Enhanced Emergency Call Response System (EECRS) for Telecenter System 21 and Telecenter V

Rauland-Borg Corporation

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1

General Information

Overview

Rauland's Enhanced Emergency Call Response System (EECRS) is designed to provide Telecenter System 21 (TC21) or Telecenter V (TCV) users with **Enhanced Notification** and **Enhanced Callback** response to 911 emergency calls.

Enhanced Notification

With the EECRS in place, dialing 911 from a Telecenter phone results in simultaneous PSAP (Public Safety Answer Point), Administrative, and Hall Display notification.

When a caller dials 911:

1. The call appears at a Public Safety Answer Point (PSAP) bearing dialer location information (school name, street address, city, building/wing/floor/area, and call back telephone number).[†]

2. Call display information appears at designated in-house display-equipped administrative phones.

   And, finally…

3. Call display information appears on strategically-placed remote display units.

Enhanced Callback

In addition to Enhanced Notification, the EECRS offers an Enhanced Callback feature, which allows off-site Public Safety Operators to keep in

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[†] Not all localities support Advanced Location Identification features. If necessary, consult your municipal authorities.

touch with emergency callers for as long as necessary. If for any reason a 911 caller is disconnected, the system provides:

1. **Automatic reconnect** (when an operator at the PSAP dials back using displayed information, Telecenter remembers and automatically routes the call to the originating phone)

2. **Alternate communication** via optional Telecenter intercom speaker (allowing the 911 caller to communicate with the PSAP operator hands-free)

   and/or

3. **Automatic conferencing** with the 911 caller's Telecenter phone (if phone and intercom speaker are simultaneously busy)

Cost and Integration Benefits

Instead of relying on expensive translation units with Centralized Automatic Message Accounting (CAMA) trunks, the TC21 and TCV EECRS uses simple programming schemes to add area definitions (portable phone, floor, wing, building, campus, etc.) to multiple, inexpensive Plain Old Telephone (POTs) lines.•

Further, the EECRS package is designed to integrate with the Vodavi Starplus® 1428, 2856, and 4896 systems. (With EECRS in place, Vodavi phones display TC21 and TCV 911 caller location information.)

> **Note:**
> At this time, Cortelco Millennium phones are not able to display TC21 and TCV 911 caller location information.

Scope of this Document

This document provides examples of four specific applications of the EECRS. Chapter 1 and 2 should be used by those interested in learning the benefits and possible uses of such a supplemental Emergency system;

• POTs lines segment and define facility areas. They may be programmed to accommodate normal outbound traffic. They should not, however, be used for incoming calls. A maximum of eight TC21 and sixteen TCV POTs lines may be reserved for EECRS use.

the appendices should be used by those responsible for system configuration.

Revision History

This is the first release of these Application Notes. If later editions are issued, changes and additions will be summarized under this "Revision History" heading.

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Specific EECRS Applications

The following chapter provides examples of four specific EECRS applications. Keep in mind that features and functions are dependent upon available equipment and configuration choices.

Application 1 (PSAP Area Identification)

Application 1 applies to either a stand-alone Telecenter System 21 or Telecenter V system, where the Telecenter System is configured to dial directly to the local central office without the use of another PBX or KSU. (Also applicable in cases where PBX or KSU connected phones are used in the office area only.)

Consult Appendix A for a system programming example.

Specific Example

In this case, a single stand-alone TC21 or TCV system is used in a school with two connected buildings sharing a common administrative office. One of the buildings houses grades K-2; the other building houses grades 3-5. Three C.O. lines and three administrative phones (two in the main office and one in the nurse's office) are in place.

Proposed EECRS Implementation

To accommodate the EECRS, we'll break the school into two areas, one area for each building. Each area will be assigned one new CO line for 911 calls, increasing total C.O. lines to five. (Note that, in addition to 911 calls, these two new C.O. lines may also be used for normal outgoing calls.)

Benefits

✓ Telecenter 911 calls are connected even if the system must first automatically drop normal calls on EECRS/911 trunks.

✓ Telecenter telephone extension callback from PSAP operators to the originating 911 call is possible if the 911 is inappropriately terminated.

✓ PSAP operator callbacks can be pre-programmed to route to the first free classroom resource, either the classroom speaker or the telephone (**Always an Answer** feature).

✓ Telecenter display-equipped Administrative Phones (in this case: Main and Nurse's offices) automatically display 911 caller information.

✓ 911 caller information or directions are broadcast on strategically placed Emergency Hallway Display units (typically installed where Emergency personnel gain access to the caller's location).

✓ 911 call display information cannot be cleared unless a special code is entered from an Administrative Phone.

✓ New EECRS lines can be utilized for outbound dialing during non-emergency periods.

Limitations

✓ If the 911 call originates from a PBX/KSU phone located in the Main office, its location is not shown on the Emergency Hallway Display unit. (In such cases, staff can direct Emergency Personnel.)

Required Telecenter Components

In addition to the two additional C.O. POTs lines, the following components are required:

Quantity	Part	Comment
TC21		
1	**9556** (Telecenter 21 Firmware)	Version 4.0 or higher.
1	**EECRS21**—Telecenter EECRS Activation Code	
TCV		
1	**9553** (Telecenter V Firmware)	Version 600 or higher.
1	**EECRS05**—Telecenter EECRS Activation Code	
1	**TC4155**—Line Link Module	May be necessary, depending upon the number of available LLM positions.
Either Telecenter System		
2	**TC4182**— Central Office Adapters (one adapter for each EECRS area)	To be mounted with three existing TC4180s in **TC4180.**
As necessary	**FAD3020**—Emergency Hallway Displays	Hallway Displays should be placed at every primary access/egress point.
As necessary	**6400**—24 VDC Power Supply	Powers Emergency Hallway Displays (FAD3020). One 6400 can support a maximum of four (4) FAD3020 Displays.

CENTRAL OFFICE

PSAP

TRUNK PORTS
TC4180

TC4182
TC4182
TC4182
TC4182
TC4182

CO Lines

TC21

MSM

CO
CO
CO
EECRS
EECRS
ADMIN
ADMIN
ADMIN

SLC

DSP with
Speaker

DSP
DSP
DSP

Classroom phone
with speaker

Classroom

Classroom

Administrative Phones w/TC4221 or TC4222 Dispaly(s)

FAD3020 . . . FAD3020

Application #1
TC21 - Stand
Alone

Application #1
TCV -Stand
Alone
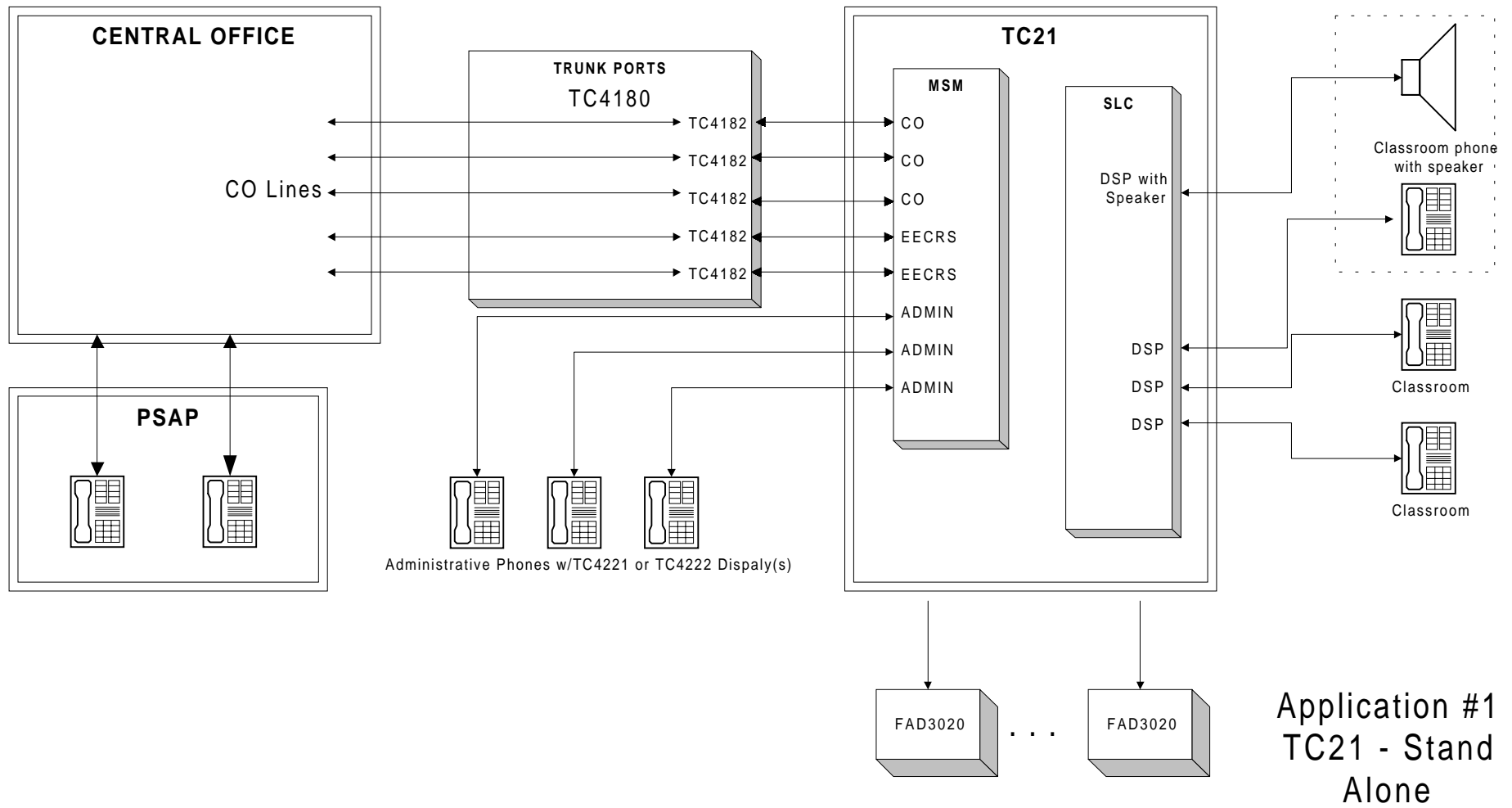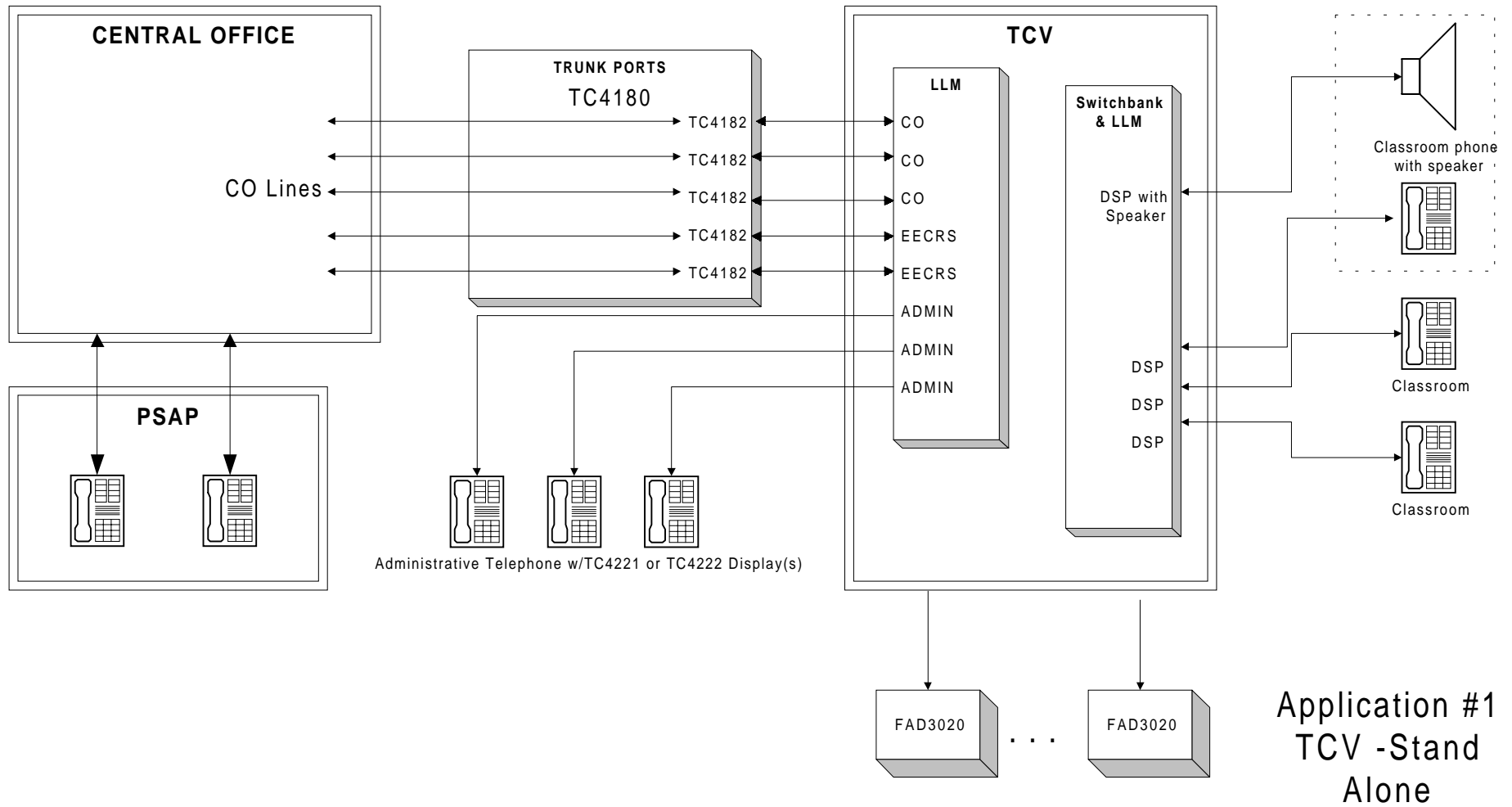
Application 2 (PSAP Station Identification)

