



E911 Manager® Version 6 delivers the most comprehensive, automated E911 protection for today's complex enterprise networks.

## FEATURES

- » Tracks all enterprise phones (including WiFi and softphones) in real time and monitors for 9-1-1 calls
- » Automatically sends location updates to all regional ALI databases in the USA and Canada
- » Sends real-time notifications to security and administrators when a 9-1-1 call is in progress
- » Works with E911 Anywhere to route all 9-1-1 calls to the correct emergency call handler

### OVERVIEW

First launched in 1999, E911 Manager is the leading software application for managing E911 within the enterprise. Now on Version 6, E911 Manager has the features you expect from a true enterprise application. Over 500 enterprises, including 50 Fortune 500 companies, have standardized on E911 Manager to meet their E911 requirements and improve their security profile.

### DEPLOYMENT ARCHITECTURE

E911 Manager Version 6 now offers two deployment architectures. E911 Manager can be deployed within the enterprise in a virtual environment or on a dedicated server. A single instance of E911 Manager can support multiple call servers/PBXs in single platform and hybrid networks. Customers looking to take advantage of cloud computing and reduce their capital expenditures and IT staffing costs, can opt to deploy E911 Manager as a service through RedSky's managed private cloud. Regardless of deployment model, E911 Manager is highly scalable and reliable.

E911 Manager Version 6 is a core application with a series of value-added modules that extend the application to deliver 9-1-1 call notifications, track the location of WiFi phones and provide E911 support for mobile softphones.

### CAPABILITIES

**TRACKING IP PHONES:** The mobility made possible by IP (SIP and H.323) phones presents challenges for administrators in tracking the location of users and providing E911 service. E911 Manager features four distinct, automated methods of tracking IP phones allowing real-time location updates.

**NETWORK REGIONS/IP RANGES:** This is the most common method for tracking IP and softphones inside the enterprise. Logical geographic regions (Floor 3 of Building 10) are assigned a dedicated block of IP addresses. Any phone that plugs into a network region gets one of its IP addresses. E911 Manager receives an event reporting the IP and MAC address of the phone when it registers with the call server then automatically determines the location of the phone using the network regions/IP ranges table in E911 Manager. E911 Manager then ensures that the proper ELIN (Emergency Location Identification Number) is outpulsed during a 9-1-1 call.

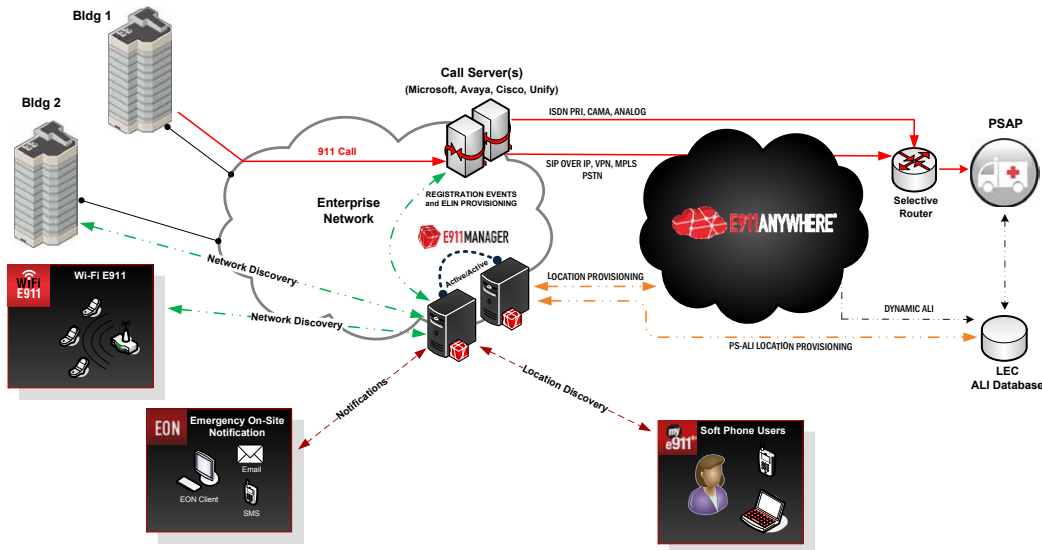
**LAYER 2 PORT LEVEL DISCOVERY:** This method allows you to assign a location to a network switch or assign a location to each port on a network switch. You can assign locations (ERLs) to your network using the E911 Manager GUI or by importing a network map into E911 Manager. When a phone plugs into the network and registers with the call server, E911 Manager recognizes the registration event and triggers network discovery to begin. The application then retrieves the IP and MAC address of the phone and continues network discovery by launching an SNMP query to every defined network switch. E911 Manager locates the switch and port for the phone, consults the network map in its database and ensures that the proper ELIN (Emergency Location Identification Number) is outpulsed during a 9-1-1 call.

**MOBILE SOFTPHONE AND LOCATION TRACKING:** E911 Manager supports mobile soft phone users or workers who use softphones to connect remotely with the corporate voice network. End users enter their location information into the MyE911 client installed on the laptop, or into the MyE911 for Mobile® app installed on their smartphone. This location information is then forwarded to E911 Anywhere for MSAG validation and to set up 9-1-1 call routing before releasing the softphone for use.

