

Emergency On-Site Notification



Quick response by on-site security and first responders is critical during an emergency. RedSky's Emergency On-site Notification (EON) is an optional feature of E911 Manager® and E911 Anywhere® that notifies on-site security personnel of an emergency call in progress and provides the detailed location record of the caller.

FEATURES

- » Provides "screen pop", SMS and email notifications to emergency response personnel
- » Can monitor multiple call servers/PBXs with a single instance of EON on E911 Manager®
- » Provides event reports including time, date, and originating extension of all emergency calls and acknowledgement of each call
- » Administrators can create Custom Alert Templates

OVERVIEW

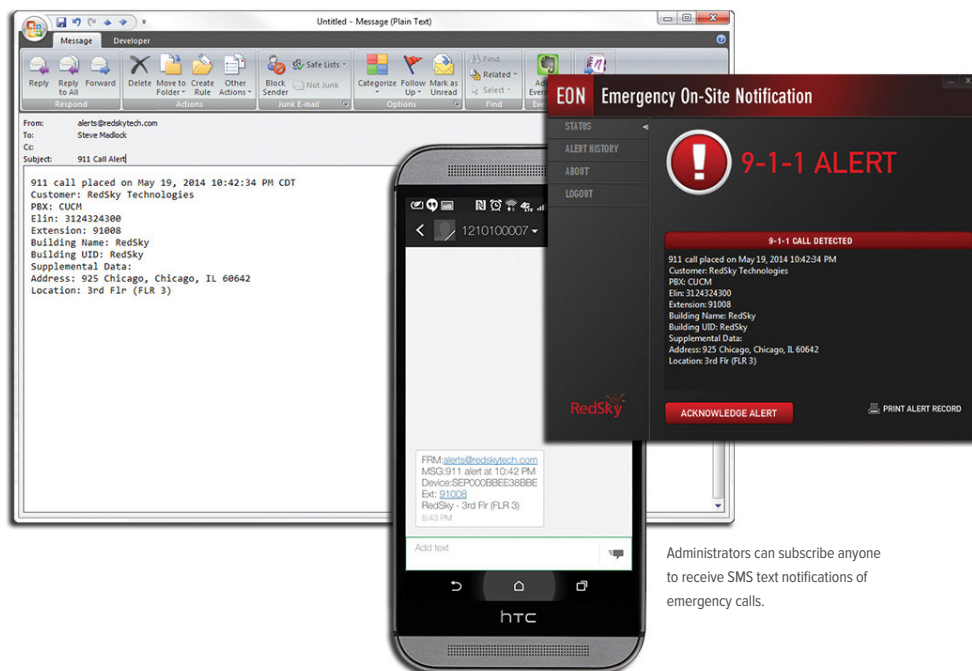
EON is a software module on E911 Manager® and a feature in E911 Anywhere® that detects emergency calls. When an emergency call is placed, EON sends designated individuals Screen-pop, SMS or email notifications with the complete location record of the caller.

IMPROVE EMERGENCY PREPAREDNESS

Putting the location details of an emergency caller into the hands of first responders is critical to improving workplace safety and has never been easier than with EON. This instant notification enables security to respond immediately and direct public emergency responders to where help is needed upon arrival.