Application 2 applies to either a Telecenter System 21 or Telecenter V that sits behind a Cortelco Millennium PBX system. Through DID (Direct Inward Dial) and ANI (Automatic Number Identification) capable lines connected to the Millennium, this application provides the PSAP operator with the 911 caller's Cortelco *and* Telecenter extension numbers.

Consult the Millennium PBX System manual for all Cortelco part numbers. Also, consult Appendix A for a system programming example.

Specific Example

In this case, either a TC21 or TCV is connected to a Millennium with four tie lines. The Millennium is in turn connected to the C.O. via six trunk lines. A 911 call should carry one of four wing area identifications: North, South, East, or West.

Proposed EECRS Implementation

To accommodate the EECRS in this configuration, we'll add C.O. lines only to the Millenium switch. DID circuits are required for inbound dialing (C.O. to Millenium) and ANI capable lines (CAMA or PRI) are required for outbound dialing (Millennium to C.O.). DID circuits allow for PSAP operator callback; while ANI allows for Millenium and Telecenter extension information to be sent to the PSAP.

Every time a 911 call is made (from either a Millenium or Telecenter extension), the PSAP operator will receive seven digit callback number ("555-0341")—where the final three or four digits ("341") represent the Millennium or Telecenter extension.

Benefits

✓ Telecenter 911 calls are connected even if the system must first automatically drop normal calls on EECRS/911 trunks.

✓ Telecenter display-equipped Administrative Phones automatically display 911 caller information.

✓ 911 caller information or directions are broadcast on strategically placed Emergency Hallway Display units (typically installed where Emergency personnel gain access to the caller's location).

✓ 911 call display information cannot be cleared unless a special code is entered from an Administrative Phone.

✓ Telecenter telephone extension callback from PSAP operators to the originating 911 call is possible if the 911 is inappropriately terminated.

✓ PSAP operator callbacks can be pre-programmed to route to the first free classroom resource, either the classroom speaker or the telephone (**Always an Answer** feature).

✓ 911 call location (actual extension number) is sent to the PSAP operator.

✓ Calls can be tracked by unified SMDR (traffic study and/or avoid misuse).

Limitations

✓ Millennium phone displays do **not** show 911 calls in progress; separate Telecenter displays (TC4221/TC4222) must be used.

✓ Initial hardware and reoccurring telephone company charges make this an expensive implementation.

✓ CAMA lines may not be available in every local.

Required Millenium Components

The following components are required when no tie line is used:

Quantity	Part	Comment
As Necessary	**Single Line Baby Board**—one board added to an analog card is required for each DID circuit.	Each DID circuit is normally ten extensions. Consult Telco for purchase.
As necessary	**DID Number(s)**—one for each phone extension on both the Telecenter and Millenium (purchased from Telco).	10 office phones and 30 classroom phones would, for example, require 40 DID numbers. (which would in turn require 4 purchased circuits).
As necessary	Two **Trunk Baby Boards** for every new CAMA (Centralized Automatic Message Accounting) line. CAMA lines are normally sold in pairs.	Simultaneous 911 traffic determines number of CAMA lines. Two lines are typically sufficient.
As necessary	**T-1 Card** and **T-1 Clock.**	Only necessary if PRI line is used. One PRI is sufficient for any use.

The following components are required when it is necessary or desirable to show **both** Millennium and Telecenter extension information (911 calls routed to the Telecenter and then back to the Millennium):

Quantity	Part	Comment
1	**Tie Line.**	To connect Millennium and Telecenter.
1	**Trunk Baby Board.**	For use on Millennium.
1	MSM Port (TC21) **or** LLM Port (TCV)	For use on Telecenter.

Required Telecenter Components

In addition, the following Telecenter components are required:

Quantity	Part	Comment
TC21		
1	**9556** (Telecenter 21 Firmware)	Version 4.0 or higher
1	**EECRS21**—Telecenter EECRS Activation Code	
TCV		
1	**9553** (Telecenter V Firmware)	Version 600 or higher
1	**EECRS05**—Telecenter EECRS Activation Code	
Either Telecenter System		
As necessary	**FAD3020**—Emergency Hallway Displays	Hallway Displays should be placed at every primary access/egress point.
As necessary	**6400**—24 VDC Power Supply	Powers Emergency Hallway Displays (FAD3020). One 6400 can support a maximum of four (4) FAD3020 Displays.

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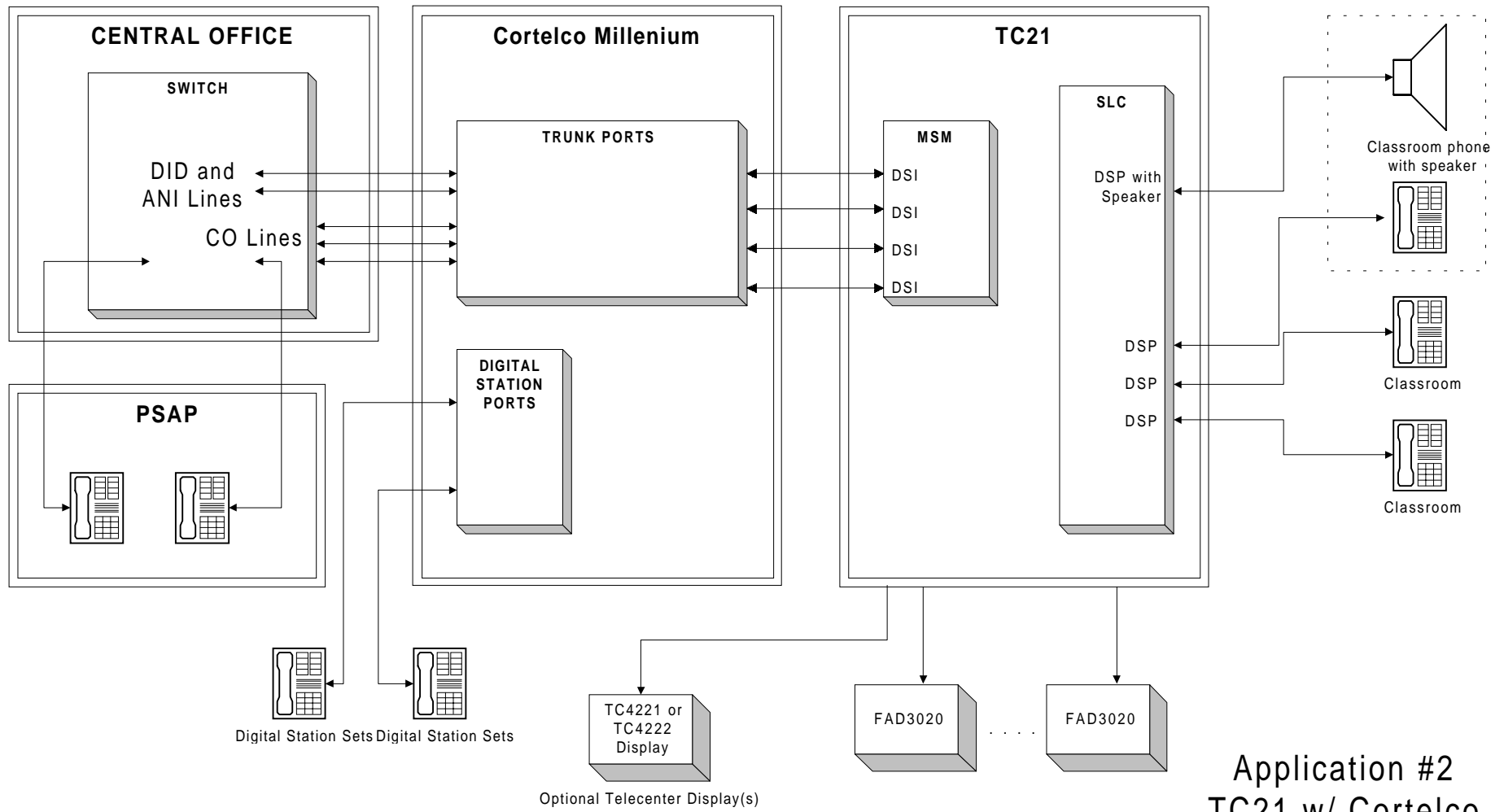
Application #2
TC21 w/ Cortelco
Millennium

CENTRAL OFFICE

SWITCH

DID and
ANI Lines

CO Lines

PSAP

Cortelco Millenium

TRUNK PORTS

DIGITAL
STATION
PORTS

TCV

LLM

DSI

DSI

DSI

DSI

Switchbank
& LLM

DSP with
Speaker

DSP

DSP

DSP

Student
phone

Classroom phone
with speaker

Classroom

Classroom

Student phone

Digital Station Sets   Digital Station Sets

TC4221 or
TC4222
Display

Optional Telecenter Display(s)

FAD3020   . . .   FAD3020

Application #2
TCV w/ Cortelco
Millennium

Application 3 (Unified System)

Application 3 applies to either a Telecenter System 21 or Telecenter V that sits behind a Vodavi Starplus PABX system (1428, 2856, 4896). A 911 call from any Telecenter phone will route through the Vodavi system before arriving at the PSAP.

Consult the Starplus System manual for all Vodavi-specific part numbers and/or questions. Also, consult Appendix A for a system programming example.

Specific Example

In this case, either a TC21 or TCV is connected to a Vodavi with three tie lines.

The Vodavi is in turn connected to the C.O. via four C.O. lines. Classrooms occupy two floors; any 911 call should carry one of two floor area identifications: One or Two.

Proposed EECRS Implementation

To accommodate the EECRS in this configuration, single Vodavi line telephone ports (SLT) must be connected to the Telecenter via COA modules. Two 911 C.O. lines are added to the Vodavi. (Each C.O. line corresponds to one of the two floors.)

When a 911 call is placed from a Telecenter classroom phone, the Telecenter accesses a specific tie line to the Vodavi that in turn dials out on the appropriate CO line to identify either the 1st or 2nd story to the PSAP.

Benefits

✓ Telecenter 911 calls are connected even if the system must first automatically drop normal calls on EECRS/911 trunks.

✓ Telecenter display-equipped Administrative Phones) automatically display 911 caller information.

✓ 911 caller information or directions are broadcast on strategically placed Emergency Hallway Display units (typically installed where Emergency personnel gain access to the caller's location).

✓ 911 call display information cannot be cleared unless a special code is entered from an Administrative Phone.

✓ Telecenter telephone extension callback from PSAP operators to the originating 911 call is guaranteed if the 911 is inappropriately terminated.

✓ PSAP operator callbacks can be pre-programmed to route to the first free classroom resource, either the classroom speaker or the telephone (**Always an Answer** feature).

✓ 911 call location (actual extension number) is sent to the PSAP operator.

Limitations:

✓ SMDR shows **only** which Telecenter group placed 911 call.

✓ Vodavi phone displays do **not** show 911 calls in progress.

✓ Special 911 C.O. lines can only be used for 911 and normal outbound calls; they cannot support inbound traffic.

