature analog, digital, and IP (SIP and H.323) phones are enabled to receive simultaneous emergency messages. For IP phones, the phones are rung/alerted, and emergency messages are displayed in the phone display, while analog and digital phones receive emergency information via sound sources connected to Music-on-Hold inputs of the TMU board. Emergency notification is executed by calling an emergency number (a generic extension) with an active personal number list. The personal number list includes two types of internal group hunting groups:

- Empty internal group hunting groups configured for emergency notification. These groups are used for preparing extensions comprised by an emergency notification broadcast for the reception of an emergency notification. All extensions having the same customer number as the internal group hunting group will be prepared for reception of the notification.

- Internal group hunting group with a member (a digital phone, referred to as the SENT, Special Emergency Notification Terminal) configured for emergency notification. For installations using live voice messages (originating from the emergency number caller), the SENT headset output is connected to a Music-on-Hold input of the TMU board.

Using several emergency numbers (each number with its own personal number list), emergency notifications can be broadcasted to a number of combinations of groups

2 PREREQUISITES

The prerequisites for the emergency notification feature:

- TMU boards (with analog inputs)
- A digital phone or IP terminal
- Customer group functions shall not be used for other purposes than Emergency Notification

3 AIDS

I/O terminal.

4 REFERENCES

In these Operational Directions references are made to the following documents:

- Command description, MML commands.
- Command description, Unix commands.

5 PROCEDURE

The procedure when initiating the emergency notification feature for one emergency notification group comprises the following steps.

1. Initiate a customer number for analog, digital, and IP (SIP or H.323) phones to be included in an emergency notification group.

2. Initiate a digital phone or IP terminal, the Special Emergency Notification Terminal (SENT), with automatic answer. For installations using live voice emergency messages, connect the headset connector output of the SENT to the Music-on-Hold input of the TMU board.

3. Initiate an empty group hunting group number with a customer number and its category data.

4. Initiate a group hunting group number and its category data. Add the SENT as a member of the group.

5. Initiate generic extensions to be used as emergency numbers.

6. Initiate personal number lists for the generic extensions.

For installations supporting broadcasts using several emergency numbers, the group hunting group dedicated to the SENT must not be included in the personal number list for each emergency number. Instead, it must be included in the personal number list of a separate emergency notification group. For more information, see the Including Several Emergency Numbers in a Broadcast chapter in the Emergency Notification Description.

6 EXECUTION

6.1 EXTENSIONS

6.1.1 INITIATE A CUSTOMER NUMBER FOR ANALOG, DIGITAL, AND IP (SIP AND H.323) PHONES

6.1.1.1 *General*

The analog, digital, and IP (SIP and H.323) phones comprised by the feature shall be divided in customer groups. The customer groups will represent different emergency notification groups (zones).

6.1.1.2 *Prerequisites*

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6.1.1.3 *Execution*

1. Key the command *EXTEI* to initiate analog phones with a customer number or *EXCUC* to change a customer number for analog phones. Key the command *EXDDP* to verify that initiation has been executed.

2. Key the command *KSEXI* to initiate digital phones with a customer number or *KSCUC* to change a customer number for digital phones. Key the command *KSDDP* to verify that initiation has been executed.

3. Key the command *extension -i* to initiate directory number with a customer number and then initiate *ip_extension -i* to initiate IP (SIP and H.323) phones to associated directory number. To change the customer number key the command *ip_extension -e* and then *extension -e* to erase and *extension -i* to initiate directory number with a customer number and then initiate *ip_extension -i* to initiate IP (SIP and H.323) phones to associated directory number. Key the command *extension -p* to verify that initiation has been executed

6.2 GROUP

6.2.1 INITIATE A GROUP HUNTING GROUP DEDICATED FOR EMERGENCY NOTIFICATION

6.2.1.1 *General*

The group can be placed in any LIM/Server. The group is assigned a customer number. No members are initiated to the group.

Note: A Cascade ring group cannot be used for Emergency Notification.

