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to two or more 9-1-1 "ES"-type dedicated trunks, just as if it were a residential telephone switching office. These "ES trunks" are then routed to the local Enhanced 9-1-1 tandem selective routing switcher. Generally, a PBX should have two of these trunks, because if you had only one, any second person needing to dial 9-1-1 from that PBX would get a "re-order" busy tone from the PBX.

In any case, the system can be set up so that any simultaneously attempted 9-1-1 calls in excess of the number of ES trunks you have can be shunted back to the standard outbound dial trunks, and then worked in the old fashioned way, but still get through to 9-1-1.

The second solution mentioned responds to the need of the phone company's ALI data base to be made to know all the normal 9-1-1 things about all these seven-digit PBX DID numbers. Normally, the ALI data system knows virtually nothing about a PBX DID number other than the name of the organization to whom the phone company sold a block of numbers, and the mailing address of that company.

Now, we need that data base to know where a certain number is located (location field), what the address is for the facility in which it is located (address field), what community it is in (community field), and so forth.

In our area, we are served by US West Communications. Knowing that Telident's product was coming on the market, US West developed and introduced a new product offering what it calls "PS/ALI," which stands for "Private Switch / Automatic Location Identification." Via this offering, the PBX owner subscribes to and gets the PC-based ability to input the data associated with its various PBX stations directly to the folks who maintain the ALI data base.

As they have moves and changes in their PBX world, they merely update the 911-STS system and then update the ALI data base via PS/ALI, and everything works slickly.

CAUTIONS

As with any technology, there are several cautions to be aware of in these solutions. First, knowing the "garbage in = garbage out" rule, we all understand that if the data base in the 911-STS is bad, and/or the data submitted via PS/ALI is bad or out of date, then the resulting ANI and ALI displays will be equally bad.

I'm convinced that, in the 9-1-1 world, bad data that is believed is worse than no data at all. Secondly, one should avoid too much detail when developing PBX data for submission to the ALI system via PS/ALI. For example, if we would have loaded the ALI data base (via PS/ALI) with the following information: (612) 348-7201 is a line located on a phone on the upper left hand corner of this writer's desk in Room B911 of City Hall, 325 S. 4th St. in Minneapolis — all that has to happen for the data base to become inaccurate is for me to get fired, or replaced in some other way. Avoid information that is too specific. Here is the final caution: We, the 9-1-1 PSAP managers of the world, are not the ones who need to or will be the purchasers of these solutions. We may buy them for our own organization's PBX system, but it is all those PBX systems out there in the real world that are the target audience.

It is my view that we don't want these PBX owners running out willy-nilly and buying these solutions and implementing them without first consulting with us as to what our needs and desires are. Therefore, we need to develop a mechanism

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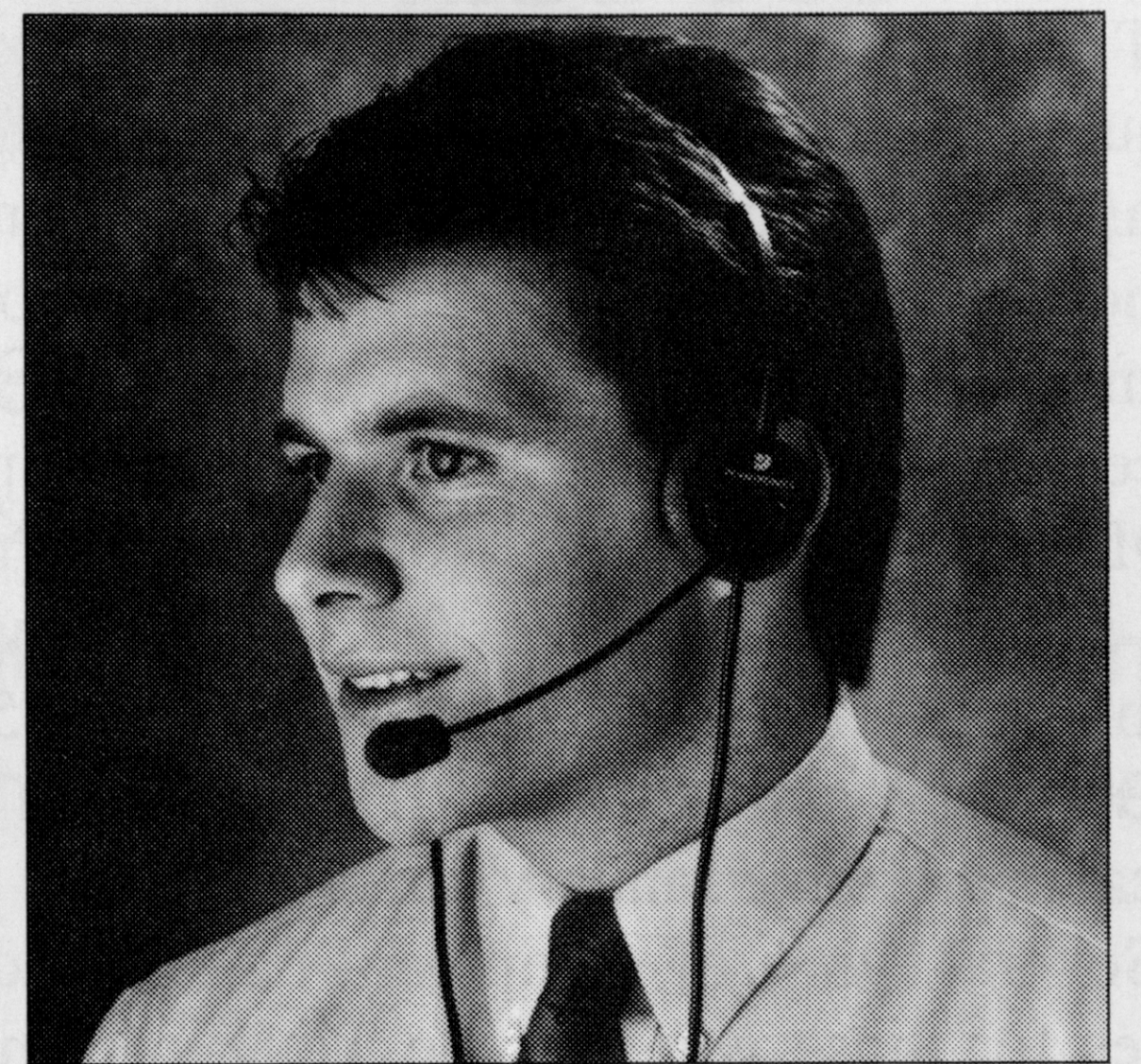
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