Required Vodavi Components

The following components are required:

Quantity	Part	Comment
2	**C.O. Lines.**	Vodavi to Telco connect.
2	**Special Tie Lines**	Vodavi to Telecenter connect.

Required Telecenter Components

In addition, the following Telecenter components are required:

Quantity	Part	Comment
TC21		
1	**9556** (Telecenter 21 Firmware)	Version 4.0 or higher.
1	**EECRS21**—Telecenter EECRS Activation Code	
1	**TC2150**—Telecenter 21 Master Station Module (MSM)	May be necessary, depending upon the number of available MSM ports.
TCV		
1	**9553** (Telecenter V Firmware)	Version 600 or higher.
1	**EECRS05**—Telecenter EECRS Activation Code	
1	**TC4155**—Line Link Module	May be necessary, depending upon the number of available LLM positions.
Either Telecenter System		
2	**TC4182**—COA Module for Special Tie Lines.	
1	**TC4180**—COA Mounting Chassis.	
As necessary	**FAD3020**—Emergency Hallway Displays	Hallway Displays should be placed at every primary access/egress point.
As necessary	**6400**—24 VDC Power Supply	Powers Emergency Hallway Displays (FAD3020). One 6400 can support a maximum of four (4) FAD3020 Displays.
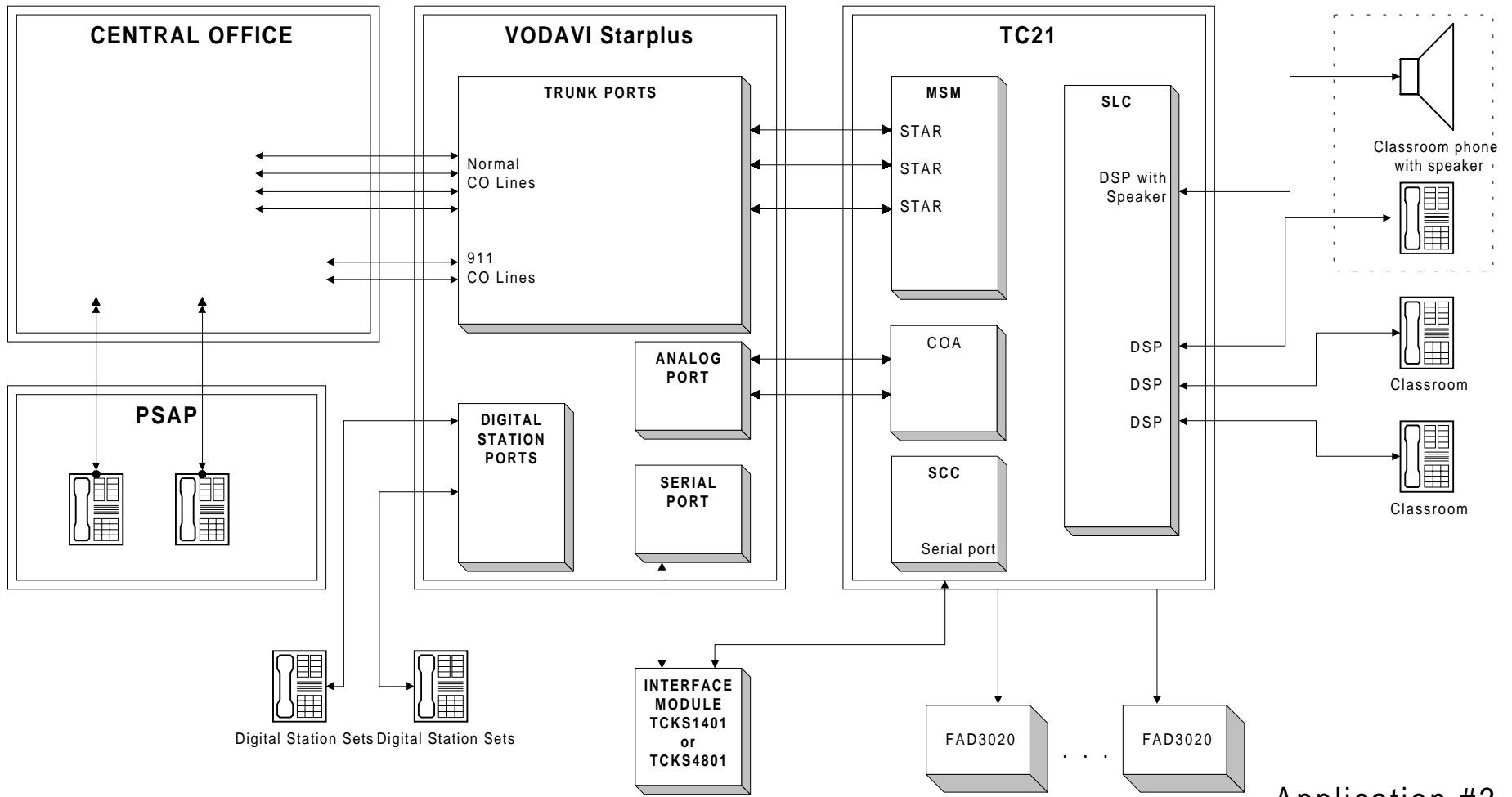
Application #3
TC21 w/ Vodavi
Starplus
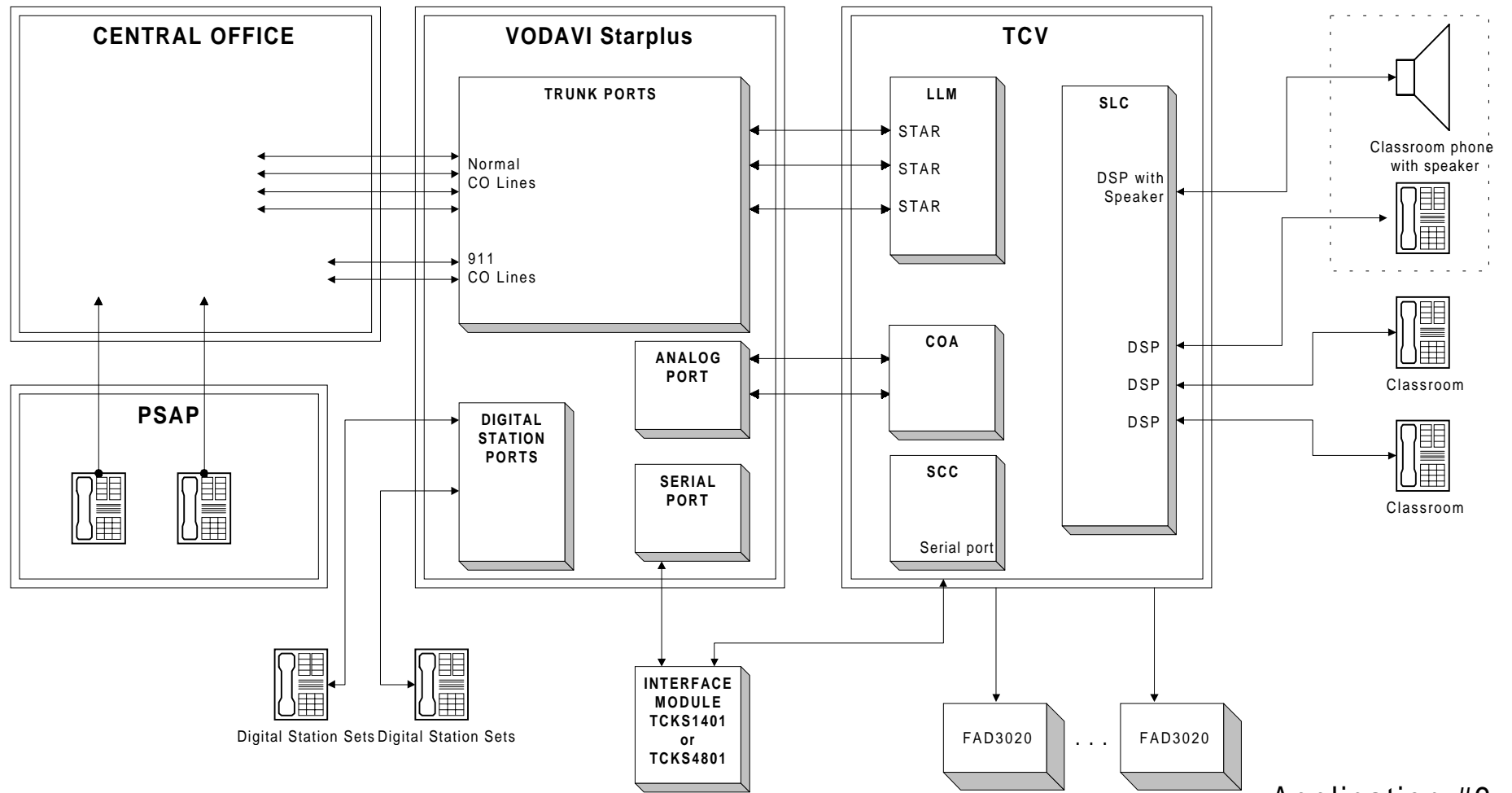
Application #3
TCV w/ Vodavi
Starplus

Application 4 (Non DID or CAMA Interface)

Application 4 applies to either a Telecenter System 21 or Telecenter V that sits behind a Cortelco Millennium PABX system.

All 911 calls from any Telecenter or Millennium phone will use the same C.O. lines to dial the PSAP.

Consult the Millennium PABX System manual for all Cortelco-specific products and/or questions. Also, consult Appendix A for a system programming example.

Specific Example

In this case, either a TC21 or TCV is connected to a Millennium PABX with two tie lines. The Millennium is in turn connected to the C.O. via four C.O. lines. Classrooms occupy two wings; a 911 call should carry either the North or South wing area identification.

Proposed EECRS Implementation

To accommodate the EECRS in this configuration, two special EECRS tie lines are added between the Telecenter and the Millennium. In this implementation, calls from either Telecenter or Millennium phones are routed through the Telecenter (to initiate Emergency Displays) and then to the Millennium. (The Millennium will then route the call to the corresponding C.O. line which calls the PSAP.)

Benefits

✓ Telecenter 911 calls are connected even if the system must first automatically drop normal calls on EECRS/911 trunks.

✓ Telecenter display-equipped Administrative Phones) automatically display 911 caller information.

✓ 911 caller information or directions are broadcast on strategically placed Emergency Hallway Display units (typically installed where Emergency personnel gain access to the caller's location).

✓ 911 call display information cannot be cleared unless a special code is entered from an Administrative Phone.

✓ Telecenter telephone extension callback from PSAP operators to the originating the 911 call is guaranteed if the 911 is inappropriately terminated.

✓ PSAP operator callbacks can be pre-programmed to route to the first free classroom resource, either the classroom speaker or the telephone (**Always an Answer** feature).

✓ 911 call location (actual extension number) is sent to the PSAP operator.

✓ Calls can be tracked by unified SMDR (traffic study and/or avoid misuse).

Limitations:

✓ Millennium phone displays do **not** show 911 calls in progress; separate Telecenter displays (TC4221/TC4222) must be used.

Required Millenium Components

The following components are required:

Quantity	Part	Comment
2	**Single Line Baby Board**.	To connect Millenium and Telecenter and identify North and South Wings.
2	**Trunk Baby Boards.**	To connect to Telco.
1	**Tie Line**.	Telecenter to Millenium connect.

