IP Office™ Platform

Description of Emergency Call Alarm Introduced in Release 10.0

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Chapter 1.
Emergency Call Alarm

1. Emergency Call Alarm

1.1 Purpose

This document provides additional information about the format for the new (Release 9.0) Emergency Call Alarm.

Document updated for changes incorporated in to Release 10.0.

1.2 Intended Audience

This document is intended for Dev Connect partners who will want extensive details of the Emergency Alarm format for developing On Site Notification products. Background information not specifically relating to the format of the Alarm is for information only, consult other documentation for reference, primarily IP Office Manager Manual/Help.

1.3 Document Changes Since Last Issue

Updated for IP Office Release 10.0.

Updated for IP Office Release 12.2.

1.4 Background

In IP Office Release 9.0 several changes were made to the handling of Emergency Calls - this document covers the new Alarm to report when a DialEmergency call is attempted. Unlike SMDR for example this alarm is generated when the call is attempted - not when it is completed.

1.5 Alarms

In IP Office alarms can be sent to a variety of destinations: SysLog, SNMP and E-Mail, as well as being reviewed in SSA. The new Emergency Call alarm is an addition to the existing set of alarms so details of them and configuration will not be covered here - see the Manager Help for that section.

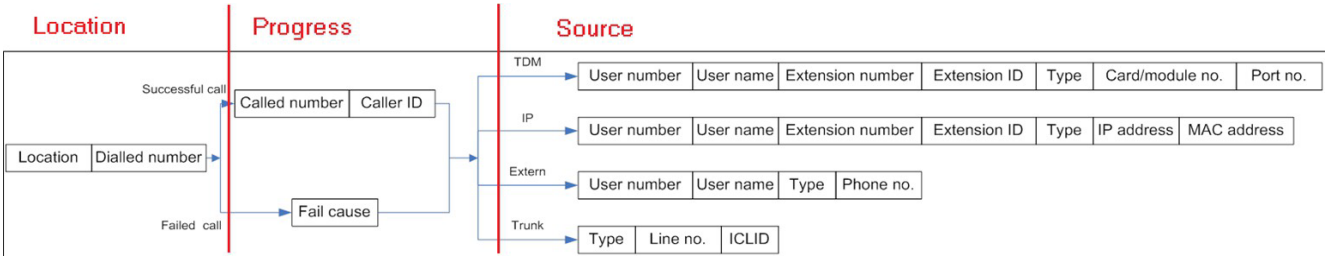
http://marketingtools.avaya.com/knowledgebase/businesspartner/ipoffice/mergedProjects/manager/Config_forms.snmp2.html

1.6 Format

Variable strings are always quoted.

Fixed Strings are always English and are not translated.

The text string for the alarm is constructed in three main sections;



1.6.1 Location

1. Fixed string **Emergency call!** to signify the alarm and provide an anchor for string processing of e-mails for example.
2. Space
3. Fixed string **Location:**
4. Location name from the IP Office config, in quotes.
   http://marketingtools.avaya.com/knowledgebase/businesspartner/ipoffice/mergedProjects/manager/location2.html
5. Space
6. Fixed string **Dialled:**
7. The number that was dialled on the extension triggering the **DialEmergency** call

Example

- `Emergency call! Location:"TDM_Loc" Dialled:112`

1.6.2 Progress

The call may succeed or fail;

Success

If the call is placed (not necessarily answered at this stage) then the Digits sent to line and the CallerID sent will be presented.

NOTE: this is the number presented to the trunk interface, some trunks can't send CallerID (Analogue for example) and for others the CallerID may get overwritten by the Carrier.

1. Space
2. Fixed string **Called:**
3. Digits sent to line
4. Space
5. Fixed string **CallerID:**
6. CallerID sent to line

Example

- `Called:911 CallerID:789`

Failure

If the call can not be placed an alarm is still generated and the progress section contains the reason for failure.

1. Space
2. Fixed string **FailCause:**
3. Description of the failure: ***Call Barred***, ***Call Rejected***, ***No channel***, ***Unspecified***

Example

- `FailCause:"No channel"`

1.6.3 Source

Depending on the source of the call the detail about the source of the call is presented as follows;

1.6.3.1 TDM/POTS

Analogue (**POTS**) or Digital (**TDM**) extension plugged in to an IP Office Expansion Card or Module.

