

OVERVIEW

Emergency call allows an internal station, attendant (IPedge only), or group of stations to be notified when an Emergency Call (911) is dialed. In addition, the Emergency Call Feature Code (default #911) can be used to call the internal station, attendant, or station group without calling 911 on a trunk.

The Emergency Feature Code may be used by an assisted living center, medical office, or hospital to initiate a call for assistance to on-site emergency personnel without calling 911 on a trunk.

CAUTION! Any call to 9-1-1 Emergency will report the address of the business location where the IPedge server is located. This may or may not be the physical location of the caller.

When the emergency call access code is dialed, the call comes in to the emergency destination that set in Enterprise Manager. This call priority will be higher than a standard or station-to-station call.

Up to four emergency destinations may be set for each mode of DAY/DAY2/NIGHT. The destination can be an individual extension or a pilot number for station hunting.

Note: The attendant console must be included in the emergency destination list for it to receive emergency calls.

The IPedge system process flow for emergency calls are as follows:

1. When the **emergency call access code** is dialed, the system attempts to terminate it at the first destination on the emergency destination list.
2. The system terminates the call to the next destination when: first destination is busy, OR after a set number of rings, OR the call is not terminated, or destination does not answer after set number of rings.
3. When the last emergency destination is busy/make busy, and the call is not terminated, or that destination does not answer after set number of rings, the system terminates the call to the last recalled destination.
4. When the attendant console is specified as an emergency destination, the system makes an emergency call to all attendant consoles registered in the system.
5. When one of the attendant consoles answers the call, the system will stop ringing additional attendant consoles.

IP telephones, attendant consoles, standard telephones, SIP terminals and group pilot numbers of extensions may be registered as station destinations of emergency calls. IP telephones, attendant consoles, standard telephones, and SIP terminals can terminate an emergency call regardless of whether the emergency call is originated from a station, a DID line, or a private line. For the emergency call terminating priority, refer to [Automatic Line Selection \(ALS\)](#).

When the emergency call terminates on an attendant group, the first available attendant station will terminate the call. All existing calls will stop ringing (if the emergency call is a higher priority than existing calls per Incoming Call Identification (ICI)).

The highest priority calls will resume ringing (per ICI) when the attendant console answers the emergency call.

An emergency call is only treated as an emergency call from the originating station. If an emergency call is answered, then transferred, it will lose emergency call priority.

Emergency Call

An emergency call access code may be established in the system to route calls to specified emergency destinations and to prioritize their delivery to those destinations. Up to four emergency destinations may be programmed for each mode of operation: Day, Day 2, and Night. This is particularly useful in applications where employees, patients, or guests are not expected to know where to call for help at different times of the day.

Emergency Call Feature Code default system setting is “#911”.

Emergency Call

To make an emergency call, **dial #911** (system default) OR **Access Code + 911**. This depends on off-hook preference set up for your telephone. This access code may be a prefix such as "6" or "2" before dialing 9-1-1. The system may also be programmed to dial 9-1-1 automatically without grabbing an external line.

Check with your System Administrator for the Access Code as this code may be different from the one used to dial an outside line.

WARNING! Depending on the system settings, you may not be able to contact emergency personnel by dialing 9-1-1 from a telephone or from a softphone such as Call Manager.

Dialing 9-1-1

Use an alternate service (mobile phone), to dial 9-1-1 if:

- No dial tone is present
- Emergency personnel do not answer
- You reach the wrong emergency call center (unless instructed otherwise)

For more information, please refer to the [Emergency Call](#) Feature Description.

Emergency Monitoring Station

Your system may have one or more IP telephones assigned as an emergency monitoring station. If your telephone has this assignment and a 9-1-1 emergency call is made, the system generates both visual and audible indicators signaling that an emergency call is being placed. The red base station LED indicator will flash simultaneously with the green LED Line button, and the system will emit a high-pitched warning tone. When the call is answered, this station may listen in and participate in the conversation.

Emergency call configuration settings are made by the system administrator using Enterprise Manager.

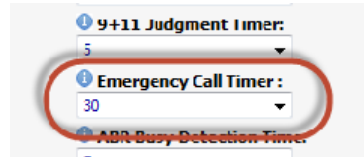
See your system administrator for more information on this feature.

PROGRAMMING

All emergency call programming is completed using Enterprise Manager.

System Timer

1. Click on **System > System Timer**.



2. Select the Emergency Call Timer from the dropdown.
3. Set the length of time in seconds (10-180) to ring an emergency destination before advancing to the next destination.
4. Click on **Save** icon.