Required Telecenter Components

In addition, the following Telecenter components are required:

Quantity	Part	Comment
TC21		
1	**9556** (Telecenter 21 Firmware).	Version 4.0 or higher.
1	**EECRS21**—Telecenter EECRS Activation Code.	
1	**TC2150**—Master Station Line card.	Necessary to add C.O. lines to TC21.
TCV		
1	**9553** (Telecenter V Firmware)	Version 600 or higher.
1	**EECRS05**—Telecenter EECRS Activation Code	
3	**LLM Ports**.	Check configuration for availability. If necessary, add one TC4155. One TC4145 slot is needed to mount the TC4155.
Either Telecenter System		
2	TC4182 (Central Office Adapters).	One for each EECRS area.
1	TC4180 (Central Office Adapters Chassis).	To mount TC4182.
As necessary	**FAD3020**—Emergency Hallway Displays	Hallway Displays should be placed at every primary access/egress point.
As necessary	**6400**—24 VDC Power Supply	Powers Emergency Hallway Displays (FAD3020). One 6400 can support a maximum of four (4) FAD3020 Displays.
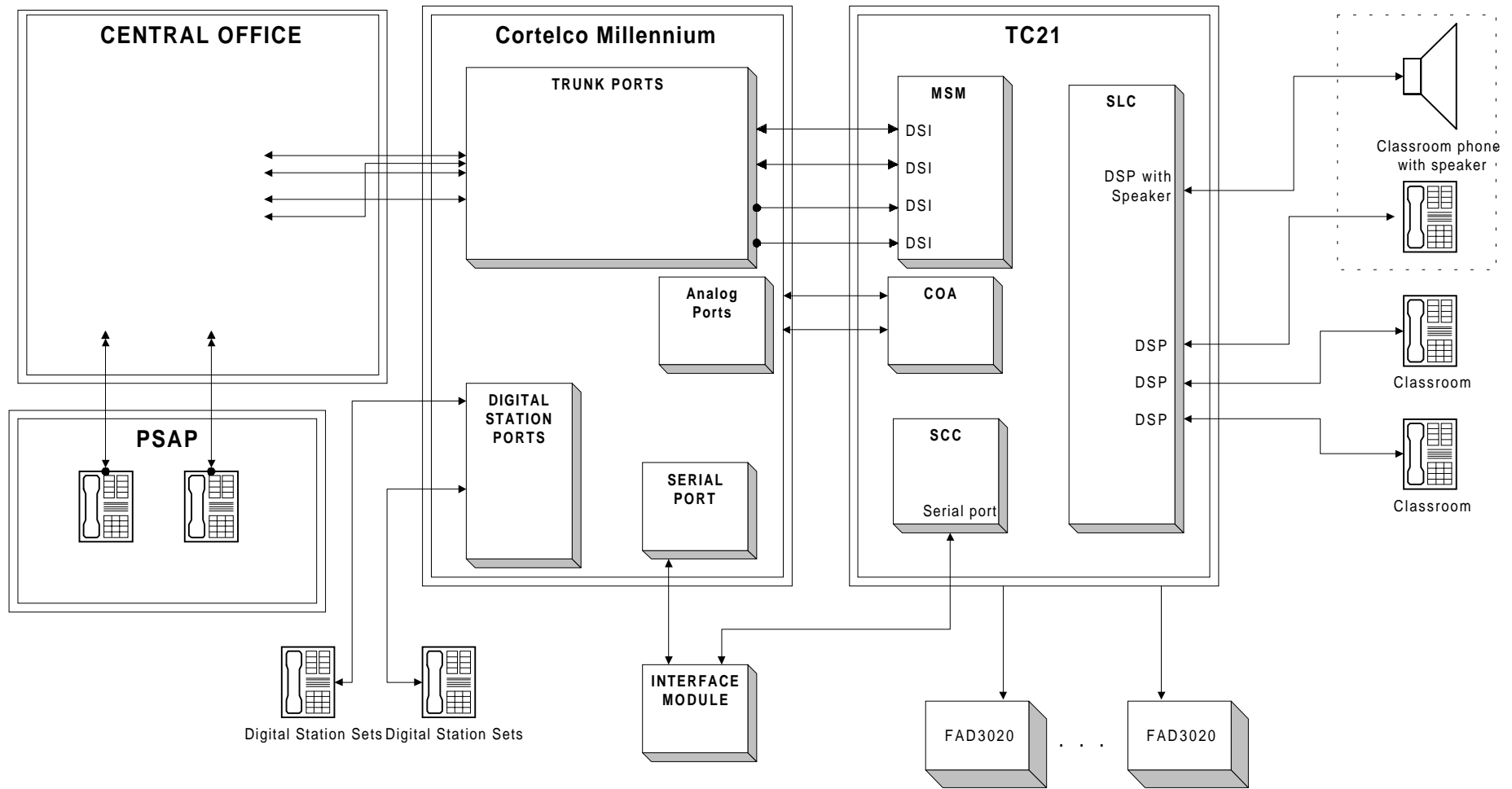
Application #4
TC21 w/ Cortelco
Millennium
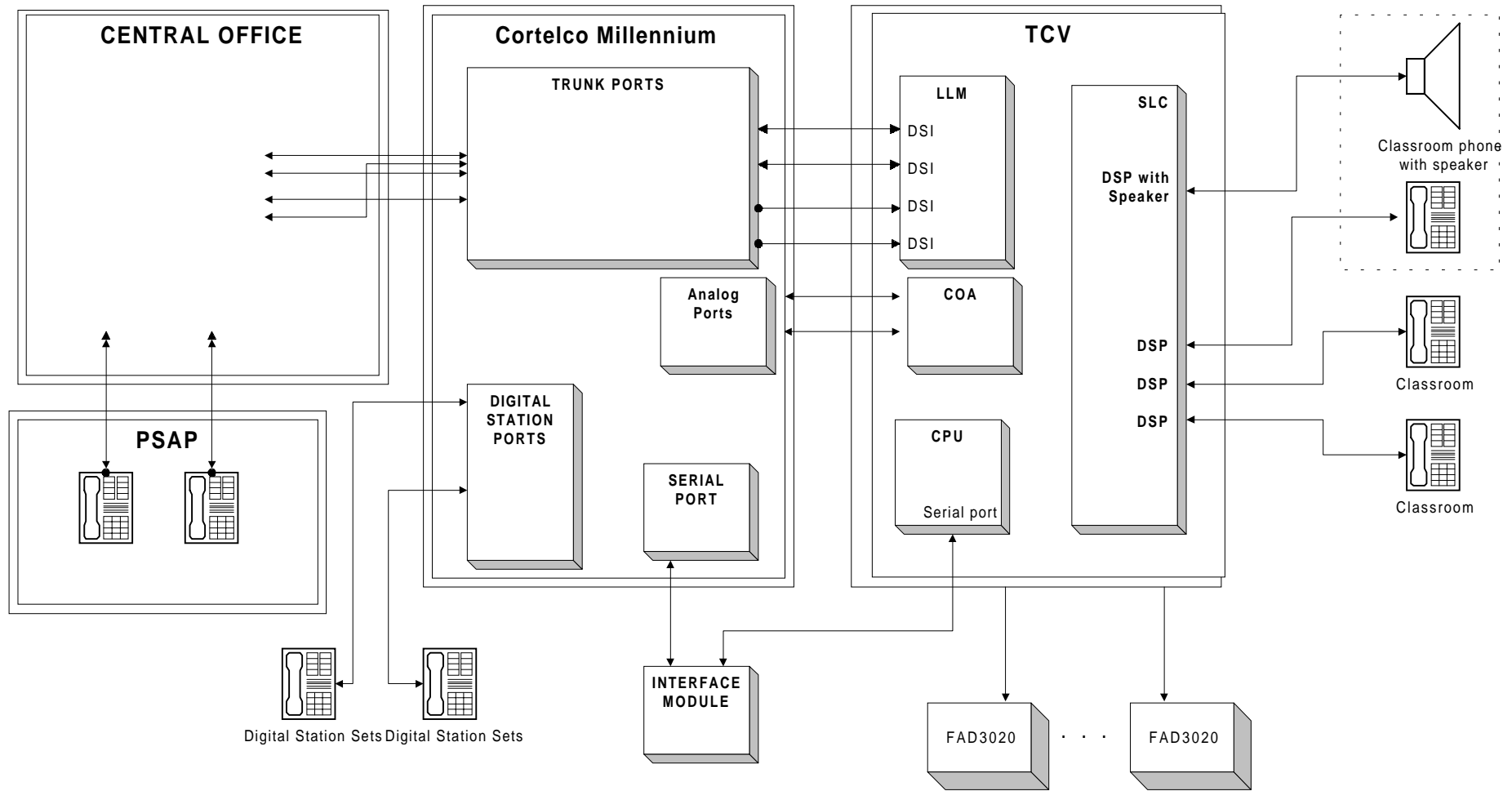
Application #4
TCV w/ Cortelco
Millennium

A
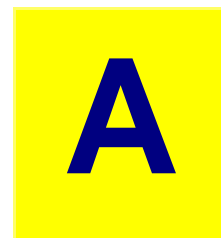
Appendix A: Programming Examples

Application 1 (PSAP Area Identification)

TC21 (Programming via TD21)

The following is a brief description of the steps required to program a TC21 system for EECRS operation (Application 1, Telecenter 21 in place). Please refer to the "Telecenter System 21 Programming" manual (KI-1768E) for complete programming instructions.

Enhanced Emergency Response System Options (Figure 1, Appendix B)

Make the following selections or entries:

Field	Comment/Actions
Enable EECRS	Enables EECRS.
Timers	
Auto Reset Timer	Determines how many minutes before a 911 call is automatically cleared.
Reset Inhibit Timer	Determines how many minutes before the administrative password can be entered to clear the 911 call from the TC21.
Display	
Auxiliary Display Group	Refers to the FAD3020 displays located at the school's main access/egress points. The default display address of the FAD3020's display is 15. The DIP switches within the FAD3020 must be set for display group 15.
Display Cycle Rate	Refers to the time in seconds you want the displays to cycle multiple 911 calls.
Auxiliary Display Idle Message	Refers to the message that will display on the FAD3020s when they are idle. An example may be "George Washington School."
Telecenter Displays that Receive 911 messages	Refers to which display groups will receive 911 display information. Use the spacebar to check all applicable displays. The group assigned in **Auxiliary Display Group** must be checked.
Telecenter E911 Display String	Refers to the message that will accompany the extension number dialing 911. For example: "911 Call"—where "911 Call" plus the extension number is displayed. Your choice is limited to 16 total characters (message plus spaces plus extension).
Access string for outside trunk line	Not used for this application.
Route E911 calls Through PBX/EKSU	Is set to **Disable** for this application.
Default PSAP Callback destination	Refers to whether PSAP callback is directed to **speaker** or **phone**. If both are busy, the system will automatically conference ("Always an Answer").

Enhanced Emergency Response System Options: Trunk Assignments (Figure 2, Appendix B)

Make the following selections or entries:

Field	Comment/Actions
Main Trk	Refers to the MSM port used to dial a 911 call. This MSM port PH/EM jumper must be set to EM and be attached to a COA module. The entry should read "Mx," where "x" refers to the port number. **Required of all groups.**
Alt Trk	Refers to an alternate MSM port, used if the **Main Trk** is not available. This MSM port must also have the PH/EM jumper set to EM and be attached to a COA module. The entry should read "Mx," where "x" refers to the port number. **Required of all groups.**
Idle Route	Refers to the extension number that will be rung when the PSAP calls in on the **Main** or **Alt Trk** and no 911 calls have been made. **Required of all groups.**
Description	**Refers to what will display** on the FAD3020 when a 911 call is made. Typically, the **Description** serves to lead emergency personnel to the 911 caller. The message is limited to 24 total characters (message plus spaces). For example: **911 Call from 222** **Proceed to Second Floor**

Programming Master Ports—Config Block X (Figure 4, Appendix B)

Make the following selections or entries:

Field	Comment/Actions
Mx (where "x" refers to any Physical Number)	Program the Master Station Port (MSM) the new COA adapters as **Class of Service** 48. By default, two new EECRS classes of service (47 & 48) have been added to the Class of Service table (See Figure 3, Appendix B). Use 47 **only** when instructed to by Rauland Technical Support.
EECRS Trunk Group	Program the **EECRS Trunk Group** for the MSM port with the group it is associated with. For example, MSM port 6 and 7 are added for the application. MSM 6 is assigned to group 1, and MSM 7 is assigned to group 2.

Programming Station Ports—Config Block X (Figure 5, Appendix B)

Make the following selections or entries:

Field	Comment/Actions
EECRS Trunk Group	Assign each of the Dialing Staff Phones (DSP) to a **EECRS Trunk Group**. In this case, we have two 911 zones. Therefore, DSP phones on the first floor will be programmed to "E1"; while DSP phones on the second floor will be assigned to "E2." Only the EECRS trunks programmed will appear.

TCV (Programming via TD5)

The following is a brief description of the steps required to program a TCV system for EECRS operation (Application 1, Telecenter V in place). Please refer to the "Telecenter V Programming" manual (KI-1692C) for complete programming instructions.

