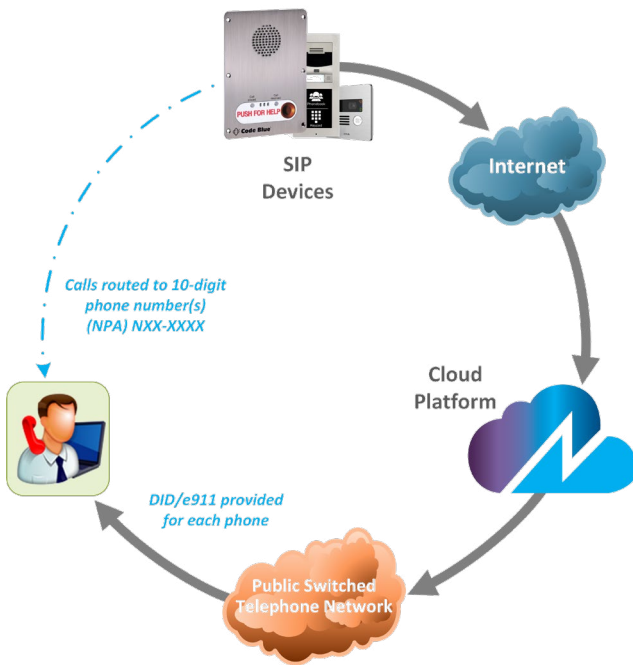# BLUE ALERT® INTERCONNECT

Code Blue®

Product Summary

Blue Alert® Interconnect powered by Nebula provides a cloud-based, fully managed platform that simplifies IP phone deployment by offering functions like SIP registration, dedicated 10-digit phone numbers, Direct Inward Dialing (DID)/e911, call routing, and more. This helps end users reduce the cost of their infrastructure, configuration labor, and ongoing maintenance.

Blue Alert® Interconnect is a powerful PBX Solution, allowing you to route your calls to a security desk, third-party answering service, a mobile device, or another number of your choice. Call redirect, also known as call forwarding, is a feature that lets you send incoming calls to a different number. This can be useful in a variety of situations, such as when the called party is unavailable to answer, busy with another party, out of range, etc.

SIP Devices
Internet
Calls routed to 10-digit phone number(s) (NPA) NXX-XXXX
Cloud Platform
DID/e911 provided for each phone
**Public Switched Telephone Network**

Features & Benefits

✔ **Reduce Upfront Costs**
No need for expensive hardware installations or maintenance contracts. You simply pay a yearly subscription fee for the service.

✔ **Scalability**
Easily adjust your service plan as your business grows or shrinks, avoiding overspending on unused capacity.

✔ **Simplified Management**
Code Blue handles platform updates, security patches, and cloud infrastructure maintenance.

✔ **Station Identification**
Each device account includes a dedicated 10-digit phone number.

✔ **Rapid Deployment**
Connect intercoms and speakerphones to the PSTN quickly without lengthy hardware installations.

✔ **Location Independence**
Connect your SIP device from anywhere with an internet connection.

✔ **Enhancing Customer Service**
Offer onsite assistance in situations that are not potentially dangerous and may not require traditional police or emergency personnel.

✔ **Flexible Call Routing**
Route calls anywhere using 10-digit phone numbers including call redirect options.

BLUE ALERT® INTERCONNECT

Code Blue®

Call Routing

Minimum Device Requirements

✔ SIP capable device

✔ TLS1.2

✔ Capable of SRTP (Secure RTP audio)
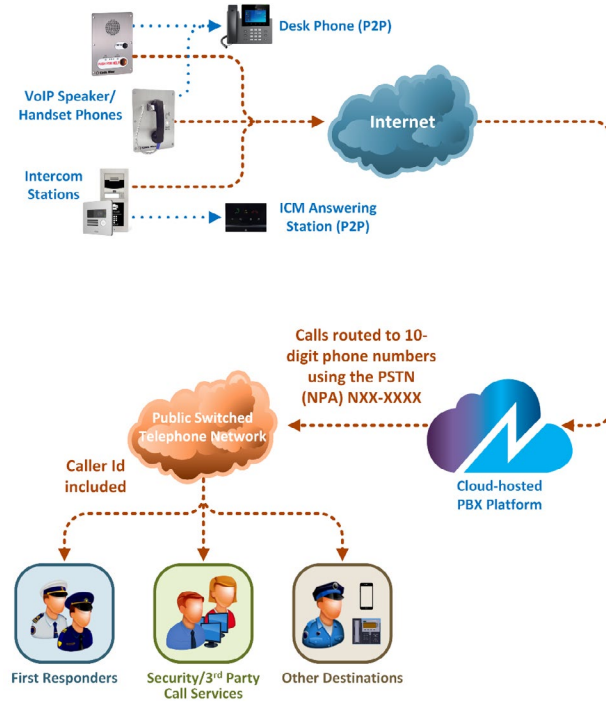
Part Numbers

