



# MyE911 for Mobile®



We're with you, wherever you go.®

MyE911 for Mobile® is a smartphone app that works with any UC softphone client to track the location of the smartphone inside and outside the enterprise.

## FEATURES

» Quick and easy location determination for mobile users

» Integrates with E911 Manager® or E911 Anywhere® for national 9-1-1 service

» Works with iOS and Android Smartphones

» A single MyE911® license gives you protection on both a laptop UC client and a smartphone UC client

### OVERVIEW

MyE911 for Mobile® is a smartphone app that works with any UC softphone client to track the location of the smartphone inside and outside the enterprise. Inside the enterprise, MyE911 for Mobile® tracks the building, floor and room of the user. Outside the enterprise, MyE911 for Mobile® works with RedSky's E911Anywhere® to validate locations automatically and route emergency calls to the appropriate public safety answering point (PSAP).

### E911 PROTECTION INSIDE AND OUTSIDE THE ENTERPRISE

#### INSIDE THE ENTERPRISE

MyE911 for Mobile® monitors the smartphone for location changes. If MyE911 for Mobile® is used inside the enterprise network and deployed in conjunction with RedSky's E911 Manager® and WiFi E911®, your location inside the enterprise is updated automatically by E911 Manager® and the MyE911 for Mobile® app indicates that your location has been updated. If MyE911 for Mobile® is deployed inside the enterprise without E911 Manager® the user will be prompted by MyE911 for Mobile® to update their location when they move outside the user provisioned boundary for a set period of time.

#### OUTSIDE THE ENTERPRISE

When MyE911 for Mobile® is used outside the enterprise, if the user stays in a new location for a set period of time, they are prompted by the MyE911 for Mobile® app to select a saved location (i.e. Home) or the app will suggest a location based on GPS and Google maps. Users can select the location and add additional information (i.e. Floor 15) to the location.

### ADDRESS VALIDATION

Users can choose a location from a previously saved list of locations, or a new location suggested by Google maps. If a new address is entered, it is sent to the E911 Anywhere® cloud service for validation. If the user makes a 9-1-1 call using the softphone or UC client that is connected to the enterprise phone system, E911 Anywhere® will route the call base on the user's location.

### EASY TO USE APPLICATION

MyE911 for Mobile® runs as an app on any Android V4+ or iOS v7+ based device and can be downloaded for free from the Google Play Store or Apple App Store. Your corporate administrator will have established a User Name, Password and Server Address that you will enter the first time. You will then be prompted for permission to run "location services" on the phone.

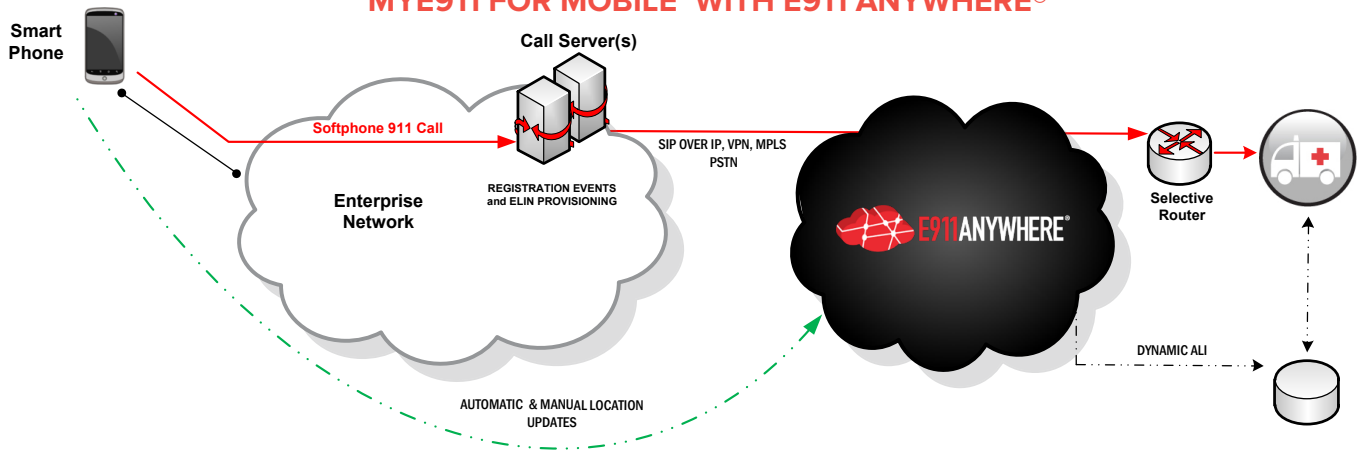
To use the MyE911 for Mobile® app, your enterprise must open a commercial account on the RedSky E911 Anywhere cloud service for address validation, national 9-1-1 call routing and 9-1-1 call notifications. A single license of MyE911® gives you the MyE911® client for a laptop and a MyE911 for Mobile® app for your smartphone.