911/EECRS Options Editor—ALT-9
(Figures 6 & 7, Appendix B)

Make the following selections or entries:

Field	Comment/Actions
Enable 911 Dial Thru	Enables dialing 911 without first entering the outside access digit. Set to "Yes."
Enable EECRS	Enables EECRS. Set to "Yes."
Dial EECRS Call Thru PBX/EKSU	Disable.
Auto Reset Timer	Determines how many minutes before TCV automatically resets displays after a 911 call.
Reset Inhibit Timer	Determines how many minutes before the administrative password can be entered to clear the 911 call from the TCV
Auxiliary Display Group	Refers to the FAD3020 displays located at the school's main access/egress points. The default display address of the FAD3020's display is 15. The DIP switches within the FAD3020 must be set for display group 15.
Display Cycle Rate	Refers to the time in seconds you want the displays to cycle multiple 911 calls.
Auxiliary Display Idle Message	Refers to the message that will display on the FAD3020s when they are idle. An example may be "George Washington School."
Telecenter Displays that receive 911 messages	Refers to which display groups will receive 911 display information. Use the spacebar to check all applicable displays. (Y = Yes.) The group assigned in **Auxiliary Display Group** must be checked.
Telecenter EECRS Display String	Refers to the message that will accompany the extension number dialing 911. For example: "911 Call"—where "911 Call" plus the extension number is displayed. Your choice is limited to 16 total characters (message plus spaces plus extension).
Default PSAP Callback destination	Refers to whether PSAP callback is directed to **speaker** or **phone**. If both are busy, the system will automatically conference ("Always an Answer").

Class of Service Editor—ALT-C
(Figure 9, Appendix B)

Make the following selections or entries:

Field	Comment/Actions
EECRS Line Type (Class of Service: 46 or 47)	▪ A Attrib: 1234 ▪ B Attrib: 3

Architectural Editor—ALT-A
(Figure 10, Appendix B)

Make the following selections or entries:

Field	Comment/Actions
Phys No	Program **Phys No** with same Class of Service created for EECRS line type. (Phys No is a LLM port that is attached to a COA module.)
EECR Group	Enter associated group number for each EECR line LLM port.
Phys No (DSP and Admin)	Program **DSP and Admin Phys Nos** with associated EECRS Group. (For example: if all second floor rooms fall within the 16-31 range of Physical Numbers, then these numbers should carry the EECRS Group 2—second floor group—assignment.)

EECRS Group Editor—ALT-G
(Figure 7, Appendix B)

Make the following selections or entries for each desired EECRS group (wing, section, floor, etc.):

Field	Comment/Actions
Description or **Directions to Area**	**Refers to what will display** on the FAD3020 when a 911 call is made. Typically, the **Description** serves to lead emergency personnel to the 911 caller. It is combined with the **EECRS Display String.** The message is limited to 24 total characters (message plus spaces). For example: **911 Call from 222** **Proceed to Second Floor**
Main Trk	Refers to the main LLM port attached to a COA module and used to dial a 911 call.
Alt Trk	Refers to the backup LLM port attached to a COA module and used to dial a 911 call. This entry may be the same as the **Main Trk** entry. (If this entry duplicates the Main Trunk entry, however, any non 911 call using the line would be disconnected to allow a 911 call to proceed.)
Idle Route	Refers to the extension number that will be rung when the PSAP calls in on the **Main** or **Alt Trk** and no 911 calls have been made.

Application 2 (PSAP Station Identification)

TC21 (Programming via TD21)

The following is a brief description of the steps required to program a TC21 system for EECRS operation (Application 2, Telecenter 21 in place). Please refer to the "Telecenter System 21 Programming" manual (KI-1768E) for complete programming instructions.

Enhanced Emergency Response System Options (Figure 1, Appendix B)

Make the following selections or entries:

Field	Comment/Actions
Enable EECRS	Enables EECRS.
Timers	
Auto Reset Timer	Determines how many minutes before a 911 call is automatically cleared.
Reset Inhibit Timer	Determines how many minutes before the administrative password can be entered to clear the 911 call from the TC21.
Display	
Auxiliary Display Group	Refers to the FAD3020 displays located at the school's main access/egress points. The default display address of the FAD3020's display is 15. The DIP switches within the FAD3020 must be set for display group 15.
Display Cycle Rate	Refers to the time in seconds you want the displays to cycle multiple 911 calls.
Auxiliary Display Idle Message	Refers to the message that will display on the FAD3020s when they are idle. An example may be "George Washington School."
Telecenter Displays that Receive 911 messages	Refers to which display groups will receive 911 display information. Use the spacebar to check all applicable displays. The group assigned in **Auxiliary Display Group** must be checked.
Telecenter E911 Display String	Refers to the message that will accompany the extension number dialing 911. For example: "911 Call"—where "911 Call" plus the extension number is displayed. Your choice is limited to 16 total characters (message plus spaces plus extension).
Access string for outside trunk line	Not used for this application.
Route E911 calls Through PBX/EKSU	Is set to **Enable** for this application.
Default PSAP Callback device	Refers to whether PSAP callback is directed to **speaker** or **phone**. If both are busy, the system will automatically conference ("Always an Answer").

Enhanced Emergency Response System Options: Trunk Assignments (Figure 2, Appendix B)

Make the following selections or entries:

Field	Comment/Actions
Main Trk	Refers to the MSM port connected to the Millennium and used as a **Tie Line**. The entry should read "Mx," where "x" refers to the port number. **Required of all groups.**
Alt Trk	Refers to an alternate MSM port connected to the Millennium and used as a **Tie Line**. The entry should read "Mx," where "x" refers to the port number. **Required of all groups.**
Idle Route	Must be used as the Millennium operator phone in the Main Office. The extension number will be rung when the PSAP calls in on the **Main** or **Alt Trk** and no 911 calls have been made. The extension listed here must be configured in the intercept table as a **UDP Action**.
Description	**Refers to what will display** on the FAD3020 when a 911 call is made. Typically, the **Description** serves to lead emergency personnel to the 911 caller. The message is limited to 24 total characters (message plus spaces). For example: 911 Call from 222 Proceed to Second Floor

Programming Master Ports—Config Block X (Figure 4, Appendix B)

Make the following selections or entries:

Field	Comment/Actions
Mx (where "x" refers to any Physical Number)	Program the Master Station Ports (MSM) used as Millennium **Tie Lines** as **Class of Service** 43.
EECRS Trunk Group	Program the **EECRS Trunk Group** for the MSM port with the group it is associated with. For example, MSM port 6 and 7 are added for the application. MSM 6 is assigned to group 1, and MSM 7 is assigned to group 2.

Programming Station Ports—Config Block X (Figure 5, Appendix B)

Make the following selections or entries:

Field	Comment/Actions
EECRS Trunk Group	Assign each of the Dialing Staff Phones (DSP) to a **EECRS Trunk Group**. In this case, we have two 911 zones. Therefore, DSP phones on the first floor will be programmed to "E1"; while DSP phones on the second floor will be assigned to "E2." Only the EECRS trunks programmed will appear.

TCV (Programming via TD5)

The following is a brief description of the steps required to program a TCV system for EECRS operation (Application 2, Telecenter V in place). Please refer to the "Telecenter V Programming" manual (KI-1692C) for complete programming instructions.

911/EECRS Options Editor—ALT-9
(Figures 6 & 7, Appendix B)

Make the following selections or entries:

Field	Comment/Actions
Enable 911 Dial Thru	Enables dialing 911 without first entering the outside access digit. Set to "Yes."
Enable EECRS	Enables EECRS. Set to "**Yes**."
Dial EECRS Calls thru PBX/EKSU	**Enable** for this application.
Start of PBX/EKSU Tie Line Range	Set to the first LLM port attached to the Millennium.
End of PBX/EKSU Tie Line Range	Set to the last LLM port attached to the Millennium.
Auto Reset Timer	Determines how many minutes before TCV automatically resets displays after a 911 call.
Reset Inhibit Timer	Determines how many minutes before the administrative password can be entered to clear the 911 call from the TCV
Auxiliary Display Group	Refers to the FAD3020 displays located at the school's main access/egress points. The default display address of the FAD3020's display is 15. The DIP switches within the FAD3020 must be set for display group 15.
Display Cycle Rate	Refers to the time in seconds you want the displays to cycle multiple 911 calls.
Auxiliary Display Idle Message	Refers to the message that will display on the FAD3020s when they are idle. An example may be "George Washington School."
Telecenter Displays that receive 911 messages	Refers to which display groups will receive 911 display information. Use the spacebar to check all applicable displays. (Y = Yes.) The group assigned in **Auxiliary Display Group** must be checked.
Telecenter EECRS Display String	Refers to the message that will accompany the extension number dialing 911. For example: "911 Call"—where "911 Call" plus the extension number is displayed. Your choice is limited to 16 total characters (message plus spaces plus extension).
Default PSAP Callback device	Refers to whether PSAP callback is directed to **speaker** or **phone**. If both are busy, the system will automatically conference ("Always an Answer").

Class of Service Editor—ALT-C
(Figure 9, Appendix B)

Make the following selections or entries:

Field	Comment/Actions
EECRS Line Type (Class of Service: 46 or 47)	▪ A Attrib: 1234 ▪ B Attrib: 3

Architectural Editor—ALT-A
(Figure 10, Appendix B)

Make the following selections or entries:

Field	Comment/Actions
Phys No	Program **Phys No** with same Class of Service created for EECRS line type. (Phys No is a LLM port that is attached to a COA module.)
EECR Group	Enter associated group number for each EECR line LLM port.
Phys No (DSP and Admin)	Program **DSP and Admin Phys Nos** with associated EECRS Group. (For example: if all second floor rooms fall within the 16-31 range of Physical Numbers, then these numbers should carry the EECRS Group 2—second floor group—assignment.)

EECRS Group Editor—ALT-G
(Figure 7, Appendix B)

Make the following selections or entries for each desired EECRS group (wing, section, floor, etc.):

Field	Comment/Actions
Description or **Directions to Area**	**Refers to what will display** on the FAD3020 when a 911 call is made. Typically, the **Description** serves to lead emergency personnel to the 911 caller. It is combined with the **EECRS Display String.** The message is limited to 24 total characters (message plus spaces). For example: **911 Call from 222** **Proceed to Second Floor**

Cortelco Millennium Setup

Observe the following when programming the Millennium:

There should be a least one DSI tie line for only Telecenter 911 Emergency calls. This tie line will have a separate plan than other tie line traffic (outside access and Millennium extension calls).

The Millennium will use LCR to process the 911 call. It will be done using a CLIST entry to pick the PAT, and the PAT to pick the OUTP, and the OUTP to pick the Trunk Route, and the DIGMOD to instruct MF out and the format of the digits. If Digits are a straight addition to the string they can be added at the DIGMOD. If the digits from the Telecenter need to be changed, that will be done through a translation table in the incoming plan and the DIGMOD will instruct MF out, Format, Calling_party.

The Millennium Stations can use Reps (either button programming or dialing—say, 8911) to append digits or just take them straight to LCR.

Enable LCR

GS OPTIONS LCR_OVERLAP SR

Set the LCR access digits to 9

CODE TRUNK LCR = 9

Allow LCR from tie lines and MET sets and the target CAMA trunk

COS STATx LCR LCR_DIALT

COS TRx LCR

LCR

DAYTYPE TYPEA TS1

CLIST11 = ALLOW PAT11 CMARK2 911

PAT11   TS1 = TBRK0

            TS1CH1 = OUTP11 CMARK2 NMER LAST_CHOICE

OUTP11   EXPECT = DL3

            TRUNK = TRA7

            DIGMOD = *911# MFR1 570 CALLING_PARTY #

The 570 is adding a prefix to the calling party digits where the whole ten digit string is a callable DID number to the PSTN and can be properly directed to a Telecenter extension. The 570 number could also be added in the Translate5 table, like; INXXXX OUT570XXXX, this would allow you to customize each table entry if necessary.

PLAN for dedicate tie lines for Telecenter 911 calls

**COLLECT NDIALT CALLING_PARTY_DIGITS
NO_PROCESSING
COLLECT NDIALT USER SYSTEM**

If you need to translate the digits to another series replace
NO_PROCESSING with TRANSLATE5
TRANSLATE5
RECEIVE4
INXXXX OUTXXXX -Where XXXX are the old/ new digits 1 entry per
ext. number

Application 3 (Unified System)

TC21 (Programming via TD21)

The following is a brief description of the steps required to program a
TC21 system for EECRS operation (Application 3, Telecenter 21 in
place). Please refer to the "Telecenter System 21 Programming" manual
(KI-1768E) for complete programming instructions.

