

# Special Security Advantage™

## Creating a Secure Communications Environment

### Overview

The need for security is constant at many high-visibility, secure environments including: campuses, healthcare establishments, utilities, correctional facilities, law enforcement agencies, city and county jails and federal, state and municipal organizations. The communications system must serve as a communications tool to the outside world and a security system for internal operations.

The MedTel Services Special Security Advantage (SSA) application package combined with the advanced calling and reporting features of the Cerato VCSe 2000/9000/20-20® switching system offers several security features for these unique environments.

### Improving Security in High-Risk Environments

The Advantage provides custom conference features including those frequently used in high-security facilities such as: Fire and Emergency, Security, and Watch Call.

#### *Fire and Emergency Conferences (222 or Deuces Conference)*

The Fire and Emergency conference is used in cases of severe emergency such as fire. When an authorized person dials the conference access code, the system immediately dials telephones on a predetermined list. All conference participants are directed to the plan of action simultaneously.

#### *Security Conference (211 Conference)*

The Security conference is similar to the Fire and Emergency conference and allows key personnel to establish a private conference immediately. When an authorized person dials the conference access code, the system immediately dials all telephones on a predetermined list. As conference members answer their phones, they are joined together in



private conference.

Security conferences can be configured to perform a priority interrupt on members who may be on another call at the time the conference is initiated, and then immediately add them into the Security conference.

#### *Watch Call Conference (333 Conference)*

Designed specifically for high security environments, the Watch Call conference allows security staff to report headcount and inspection tour information as frequently as necessary to a centralized Control Center. By dialing a predefined access code, security staff is automatically connected to the conference. They can report their tour information and listen to other security staff reports.

#### *Security Display Terminal (SDT)*

The SDT is a PC-based application that provides Control Center security staff the ability to immediately identify the type of security event and the originating name and description associated with where the call came from, along with a unique audible alert for each event type. The display features color coded events, timestamps, and provides archived and printed reports on security events. This enables rapid response to security issues and events within the facility.

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## Security Tour Conference (888 Conference)

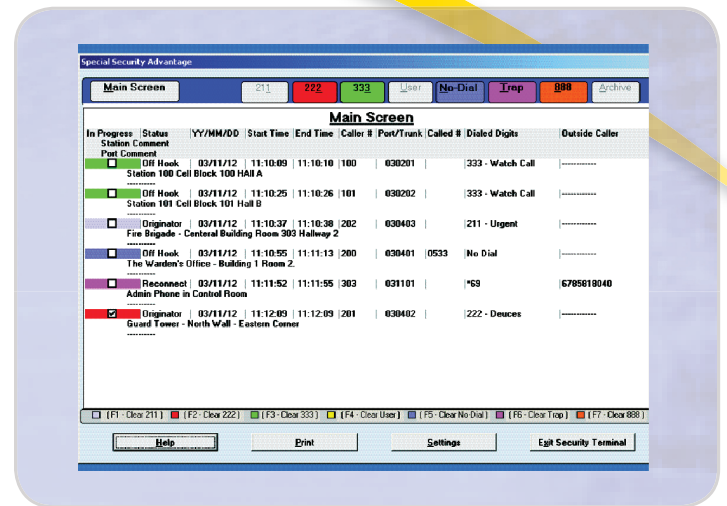
The Security Display Terminal has the ability to monitor and report on 888 Timed Watch Tours when the security staff is required to check-in at specific times from specific locations. The security staff uses a designated extension to dial the Code 888. When the 888 feature is enabled, the Security Display Terminal will log the call and verify that the call occurred within configurable, allowable time limits. If a check-in is early or late an alarm record is generated on the Security Display Terminal; noting the calling extension, time and date of check-in. If a check-in does not occur after a user-defined "Overdue" time, a Major alarm is sent to the Security Display Terminal, advising the Control Center that a check-in has not occurred.

## Providing More Advantages in a Security Environment

The Cerato VCSe 2000/9000/20-20® offers other features that are used in a security environment.

**No-Dial Alarm** - A No-Dial Alarm occurs when a telephone is off hook and dialing is not completed within a specified time. When this occurs the system connects the off hook phone to a No-Dial station (typically in a control center) and when answered, generates an alarm at the Security Display Terminal showing the number and name/location of the station in No-Dial condition.

**Annoyance Trap** - When a user of the system receives an annoying or threatening call, they can trigger the system to flag the call for tracking. This action produces an audible



alert and displays information on the Security Display Terminal. The station that initiated the request to track the call and the station making the annoyance call is displayed on the Security Display Terminal. If the call is initiated by an outside line, the incoming trunk will be identified and the caller's number will also be displayed, if provided by the local telephone company.

**Telephone Disable** - This security feature permits any telephone to be temporarily locked. When a telephone is locked, it cannot receive incoming calls or originate outgoing calls. None of the keys produce a response except for the sequence of keys that unlock the telephone.

The Cerato VCSe 2000/9000/20-20® switching system along with the Special Security Advantage (SSA), provides our customers with the assurance that they have added a potent level of protection, safety and security for their staff and visitors.