



EPIC System's Phone Integration for Alyssa's Law: Enhancing School Safety and Emergency Response

On behalf of Audio Enhancement, Inc. regarding our EPIC System (Education Paging & Intercom Communications)[®], the following document provides valuable insights into the implementation of phone integration for Alyssa's Law. EPIC System is designed to enhance school safety and expedite emergency response, aligning with the requirements set forth by Alyssa's Law in a growing number of states, including Texas and Florida.

Alyssa's Law is a critical piece of legislation that mandates the installation of panic alarms in schools, establishing a direct link between educational institutions and local law enforcement agencies. Recognizing the need to fully leverage the potential of Alyssa's Law, EPIC System's integration flexibility offers a solution through phone system integration, addressing key components and considerations for successful implementation. There are four core areas addressed by most Alyssa's Law legislation.

- 1.** Panic Alarm System
- 2.** Real-Time Location Services
- 3.** Two-Way Communication
- 4.** Monitoring and Evaluation

Audio Enhancement believes that a reliable panic alarm system is essential. The EPIC System ensures compliance with the provisions of Alyssa's Law by providing personal duress buttons integrated into classroom microphones for teachers and the capability to provide strategically located panic devices throughout the campus, allowing for immediate activation during emergencies. Accurate tracking of individuals initiating panic alarms is crucial to expedite emergency response. EPIC System incorporates location services based on the location of the teacher's microphone or the position of the panic button device. Other methodologies such as GPS or indoor positioning systems can pinpoint the exact location of distress signals and are used by other systems from other companies to fulfill the requirements outlined in Texas Education Code and Florida Statutes.

Effective communication between individuals initiating panic alarms and emergency responders is vital for efficient coordination. Our phone integration capabilities enable seamless two-way communication, ensuring timely response and compliance with Alyssa's Law.

Continuous monitoring and evaluation of the phone integration with EPIC System is essential for identifying faults and any loss of connectivity between the two systems. EPIC System is unable to automatically determine if the call routing or outside connections on the VoIP system is working. It is imperative that the district or school create a regular testing schedule and methodology that tests this connection. EPIC System can provide the necessary tools for regular audits and user feedback, enabling effective system management as required by Texas Education Code and Florida Statutes. These tests must be initiated intentionally, and verification of the connection to the 911 services recorded.

Furthermore, EPIC System offers a wide range of top-of-the-line functions to efficiently operate a modern K-12 campus and impact educational outcomes. In addition to its role in enhancing school safety, EPIC System also includes a flexible and easy-to-use bell scheduling tool, allowing for seamless management of school bells. The platform enables campus-wide communication, including directed two-way intercom and emergency notifications, ensuring effective communication with the entire campus or specific locations. Additionally, the interactive campus map provides situational awareness for all communications and urgent situations. Most importantly, the classroom audio systems that are integral to the building wide communication and personal duress buttons, provide proven improvements in students outcomes, teacher effectiveness, and overall performance of the educational environment.

In conclusion, the EPIC System, with its phone integration capabilities and comprehensive features, aligns perfectly with the requirements of Alyssa's Law. It enables your school district to enhance school safety, expedite emergency response, and efficiently manage daily operations. Our platform ensures compliance with legal references such as the Texas Education Code and Florida Statutes, while providing access to top-of-the-line functions needed for a modern K-12 campus.

We would be delighted to discuss further how EPIC System can support your school district in implementing phone integration for Alyssa's Law. Please do not hesitate to reach out to us at 800-383-9362. We look forward to the opportunity to collaborate and contribute to the safety and well-being of your educational community.

Technical Considerations for Integrating EPIC System to Communicate with Emergency Services

- 1.** With EPIC System we can leverage and utilize the school's VoIP based phone system to generate calls between EPIC System and first responders. The communication can consist of a pre-recorded message or live audio directly from the classroom. To accomplish this EPIC System creates a SIP connection with the school's VoIP phone system and routes all calls via that connection. The school's system performs the actual calling out to emergency services via their trunks and DID's.
- 2.** In the event of a school utilizing services like Microsoft Teams calling, a connection with a Session Border Controller is utilized for the SIP connection between EPIC System and Teams in example. An SBC helps facilitate the connection and ensures compatibility between different communication protocols. The SBC in this instance handles all call routing and rules and has to be configured as such for the routing of EPIC System to emergency services.
- 3.** A requirement for utilizing 911 services is required locations via E911. Enhanced 911 (E911) is an emergency telecommunications service in North America that enables individuals to quickly and easily reach emergency services by dialing the universal emergency telephone number, 911. E911 goes beyond traditional 911 services by providing additional features and capabilities that enhance emergency response. Two primary components of E911 as it relates to EPIC System is Automatic Number Identification and Automatic Location Notification. Automatic Number Identification (ANI): E911 systems automatically retrieve the caller's phone number and location information when a call is made to 911. This helps emergency operators identify the caller's location even if they are unable to provide it verbally. Automatic Location Identification (ALI): In addition to ANI, E911 also provides ALI, which enables emergency operators to receive the caller's precise location information. This can include the address, floor level, or geographic coordinates associated with the phone from which the call is made.