
NEC

SMB8000

**NEC's E911 Security Notification (ESN)
Application Suite
Version: 1.0.0.14
ESN Alarm User Guide**

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Introduction

Welcome to the E911 Security Notification (ESN) Application Suite, an easy-to-use yet powerful E911 notification solution. The E911 Security Notification solution offers robust features designed specifically for business users who want to make use of the Enhanced 911 call notification during emergencies.

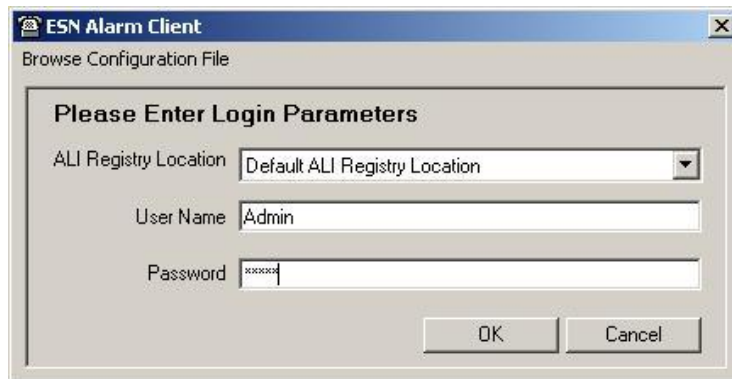
Using the documentation

An electronic copy of the E911 Application Suite User Guide is included with the application setup CD. This user guide assumes you have a working knowledge of your computer and its operating conventions, including how to use a mouse and standard menus and commands. It also assumes you know how to open, save, and close files. For help with any of these techniques, please see your Microsoft Windows™, distribution documentation.

ESN Alarm

The ESN Alarm component should be installed for all the users who need to see alarm messages when 911 calls are made within the organization. When 911 calls are detected over the ESN deployed network, the ESN Alarm Clients receives visual notifications and displays them on the screen with details of the caller. The ESN Alarm is also capable of playing an audio file over the computer speakers/headphones if available.

Invoke the application from Start -> All Programs -> NEC -> ESN -> ESN Alarm Client; you will see ESN Alarm Client window appears. Click "Browse Configuration File" from the menu and locate 'Admin.ini' file from "C:\Program Files\NEC\ESN\ESN Administrator Console\", in case ESN Administrator Console is installed on the same box. In case ESN Administrator installed on remote machine, please enter UNC path of ESN Administrator Console and click OK button.

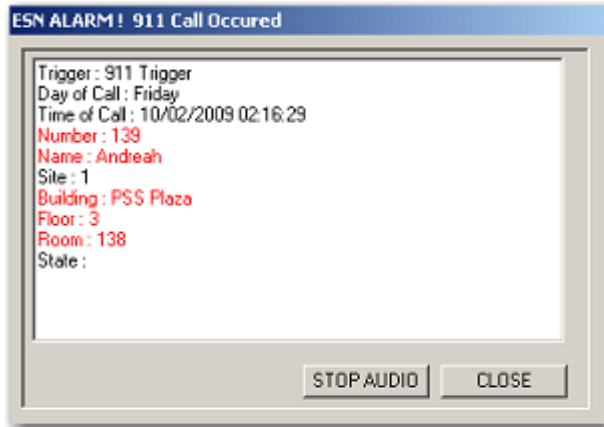


Enter a username and password of ESN Alarm user to login to the E911 Alarm client application once you have selected the ALI Registry location details. If the login is successful, you will see a telephone icon sit in the system tray as shown in the image.