1. Space
2. Fixed string **Usr:**
3. Extension number of User assigned to that phone - may be blank/null
4. Colon **:**
5. User Name, in quotes
6. Space
7. Fixed string **Extn:**
8. Base Extension
9. Colon **:**
10. Extension ID
11. Fixed string **:TDM:** or **:POTS:**
12. Port location - **B** indicates an IP500 plug in card followed by its number, **M** indicates an Expansion Module followed by its number. Then **P** followed by the socket (port) number on the Card/Module

Example

- **`Usr:207:"Extn207" Extn:201:1:TDM:B1P1`**

1.6.3.2 IP - SIP, H323, IP DECT, etc.

IP extensions, typically H323 feature phones (**H323**), SIP extensions (**SIP**), DECT R4 (**IPDECT**) or D100 (**SIPDECT**).

1. Space
2. Fixed string **Usr:**
3. Extension number of User assigned to that phone
4. Colon **:**
5. User Name, in quotes
6. Space
7. Fixed string **Extn:**
8. Base Extension
9. Colon **:**
10. Extension ID
11. Fixed string **:SIPDECT:** or **:IPDECT:** or **:SIP:** or **:H323:**
12. IP Address for the extension, in Hex (for example **C0A82AE1** = 192.168.42.225)
13. Colon **:**
14. MAC address of the extension if known (from registration for example)

Example

- **`Usr:225:"Extn225" Extn:282:8003:H323:C0A82AE1:001B4F5C8E2F`**

1.6.3.3 External

This covers scenarios like Telecommuter or Mobile Call Control where the User is not using an IP Office extension but gets telephony features/operation using other IP Office features. Ideally Users will have been briefed to not use these mechanisms to make a call to the Emergency Services but if they do information is presented

1. Space
2. Fixed string **Usr:**
3. Extension number of User assigned to that phone
4. Colon **:**
5. User Name, in quotes
6. Space
7. Fixed string **Extern:**
8. External Number/CallerID

Example

- **`Usr:202:"Extn202" Extern:109109`**

1.6.3.4 Trunk

This covers scenarios where the call originates on that trunk - typically an interPBX trunk. On SCN trunks the location is passed as part of the call information, otherwise the trunk location will be used. In an SCN an alarm will be generated on each system which processes this call as DialEmergency.

1. Space
2. Fixed string **Trunk:**
3. The Trunk ID in the IP Office config
4. Space
5. Fixed string **ICLID:**
6. Received CallerID

1.6.3.5 Max Length

The longest expected alarm string is 227 Characters;

Field	Length
'Emergency call! Location:"'	26
Location name max size	20
' Dialled:'	10
Max Number length	34
' Called:'	8
Max Number length	34
' CallerID:'	10
Max Number length	80
' Usr:'	5
Max Extension Number length	16
':"'	2
Max Name length	16
'" Extern:'	9
Max Number length	80
TOTAL	**350**

1.7 Full Alarm String Examples

1.7.1 Caller ID Type: TDM

```
Emergency call! Location:"TDM_Loc" Dialled:112 Called:911 CallerID:789 Usr:207:"Extn207" Extn:201:1:TDM:B1P1
Emergency call! Location:"TDM_Loc" Dialled:112 Called:911 CallerID:789 Usr::"NoUser" Extn:201:1:POTS:B1P7
Emergency call! Location:"TDM_Loc" Dialled:112 FailCause:"No channel" Usr:207:"Extn207" Extn:201:1:TDM:B1P1
```

1.7.2 Caller ID Type: IP

```
Emergency call! Location:"IP_Loc" Dialled:112 Called:911 CallerID:789 Usr:225:"Extn225" Extn:282:8003:H323:C0A82AE1:001B4F5C8E2F
Emergency call! Location:"IP_Loc" Dialled:112 Called:911 CallerID:789 Usr::"NoUser" Extn:282:8003:IPDECT:C0A82AE1:001B4F5C8E2F
Emergency call! Location:"IP_Loc" Dialled:112 FailCause:"No channel" Usr:225:"Extn225" Extn:282:8003:SIP:C0A82AE1:001B4F5C8E2F
```

1.7.3 Caller ID Type: Extern

```
Emergency call! Location:"System_Loc" Dialled:112 Called:911 CallerID:789 Usr:202:"Extn202" Extern:109109
Emergency call! Location:"System_Loc" Dialled:112 FailCause:No channel Usr:202:"Extn202" Extern:109109
```

1.7.4 Caller ID Type: Trunk

```
Emergency call! Location:"System_Loc" Dialled:112 Called:911 CallerID:789 Trunk:9 ICLID:456
Emergency call! Location:"System_Loc" Dialled:112 FailCause:"No channel" Trunk:9 ICLID:456
```

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