



DSX

E911 Manual

P/N 1093100E911

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This manual has been developed by NEC Corporation of America. It is intended for the use of its customers and service personnel, and should be read in its entirety before attempting to install or program the system. Any comments or suggestions for improving this manual would be appreciated. Forward your remarks to:

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Chapter

1

E911

Description

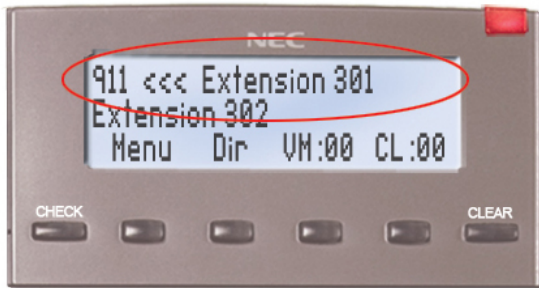
E911

Lift the handset at a telephone and dial emergency 911 calls immediately without first pressing line/loop keys or dialing line access codes.

Available in software versions 3.44.06 and higher.

Description

E911 simplifies 911 emergency call dialing. When E911 is enabled, a user can go to any telephone, lift the handset, and dial 911 without first dialing an access code or pressing any additional keys.



E911 alerts keyset users when someone has placed an emergency call. Keysets with E911 alerts enabled show a message on display line 1 identifying the 911 caller and play an optional audible alarm. The display remains until it is cleared and the audible alarm continues to sound until it is cleared or times out. The extension user can press **CLEAR** to immediately silence the alarm, then press **CLEAR** again to clear the display.

The E911 alert message shows on a keyset display even if it is in the programming mode. The user can press **CLEAR** to clear the alert and seamlessly return to the programming mode.

Important! Due to the flexibility inherent in the system, other features can interact with dialing 911. Review *Other Related Features* below for specific feature interactions. Additionally, always test the system to be sure it meets the requirements for 911 accessibility.

Conditions and Defaults

Conditions

- The E911 display message or audible alarm are only supported by DSX Key Telephones.

Default Setting

- E911 disabled.

Other Related Features

Features

- Call Forwarding
 - Since 911 is an invalid extension, Call Forwarding to 911 cannot be set up.
- Call Forwarding Off Premises
 - Off-Premises Call Forwarding cannot be set up to 911 or a Personal Speed Dial bin that contains 911.
- Central Office Calls, Placing
 - A user can press an idle line or loop key and dial **911** to place an emergency call. If the line accessed is in the emergency group (Line Group 99), the call will be placed on the accessed line. If not, the line will be dropped and the call will be placed on a line in the emergency group.
- Cordless Telephones
 - The Cordless DECT cannot broadcast the 911 alarm tone or show the emergency call dialer on the display.
- Dial Number Preview
 - Dialing ***911** and pressing an idle line/loop key will place the emergency call.