Part #	Description	Service	Term
SLNI-PC-12	Partner Cloud New VoIP Extension (12mo)	New	12-months
SLNI-PC-24	Partner Cloud New VoIP Extension (24mo)	New	24-months
SLNI-PC-36	Partner Cloud New VoIP Extension (36mo)	New	36-months
SLNI-PC-60	Partner Cloud New VoIP Extension (60mo)	New	60-months
SLNI-PCDP01BUND-60	Partner Cloud New Bundle (60mo) Includes BA Interconnect and 1GB cellular data plan	New	60-months
SLNR-PC-12	Partner Cloud Renewal VoIP Extension (12mo)	Renewal	12-months
SLNR-PC-24	Partner Cloud Renewal VoIP Extension (24mo)	Renewal	24-months
SLNR-PC-36	Partner Cloud Renewal VoIP Extension (36mo)	Renewal	36-months
SLNR-PC-60	Partner Cloud Renewal VoIP Extension (60mo)	Renewal	60-months
SLNR-PCDP01BUND-60	Partner Cloud Renewal Bundle (60mo) Includes BA Interconnect and 1GB cellular data plan	Renewal	60-months

Note: Specifications subject to change without notice or obligation on the part of Code Blue Corporation.

Code Blue®

Frequently Asked Questions

Q: Who is Code Blue?

A: Headquartered in Holland, Michigan, Code Blue is an industry-pioneering manufacturer of emergency communication solutions in public spaces. We enable property owners and public safety officials to assist visitors with their safety and mobility needs. Our iconic blue light phone stations are widely recognized for helping people feel safe and be safe. Today, these durable and visible products are available with the latest cloud and telecom solutions.

Q: What is Nebula?

A: Code Blue's cloud-based Nebula communications platform securely delivers call routing services over the Internet and Public Switched Telephone Network (PSTN) with a subscription model. Hosted on Amazon Web Services (AWS), Nebula runs on a global infrastructure that is highly reliable and secure. This means that you can be confident that your applications and data will always be available.

Q: What is Blue Alert® Interconnect?

A: Blue Alert® Interconnect provides a cloud-based, fully managed platform. It is a powerful PBX Solution, allowing you to route your calls to 911, a dispatch desk, a mobile device, or another number of your choice. Call redirect, also known as call forwarding, is a feature that lets you send incoming calls to a different number. This can be useful in a variety of situations, such as when the called party is unavailable to answer, busy with another party, out of range, etc.

Q: What are the minimum device requirements for connecting to Blue Alert® Interconnect?

A:
- ✔ SIP capable device
- ✔ TLS1.2
- ✔ Capable of SRTP (Secure RTP audio)

Q: How do I order Blue Alert® Interconnect subscriptions?

A:

1 Order cloud subscription(s) from an authorized Code Blue reseller: https://codeblue.com/distributors/.

2 Complete cloud turn-up and configuration web form: https://codeblue.com/blue-alert/interconnect/turn-up/.

3 Code Blue will provide authentication credentials.

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Code Blue

Frequently Asked Questions

Q: Are volume-based discount levels available?

A: Yes. For large projects, feel free to submit a project registration form for review, https://codeblue.com/register/.

Q: Which part numbers do I need to order?

A: Cloud subscriptions are sold per device.

Part #	Description	Service	Term
SLNI-PC-12	Partner Cloud New VoIP Extension (12mo)	New	12-months
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Q: When the time comes, how do I renew my Code Blue Services?

A: Typically, you will hear from us well before your services expire to discuss renewal options. Renewal reminders are automatically sent out 60, 30 & 15 days prior to expiration. However, you are always more than welcome to get the process started on your own by visiting https://codeblue.com/blue-alert/interconnect/turn-up/, completing the form, & submitting it to us.

Q: How can I obtain a renewal quotation?

A: You can send a quote request to cloudservices@codeblue.com.

Q: What happens if I do not renew my services?

A: If your services are not renewed, your device will lose the ability to route calls to 10-digit, external phone numbers.

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Frequently Asked Questions

Q: When I renew my services, do I have options for longer terms?

A: Yes, Code Blue offers Blue Alert® Interconnect subscriptions in 1-, 2-, and 3-year terms.

Q: Can my renewal dates be adjusted to align with my fiscal term?

A: Yes. We can work with you to ensure that your renewals can occur in accordance with a specific timeline that fits your organization's needs.

Q: If I purchase additional subscriptions, can the service renewals be combined so they all occur at the same time?

A: Yes, similar to how we can adjust your renewal schedule to align with fiscal needs, we can also coordinate additional services to renew at the same time, so you aren't stuck managing multiple renewal dates for multiple products purchased at different times.

Q: I am currently the person at my company responsible for managing our Blue Alert® Interconnect services details, but I am taking on a new position or will be leaving my company soon. What do I need to do?

A: Simply email us at cloudservices@codeblue.com & provide us with the contact information for the person who will be handling it going forward, or a general contact if that information is not known at the time of the change.

Q: Who can I contact if I have an issue with or questions about my Code Blue products?

A: Your integrator or support team will provide the first level of support.

> For escalations (second and third level priority), you can contact Code Blue using the following methods:
> - ✔ **Questions about your services:** cloudservices@codeblue.com
> - ✔ **Help with product functionality:** technicalsupport@codeblue.com

Q: What does Code Blue do with my contact information?

A: Code Blue does not sell any of our customers' personal information. Please see our Privacy Policy for complete details.