Station Emergency Call

1. Click on **Station > Emergency Call**.
2. Select the **Emergency Call Destination** tab.
3. Check DAY1, DAY2, NIGHT.
4. Enter the Called Number Index (1-4)
5. Enter the Emergency Call Destination (default=blank; 32 max.) This may be a DN, Pilot Number, Private Number; settings are per Day/ Night mode and Called Number Index.

Note: Specifying a remote DN as Emergency Call destination is not supported.

6. Click on **Save** icon.

Flexible Access Code

Remove default Access Code #911

1. Select **System > Flexible Access Code (System > Emergency Call** may need to be selected first.)
2. Scroll down to **#911** and click to highlight.
3. The Feature Name and Access Code should display “#911” and “Emergency Call” respectively.
4. Click the Delete icon.

Create a New Access Code

1. Select **System > Flexible Access Code (System > Emergency Call** may need to be selected first.)
2. Click the New icon.
3. Enter an access code.

Note: This code can not conflict with the current system numbering plan.

4. In the **Feature Name** drop down, select "Emergency Call".
5. Click the Save icon.

Add/Change Emergency Call Access Code

1. Click on **System > Flexible Access Code**.
2. Select **#911 Emergency Call**.
3. Enter digits of Emergency Call access code (Default "#911"; 5 max.)

CAPACITY The maximum number of emergency call groups is 128 for IPedge, and 8 for VIPedge).

AVAILABILITY The table below is the availability when connected to an IPedge system.

Terminal/Line	Description
IPT	Originating and terminating
Soft IPT	Originating and terminating
IP Attendant	Originating and terminating
SIP compliant terminal	Originating and terminating
SLT (via FXS gateway)	Originating and terminating
Paging Device (via FXS gateway)	Originating and terminating because this is a kind of SIP terminal. (To limit by the operation)
Door Phone (via FXS gateway)	Originating and terminating because this is a kind of SIP terminal. (To limit by the operation)
SIP trunk	May specify emergency call access code as the destination
IP-QSIG	May specify emergency call access code as the destination Applied for terminating
Analog trunk (via FXO gateway)	May specify emergency call access code as the destination
ISDN trunk (via FXO gateway)	May specify emergency call access code as the destination
T1 trunk (via FXO gateway)	May specify emergency call access code as the destination
Voice Mail - MAS	Applied for terminating
Voice Mail - SIP	Applied for terminating

Some models of the IP5000-series telephones are available for the VIPedge system.

RESTRICTION To specify attendant consoles as the emergency destination, the attendant group access code is specified and not the individual attendant DN. The emergency call does not terminate on the attendant group if the attendant individual DN is specified. The call is forwarded to the Alternative Destination when the attendant group is Busy.

CAUTION! Terminals, station hunting pilot DN, and attendant group in the remote node may not be assigned as the emergency call destination.

HARDWARE

No additional hardware is necessary for this feature.

FEATURE INTERACTION

Audible Tone	SIP terminal rings the ordinal terminating tone instead of emergency terminating tone
Automatic Busy Redial (ABR)	When an emergency call comes into the terminal while Audible Tone from the trunk line hears through the speaker of IP telephone or an IP attendant console by the Automatic Busy Redial service or during the recall by Automatic Busy Redial, the system stops the Automatic Busy Redial service and waits for the next cycle.
Automatic Callback (ACB)	If a call with higher priority than the recall of Automatic Call Back (e.g. an emergency call or a voice call of Hands Free Answer Back) is presented to a terminal, the recall of Automatic Call Back will be indicated as "Called".
Automatic Line Selection	The emergency call is treated as the highest priority when routing to a trunk group.
Call Forward	Call Forward (Including System Call Forward) is not applied to Emergency Call termination. The emergency call terminates regardless of the Call Forward setting.
Call Pickup	Emergency call may be picked up by the same conditions as the ordinal termination.
Call Transfer	As it is not possible to transfer the emergency call by putting the call on consultation hold, the call with emergency call destination cannot transfer using the Call Transfer feature. As emergency call becomes the ordinal (originating) call after answering, it is possible to transfer by Call Transfer feature.
Call Transfer Immediate	Emergency Call access code cannot be specified as Call Transfer Immediate destination. The recall comes in to the transferring party.
Cancel Button	Pressing [Cancel] button during originating the emergency call by the originator is ignored.
CTI Link Protocol	During the ringing at Emergency Call destination, the Diversion is not supported.
DND/ Busy Override	Emergency Call terminates on the destination with overriding Do Not Disturb automatically regardless of conditions of invoking DND/ Busy

