

Cisco ER + E911 Anywhere®

FOR CISCO UNIFIED COMMUNICATIONS MANAGER

E911 Anywhere® complements Cisco Emergency Responder to deliver a complete E911 solution.

FEATURES

- » Routes 9-1-1 calls to any PSAP in the USA or Canada based on the location of the caller
- » Seamlessly integrates with Cisco ER so location information is automatically uploaded and MSAG-validated
- » Sends multiple levels of emergency notifications including SMS text, email and security desk “screen pops”
- » Works with MyE911® to provide enterprise-wide softphone support for remote workers

FOR MID-SIZE AND LARGE DISTRIBUTED ENTERPRISES

E911 Anywhere® combines with Cisco Emergency Responder (Cisco ER) to provide a comprehensive, automated E911 solution for more complex organizations. While Cisco ER works with Cisco Unified Communications Manager (CUCM) to automatically track SIP and H.323 phone locations, E911 Anywhere® replaces costly local 9-1-1 trunking and multiple PS-ALI contracts from Local Exchange Carriers with consolidated, national 9-1-1 call routing and MSAG address validation. E911 Anywhere® also offers multiple levels of 9-1-1 call notification including SMS text, email and security desk “screen-pop” notifications.

The Cisco ER+E911 Anywhere® solution is fully automated and delivers real-time location updates for highly mobile users and the ability to support hundreds or thousands of remote locations.

DRIVING COSTS OUT OF E911

Cost savings over traditional E911 solutions can be dramatic when combining Cisco ER with E911 Anywhere®. RedSky’s cloud-based

network service approach consolidates and routes all 9-1-1 calls through a central point, so organizations no longer need costly trunks at multiple sites to handle 9-1-1 call traffic. E911 Anywhere® also stores Automatic Location Identification (ALI) records in its own Dynamic ALI database, eliminating the need for PS-ALI contracts with the LEC and monthly storage charges.

