EAS
Emergency Alert System
For Avaya IP Office

DuVoice

DuVoice monitors outbound call traffic on IP Office and identifies all calls made to 911 in real time.

Any calls to 911 trigger a series of immediate alarms.

Real Time Activity Monitoring

Because the DuVoice application monitors the IP Office activity in real time, the system detects the 911 (or any other number you specify) event as the call is dialed and the alarm is sent immediately.

Other solutions rely on the Station Message Detail Record (SMDR) which is generated after a call is completed. With those solutions, if the call is not completed, an alarm is not issued and an ongoing call to emergency services or a call where the receiver is not returned to the cradle would not generate an alarm.

Why have EAS?
- Know where calls originate to provide immediate assistance in an emergency.
- Know where to direct professional responders in an emergency.
- Limit abuse and false alarms.
- Limit your organization's legal liability
- Create additional non-911 "Panic Button" numbers for internal only emergency notification.

Who needs EAS?
- Schools and Campuses
- Hotels.
- Hospitals
- Churches
- Nursing Homes
- Retirement Communities
- Offices
- *Everyone needs EAS*

Notification Techniques:

Automated Call out
The DuVoice system places a call to a specified extension. Upon answer, the system announces the fact that an emergency call has been made and identifies the calling extension.

Email Notification
An Email containing details about the event is automatically sent to a specified address. Critical information such as floor, room number, etc. can be included.

SMS—Text Messaging
An SMS message can be sent via Email to most cellular services.

Talk with your DuVoice reseller today to learn how DuVoice EAS can make your operation more secure, and efficient.

EAS Configurations

Part of DuVoice DV4 / DV2000
EAS is a standard feature of the Du-Voice DV4 and DV2000 messaging platforms. No additional DuVoice licenses or product codes are required to use EAS.

As a Stand Alone Application
EAS is available as a stand alone application running on a dedicated solid state PC.

As Software Only
This application can run on any PC on the network and can be run on the same PC as VM Pro.

Multiple Sites
A single instance of EAS can support multiple IP Offices so long as CTI Pro activated at each site. Speak with you DuVoice representative for details and restrictions.

Monitoring Additional Numbers
EAS can be configured to monitor numbers in addition to 911. Internal "panic button' numbers can be monitored

IP Office Requirements

EAS is compatible with all IP Office software releases.

A license for CTI Pro is required on the IP Office.

Note: DuVoice EAS is not an E911 solution and does not pass E911 information directly to the E911 call center.

Note: Because of inherent limitations of the mobile network, SMS Text messaging should never be used as the primary means of emergency notification.

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