	Override.
.Dial For Quick Launch	The originator cannot use Dial For Quick Launch feature for Emergency Call. Softkey is not shown and entering feature access code is ignored.
Do Not Disturb (DND) Override	Emergency call terminates overriding Do Not Disturb regardless of the conditions of activating Do Not Disturb Override.
Do Not Disturb (DND)	Do Not Disturb feature is not applied to the emergency call. The emergency call cannot be rejected.
Enhanced 911 (E911 Interface)	Internal Notification of E911 calls will be directed to Emergency Call destination. Specifying a remote DN as Emergency Call destination is not supported. When the internal emergency destination connects, they will begin by monitoring the call until they press CONF button, and then simultaneously interact with the caller and E911 destination.
Exclusive Hold	A call placed on Exclusive Hold may be terminated if it recalls an Emergency Destination when an emergency call is made.
Executive Override	The Emergency Call may be interrupted using this feature.
External ACD	It is not possible to set ACD Pilot DN as the emergency destination.
Group Paging/ Emergency Page	Emergency call will take priority over a page/emergency page. If the emergency destination is being paged, the page will be terminated and the emergency call will be connected.
Hands Free Answer Back	Regardless of the setting, a hands free call is not made for an emergency call. It is possible to select a tone call and a hands free call by the originator's operation. If the emergency call cannot be switched from tone call to hands free call, the call stays in the tone call. An emergency call disregards Class Of Service for determining whether to allow a hands free call at the destination. If an emergency call comes in at the station that is making a hands free call, the hands free call will be disconnected and the calling party hears busy tone.
Line Hold	As Emergency Call is treated as the ordinal call, it may be put on hold.

Lost Call Treatment	Lost Call Treatment feature is applied when an Emergency Call cannot terminate to the destination or a certain timer expires after the call terminates on the last Emergency Call destination.
Make Busy	The terminal in make busy mode is treated as busy if the emergency call comes in. Thus, the emergency call is slipped to the next priority destinations in the emergency call group.
Manual Voice Recording	Voice Recording may record emergency Call.
Message Waiting	The originator cannot register Message Waiting in an originating emergency call.
Multiple Calling	MCP Number cannot be assigned as emergency destination.
Multiple Directory Numbers	It is possible to set MDN as the emergency destination. Destination MDN button is selected following the priority of ordinal termination for MDN when the emergency call terminates. And the same behavior as the ordinal emergency call termination is done when MDN has no idle line.
Off-hook Call Announce (OCA)	Offhook Call Announce from a third party may not be terminated to a terminal and is prevented from talking with an emergency call. When an emergency call is made, the Speaker OCA feature is applicable to it according to the programmed data at the destination. To restrict this, the programming data shall be set in such a way. In this case, the ordinal call will not receive OCA treatment.
Off-hook Campon	When the emergency destination is busy, an emergency call cannot be camped on. However, there is no Lost Call treatment if the call fails to terminate to the Emergency Call destination and the originator hears busy Tone. The user may invoke Offhook Campon feature manually.
Overflow	The emergency call is not subject to the Overflow feature. The emergency call starts ringing at the next destination defined by programming if the attendant group does not answer within a certain time.
PC Attendant	Note: This feature is not available on VIPedge Systems. When emergency call terminates on an Attendant group (while Attendants ring other calls), existing calls will stop ringing, the emergency call is displayed on PC screen and starts ringing if the priority of the emergency

call is higher than the existing calls priority per the order defined in Incoming Call Identification.

The call with the highest priority defined by Incoming Call Identification begins ringing again at the time when the other Attendant answers the emergency call.

Ringing Assignment	Emergency call rings immediately regardless of setting of Ringing Assignment.
SIP Extension	Ringer tone of terminating the emergency call is the same as the ordinal call. The Rejected Call Forward feature cannot forward the Emergency call. The call terminates on the next emergency destination.
Station Hunting	<p>It is possible to terminate to a Station Hunt group when a Station Hunting Pilot DN is assigned as an Emergency Call destination AND the Emergency Call feature is invoked.</p> <p>If a member of a hunt group is assigned as an Emergency Destination, the emergency call will not follow Station Hunting.</p> <p>Automatic Callback, Camp on, Offhook Call Announce, Message Waiting, and Executive Override features may not be invoked when the terminating Emergency Call to Station Hunting group has failed.</p>
System Call Forward	See "Call Forward" on Page 9
Tone First/ Voice First	The setting of Tone First/Voice First is not applied to Emergency Call and the terminating call is always Tone First Call. However, Tone First and Voice First may be switched by the originator's operation.