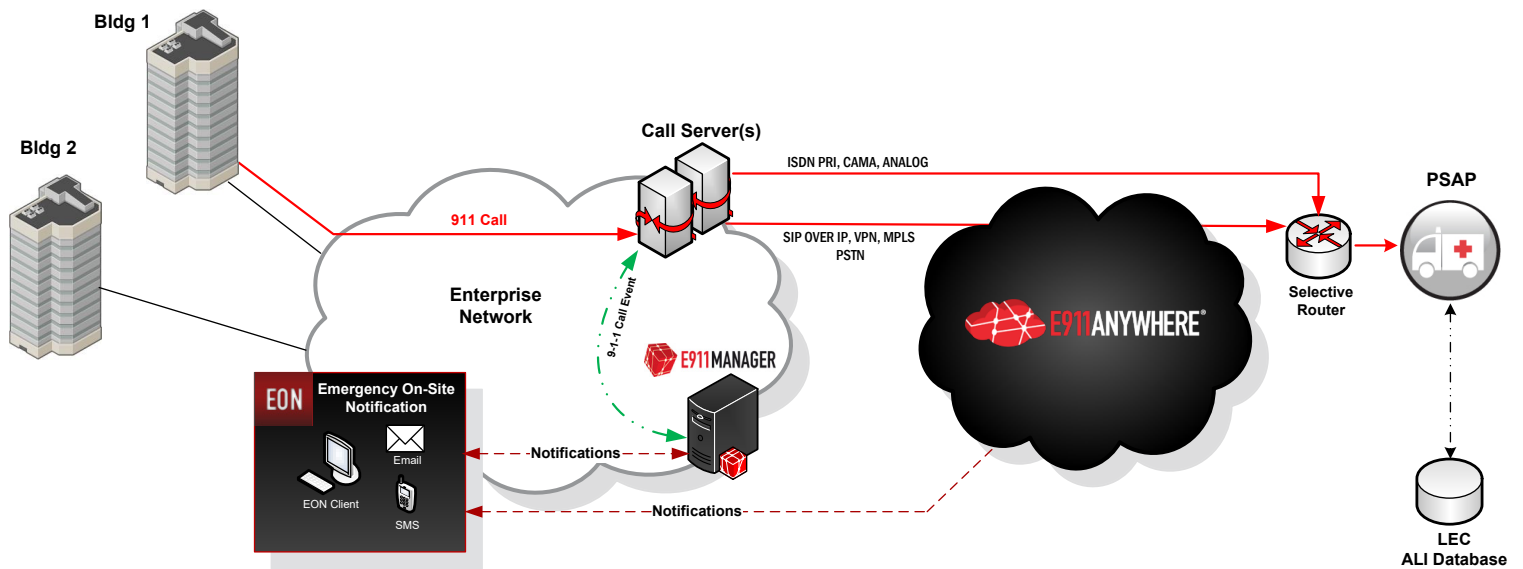
EON offers a variety of notification options including "screen pops" with audible alarms for security desk computers using the EON client application, as well as SMS messages for smartphones and email for administrators. Administrators can subscribe users to EON notifications in E911 Manager® or E911 Anywhere®. Notification recipients can be subscribed to one or more of the types of notifications and can be segmented so that recipients only receive notifications if an emergency call is made from a specific building or call server. Each notification provides a complete location record of the caller. EON screen pop notifications are accompanied by an audible alarm and must be acknowledged by the end user.

Administrators can subscribe anyone to receive email notifications of emergency calls.



"Screen pops" delivered to the computer monitor of on-site security detail the location information and extension number

Administrators can subscribe anyone to receive SMS text notifications of emergency calls.



HOW EON WORKS

With E911 Manager®

An emergency call is made from the enterprise. The call is routed by the call server/PBX to the local Public Safety Answering Point (PSAP) via local trunks.

E911 Manager® detects that an emergency call has been placed on the call server/PBX. The EON module in E911 Manager® creates and sends notifications to designated individuals based on their subscription profile.

E911 Manager® delivers an alert over the enterprise network to computers with the EON Client.

E911 Manager® delivers an alert using either the RedSky cloud-based SMTP server, or the enterprise mail server to users that are subscribed to receive email or SMS notifications.

With E911 Anywhere®

An emergency call is made from the enterprise. The call is routed by the call server/PBX to E911 Anywhere®.

E911 Anywhere® delivers an alert over the Internet to computers with the EON Client. E911 Anywhere® delivers an alert using either the RedSky cloud-based SMTP server to users that are subscribed to receive email or SMS notifications.

LOGGING AND REPORTING

EON provides a complete set of reports based on emergency call activity and the acknowledgement of each call. This information can be especially helpful for addressing network and security needs, locating callers who have dialed 9-1-1 on multiple occasions or providing detailed information to help manage liability.

REQUIREMENTS

E911 Manager® Version 6 with the EON module or E911 Anywhere®.

EON client for security desk screen-pops - runs on any PC with Windows XP, Windows Vista, or Windows 7, 8 or 10 (64-bit), macOS Sierra, 150 MB hard disk space, Java 7 or higher

ABOUT US

RedSky is the leading provider of on-premise and cloud-based E911 solutions with more customers, more technology, and more experience than any other provider. More than a million workers, students, guests and visitors rely on RedSky for E911 protection.

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