

MITEL

Impresa

Emergency Response



When every second counts ...



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Emergency Response

*When every
second counts . . .*

Heart attacks, fires, chemical spills and personal assaults are just some of the emergencies faced on university campuses, in hotels, in assisted-living lodgings and other facilities. Being adequately prepared to manage these situations effectively is critical – a life may ride on the outcome.



A 911 call is placed. An ambulance is dispatched. At the scene, confusion arises as to where the call originated – which building, which floor, which room? A new crisis begins. A life may be at risk . . . every second counts.

Mitel's bilingual* Impresa Emergency Response ensures that, with each call to 911, or to your security service, the appropriate personnel on your premises are immediately provided with onscreen notification of both the call and the caller's location. The impact? You can provide immediate and effective interim support, then expedite assistance once the emergency-response team arrives.

Detecting up to 12 different emergency numbers, Mitel ER has the capacity you'll need when a crisis occurs. And Mitel Impresa ER can notify emergency response teams in a number of different ways: call information can be displayed on the main terminal screen, and on optional remote terminals across a LAN or WAN, audible alert, or through an alphanumeric pager.

By preparing you to direct the response team to the precise location of a crisis, as soon as the call is placed Impresa ER helps you save lives and reduce injuries. It also helps you meet your security responsibilities as prescribed by law, protecting your organization from liability suits that may arise when emergency service personnel are unable to assist the originator of a 911 call from their premises.

* English and French only.



If you can see it, you can respond . . . immediately.

Mitel Impresa ER displays critical information about the extension from which the emergency call was placed. When any call comes through, all the attributes associated with that extension are retrieved from the database and displayed on screen.

And the news gets better.

Companies can now leverage the power of the Impresa ER database to associate medical histories with each of their extensions. Its like having an interactive, updated medical alert bracelets, the database files house critical information such as allergies and other medical conditions, and can be referenced to better prepare any attending response team to handle an emergency.





Critical Features

Onscreen identification:

Complete information is forwarded to the desktop with emergency-call notification – including caller's phone extension, name, building address and room number, and the time of the call – also audible alert can be enabled until the call is acknowledged.

No call interception:

Impresa ER tracks calls; it does not intercept them. They are logged even as they are being responded to by emergency medical services.

Database tracking:

All emergency calls are logged for easy tracking and historical analysis.

Effortless integration:

Impresa ER integrates seamlessly with the Mitel SX-2000®.

Enhanced Features

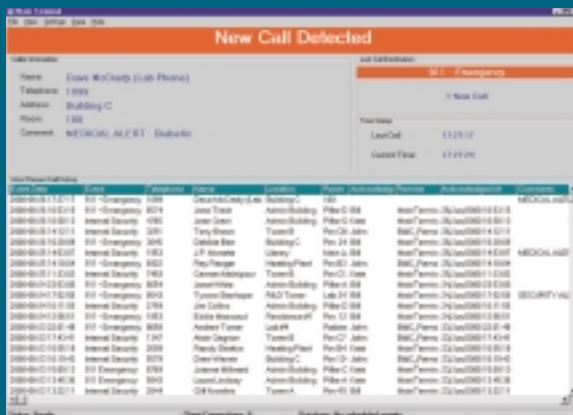
Two separate options are available to complement the core Impresa Emergency Response offering.

Impresa ER Pager Notification

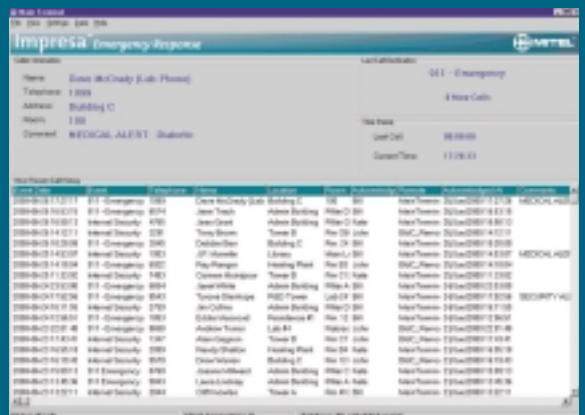
To supplement online emergency-call alerts, the Impresa ER Pager Notification option gets to the right source via an alphanumeric page. It can be configured to notify a different list of pagers for each phone line being monitored, and can also deliver text messages to those pagers. To this end, Impresa ER can alert security patrols or night porters even when away from their stations.

Impresa ER Remote Client

Impresa ER Remote Client supports multiple PCs distributed throughout a site or remote sites, facilitating broader notification when an emergency call is placed. The application is available in units of two remote clients up to a maximum of 100 clients. Any organization with multiple sites or security offices can notify all sites at the same time of an emergency situation and in turn any client can acknowledge the call.



New call alert



Acknowledged call alert

We're doing things with **voice** too exciting *for words*

As leading innovators in real-time enterprise voice communications for over 25 years, we at [Mitel Corporation](#)

view voice as the most natural human interface and the most important strategic business communications tool. Our next generation IP telephony portfolio, intelligent messaging systems, remote access products, customer interaction solutions, and natural speech recognition technologies are all geared toward delivering tangible business advantage by combining innovation, performance, and reliability.



*Trust your voice to Mitel.
You'll like what you hear.*



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