

# DYNAMIC EMERGENCY CALLING

## Keep Your Employees Safe in the Mobile World

TelNet Worldwide's dynamic emergency calling solution addresses key challenges associated with traditional 911 systems. Today's mobile and hybrid workforce requires a newer and better approach that leverages the latest technologies.



### Find

Dynamic Emergency Calling finds callers as they move between campus, home and other remote locations. A user's E911 address information is either automatically updated or the end user is prompted to add or modify address info directly in their softphone and collaboration app.



### Route

Dynamic call routing and location management solutions ensure 911 calls from multiple devices get to the correct Public Safety Answering Point (PSAP) regardless of where employees are working from.



### Notify

Onsite security personnel and administration will be notified that an emergency call has taken place. Security teams are alerted by a text or email notification that an emergency call was made from an employee phone.



### Protect

Improve workplace safety and ensure regulatory compliance. Kari's Law and Ray Baum's Act are covered.

**Dynamic Emergency  
Calling**



**(800) 974-4800**



**telnetww.com**

# Key Features of TelNet's Dynamic Emergency Calling

- Reliable emergency call routing to public safety providers in the U.S. and Canada
- Automated alerts via text or email when a 911 call is made
- Customer admin portal provides tools to add location info, create notifications, view call history, etc.
- 933 testing capabilities provide automated playback of emergency address to reduce live 911 test calling
- Address validation ensures correct address entry
- Directly integrates with popular softphone and collaboration apps, including Microsoft Teams and Webex
- Standalone softphones and hard phones are also supported

## Benefits of TelNet's Dynamic Emergency Calling

- Provides a safer workplace environment
- Speeds response time for emergency situations in which every second counts
- Reduces confusion and delay when emergency response teams arrive
- Comply with state and federal regulations and requirements, including Kari's Law and RAY BAUM's Act

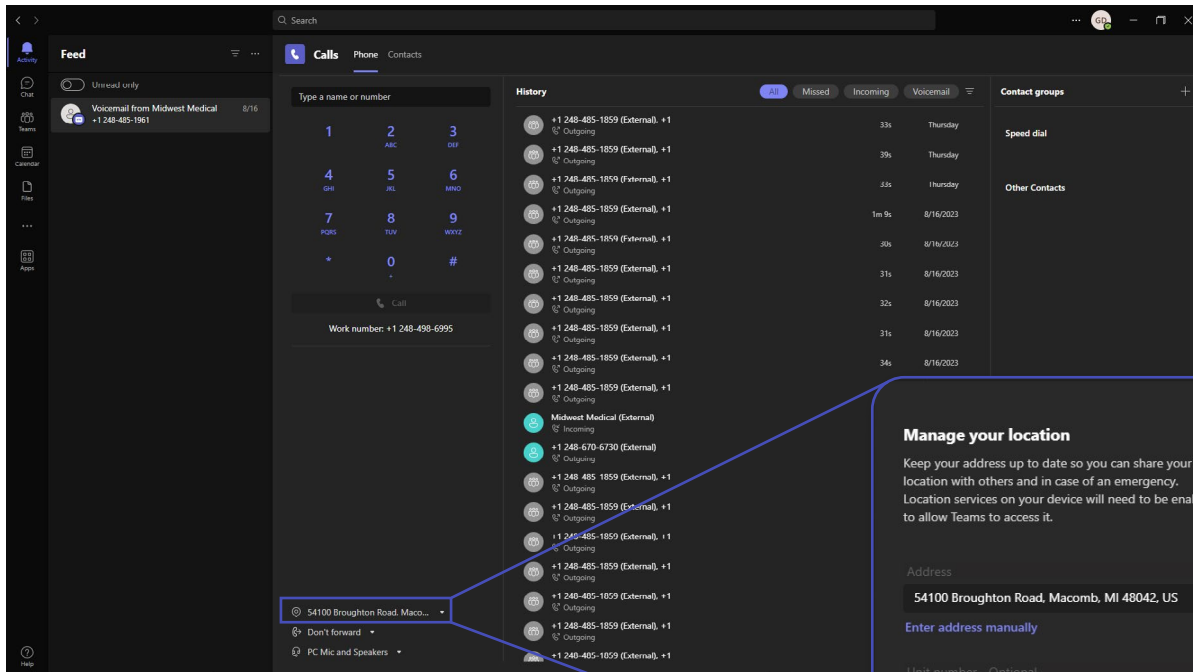
## Customer Admin Portal

The screenshot displays the 'E911 Locations' management interface. It features a sidebar with navigation options: DASHBOARD, ADMINISTRATION, CONFIGURATION, ALERTS & EMAILS, E911 LOCATIONS, USERS, PDI-FLO DEVICES, NETWORK DISCOVERY, CALL MONITORING, MONITORING, IMPORTING, REPORTS, CLIENT INSTALLERS, and ONLINE HELP. The main content area shows a table of buildings and a sub-table for locations. The 'Locations' table has columns for Location Name, Location information, and Phone Number. A 'Previous' button is visible on the left, and a 'Next' button is on the right. The table shows 'Room 101' with location information 'Room 101' and phone number '(248) 485-1924'. There are also 'ADD BUILDING' and 'ADD LOCATION' buttons.