Enhanced Emergency Response System Options (Figure 1, Appendix B)

Make the following selections or entries:

Field	Comment/Actions
Enable EECRS	Enables EECRS. Set to "**Yes**."
Timers	
Auto Reset Timer	Determines how many minutes before a 911 call is automatically cleared.
Reset Inhibit Timer	Determines how many minutes before the administrative password can be entered to clear the 911 call from the TC21.
Display	
Auxiliary Display Group	Refers to the FAD3020 displays located at the school's main access/egress points. The default display address of the FAD3020's display is 15. The DIP switches within the FAD3020 must be set for display group 15.
Display Cycle Rate	Refers to the time in seconds you want the displays to cycle multiple 911 calls.
Auxiliary Display Idle Message	Refers to the message that will display on the FAD3020s when they are idle. An example may be "George Washington School."
Telecenter Displays that Receive 911 messages	Refers to which display groups will receive 911 display information. Use the spacebar to check all applicable displays. The group assigned in **Auxiliary Display Group** must be checked.
Telecenter E911 Display String	Refers to the message that will accompany the extension number dialing 911. For example: "911 Call"—where "911 Call" plus the extension number is displayed. Your choice is limited to 16 total characters (message plus spaces plus extension).
Access string for outside trunk line	Not used for this application.
Route E911 calls Through PBX/EKSU	Is set to **Disable** for this application.
Default PSAP Callback device	Refers to whether PSAP callback is directed to **speaker** or **phone**. If both are busy, the system will automatically conference ("Always an Answer").

Enhanced Emergency Response System Options: Trunk Assignments (Figure 2, Appendix B)

Make the following selections or entries:

Field	Comment/Actions
Main Trk	Refers to the MSM port connected to the Starplus and used as a **Tie Line**. The entry should read "Mx," where "x" refers to the port number. **Required of all groups.**
Alt Trk	Refers to an alternate MSM port connected to the Starplus and used as a **Tie Line**. The entry should read "Mx," where "x" refers to the port number. **Required of all groups.**
Idle Route	Must be set as the Starplus' **Main Extension**.
Description	**Refers to what will display** on the FAD3020 when a 911 call is made. Typically, the **Description** serves to lead emergency personnel to the 911 caller. The message is limited to 24 total characters (message plus spaces). For example: **911 Call from 222** **Proceed to Second Floor**

Programming Master Ports—Config Block X (Figure 4, Appendix B)

Make the following selections or entries:

Field	Comment/Actions
Mx (where "x" refers to any Physical Number)	Program the Master Station Ports (MSM) that attach to the COA Special **Tie Lines** as **Class of Service** 48. By default, two new EECRS classes of service (47 & 48) have been added to the COS Table. Use 47 only when instructed by Rauland Technical Support.
EECRS Trunk Group	Program the **EECRS Trunk Group** for the MSM port with the group it is associated with. For example, MSM port 6 and 7 are added for the application. MSM 6 is assigned to group 1, and MSM 7 is assigned to group 2.

Programming Station Ports—Config Block X (Figure 5, Appendix B)

Make the following selections or entries:

Field	Comment/Actions
EECRS Trunk Group	Assign each of the Dialing Staff Phones (DSP) to a **EECRS Trunk Group**. In this case, we have two 911 zones. Therefore, DSP phones on the first floor will be programmed to "E1"; while DSP phones on the second floor will be assigned to "E2." Only the EECRS trunks programmed will appear.

TCV (Programming via TD5)

The following is a brief description of the steps required to program a TCV system for EECRS operation (Application 3, Telecenter V in place). Please refer to the "Telecenter V Programming" manual (KI-1692C) for complete programming instructions.

911/EECRS Options Editor—ALT-9
(Figures 6 & 7, Appendix B)

Make the following selections or entries:

Field	Comment/Actions
Enable 911 Dial Thru	Enables dialing 911 without first entering the outside access digit. Set to "Yes."
Enable EECRS	Enables EECRS. Set to "**Yes**."
Dial EECRS thru PBX/EKSU	**Enable** for this application.
Start of PBX/EKSU Tie Line Range	Set to the first LLM port attached to the Starplus.
End of PBX/EKSU Tie Line Range	Set to the last LLM port attached to the Starplus.
Auto Reset Timer	Determines how many minutes before TCV automatically resets displays after a 911 call.
Reset Inhibit Timer	Determines how many minutes before the administrative password can be entered to clear the 911 call from the TCV
Auxiliary Display Group	Refers to the FAD3020 displays located at the school's main access/egress points. The default display address of the FAD3020's display is 15. The DIP switches within the FAD3020 must be set for display group 15.
Display Cycle Rate	Refers to the time in seconds you want the displays to cycle multiple 911 calls.
Auxiliary Display Idle Message	Refers to the message that will display on the FAD3020s when they are idle. An example may be "George Washington School."
Telecenter Displays that receive 911 messages	Refers to which display groups will receive 911 display information. Use the spacebar to check all applicable displays. (Y = Yes.) The group assigned in **Auxiliary Display Group** must be checked.
Telecenter EECRS Display String	Refers to the message that will accompany the extension number dialing 911. For example: "911 Call"—where "911 Call" plus the extension number is displayed. Your choice is limited to 16 total characters (message plus spaces plus extension).
Default PSAP Callback device	Refers to whether PSAP callback is directed to **speaker** or **phone**. If both are busy, the system will automatically conference ("Always an Answer").

Class of Service Editor—ALT-C (Figure 9, Appendix B)

Make the following selections or entries:

Field	Comment/Actions
EECRS Line Type (Class of Service: 46 or 47)	■ A Attrib: 1234 ■ B Attrib: 3

Architectural Editor—ALT-A (Figure 10, Appendix B)

Make the following selections or entries:

Field	Comment/Actions
Phys No	Program **Phys No** with same Class of Service created for EECRS line type. (Phys No is a LLM port that is attached to a COA module.)
EECR Group	Enter associated group number for each EECR line LLM port.
Phys No (DSP and Admin)	Program **DSP and Admin Phys Nos** with associated EECRS Group. (For example: if all second floor rooms fall within the 16-31 range of Physical Numbers, then these numbers should carry the EECRS Group 2—second floor group—assignment.)

EECRS Group Editor—ALT-G (Figure 7, Appendix B)

Make the following selections or entries for each desired EECRS group (wing, section, floor, etc.):

Field	Comment/Actions
Description or **Directions to Area**	**Refers to what will display** on the FAD3020 when a 911 call is made. Typically, the **Description** serves to lead emergency personnel to the 911 caller. It is combined with the **EECRS Display String.** The message is limited to 24 total characters (message plus spaces). For example: **911 Call from 222** **Proceed to Second Floor**

Vodavi Starplus Setup

Observe the following when using EECRS with a Vodavi Starplus system:

A pair of CO. lines will be programmed to ring a unique Single Line Telephone (SLT) port, likewise each SLT will automatically cut through a particular C.O. line when it goes off hook. These two pairs of CO line and SLT line only pass through the Starplus for the purpose of recording the SMDR information.

4 CO groups will be used:

C.O. Group	Comments
1	Outside access lines for both Starplus Keysets and Telecenter classroom phones
2	General Tie lines between the Starplus and the Telecenter
3	Dedicated C.O. line for 911 calls from the first floor
4	Dedicated C.O. line for 911 calls from the second floor

C.O group 3, programming (Flash 40)

Set the CO Line Ringing assignment to the 1st SLT line. (Page A button #11)

1. First delete any other keysets from the ringing assignment list. (By default a C.O line is set to ring at keyset 100.

    Dial 100 00 followed by the HOLD button

2. Then add the 1st SLT line to the ringing assignment list.

    Dial XXX 07 followed the HOLD button. *Where XXX is the physical # of the 1st SLT phone, 07 tells system to ring the phone in all modes.*

C.O group 4, programming

The second C.O. line is programmed similar to the 1st with the exception that it's only ringing assignment is the 2nd SLT line.

SLT line 1 programming (Flash 50)

In order for a Single Line Telephone on the Starplus to grab a C.O line as soon as it's goes off hook 2 items need to be programmed for that SLP.

1. A flexible button pointing to the C.O. line*

2. Off-Hook preference.

To program a CO LINE button, under Station Attributes Programming (Flash 50)

Press the BUTTON ASSIGN flexible button (Page B button #10).

Program Button 1 on the SLP as CO LINE button for 1st dedicated C.O. line 3

Dial **01 1 03** then **HOLD**

To set the Off-Hook preference (press the OFF-HOOK PREF) flexible button (page B, button #9)

Since SLT's don't have multiple buttons dial 01 HOLD to enable the off hook preference.

SLT line 2 programming (Flash 50)

The second SLT is programmed similar to the first will the exception that the Flexible Button points the 4th C.O line rather than the 1st.

Application 4 (Non DID or CAMA Interface)

TC21 (Programming via TD21)

The following is a brief description of the steps required to program a TC21 system for EECRS operation (Application 4, Telecenter 21 in place). Please refer to the "Telecenter System 21 Programming" manual (KI-1768E) for complete programming instructions.

Enhanced Emergency Response System Options (Figure 1, Appendix B)

Make the following selections or entries:

Field	Comment/Actions
Enable EECRS	Enables EECRS. Set to "**Yes.**"
Timers	
Auto Reset Timer	Determines how many minutes before a 911 call is automatically cleared.
Reset Inhibit Timer	Determines how many minutes before the administrative password can be entered to clear the 911 call from the TC21.
Display	
Auxiliary Display Group	Refers to the FAD3020 displays located at the school's main access/egress points. The default display address of the FAD3020's display is 15. The DIP switches within the FAD3020 must be set for display group 15.
Display Cycle Rate	Refers to the time in seconds you want the displays to cycle multiple 911 calls.
Auxiliary Display Idle Message	Refers to the message that will display on the FAD3020s when they are idle. An example may be "George Washington School."
Telecenter Displays that Receive 911 messages	Refers to which display groups will receive 911 display information. Use the spacebar to check all applicable displays. The group assigned in **Auxiliary Display Group** must be checked.
Telecenter E911 Display String	Refers to the message that will accompany the extension number dialing 911. For example: "911 Call"—where "911 Call" plus the extension number is displayed. Your choice is limited to 16 total characters (message plus spaces plus extension).
Access string for outside trunk line	Set for the Cortelco Millennium LCR access digit—typically "9."
Route E911 calls Through PBX/EKSU	Is set to **Enable** for this application.
Default PSAP Callback device	Refers to whether PSAP callback is directed to **speaker** or **phone**. If both are busy, the system will automatically conference ("Always an Answer").

Enhanced Emergency Response System Options: Trunk Assignments (Figure 2, Appendix B)

Make the following selections or entries:

Field	Comment/Actions
Main Trk	Refers to the MSM port connected to the Millennium and used as a **Tie Line**. The entry should read "Mx," where "x" refers to the port number. **Required of all groups.**
Alt Trk	Refers to an alternate MSM port connected to the Millennium and used as a **Tie Line**. The entry should read "Mx," where "x" refers to the port number. **Required of all groups.**
Idle Route	Must be used as the Millennium operator phone in the Main Office. The extension number will be rung when the PSAP calls in on the **Main** or **Alt Trk** and no 911 calls have been made. The extension listed here must be configured in the intercept table as a **UDP Action**.
Description	**Refers to what will display** on the FAD3020 when a 911 call is made. Typically, the **Description** serves to lead emergency personnel to the 911 caller. The message is limited to 24 total characters (message plus spaces). For example: **911 Call from 222** **Proceed to Second Floor**

Programming Master Ports—Config Block X (Figure 4, Appendix B)

Make the following selections or entries:

Field	Comment/Actions
Mx (where "x" refers to any Physical Number)	Program the Master Station Ports (MSM) used as Millennium **Tie Lines** as **Class of Service** 43.
EECRS Trunk Group	Program the **EECRS Trunk Group** for the MSM port with the group it is associated with. For example, MSM port 6 and 7 are added for the application. MSM 6 is assigned to group 1, and MSM 7 is assigned to group 2.

Programming Station Ports—Config Block X (Figure 5, Appendix B)

Make the following selections or entries:

Field	Comment/Actions
EECRS Trunk Group	Assign each of the Dialing Staff Phones (DSP) to a **EECRS Trunk Group**. In this case, we have two 911 zones. Therefore, DSP phones on the first floor will be programmed to "E1"; while DSP phones on the second floor will be assigned to "E2." Only the EECRS trunks programmed will appear.

TCV (Programming via TD5)

The following is a brief description of the steps required to program a TCV system for EECRS operation (Application 4, Telecenter V in place). Please refer to the "Telecenter V Programming" manual (KI-1692C) for complete programming instructions.