The MyE911 for Mobile® application features two unique settings that make it convenient for the user to track their location throughout the day. The first setting, "Dwelling Time" is used to establish how long a user is at new location before the MyE911 for Mobile® app will prompt to user to establish a new location. The second setting, "Geo Boundary", establishes a boundary diameter in feet. If the user goes outside of the boundary, the app will wait until the user becomes stationary in a new location for the length of the Dwelling Time before asking the user if they want to establish a new location.

### HOW IT WORKS – DOWNLOAD AND SET-UP

1. User downloads the app from Google Play or the Apple App Store
2. User inputs the User Name, Password and Server Address provided by their corporate administrator
3. The app prompts the user to enable Location Services on the phone
4. User will receive the first prompt for location identification. User selects recommended location or adds a new location

## MYE911 FOR MOBILE® WITH E911 ANYWHERE®



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### HOW IT WORKS – INSIDE THE ENTERPRISE

1. User establishes their location using a saved location called “WORK” and then sets their Geo Boundary to (i.e. 500 ft. and Dwelling Time to 15 minutes).
2. User moves to another building and leaves the Boundary. After 15 minutes of Dwell time, the app prompts the user to update their location.
3. User selects the Saved Location “ Building 2, FLR 2
4. The new location is logged in the E911 Anywhere® cloud
5. User dials 9-1-1 on the UC Client
6. Call is sent by the UC platform to the E911 Anywhere® cloud where it is routed to the PSAP that services Building 2, Flr 2
7. 9-1-1 call notifications are sent to persons in the enterprise via SMS text, email, or “screen pop”.

### HOW IT WORKS – OUTSIDE THE ENTERPRISE

1. User leaves the enterprise to go home crossing the Boundary of 500 ft.
2. User commutes for 1 hour. Location is constantly changing so the Dwell time threshold of 15 minutes is not achieved.
3. User arrives Home and after 15 minutes of dwell time, is prompted to establish their location.
4. User selects “HOME” from their saved locations.
5. The E911 Anywhere® cloud is updated with their HOME location
6. User dials 9-1-1 on the UC Client
7. Call is sent by the UC platform to the E911 Anywhere® cloud where it is routed to the PSAP that services the HOME location
8. 9-1-1 call notifications are sent by the E911 Anywhere® Cloud to persons in the enterprise via SMS text, email or “screen pop”.

\* If MyE911 for Mobile is used inside the enterprise network and deployed in conjunction with RedSky's E911 Manager and WiFi E911, your location inside the enterprise is updated automatically by E911 Manager and the MyE911 for Mobile app indicates that your location has been updated. Additionally, when deploying E911 Anywhere and E911 Manager with Emergency On-Site Notification (EON), 9-1-1 call notifications are sent by E911 Manager.

### REQUIREMENTS

The MyE911 for Mobile® app is a feature of MyE911®, an optional module of RedSky's cloud-based national 9-1-1 call routing solution, E911 Anywhere®.

The MyE911 for Mobile® app runs on any Android device version 4+ or Apple iOS device version 7+. The app supports all enterprise UC softphones including Microsoft Skype for Business, Cisco Jabber, Avaya Communicator, Unify Openscape Personal and ShoreTel Sky.

### 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.