- Direct Inward Dialing, Direct Inward Line
 - When a DIL or DID is ringing, the E911 alert message replaces the Caller ID on line 1 and the audible alarm overrides line ringing. Pressing **CLEAR** twice reinstates the Caller ID and line ringing.
- Do Not Disturb
 - E911 overrides an extension's Do Not Disturb. The extension's display shows who dialed 911 and the E911 audible alert occurs normally.
- Group Ring
 - Ringing for a Group Ring call overrides the E911 audible alarm..
- Hold
 - If a user presses a line key for a call on Hold and dials **911**, the emergency call will not be placed.
- Hot Dial Pad
 - Hot Dial Pad will dial an emergency call without requiring the user to first press a line/loop key or get Intercom dial tone.
- Intercom
 - Dialing **911** from Intercom dial tone will always place the emergency call.
 - Ringing for an Intercom call overrides the E911 audible alarm.
- Key Ring
 - The E911 audible alarm overrides Key Ringing.
- Last Number Redial
 - Last Number Redial will not store a 911 call.
- ML440 Wireless IP DECT Telephone
 - The ML440 cannot broadcast the 911 alarm tone or show the emergency call dialer on the display.
- Off-Hook Signaling
 - If an extension user is busy on a call, the E911 audible alarm will occur as off-hook ringing.
- Prime Line Preference
 - With Prime Line Preference set to *None*, lifting the handset provides neither Intercom or outside dial tone. Dialing **911** in this case will not place the emergency call.
 - The E911 audible alarm overrides Ringing Line Preference.
- Ringdown Extension
 - A Ringdown Extension user can dial **911** during the 1602-08: Ringdown Delay [System: Timers: Features: Outgoing (1602): Ringdown Delay] on page 18 interval.
- Save Number Dialed
 - Save will not store a 911 call.
- Single Line Telephones
 - Single Line Telephones cannot broadcast the 911 alarm tone or show the emergency call dialer on the display.
- Speed Dial
 - Speed Dial bins can store 911. The system will automatically place the call on a line in the emergency group instead.
- Transfer, Tandem Calls / Unsupervised Conference
 - Transfer and Trunk-to-Trunk Transfer to 911 will be handled normally. The Transfer to the emergency service will complete.
 - The E911 audible alarm overrides Unscreened Transfer call ringing. The alarm does not override Screened Transfer ringing.

- VoIP Extensions
 - When a remote IP extension user dials 911, they connect to the Public-Safety Answering Point (PSAP) dispatcher for the main system. This may not necessarily be the relevant emergency dispatch center for their location.

IntraMail Features

Automated Attendant, Automated Attendant, Built-In

- The E911 audible alarm overrides Unscreened Transfers (UTRFs) from the full or built-in Automated Attendant. The alarm does not override Screened Transfers (STRFs) from the full Automated Attendant.
 - 911 calls cannot be placed through the Automated Attendant.
-
-

Programming

Programming E911

Setting Up E911 System-Wide

Enable or Disable E911 dialing system-wide.

1. [1561-01: E911 Dialing \[System: Options: Setup: E911 \(1561\): E911 Dialing\]](#) on page 16

If the site requires E911 dialing, enable it in this option.

| Option | Description |
|---------|---------------------|
| No (0) | [Default] Disabled. |
| Yes (1) | Enabled. |

2. This single program enables all the E911 dialing options.

Assign lines to Line Group 99.

1. [3201-\[01-64\]: Line Group \[Lines: Groups: Group xx: Order \(3201\)\]](#) on page 22

Assign some local lines to be used for dialing 911 to Line Group 99. For Line Group Access to these lines, also assign them to one of the other line groups (90-98). An E911 call will override the [2131-\[01-64\]: Line Access Stations: > Config: > Line Access: > Line Access \(2131\): > Line Access](#) line access settings for any line in this group.

| Option | Description |
|--------|---|
| 90-99 | [Default] Lines 1-8 are in Line Group 90. All lines are in Line Group 99. |

2. Lines in group 99 cannot be accessed direction by pressing **INTERCOM** and dialing **99**.

Configure the E911 Alerts

Enable or Disable the E911 alerts system-wide.

1. [1561-02: E911 Alerting \[System: Options: Setup: E911 \(1561\): E911 Alerting\]](#) on page 16

If the system should alert users with a display message and optional audible alarm when a co-worker dials 911, enable it in this option.

| Option | Description |
|---------|--------------------|
| No (0) | Disabled. |
| Yes (1) | [Default] Enabled. |

2. Alerting must also be enabled in an extensions's Class of Service.

Set the duration or optionally disable the E911 audible alarm.

1. [1604-04: E911 Alarm Timer \[System: Timers: Features: Station \(1604\): E911 Alarm Timer\]](#) on page 18

Use this option to set the duration of or disable the E911 audible alarm.

| Option | Description |
|----------------|----------------------------------|
| 0 | [Default] Disabled. |
| 1-9999 seconds | The E911 audible alarm interval. |

- The audible alarm will automatically cancel with the timer expires.

Enable E911 Alerts in Class of Service

Enable or Disable E911 alerts for an extension.