911/EECRS Options Editor—ALT-9
(Figures 6 & 7, Appendix B)

Make the following selections or entries:

Field	Comment/Actions
Enable 911 Dial Thru	Enables dialing 911 without first entering the outside access digit. Set to "Yes."
Enable EECRS	Enables EECRS. Set to "**Yes**."
Dial EECRS calls thru PBX/EKSU	**Enable** for this application.
Start of PBX/EKSU Tie Line Range	Set to the first LLM port attached to the Millennium.
End of PBX/EKSU Tie Line Range	Set to the last LLM port attached to the Millennium.
Auto Reset Timer	Determines how many minutes before TCV automatically resets displays after a 911 call.
Reset Inhibit Timer	Determines how many minutes before the administrative password can be entered to clear the 911 call from the TCV
Auxiliary Display Group	Refers to the FAD3020 displays located at the school's main access/egress points. The default display address of the FAD3020's display is 15. The DIP switches within the FAD3020 must be set for display group 15.
Display Cycle Rate	Refers to the time in seconds you want the displays to cycle multiple 911 calls.
Auxiliary Display Idle Message	Refers to the message that will display on the FAD3020s when they are idle. An example may be "George Washington School."
Telecenter Displays that receive 911 messages	Refers to which display groups will receive 911 display information. Use the spacebar to check all applicable displays. (Y = Yes.) The group assigned in **Auxiliary Display Group** must be checked.
Telecenter EECRS Display String	Refers to the message that will accompany the extension number dialing 911. For example: "911 Call"—where "911 Call" plus the extension number is displayed. Your choice is limited to 16 total characters (message plus spaces plus extension).
Default PSAP Callback device	Refers to whether PSAP callback is directed to **speaker** or **phone**. If both are busy, the system will automatically conference ("Always an Answer").

Class of Service Editor—ALT-C
(Figure 9, Appendix B)

Make the following selections or entries:

Field	Comment/Actions
EECRS Line Type (Class of Service: 46 or 47)	▪ A Attrib: 1234 ▪ B Attrib: 3

Architectural Editor—ALT-A
(Figure 10, Appendix B)

Make the following selections or entries:

Field	Comment/Actions
Phys No (DSP and Admin)	Program **DSP and Admin Phys Nos** with associated EECRS Group. (For example: if all second floor rooms fall within the 16-31 range of Physical Numbers, then these numbers should carry the EECRS Group 2—second floor group—assignment.)

EECRS Group Editor—ALT-G
(Figure 7, Appendix B)

Make the following selections or entries for each desired EECRS group (wing, section, floor, etc.):

Field	Comment/Actions
Description or **Directions to Area**	**Refers to what will display** on the FAD3020 when a 911 call is made. Typically, the **Description** serves to lead emergency personnel to the 911 caller. It is combined with the **EECRS Display String.** The message is limited to 24 total characters (message plus spaces). For example: **911 Call from 222** **Proceed to Second Floor**

Cortelco Millennium Setup

Enable LCR

GS OPTIONS LCR_OVERLAP SR

Set the LCR access digits to 9

CODE TRUNK LCR = 9

Allow LCR from tie lines and MET sets and the target tie lines trunk

`COS STAT`x` LCR LCR_DIALT`

`COS TR`x` LCR`

LCR

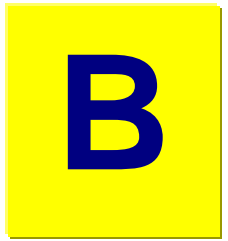DAYTYPE TYPEA TS1

CLIST10 = ALLOW PAT10 CMARK2 11

PAT10   TS1 = TBRK0

**   TS1CH1 = OUTP10 CMARK2 NMER LAST_CHOICE**

OUTP10   EXPECT = DL3

**   TRUNK = TRA7**

DIGMOD = #54 CALLING_PARTY WDIALT 911 *send #54 followed by the MET set prime extension then wait for dial-tone, then dial 911*

B

Appendix B: Programming Screens

What follows are screen shots from the TD21 (Telecenter System 21) and TD5 (Telecenter V) configuration programs.
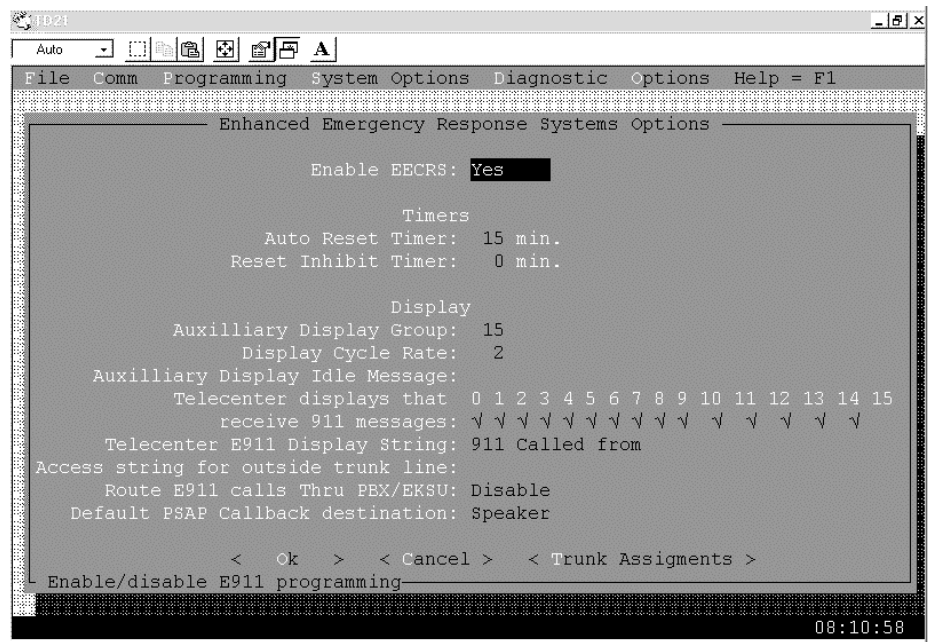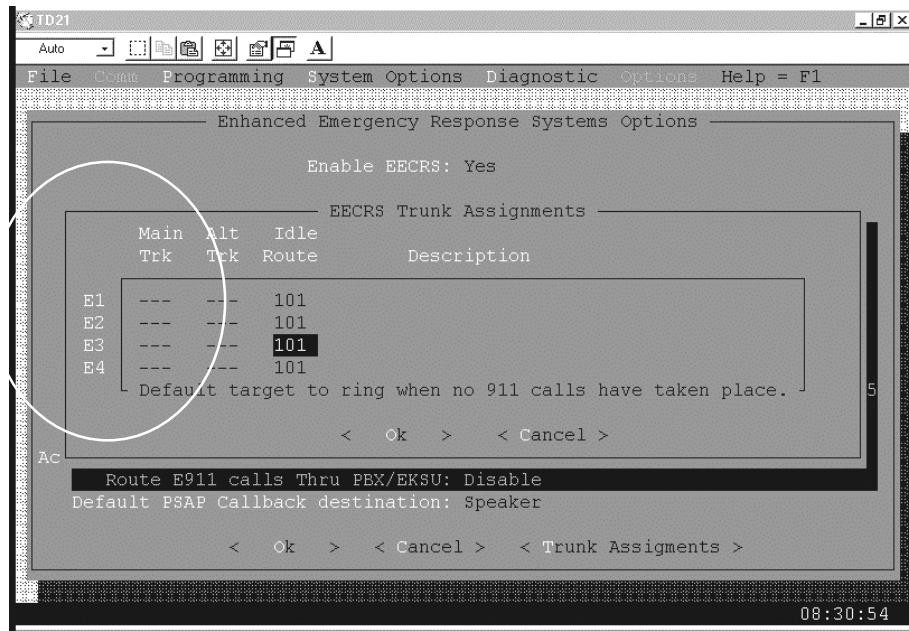
TD21 Screens

Figure 1: EECRS Screen

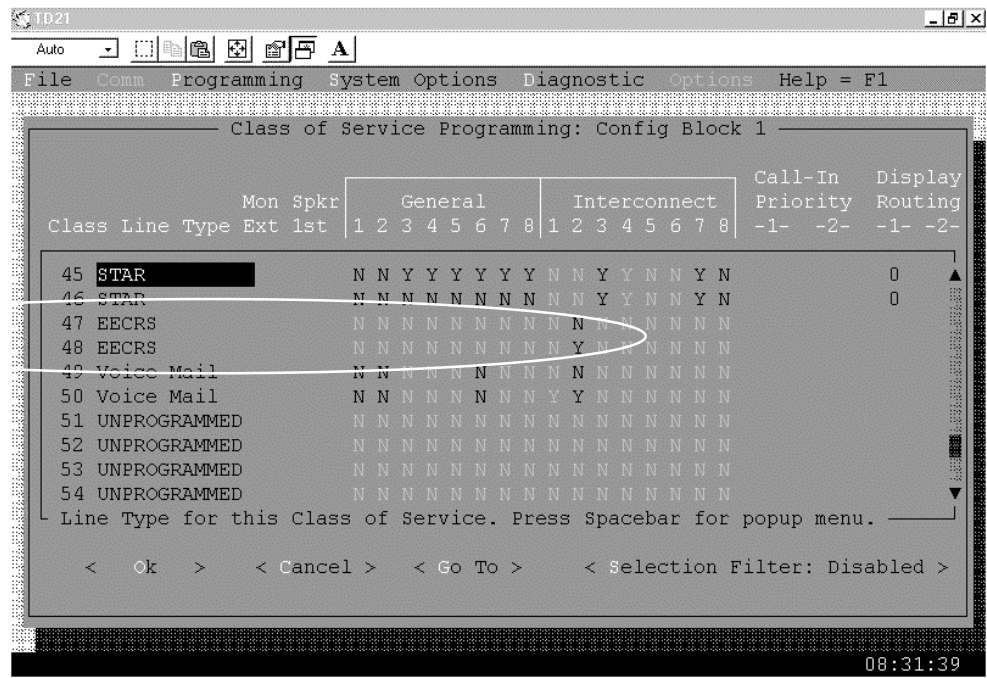Figure 2: EECRS Trunk Assignment Screen
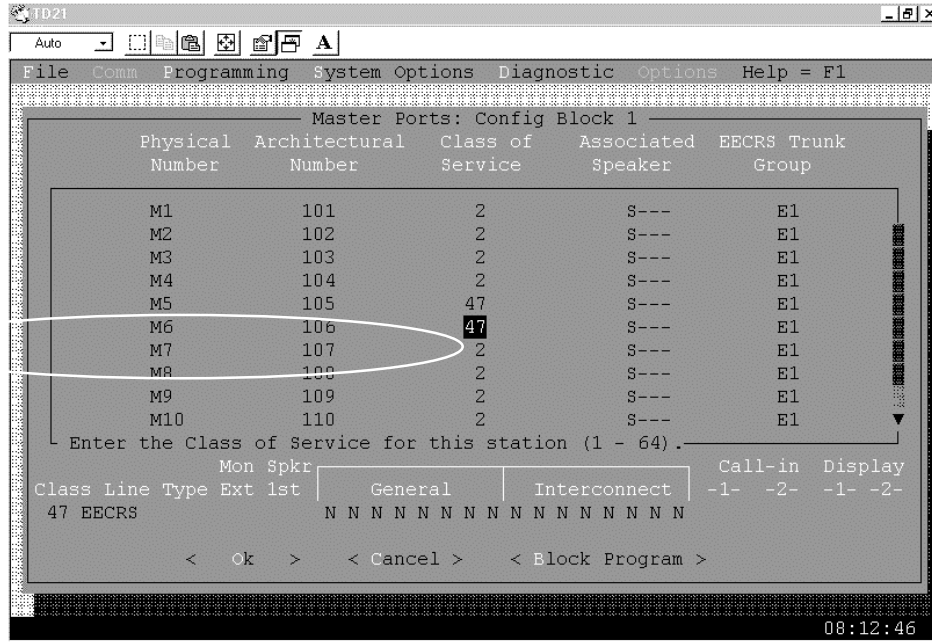