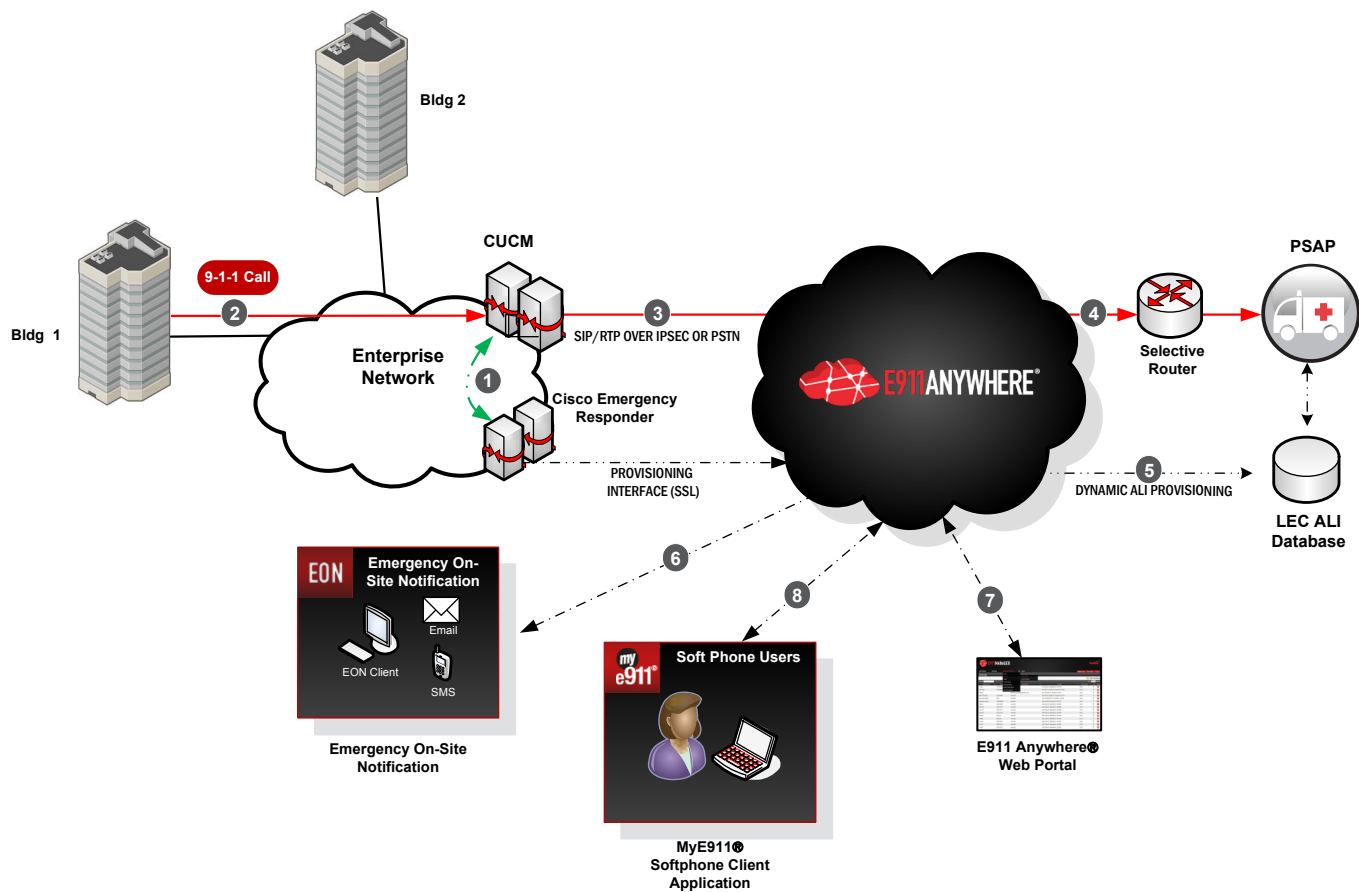
ARCHITECTURE

E911 Anywhere® is powered by a highly redundant and scalable architecture that combines multiple levels of systems redundancy with Tier One infrastructure providers. Our network connects with every 9-1-1 selective router in the United States and Canada to route emergency calls to any public safety answering point (PSAP) based on the location of the caller.

Beyond the architecture, E911 Anywhere® offers fail-over protection through an emergency call center staffed 24/7 by personnel specially trained to handle emergency calls. The E911 Anywhere® optional PLUS Bundle provides call recording, call barge-in, and call monitoring.



RedSky E911 Anywhere® and E911 Manager® have tested compatible with Cisco Unified Communications Manager. Go to www.cisco.com/go/compatibledisclaimer for disclaimer.



HOW E911 ANYWHERE® WORKS

1. Cisco ER works with CUCM to track the location of all phones in the enterprise and creates location records for each phone. Location records are automatically sent to E911 Anywhere®, MSAG-validated and stored in a Dynamic ALI database.
2. In the event a 9-1-1 call is placed from an IP phone, CUCM routes the call to Cisco ER.
3. Cisco ER converts the calling party's number to the route pattern configured for the caller's ERL and routes the call to E911 Anywhere®.
4. E911 Anywhere® retrieves the location record of the calling number, determines the correct PSAP, creates routing instructions and sends the call to the PSAP.
5. Simultaneously, E911 Anywhere® dynamically populates the ALI record in the LEC PS-ALI database with the emergency caller's location and callback number (ELIN). The PSAP retrieves this information with a data query to the LEC PS-ALI database.
6. E911 Anywhere® sends 9-1-1 call alerts to all users in the enterprise that have subscribed for 9-1-1 call alerts in the E911 Anywhere® portal.
7. Administrators can log into the E911 Anywhere® Web portal from any computer to administer the application, configure reports and subscribe to 9-1-1 call alerts.
8. Mobile users with Jabber clients can use the MyE911® client app to establish their location outside the enterprise.

REQUIREMENTS

Internet access to the E911 Anywhere® Web-based administration portal

TRUNKING OPTIONS FOR E911 ANYWHERE®

ISDN PRI trunking from the call server/PBX

CISCO PLATFORM SUPPORTED

E911 Anywhere® works with Cisco Unified Communications Manager (CUCM) and Cisco Emergency Responder (Cisco ER). Cisco ER must be programmed to send all 9-1-1 calls to E911 Anywhere® for routing to the proper PSAP.

ABOUT US

RedSky is the leading provider of on-premise and cloud-based E911 solutions with more customers, more technology, and more experience than any other provider. More than a million workers, students, guests and visitors rely on RedSky for E911 protection.