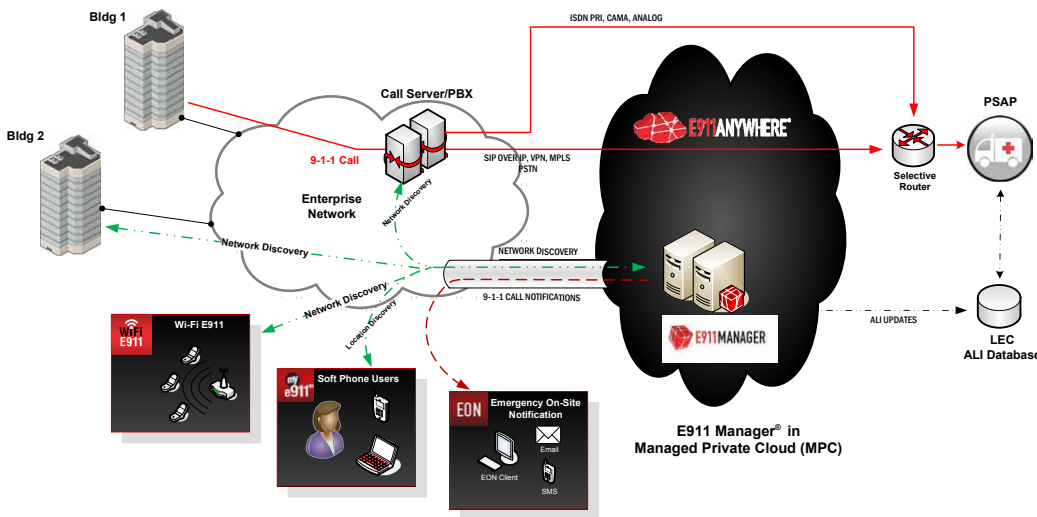
**WIFI PHONE TRACKING:** E911 Manager uses an optional module, WiFi E911, to track WiFi phones as they move from one access point to another by monitoring the WiFi controller. This unique capability allows us to track WiFi phones as they move on the network without having the phone "re-register" with the call server. Each access point is assigned a location (ERL) using the GUI and E911 Manager ensures that the proper ELIN is outpulsed during a 9-1-1 call.

**EMERGENCY ON-SITE NOTIFICATION:** Every minute that help does not arrive reduces survivability by 10 percent in medical emergencies. Emergency On-Site Notification (EON) is an optional module for E911 Manager that improves response time by notifying security and administrative personnel the instant someone on the network dials 9-1-1. EON sends a 'screen pop' alert with a loud alarm to security computers that includes the full location record. SMS messages can be sent to mobile security response teams and email notifications sent to administrators. The entire process is time-stamped and logged for audit purposes.

## ENTERPRISE DEPLOYMENT



## MANAGED PRIVATE CLOUD DEPLOYMENT



**REPORTING AND ALERTS:** E911 Manager delivers the most comprehensive set of reports and alerts in the industry. These reports allow administrators to monitor their E911 system via email and E911 Manager can pro-actively notify you of the successful completion of daily scheduled tasks. E911 Manager maintains a complete log of all events for compliance audit purposes.

**REDSKY PROFESSIONAL SERVICES:** RedSky offers a full range of professional services to help organizations plan, implement and maintain effective E911 protection. These services include installation and Training; Audit Services to establish accurate locations for all phones; Application Performance Monitoring and Administration Services to monitor E911 on a daily basis; and E911 Project Management Services.

**E911 ANYWHERE:** E911 Anywhere can accept and route a 9-1-1 call to any PSAP in the USA and Canada, eliminating the need for costly local 9-1-1 call trunking and multiple PS-ALI contracts with Local Exchange Carriers. E911 Manager Version 6 seamlessly integrates with E911 Anywhere giving you real-time location updates for highly mobile users and the ability to support hundreds or thousands of remote locations.

**INTEGRATION AND SCALABILITY:** E911 Manager is certified with Avaya, Cisco and Unify voice platforms. A single instance of E911 Manager is scalable up to tens of thousands of endpoints and can integrate with multiple call servers/PBXs from different vendors to provide centralized location tracking across the network. E911 Manager can be installed redundantly in different datacenters for fail-over operation or deployed as a service through RedSky's managed private cloud.

## REQUIREMENTS

E911 Manager® Version 6 is a Java/Linux application that runs on a customer-provided server or as a service via RedSky's private managed cloud. E911 Manager® Version 6 is also compatible with leading industry virtual server implementations such as VMware.

### COMPATIBILITY

- Avaya- ACM v4.x – 6.x with AES 5.2 and later Avaya Session Manager v6.1 and later
- Avaya – CS1000 v6.0 and later
- AS5300 – Release 3 and later
- Cisco- CUCM v7.x and later
- Unify – OpenScape Voice (OSV) v6.0 and later
- Microsoft Skype for Business – Lync Server 2010, 2013 and Skype for Business Server 2015

### MINIMUM HARDWARE REQUIREMENTS

Processor: Dual Core 2.4GHz x86 64-bit  
RAM: 2GB  
HDD: 100GB  
DVD-ROM  
Network Adapter: 100MB Full Duplex

### SUGGESTED HARDWARE REQUIREMENTS

Processor: Dual Core 2.4GHz x86 64-bit  
RAM: 4GB  
HDD: 100GB RAID5  
DVD-ROM  
Network Adapter: 100MB Full Duplex

### VIRTUAL ENVIRONMENT REQUIREMENTS

Platform: ESX(i) v3.5 or higher;  
Processor: Single vCPU  
RAM: 4GB  
HDD: 50GB

### NETWORK

E911 Anywhere® accepts 9-1-1 calls from either SIP or PSTN connections. The provisioning interface from E911 Manager® to E911 Anywhere® is SSL over the Internet.

## 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.