Figure 3: Class of Service Screen
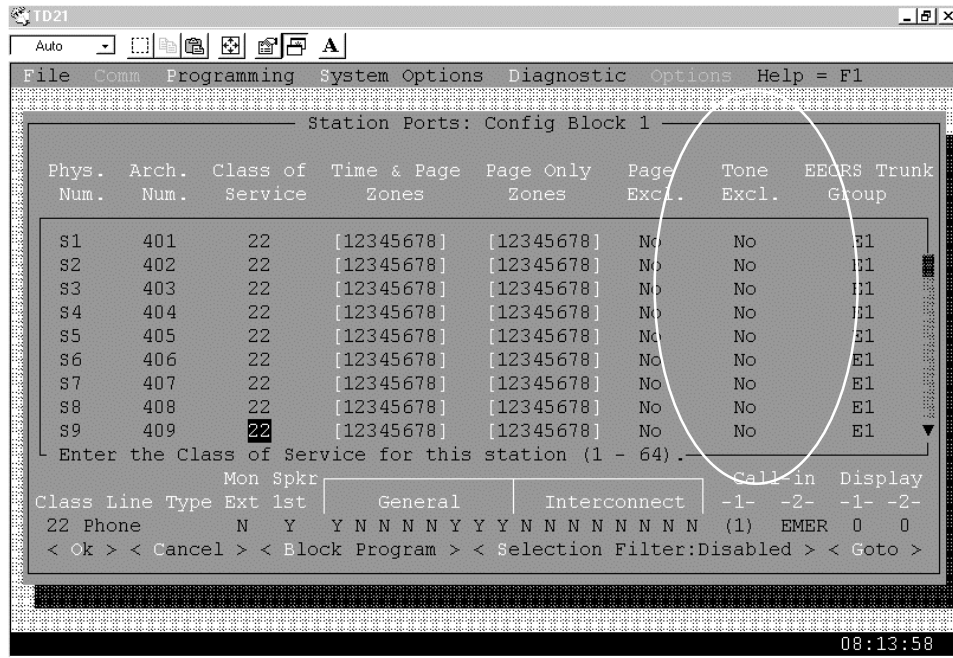
Figure 4: Master Station Ports Screen

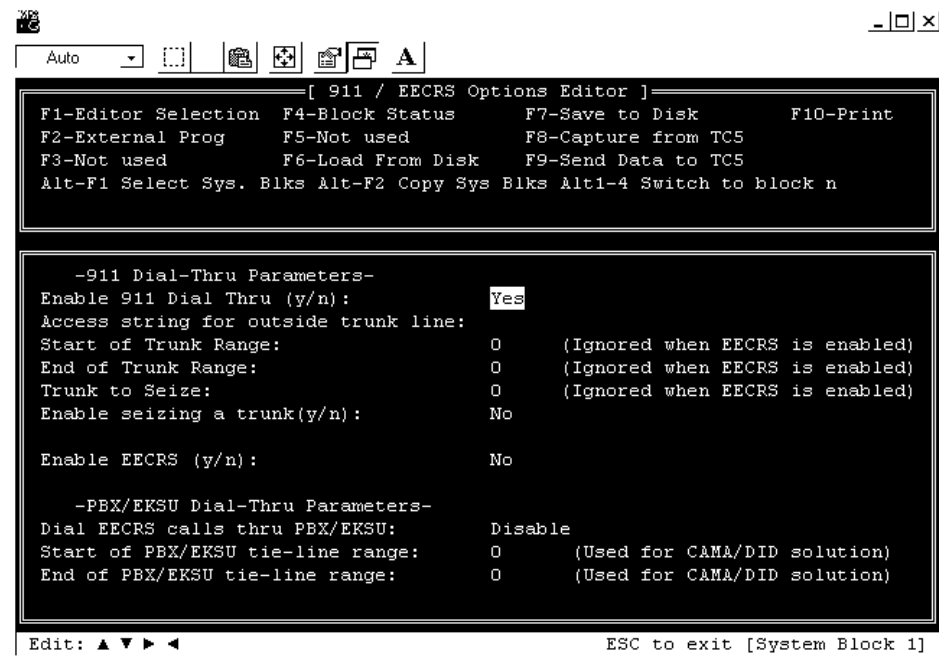Figure 5: Station Ports Screen

TD5 Screens
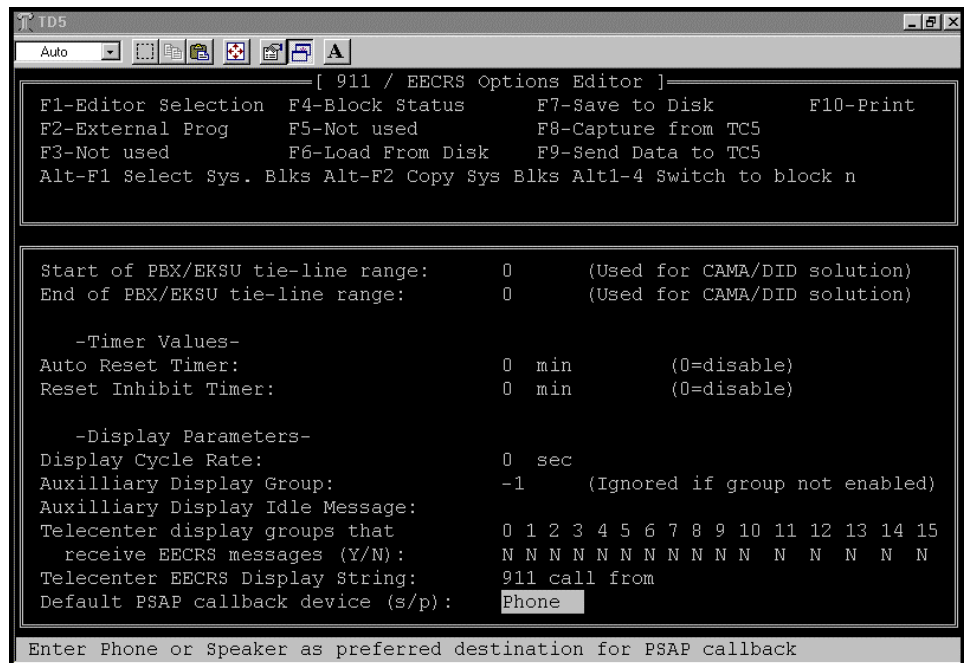

Figure 6: E911 Screen (Alt-9)

Figure 7: E911 page 2 Screen (Alt-9)
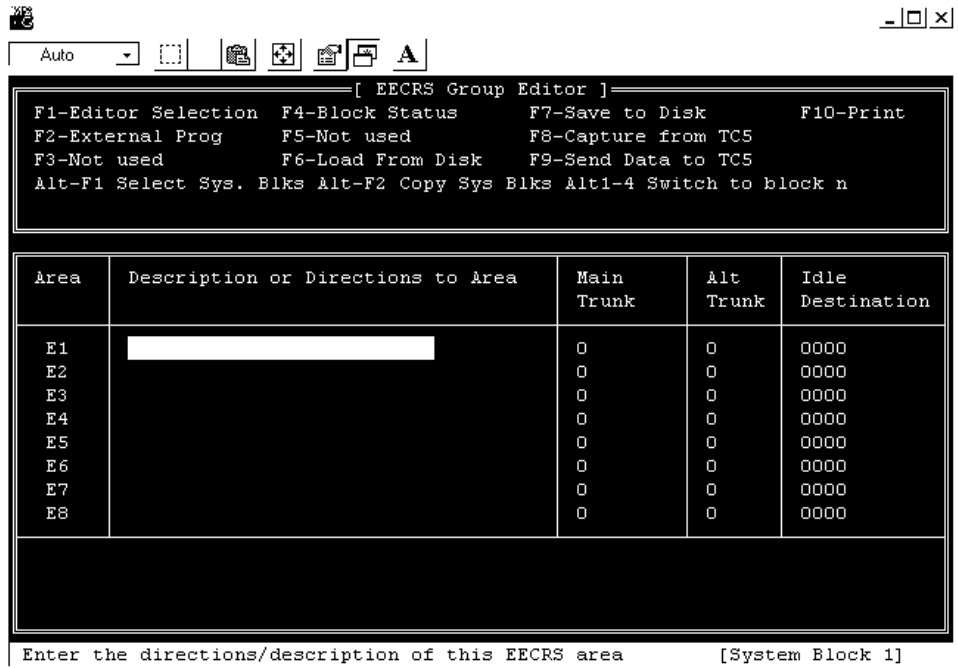Note: only accessible when "Enable EECRS" is Yes.
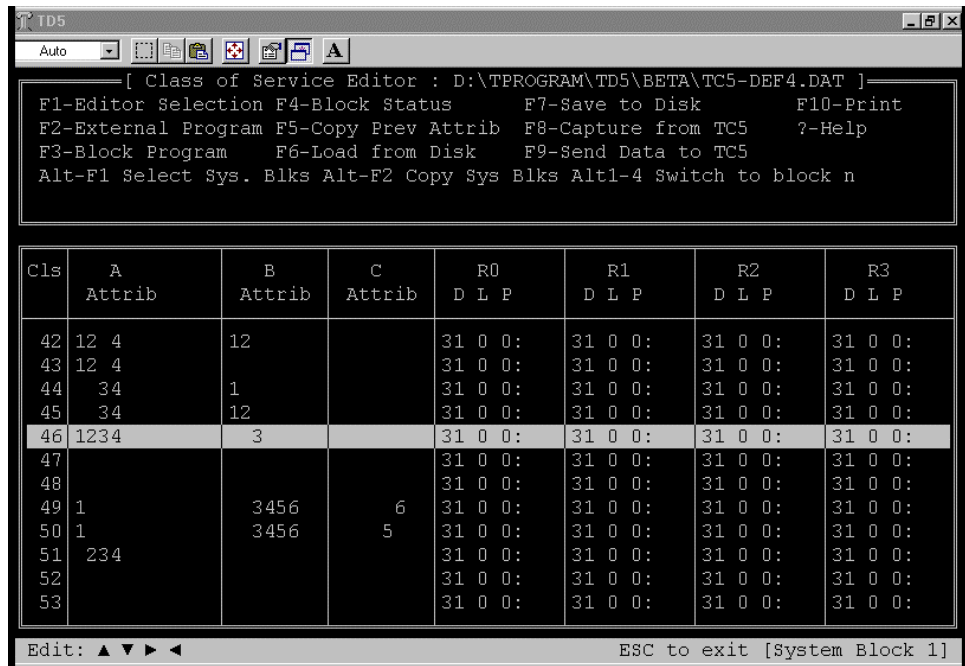
Figure 8: EECRS Group Screen(Alt-G)

Figure 9: Class of Service Editor Screen (Alt-C)

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╒══ TD5 ═════════════════════════════════════════════════════════════════ _ ⊟ X ╕
│ Auto ▼  ⬚ ▣ ⊞ ⊠ ▣ ⊡ A                                                             │
│   ═════════════[ Architectural Editor : D:\TPROGRAM\TD5\BETA\TC5-DEF4.DAT ]═══════│
│   F1-Editor Selection F4-Block Status    F7-Save to Disk        F10-Print        │
│   F2-External Program F5-Copy Prev Attribs F8-Capture from TC5    ?-Help         │
│   F3-Block Program    F6-Load from Disk    F9-Send Data to TC5                   │
│   Alt-F1 Select Sys. Blks Alt-F2 Copy Sys Blks Alt1-4 Switch to block n          │
│                                                                                   │
│                                                                                   │
│    ┌─────────┬──────────┬────────┬─────────┬────────┬───────────┐                │
│    │ Phys No │ Arch     │ Hunt   │ Class   │ Zones  │ EECR Group│                │
│    ├─────────┼──────────┼────────┼─────────┼────────┼───────────┤                │
│    │    7    │  407     │        │   1     │        │    -      │                │
│    │    8    │  408     │        │   1     │        │    -      │                │
│    │    9    │  409     │        │   1     │        │    -      │                │
│    │   10    │  410     │        │   1     │        │    -      │                │
│    │   11    │  411     │        │   1     │        │    -      │                │
│    │   12    │  412     │        │   1     │        │    -      │                │
│    │   13    │  413     │        │   1     │        │    -      │                │
│    │   14    │  414     │        │   46    │        │    -      │                │
│    │   15    │  415     │        │   46    │        │    -      │                │
│    │   16    │  416     │        │   22    │   1    │    -      │                │
│    └─────────┴──────────┴────────┴─────────┴────────┴───────────┘                │
│  ┌─────┬─────────┬──────────┬────────┬─────────┬─────────┬─────────┬──────────┐  │
│  │ Cls │    A    │    B     │   C    │   R0    │   R1    │   R2    │   R3     │  │
│  │  46 │ 1234    │    3     │        │ 31 0 0: │ 31 0 0: │ 31 0 0: │ 31 0 0:  │  │
│  └─────┴─────────┴──────────┴────────┴─────────┴─────────┴─────────┴──────────┘  │
│                                                                                   │
│  Class of serv                                    ESC to exit [System Block 1]   │
╘═══════════════════════════════════════════════════════════════════════════════╛
```

Figure 10: Architectural Editor Screen (Alt-A)