



Sweet-CAD ANI/ALI Interface

Definitions

PSAP: Public Safety Answering Point. All PSAPs utilizing ANI/ALI have specialized phone systems installed at their building to handle 911 calls. These phone systems have displays associated with each 911 call taker phone to display the ANI/ALI information for calls received on that phone.

Primary PSAP: A PSAP that has primary responsibility for answering 911 calls. When you dial 911, your call will be routed to the Primary PSAP responsible for your area.

Secondary PSAP: A PSAP that normally only receives 911 calls that are transferred from a Primary PSAP.

ANI: Automatic Number Identification. This is a service available to PSAPs that provides a display of the caller's phone number on all incoming 911 calls. This is similar to - but not the same as the caller ID service available from many phone companies.

ALI: Automatic Location Identification. This is a service available to PSAPs that looks up the phone subscriber information based on the ANI received. The information provided on 911 calls from traditional wired phones will include the subscriber's name and address, as well as the names of the Police, Fire, and EMS agencies responsible for that address. The information provided on 911 calls from a wireless phone (cell phone) may include the Latitude/Longitude of the location of the phone, but typically will not include an address.

Enhanced 911: Term used to describe 911 systems that use ANI/ALI data. It is often abbreviated as E911.

Function

The *Sweet-CAD* ANI/ALI interface receives ANI/ALI data from the E911 phone system, and creates a new incident - automatically populating data from the ANI/ALI message into the incident card. Exact functionality varies depending on the configuration.

Configurations

There are two possible configurations for ANI/ALI interfaces to *Sweet-CAD*. These are defined as ANI/ALI PSAP and ANI/ALI Remote.

ANI/ALI PSAP: This configuration is only for PSAPs with Enhanced 911 service. The E911 phone system must have a CAD interface capability. *Sweet-CAD* will create a new incident upon receipt of a 911 call, and will open the incident card on the *Sweet-CAD* workstation that is associated with the E911 phone position that answers the call.

ANI/ALI Remote: This configuration is for dispatch centers that are not PSAPs, but do receive a feed of ANI/ALI data from the PSAP. This configuration requires a **single format** of ANI/ALI data received from the PSAP, and a dedicated data line from the PSAP that transfers calls to the dispatch center. The transferred 911 calls are typically answered on a business telephone system. *Sweet-CAD* will create a new incident upon receipt of the ANI/ALI data, but cannot open the incident card on a *Sweet-CAD* workstation.

All ANI/ALI data must be received in a single consistent format.

Ortivus

2324 Sweet Parkway, P.O. Box 276 | Decorah, Iowa USA 52101-0276
Telephone: 800 537 3927 | Fax: 563 387 9333 | info@ortivusna.com | www.ortivusna.com