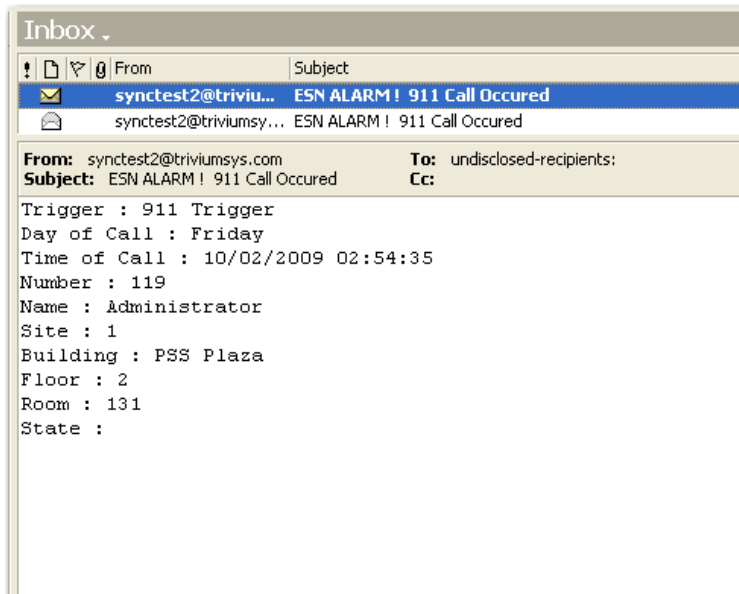


Notification Types:

1. Display an audible pop-up window with details of the call



2. E-mail notification with the call details

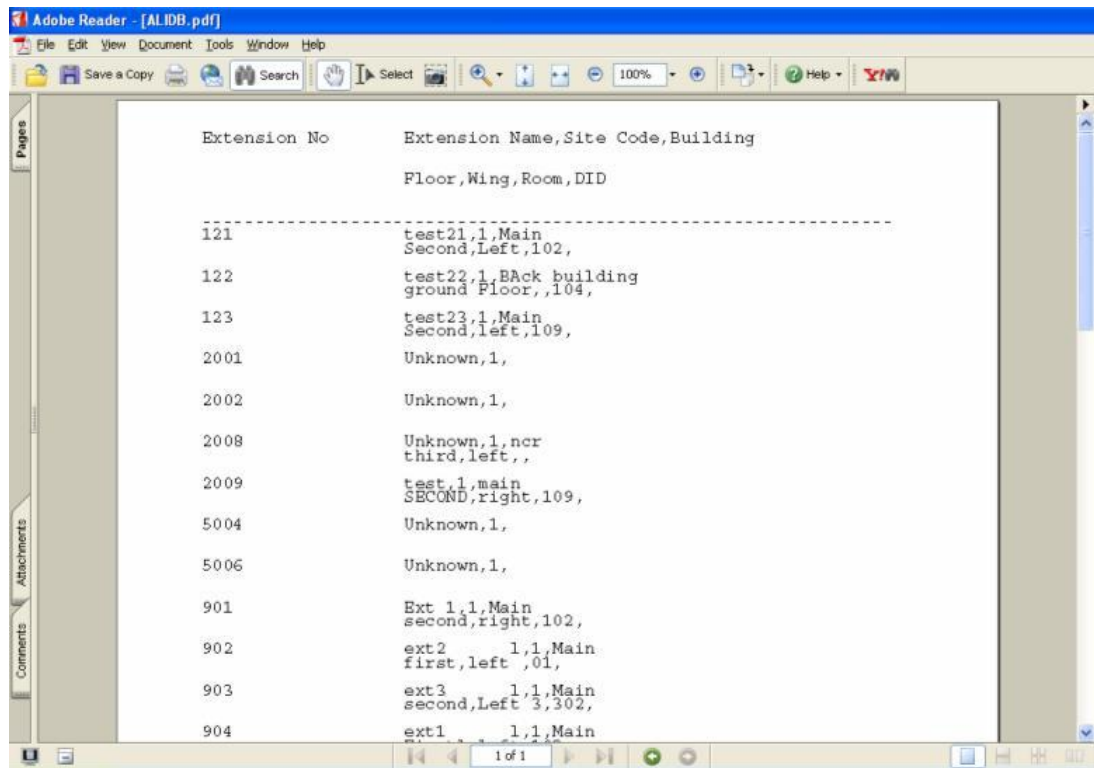


3. If during maintenance, if the ESN loses connectivity to the database server or if the ESN itself stopped, all the E911 Alert applications in the network will be notified about this event. During this time ESN Alarm users should inform loss of connectivity to his ESN Administrator. The following images show these messages to ESN Alarm users.