The screenshot shows the Microsoft Teams Admin Center user settings page for a user named 'GD'. The page is divided into several sections: 'General information' (Assigned phone number: +1 248 498 8995, Emergency address: 31700 Research Park Drive, Madison Heights MI 48071), 'Audio Conferencing' (Audio Conferencing: On, Send conference info in email: On, Default conferencing toll phone number: +1 323 484 8978), and 'Teams upgrade settings' (Collaboration mode: Teams only, Notify the Super for Business user: Off). There is also a '7-DAY QUALITY' chart showing 'Lead' and 'Poor' call quality, and a '7-DAY ACTIVITY' chart showing '3 Meetings' and '0 Calls'. A 'Fix meeting issues for users' button is visible.

## Microsoft Teams Admin Center

# TelNet Microsoft Teams Direct Routing Integration

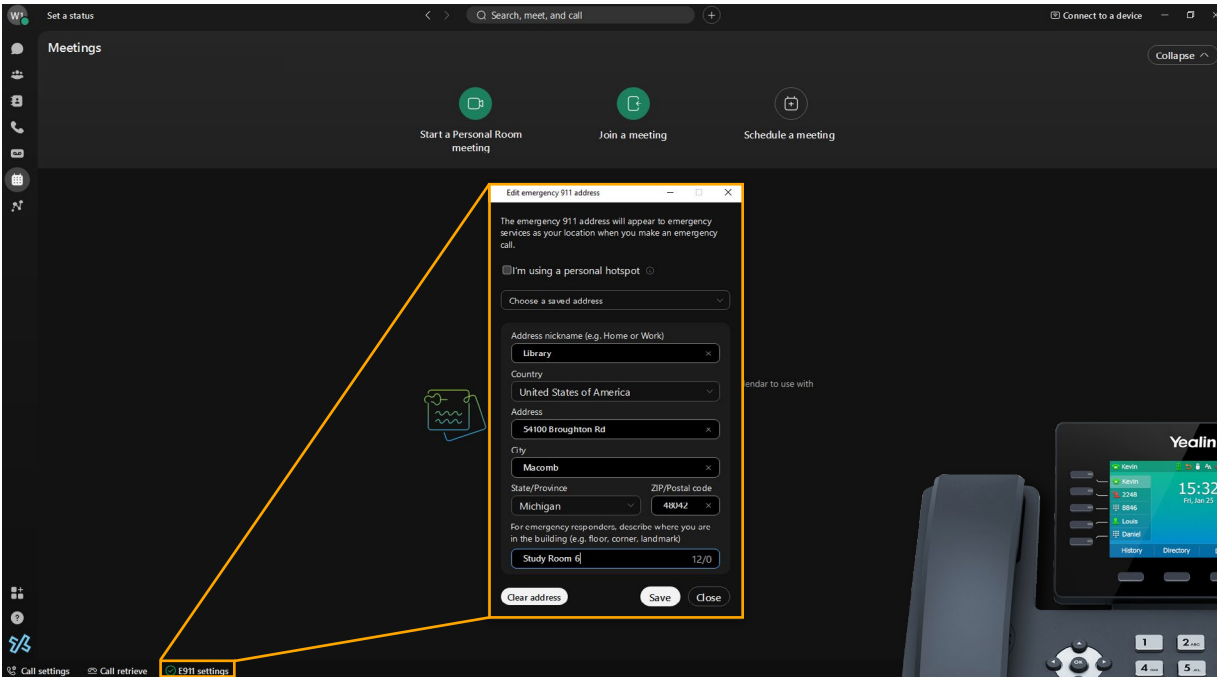


## Key Features

- End users can modify emergency address & location information directly within MS Teams apps, simplifying management and increasing adoption
- Microsoft Teams Location Information Service allows customers to map their corporate network to dispatchable locations
- Emergency calling configuration is managed by customers directly in the centralized Teams Admin Center, making it one less portal to learn and use

## Benefits

- Deep integration with familiar MS Teams apps and administration portal makes it easy to manage - reducing training needs & complexity
- Simplify location management
- Minimize time required to deploy and maintain emergency calling




## Key Features

- End users can modify emergency address & location information directly within Webex apps, simplifying management and increasing adoption
- Admin portal allows customers to map their corporate network to dispatchable locations
- Automated alerts via text or email when an emergency call is made keeps admin and security personnel informed, no matter where they are

## Benefits

- Deep integration with familiar Webex apps makes it easy to manage - reducing training needs & complexity
- Simplify location management
- Minimize time required to deploy and maintain emergency calling

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