Silent Alarm (Broadcast)

Application Note D029

Overview

A Silent Alarm is a single button on the desk phone to alert security/police to an emergency situation without the intruder becoming aware that authorities have been notified.

Switch Configuration

You must ensure that the phones using Silent Alarm have dialing access to the DAKS server. In a Siemens environment, this would mean setting their LCR in the switch to allow this dialing access.

If the broadcast is a shared resource and you are displaying the Initiator/Input Name, make sure the location information is in the calling name section of the extension definition for the extensions from which this alert will be initiated.

Once the above items are confirmed, you need to create a button on the appropriate phone device(s) that will allow the initiator(s) to use one-touch dialing. Program the feature button with the following:

- Trunk access code used to reach the DAKS server
- The dialthru code from DAKS for Broadcasts to Launch From Any Terminal (default is 32)
- The PIN for the initiator
- The Broadcast ID assigned to the broadcast being used

Once the button is programmed, pressing the feature button will initiate the Alert.

This has been tested in the Siemens Hicom 300, Siemens HiPath 4000 and OpenScape Voice environments. In these environments, there was no audible tone heard at the Initiator device. (In testing the OpenStage 60 phone with the OpenScape Voice platform, you see the broadcast ID for one second on the phone and the phone goes to idle state.) If this application will be used in an environment using a different telephone system, please confirm the configuration information provided in regard to configuring trunk access to the DAKS server, and concerning the configuration of the phone instruments. **It is very important to test the application prior to it being needed for a real emergency.** As part of your confirmation and configuration, please be sure to ensure that there is no audible tone when an initiator uses the feature button.

DAKS Configuration

In DAKS you will need to create a PIN for each initiator.

1. To create a PIN for an initiator, create a subscriber in DAKS to represent the initiating phone.
2. Choose the Properties tab for the new subscriber, and select the Edit Rights button. A new window displays.
3. Choose the Operational Permissions tab in the new window. This is the window where you will create a unique PIN. (Clicking on the button next to the PIN field will bring up a list of PINS that are already assigned and therefore unavailable.)
4. Now the list of Available Rights will be accessible. At a minimum, you will have to select the feature Activate a Broadcast.

You will also create the broadcast and broadcast ID to be used when dialing from the switch. As a rule, you will create a broadcast unique to the broadcast area to provide accurate location information to the security/police personnel.

Using unique broadcasts permits the announcement to audibly broadcast the location of the initiator along with taking advantage of the display information. The location information can be provided using shared broadcasts. These shared broadcasts take advantage of the display information. The members of this broadcast should be the security/police personnel to receive the call.

Note that if the broadcasts are unique, the initiating extension can be included, allowing for the optional setting "from first subscriber's phone only" to be used, also.

The necessary settings are:

Properties =>

√ **Continue broadcast even after initiator hanging up**

√ **Automatically disconnect initiator after start**

The combination of these two settings ensures that the phone initiating the alert will not remain off hook playing the announcement.

√ **Use Cornet-N(Q)® features**

Choosing this parameter will allow DAKS to use all of the features at its disposal, such as intrusion.

Announcements =>

√ **Announcement ID**

Enter the ID of the announcement to be played to the security/police personnel upon the initiation of this alert. Again, if this alert is unique to an area/department, the announcement can include the location information.

Display =>

Display outputs to other subscribers.

√ **Text**

Choose the appropriate option from the dropdown list. If the broadcast is unique and thus uniquely named, choose to output the Group Specific Text. If the broadcast is a shared resource, you will choose the Initiator/Input Name and have the location information in the calling name section of the switch extension definition.

√ **Number**

Choose the appropriate option from the dropdown list. Normally, the Initiator/Input information is displayed.

Optional settings can include:

Initiation via . . .

√ **From first subscriber's phone number only**

Choosing this parameter will ensure that the alert cannot be started from another location, either by accident or maliciously.

Process =>

√ **Number of subscribers to reach**

Choosing this parameter will allow you to activate a "goal not reached" scenario.

√ **Succeeding broadcasts to start**

If "Number of subscribers to reach" is set, this section will allow for subsequent broadcasts to alert others — superiors, for example — that a call arrived and was handled or not handled. This gives the next level of responders an opportunity to address the situation.

For additional information, please contact us at 314.743.1420 or custsvc@impacttech.com.