6.2.1.2 *Prerequisites*

The directory number used for this group hunting group must be a free directory number within the extension number series.

6.2.1.3 *Execution*

1. Key the command *GHGRI* to initiate the group hunting group number and its Emergency Notification category data.

2. Key the command *GHDAP* to verify that initiation has been executed

6.2.2 INITIATE A GROUP HUNTING GROUP NUMBER WITH A MEMBER AND ITS CATEGORY DATA

6.2.2.1 *General*

The group can be placed in any LIM/Server.

6.2.2.2 *Prerequisites*

The directory number used for this group hunting group must be a free directory number within the extension number series.

6.2.2.3 *Execution*

1. Key the command *GHGRI* to initiate the group hunting group number and its Emergency Notification category data.

2. Key the command *GHDAP* to verify that initiation has been executed.

3. Key the command *GHGMI* to initiate the SENT as member.

4. Key the command *GHDAP* to verify that initiation has been executed.

6.3 GENERIC EXTENSIONS

6.3.1 INITIATE GENERIC EXTENSIONS

6.3.1.1 *General*

The generic extensions are used as emergency numbers. When an extension used for emergency notification is called, the emergency notification feature is executed. The generic extension can be placed in any LIM/Server.

6.3.1.2 *Prerequisites*

The directory number used for this generic extension must be a free directory number within the extension number series.

6.3.1.3   *Execution*

For information on how to initiate generic extensions, see OPERATIONAL DIREC-TIONS for Generic extensions.

6.4   PERSONAL NUMBER/ CALL LIST

6.4.1   INITIATE PERSONAL NUMBER LISTS

6.4.1.1   *General*

The personal number list defines the emergency notification groups (customer groups) included in an emergency notification.

Note: When using emergency notification, the last post in the list must be an internal group hunting group with a member according to section 6.2.1, Initiate a group hunting group number with a member and its category data. There is also the broadcast alternative with several emergency numbers, mentioned in section 5.

6.4.1.2   *Prerequisites*

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6.4.1.3   *Execution*

See operational directions for Personal Number/Call list.

6.4.1.4   *Example*

The following is an example of initiation of a personal number list, but also hunt groups and extensions for Emergency Notification. The analog extension 1234 shall belong to emergency notification group 1 (customer 1). The DTS 5555 shall be used as an SENT, with automatic answer configured, and thus shall be assigned the customer group number 250, which means it will not be disconnected by the emergency notification function. Two hunt groups dedicated for Emergency Notification, one belonging to noti-fication group 1, and one to notification group 250, shall be assigned.

1.   Initiate a customer number and associate extension 1234:

   EXCUC: DIR=1234,CUST=1;

2.   Initiate the SENT with "automatic answer" and customer number 250.

   KSEXI:DIR=5555,EQU=1A-1-50-1,CAT=5,ITYPE=20,CUST=250,CALALT =60;

3.   Initiate an emergency notification group (an empty group hunting group):

   GHGRI: GRP=11,LIM=1,SERV=0101000,TRAF=15,SEL=100003, QUE=10,CUST=1;

4.   Initiate a group hunting group and add the SENT to this group:

   GHGRI:GRP=12,LIM=1,SERV=0101000,TRAF=15,SEL=100003, QUE=10, CUST=250;

   GHGMI:GRP=12,DIR=5555;

5. Initiate an emergency number (a generic extension) with directory number 1000 in server/ LIM 1 with an appropriate service profile, for example:

*extension_profile -i --csp 19 --ext-serv 20313201000100000000000000002
--ext-traf 1103151515 --ext-cdiv 11100000111000 --ext-roc 000001 --ext-npres
1011000*

extension -i -d 1000 --lim 1 --csp 19

Note: The command *ip_extension* is actually not necessary to enter.

6. Initiate a personal number list:

call_list -i --dir 1000 --list 1 --position 1 --dest-number 11

call_list -i --dir 1000 --list1 --position 2 --dest-number 12