- [1401-16: E911 Alerts \[System: Class of Service: Features: Features \(1401\): E911 Alerts\]](#) on page 15

Use this option to enable or disable E911 alerts in an extension's Class of Service.

| Option | Description |
|---------|----------------------------------|
| No (0) | [Default for COS 2-15] Disabled. |
| Yes (1) | [Default for COS 1] Enabled. |

- The user can cancel the alerts by pressing **CLEAR**.

Set up the Ringdown Extension Delay

E911 and Interom Dialing is allowed during the delay.

- [1602-08: Ringdown Delay \[System: Timers: Features: Outgoing \(1602\): Ringdown Delay\]](#) on page 18

Use this option to set the duration of or disable the Ringdown Extension delay interval.

| Option | Description |
|--------------|--|
| 0 | [Default] Ringdown Extension delay interval is disabled. The programmed destination rings immediately. |
| 1-99 Seconds | The Ringdown Extension delay interval. |

- If the timer is disabled (0), Ringdown Extensions cannot dial 911.

Operation

E911 Operation

Dialing a 911 Emergency Call

To place a 911 emergency call when E911 is enabled:

1. Press **INTERCOM** and dial **911**.
OR
2. Press **SPEAKER** and dial **911**.
OR
3. Lift the handset and dial **911**.
OR
4. Press any Line or Loop Key and dial **911**.
OR
5. Press **INTERCOM**, dial any programmed line or line group access code, then dial **911**.

To clear the E911 display and silence the alarm:

1. Press **CLEAR** once to silence the audible alarm.
 2. Press **CLEAR** a second time to clear the alarm display.
-
-

Chapter

2

Program 1000

Configuration

Class of Service

1401: Station Features

1401-16: E911 Alerts [System: > Class of Service: > Features: > Features (1401): > E911 Alerts]

Available in software versions 3.44.06 and higher.

Use this option to enable or disable the ability of the extension to receive E911 alerts if a co-worker dials 911. The alert is a display message showing the initiator of the 911 call and an optional alarm tone.

Features Related to this Program

Telephone Features

- [E911](#) on page 6

IntraMail Features

- None

Program Options

| | |
|---------|----------|
| No (0) | Disabled |
| Yes (1) | Enabled |

Default Setting

- Disabled (0) for Classes of Service 2-15.
 - Enabled (1) for Class of Service 1.
-
-

Options

1561: E911 Setup

1561-01: E911 Dialing [System: > Options: > Setup: > E911 (1561): > E911 Dialing]

Available in software versions 3.44.06 and higher.

Use this option to enable or disable the E911 feature system-wide. If enabled, a user can dial 911 while listening to Intercom dial tone or after accessing an outside line for a call. The call is placed immediately over one of the lines assigned to Line Group 99 in [3201-\[01-64\]: Line Group \[Lines: Groups: Group xx: Order \(3201\)\]](#) on page 22. If disabled, 911 is handled like any other digits dialed.

Features Related to this Program

Telephone Features

- [E911](#) on page 6

IntraMail Features

- None

Program Options

| | |
|---------|----------|
| No (0) | Disabled |
| Yes (1) | Enabled |

Default Setting

- Disabled (0).

1561-02: E911 Alerting [System: > Options: > Setup: > E911 (1561): > E911 Alerting]

Available in software versions 3.44.06 and higher.

Use this option to enable or disable the E911 display message and optional audible alarm system-wide. If enabled and a user dials 911, each extension that is set up to receive E911 alerts in [1401-16: E911 Alerts \[System: Class of Service: Features: Features \(1401\): E911 Alerts\]](#) on page 15:

- Shows a message on display line 1 identifying the 911 caller,
- Plays an optional audible alarm.

If disabled, the display and audible alarm will not occur.

