

# VoIP Emergency Response Guide

A VoIP solution is more than just a phone system—it is a security tool that bolsters emergency response plans and enhances overall safety.

Emergencies happen—from intruders to natural disasters—and a detailed emergency response plan is critical in minimizing risk, coordinating resources, and ensuring the safety of students and staff. By deploying a VoIP service, organizations can seamlessly connect and secure an entire campus in the event of a crisis.

## How to leverage your communication platform in every phase of emergency management:



### PHASE 1 PREVENT

**Action Step:** An effective emergency response plan begins with prevention. Districts should identify vulnerabilities and take preemptive measures to reduce the likelihood of an incident and mitigate or lessen its impact.

**How VoIP Can Help:** Innovative VoIP security devices help safeguard against intruders and potential threats. Enhancements like video and audio door phones enable staff to see and communicate with visitors before granting them access. To unlock the door remotely, staff members can simply enter a code on their ENA SmartVoice phone.

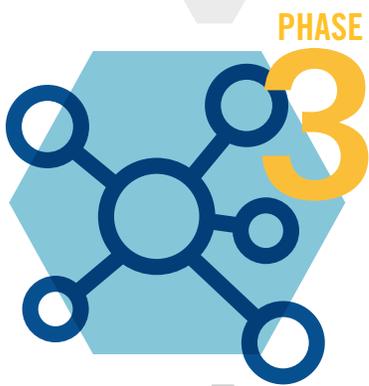


### PHASE 2 PREPARE

**Action Step:** Once the district has assessed its risk, the next step is preparation. Long before disaster strikes, it is important to equip your facilities and staff with the tools necessary to facilitate a calm and efficient response.

**How VoIP Can Help:** Districts can use a paging adapter to create pre-recorded, directive messages for use during an emergency. Activated by dialing an extension on an ENA SmartVoice phone, the customized announcements can be delivered building-wide over IP speakers and IP desk phones while staff and teachers focus on relocating students and responding to the incident.





PHASE

## RESPOND

**Action Step:** When an emergency does occur, a timely, organized, and safe response is crucial. Districts can empower teachers and staff to respond rapidly and efficiently by ensuring they remain connected to emergency response personnel—and one another—at all times.

**How VoIP Can Help:** Enhanced 911 dial notification services notify designated staff the moment an emergency call is made from an ENA SmartVoice phone. The notification includes the exact time the call was made as well as the extension or line that made it. ENA's optional 911 routing enhancement feature also gives designated district personnel the ability to actively participate in an in-progress 911 call and assist in directing and informing responders.

Additionally, the ENA SmartVoice Go mobile app extends your desktop phone capabilities to your smartphone and allows internal staff to communicate with one another using Wi-Fi, 3G/4G, or LTE, even when the local Public Switched Telephone Network (PSTN) is congested.



PHASE

## RECOVER

**Action Step:** In the wake of a crisis, it is time to recover and rebuild.

**How VoIP Can Help:** ENA SmartVoice, our fully hosted VoIP solution, is built on ENA's reliable cloud infrastructure, so you don't have to worry about damage to on-premises servers. Designed to optimize resiliency and dependability, ENA SmartVoice gives you one less thing to worry about after a catastrophic event.



To learn more about how **ENA SmartVoice** can transform your communication platform and enhance security across your entire campus, visit [www.ena.com/smartvoice/](http://www.ena.com/smartvoice/)

### About ENA by Zayo

ENA delivers transformative connectivity, communication, cloud, cybersecurity, and technology services. Our 99% customer satisfaction rating and world-class net promoter score (NPS) demonstrate our commitment to delivering exceptional customer care. For more information, please visit [www.ena.com](http://www.ena.com), call 866-615-1101, or email [info@ena.com](mailto:info@ena.com).

