

ProAlert™ 480 Application Brief

Pro-Alert 480 PBX Interface for External Emergency Communication

Application Overview:

As Area of Rescue Assistance regulations continue to evolve, it is becoming the standard for commercial and high-rise buildings to provide a means of two-way communication for persons in distress to call for help. During regular hours it is easy for the master station attendant to respond to these calls without delay. However, in off-peak hours when the master station is not staffed, it is still critical for calls to be answered, especially in the event of an emergency. Jeron's Pro-Alert 480 offers a PBX interface that accommodates these calls by routing them to a designated external phone number.

The Pro-Alert 480 was designed to meet the guidelines of the ADA's Area of Rescue Assistance requirements, allowing persons in distress to call for help at any time. The system ties into the facility's PBX system and can be programmed to directly route calls to an external line or it can be prompted to forward calls to an outside phone if the call is not answered within a preprogrammed amount of time.

Feature/Benefits:

- **Direct Auto-Dial**— Calls placed from a call station are automatically routed to an external phone, allowing calls to be answered off-site when the master station is unstaffed on-site. The ability to answer calls, regardless of the hour, reduces the facility's liability and allows them to direct the proper authorities to the caller's location if necessary.
- **Call Forward**— The system can be programmed to initially ring the master station and then route the call through the facility's PBX system to an outside phone number if it is not answered within a predetermined amount of time. Callers still receive the assistance they need, even if the call is not initially picked up at the master station.
- **Diagnostics**— The system's functionality is continuously tested through diagnostic indicators, ensuring that the system will be operational in the event of an emergency.
- **Call Cancel at Master**— All calls must be cancelled at the Master Station, even after the audio connection has been terminated. Calls remain on "hold" at the Master Station display, making the administrator aware of all calls that have been placed.
- **Queued Calls**— As additional calls are placed on the system, calls are queued in the order in which they were received. This ensures that subsequent calls are not abandoned and every call is attended to.
- **Call Placement Assurance**— An LED on the calling station illuminates on the station as a call is placed, assuring the caller that the call has been effectively placed.