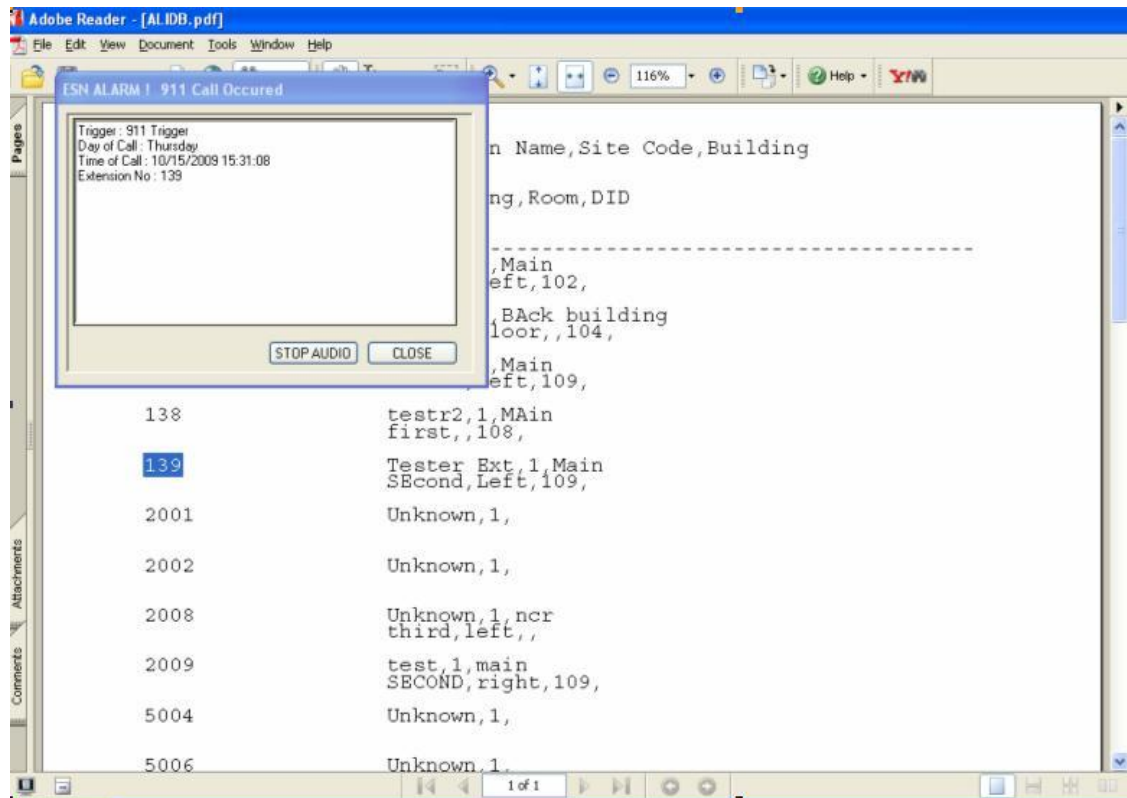
**E911 Alarm Connection Lost / No Connection
Established with OSN**

**E911 Alarm Connection Lost / No Connection
Established with Database**

4. A PDF file of all the Configured Extension's from the ALI registry is displayed to the user in two of these situations
- a. When a **Callers ALI details is not available** in the database, the alarm pop-up will provide the basic information whatever available from the call record i.e the Extension number and site. And the PDF file is displayed that gives the List of all the available the Extensions.



- b. If the database server connectivity is lost during the time of an E911 call, the alarm pop-up will display only details of the Extension number that made the call and Site from where the call originated. Likewise, the PDF file will display the complete ALI information that was available in the database when that was last connected.



NOTE: The Alarm application keeps polling the database server in the configurable interval that can be configured in the 'ESNAlarmClient.ini' file.

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