

SENTRYALERT™

Remote Investigator Alarm And Monitoring Software For SentryLink

SentryAlert Software Assists Law Enforcement

An investigator working on a drug investigation has reason to believe that a recently incarcerated inmate is associated with that investigation. The investigator also has a list of phone numbers of individuals connected to the investigation. The investigator wants to immediately listen to any phone call made by the specified inmate and any phone call made from the jail to one of the "hot list" phone numbers.

With SentryAlert, the inmate phone system can automatically call the investigator and allow him/her to listen to that phone call from any phone anywhere in the world. The investigator will hear the following:

"Hello, this is the remote monitoring operator with an alarmed call from {correctional facility name}. Case reference number #####. Please enter your access code now."

In addition, upon call completion, the system can automatically email a recording (standard WAV file) of the conversation to that same investigator. The body of the message will contain relevant call information and the recording for that call will be attached to the email message.

SAMPLE EMAIL MESSAGE:

Case Reference Number: 6432
Date/Time: 10/14/03 14:25:00
Destination Number: 2516399884
PIN Number: 5435125
Length: 5.7

SentryAlert software is an optional add-on module for Public Sector Technologies' SentryLink software version 3.01 or higher. The SentryVoice software module must also be installed. SentryAlert also requires a special hardware component to which telephone lines (up to four) are connected for the purpose of calling investigators.

Features

- Alarm parameters consist of the phone number dialed, PIN used, inmate phone location, or a combination of these items. There is no limit on the number of alarms that can be assigned.
- Alarms are triggered at call acceptance on automated collect calls and upon call delivery on other types of calls (free, prepaid phone card, etc.).
- Each alarm can be assigned a case reference number and that number can be automatically provided to the investigator receiving the remote monitoring call.
- Up to ten investigators can be assigned in the system. Parameters for each investigator include the phone number to call, the days of the week to call, the time of day to call and an access code. If an alarmed call takes place on a day or at a time not allowed for a particular investigator, then the system will hold the alarm and call the investigator at the next available allowed day/time.
- In a situation where the SentryAlert system encounters a busy signal, no answer or voice mail when trying to contact an investigator, the system can be configured so that a set number of call attempts can be made on each alarmed call.
- An investigator listens to an alarmed call from the beginning even though the call may be in progress. Options to rewind, fast forward, and start from the beginning are available while listening to an alarmed call.
- Investigators, with the proper access code, can also dial into the SentryAlert system from a remote telephone and access recorded alarmed calls that are concluded. Investigators can access the most recently concluded call matching the requested case reference number, PIN, inmate phone location, or destination phone number.