Features Related to this Program

Telephone Features

- [E911](#) on page 6

IntraMail Features

- None

Program Options

| | |
|--------|----------|
| No (0) | Disabled |
|--------|----------|

| | |
|---------|---------|
| Yes (1) | Enabled |
|---------|---------|

Default Setting

- Disabled (0).
-
-

Timers

1602: Outgoing Call Timers

[1602-08: Ringdown Delay](#) [System: > Timers: > Features: > Outgoing (1602): > Ringdown Delay]

Available in software versions 3.44.06 and higher.

Ringdown delay is the interval from when a Ringdown Extension users lifts the handset to when the programmed destination starts to ring. Users can place Intercom calls or dial 911 during this interval.

Features Related to this Program

Telephone Features

- [E911](#) on page 6
- [Intercom](#)
- [Ringdown Extension](#)

IntraMail Features

- None

Program Options

| | |
|--------------|--------------------------|
| 1-99 Seconds | Ringdown delay interval. |
| 0 | Immediate ringdown. |

Default Setting

- Disabled (0).

1604: Station Timers

[1604-04: E911 Alarm Timer](#) [System: > Timers: > Features: > Station (1604): > E911 Alarm Timer]

Available in software versions 3.44.06 and higher.

This option sets the duration of the E911 audible alarm. This alarm occurs if:

- An extension user dials 911.
- The E911 audible alarm is enabled in an extension's Class of Service in [1401-16: E911 Alerts](#) [System: Class of Service: Features: Features (1401): E911 Alerts] on page 15.
- E911 alerting is enabled system-wide in [1561-02: E911 Alerting](#) [System: Options: Setup: E911 (1561): E911 Alerting] on page 16

Features Related to this Program

Telephone Features

- [E911](#) on page 6

IntraMail Features

- None

Program Options

| | |
|----------------|----------------------------|
| 1-9999 Seconds | E911 Alarm Timer interval. |
| 0 | E911 Alarm Timer disabled. |

Default Setting

- Disabled (0).

Chapter
3

Program 3000

Groups

3201: Line Groups

3201-[01-64]: Line Group [Lines: > Groups: > Group xx: > Order (3201)]

The E911 Line Group is available in software versions 3.44.06 and higher.

Use this option to program lines (1-64) into each of the nine Line Groups (90-98) and the E911 Line Group (99). The order in which you enter lines into a group determines the order in which the system will access the lines when placing an outside call. A line can be in more than one group. In DSX-80/160, you can program a line into a group only if the line is on an installed COIU PCB. If you program a line into a group, and then remove its PCB, the system automatically removes the line from the group.

The E911 Line Group

[3.44.06] The E911 Line Group (99) is a unique line group used to determine how E911 calls are handled. With E911 enabled:

- If a user gets intercom dial tone and dials 911, the system dials 911 on the first available line in the E911 line group.
- If a user accesses a line in group 99 and dials 911, the digits are dialed out immediately on that line.
- If a user accesses a line that is *not* in group 99, the call is disconnected and 911 is automatically dialed on the first available line in the group 99 line group.

An E911 call will override the 2131-[01-64]: Line Access Stations: > Config: > Line Access: > Line Access (2131): > Line Access line access settings for any line in this group.

Line Group Line Priority

The following chart shows how you could set up Line Group 90 with lines 1-8 enter in descending order. When placing an outgoing call using group 90, the system will try line 8 first and line 1 last.

| Sample Line Group Program Entry | | |
|---------------------------------|----------------------|-------------|
| Line Group | Program Entry Number | Line Number |
| 90 | 1 | 8 |
| | 2 | 7 |
| | 3 | 6 |
| | 4 | 5 |
| | 5 | 4 |
| | 6 | 3 |
| | 7 | 2 |
| | 8 | 1 |

Features Related to this Program

Telephone Features

- [E911](#) on page 6
- [Line Group Routing](#)
- [Line Groups](#)
- [Loop Keys](#)

- Speed Dial

IntraMail Features

- None

Program Options

- Line 1-64 (for Line Group entries 1-64)

Default Setting

- Lines 1-8 are in Line Group 90.
 - All lines are in Line Group 99.
-

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