

METASPHERE FIREBAR



METASPHERE FIREBAR IS AN INDISPENSABLE EMERGENCY COMMUNICATIONS TOOL DESIGNED TO ADDRESS A SPECIFIC NEED OF IMPORTANCE TO MANY COMMUNITIES: TO ESTABLISH AN EMERGENCY AUDIO CONFERENCE WITH A GROUP OF FIRST RESPONDERS.

According to the National Volunteer Fire Council (NVFC), volunteers comprise 72% of firefighters in the United States. The communities which these volunteers serve depend on them to be their first line of defense for many types of emergencies. With Firebar, you can arm these communities with a powerful communications system that accelerates the flow of information when it counts the most, between volunteers, professionals, medical staff and law enforcement representatives.

INTUITIVE SERVICE

Firebar allows a user to dial a number (“a Firebar number”), which initiates parallel outgoing calls (“outdials”) to a list of pre-configured emergency response personnel. As and when responders answer, their identity is validated (if configured to do so), and they are dropped into a conference with the caller and the other responders. If a contact is busy, does not answer after a configured period of time, or fails to validate their identity within a configured time period, the call is terminated, and automatically retried.

The conference continues until all participants including the original caller hang up. Responders can also (re)dial into the conference directly (e.g. to transfer their participation in the conference from a landline to a mobile). The feature provides reporting capabilities to allow Firebar administrators to monitor the usage and effectiveness of the service.

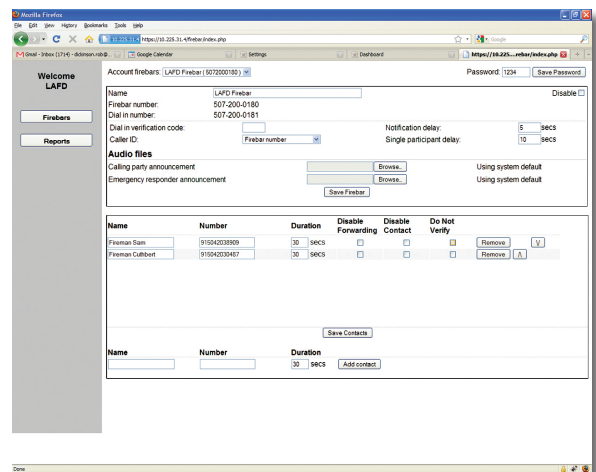
PRACTICAL APPLICATIONS

Firebar anticipates two primary usage scenarios:

- The public dial some number (such as 911) and speak to an emergency services operator. Once the nature of the emergency has been determined, the operator dials a Firebar number to contact the appropriate emergency services personnel—for example, the operator may dial a Firebar number specifically for the fire service.
- The Firebar number may be a public number that is dialed directly in case of an emergency as a complement for a 911 service.

COMPREHENSIVE ADMINISTRATION

Firebar administrators can use an intuitive web-based user-interface to configure and maintain contact details for responders. They can also upload announcements to be played to callers while responders are contacted, and to responders when they answer the calls—a task which can additionally be completed by dialing in via a TUI. To ensure the service is correctly used, Firebar administrators can also access detailed usage reports for calls to their Firebar numbers.



MetaSphere Firebar provides an intuitive user-interface for managing responder list, announcements and reports.

FIREBAR SPECIFICATIONS

SERVER HARDWARE

- Metaswitch UX4410 server
- Power:
 - 400W (-48V) power supply
 - AC (UX4410A) or DC (UX4410D)
 - -36 to -72 VDC
- NEBS Level 3 certified
- Can share with Music on Hold, Auto Attendant, Privacy Defender, Mass Announcement Service and Conference Server subject to aggregate capacity limits

SERVICE CAPACITY

- Supports up to 64 responders in a Firebar list, all of whom may answer and join the conference simultaneously.

ADMIN WEB USER INTERFACE

- Supports Firefox version 2 or 3; Internet Explorer version 6,7 or 8
- Configure and maintain contact details for responders
- Upload announcements to be played to callers while responders are contacted, and to responders when they answer the calls
- Access detailed usage reports for calls to their Firebar numbers
- Administer other detailed configuration options

ANNOUNCEMENT RECORDING

- Via Web UI
- Via TUI

CUSTOMIZATION AND BRANDING

- Brandable with Service Provider logo, colors, fonts, etc.

LANGUAGE SUPPORT

- US English
- Canadian French
- Latin American Spanish
- UK English

USAGE REPORTS

- Downloaded as CSV files
- Accessed by
 - Firebar administrators enabling them to monitor usage and effectiveness of their Firebar numbers
 - Service providers who wish to bill for the service on a usage level basis.
- Time stamps appear in Firebar usage reports

Date	Status	Calling Number	Caller ID	Attempts	Completions	Duration	1st Responder
2009-09-22 06:34:24 PM	Incomplete	504-203-0772		0	0	00:00:08	N/A
2009-09-22 03:43:29 PM	Complete	504-203-8907	Maric Franais	1	1 (100%)	00:01:15	00:00:14
2009-09-22 12:03:08 PM	Incomplete	504-203-8907	Maric Franais	0	0	00:00:08	N/A
2009-09-22 11:13:03 AM	Complete	504-203-8907	Maric Franais	3	2 (66%)	00:00:36	00:00:09
2009-09-21 05:10:01 PM	Incomplete	504-203-8907	Maric Franais	0	0	00:00:03	N/A

Firebar Call Report

RELATED BROCHURES

SEE ALSO:

- MetaSphere Overview
- UX4410