

Go Beyond Notification and Allow Security to Hear What is Happening at Crisis

Does your organization have staff members (such as counselors, professors, doctors, human resources personnel) who meet in private with other employees, students or visitors who might become threatening? Does your company have reception lobbies, emergency rooms, pharmacies, payment centers, retail sites or other locations where employees interact with the public?

In the event someone makes a verbal or physical threat to one of your employees, a DAKS Panic Button goes beyond notification and leverages the two-way communication feature of a telephone device, allowing security personnel to hear what is happening at the crisis location. Based on the sounds from the site, the security personnel will be able to glean additional insight into the situation and dispatch appropriate resources to the location.



One Touch Conferencing

Pressing a Panic Button (realized by speed dial key on a phone) triggers a conference call to the security office. The conference starts with the source (location/ID) of the distress call shown on the system telephone display and the security office personnel phone muted or unmuted, based on your preferred configuration. The conference may also include patrol officers carrying mobile phones, administrators who need to be made aware of Panic Button events, and/or management and support staff in the vicinity of the threat.

Advanced Features

With the DAKS Performance Package, the targeted conferees can be controlled based on security agents logging in/out of the application and/or by work shift schedule.

DAKS Wi-Fi Endpoint Location Services enable including positioning information for Panic Buttons on mobile devices.

In Unify networks, DAKS leverages the SIP-Q and CorNet-NQ protocols to enable an enhanced feature set to assure priority call handling:

- Programming a telephone to ring in an alerting tone to draw attention to the importance of a call
- Automatic speakerphone activation without lifting the handset
- For busy phones, override with neutral announcement, forced disconnect or call waiting

Higher Education Case Study

Columbus State Community College has been dedicated to meeting the educational needs of their community for 50 years. Located on the edge of downtown Columbus, Ohio, the campus consists of more than two dozen buildings with an enrollment of around 26,000 students. Aligning with Columbus State's Public Safety mission to "preserve the peace, and provide for a safe and accessible environment which is conducive to learning," the team deployed Panic Buttons in key staff offices.

In the event that an individual starts a confrontation with a staff member, such as a counselor or financial aid officer, the employee may discretely press a speed dial key on their desk phone. When the button is pressed, there is no audible dial tone or ringing from the employee's phone, but DAKS triggers a conference call between the office phone and the Public Safety Department. The dispatcher is in a muted state, but based on the intelligence gathered from the site, the officer can dispatch resources and/or conference in other required emergency personnel.

