



## FAQs

### Emergency Management Suite & 911Cellular Panic Buttons



#### Emergency Management Suite (EMS)

##### Why do I need Navigate360's EMS?

Traditional point solutions are not enough. When schools are faced with potentially dangerous or life-threatening situations, they need a reliable way to communicate with internal staff and share information with first responders. Navigate360's EMS is the best way to ensure the safety and security of a school campus from preparedness through recovery and be at the ready for compliance reporting.

##### Can EMS assist with Emergency Operation Plans (EOPs)/Safety Plans?

Yes. Schools should, and some are required to, complete and submit EOPs/safety plans to the state, but some states do not provide an outline to support the various components that must be included. This is where our EMS can help. Schools no longer need to struggle to complete the plans or try to manage multiple versions because our EMS provides federally/state-aligned templates with wizard guidance to support plan development and serve as your source of truth.

##### Can EMS house documents for staff access?

Yes. EMS is designed to be the source of truth related to your school's safety and security needs. Through our virtual binders feature, schools can organize all documents in a centralized location. Binder creation can organize anything from floor plans, safety plans, call lists and other related documents which schools can publish for immediate access. Furthermore, when a change needs to be made to the plan, the update is available for

immediate use so staff no longer have to guess which version is most current.

##### Does EMS have a mobile app?

Yes. EMS has a mobile app that can be downloaded for Android or iOS devices. The mobile app allows full access to all EMS features while you are on the go, including alert initiation to first responders for a critical incident.

##### Does EMS have a drill log and scheduling feature?

Yes. EMS allows schools to schedule yearly drills, set reminders and log drill activity. EMS also provides historic drill log data and will easily support submission requirements to the Department of Education.

##### Can floor plans and maps be uploaded into EMS for first responders to access?

Yes. During an emergency, every second counts. EMS provides first responders with advanced visibility of the facility so they can better coordinate entry during a critical incident.

##### Does EMS contain a silent panic alert?

Yes. EMS is equipped with a silent panic alert so security staff/professionals can be discretely notified of a concerning situation along with first responders, as appropriate. Schools can also have layered protection coverage if they purchase 911Cellular's panic buttons.

These include computer and mobile device buttons, wearables and wall-mounted devices which are all connected to first responders via a Public Safety Answering Point (PSAP)/911 Dispatch integration, so there is no delay during a crisis. This means that schools whose states require access to silent panic alert buttons and/or Alyssa's Law compliance can easily meet the mandate and save lives with Navigate360's product offerings.

### Does Navigate360 charge by product features and for implementation support?

No. Navigate360 believes in providing customers with thoughtful, cloud-based solutions to meet all of their safety and security needs without nickel-and-diming for every feature, onboarding implementation support or training.

## 911Cellular Panic Alert Buttons

### Can a school/district purchase 911Cellular's panic buttons from Navigate360 without purchasing the Emergency Management Suite?

No. Schools must maintain the safety and security of students and staff. In doing so, they must log drills, provide access to safety plans, be able to respond during a crisis and reunify students and caregivers. These things cannot be accomplished through the sole purchase of panic buttons. Schools need solutions that offer a holistic approach to safety. In the event of a critical incident, our panic alert buttons, powered by 911Cellular, provide direct connection to first responders and are integrated with EMS so school administrators and security personnel can quickly respond to the incident.

### Why do schools have to download 911Cellular's safety app and the EMS app?

The 911Cellular safety app provides schools with immediate access to a silent panic button, even from a locked

cell phone screen on iOS devices, in order to contact first responders via PSAP integration. In addition, the EMS app can contact first responders, but it also empowers schools to immediately respond and manage an incident, including reunification of students and parents.

### Does the panic button work in low-signal areas of the building?

911Cellular's mobile panic button has improved safety protection with communication signal alert delivery in low-signal zones through signal redundancy delivery (cellular and Wi-Fi). However, computers, wearable and wall-mounted buttons are supported by the onsite Wi-Fi network. Additionally, with this state-of-the-art system, schools will not incur additional infrastructure spend for wearable or physical panic button integration, such as Bluetooth beacon or RFID.

### Do 911Cellular's panic buttons have location accuracy?

Yes. The panic buttons have location accuracy for floor and room number that has been independently tested and verified by the National Institute of Standards and Technology (NIST). When an alert is initiated from the panic button, the closest Wi-Fi access point with the strongest signal is associated with the device to provide the location where the alert was activated. **Note:** Room location accuracy requires additional mapping fee.

### Do the panic buttons have audio & video streaming capabilities and can they be integrated with security cameras?

Panic alert buttons on Windows client applications have audio and video streaming. Wearable badge panic buttons have the ability to stream audio. Mobile devices (iOS or Android) can stream video, while smartwatches are not able to stream. It is important to note that for streaming to work, the device must be enabled to do so. Districts can determine if they want to enable



this feature for computer installation and on owned mobile devices. Lastly, if the feature is enabled, no one can turn on the audio or video stream, including law enforcement. For privacy, streaming can only occur if an alert is initiated, and the device is configured to permit the stream delivery. **Note:** *Panic buttons have the ability to integrate with security cameras that have a URL. If this feature is leveraged, up to 5 nearby security camera feeds can be visible to 911 Dispatchers.*

### Can the panic button initiate an alert from a locked mobile device?

During a critical incident, there is no need to unlock your device. On your iPhone, simply swipe to access the widget and initiate contact with first responders via PSAP. Android phone users can access the mobile safety app from the home screen.

### Do the panic buttons have access control capabilities?

It is possible to have the panic buttons integrate with facility doors to control locking. However, this is contingent upon the door system specs & will require Navigate360 to facilitate a customer connection with 911Cellular. Furthermore, additional fees may be incurred by the customer for 911Cellular to configure the door locks.

### Is there an added cost to install the software on all computers and tablets within the school?

No. When the panic alert button software bundle is purchased, schools can install the program on all devices within the building, thereby ensuring easy access to contacting first responders or security personnel.



### Do the panic alert buttons require Bluetooth (BLE) or Radio-Frequency Identification (RFID) tags like badge-based panic buttons?

No. Our panic alert buttons do not require BLE or RFID tags, which is a cost savings to the district/school.

### When staff are off-site with students and an incident occurs, does the badge wearable panic button provide access to 911 Dispatch?

No. The badge wearable provides access to first responders via the PSAP when staff are on-site, not off-site. Through geo-fencing technology & the mobile safety app, staff can connect to first responders when they are at an off campus event.

### Does any of Navigate360's panic button devices powered by 911Cellular provide off campus protection?

Yes. Schools can outline a geofence around the location staff and students will be for the off-site event. Should an incident occur, the staff member can use the panic button safety app to initiate an alert that will contact the local PSAP. Additionally, with the EMS integration, the school & district will also be notified of the alert that was initiated.

### Why should I purchase my safety and security solution from Navigate360?

Navigate360 is the pioneer and industry leader of solution suites that meet modern-day school safety needs and support whole-child wellness and success. We offer holistic solutions ranging from student prevention and intervention curricula needs to teacher professional development and whole-school integrated safety and security platforms to ensure students and staff have 360-degree protection.

### Does Navigate360 offer technical support?

Yes. Individuals needing assistance can contact [Tech@navigate360.com](mailto:Tech@navigate360.com) or call the **Support Line at 1-330-661-0106.**

[Navigate360.com](https://www.navigate360.com)



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