Cisco Desk Phone 9800 Series + InformaCast

Enhance safety with the push of a button

singlewire software

What is the 9800 Series?

- The latest phone line from Cisco, described as "more than a desk phone"
- Features a dedicated "action button" that can tie into InformaCast to initiate a scenario
  - Can fulfill panic button requirements for Alyssa's Law in K-12 and more
- Can be used with Cisco phone calling platforms (UCM & Webex)

InformaCast Compatibility

**Action Button
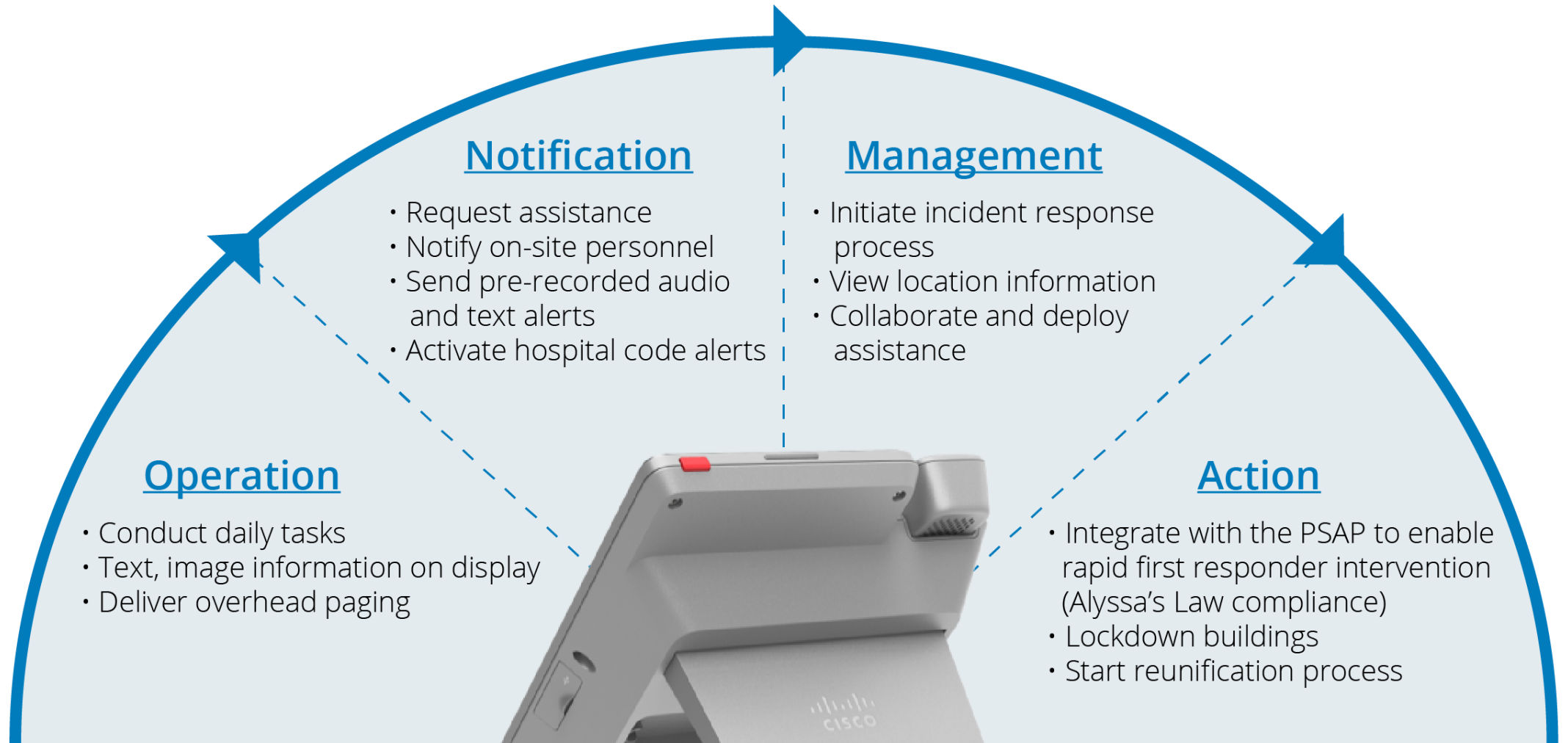For Safety**

**Favorite Button
for Operations**

Initiate scenarios for emergency management:
- Action button offers one-touch access for on-site safety
  - Silent panic buttons support Alyssa's Law for K-12
  - Send "Code Blue" pages from hospital rooms
  - Request emergency assistance need in retail
  - Alert others about equipment failures in manufacturing
  - Request help for a personal health emergency
  - Initiate a scenario manage an incident
  - Assist with building controls, i.e. lockdown, shutdown cooling at night
  - Many other options, i.e. attendance check-in

Leverage InformaCast IVR for multifunction support
- Favorite button offers one-touch access for daily operations
  - Conduct overhead paging
  - Send recorded audio and text notifications
  - Have notifications appear on displays
  - Initiate pre-programmed InformaCast activities such as incident management, building lockdowns, or evacuations

9800 Series + InformaCast Benefits

Notification
- Request assistance
- Notify on-site personnel
- Send pre-recorded audio and text alerts
- Activate hospital code alerts

Management
- Initiate incident response process
- View location information
- Collaborate and deploy assistance

Operation
- Conduct daily tasks
- Text, image information on display
- Deliver overhead paging

Action
- Integrate with the PSAP to enable rapid first responder intervention (Alyssa's Law compliance)
- Lockdown buildings
- Start reunification process

Additional Phone Support

- InformaCast now supports Cisco Wireless Phone 840 and 860

- Functionality includes:
  - Text/image to display
  - Audio using device speaker
  - Programmable DialCast

- There is a panic button on top that has been tested for sending InformaCast a SURL, which can initiate a scenario

- Target segments:
  - Healthcare
  - Manufacturing/Industrial
  - Higher Ed

Coming Soon...

- Text to MultiProtocol Phone (MPP) support
  - Available May 15
- Will support text, image and colors

Internal SW Only

The Impact on Cisco and Singlewire

- Cisco:
  - Consolidate all phones models into four sets: 9841, 9851, 9861, 9871
  - Lower cost and more security features
  - Deliver new capabilities to drive differentiation and refresh
  - Cisco phone installed base is 110M, with an annual sales volume of 20M (refresh and new)

- Singlewire:
  - Singlewire is only company Cisco is working with for safety and notification
  - Opens the door for more conversations with end users, Cisco sellers and resellers on options for the new buttons
  - Opens a broader conversation into all verticals (not just K-12).
  - The action button can be programmed to speed dial 911 calls as an option, i.e. RedSky

Details

- Ordering:
  - 9841 and 9851 are orderable April 1, shipping in May
  - 9861 and 9871 are orderable in May, shipping in July
- Action button features:
  - Can be configured for single short press, single long press or press 3Xs
  - There is a cancel confirmation on the screen with a programmable timer
- InformaCast implementation:
  - Multicast capable for UCM in May (caveat: working through a bug), Webex Calling in August
  - Dialcast capable in May, SURL in August: No Alyssa's Law until July
  - Text to MPP coming in May, 9800 in August