

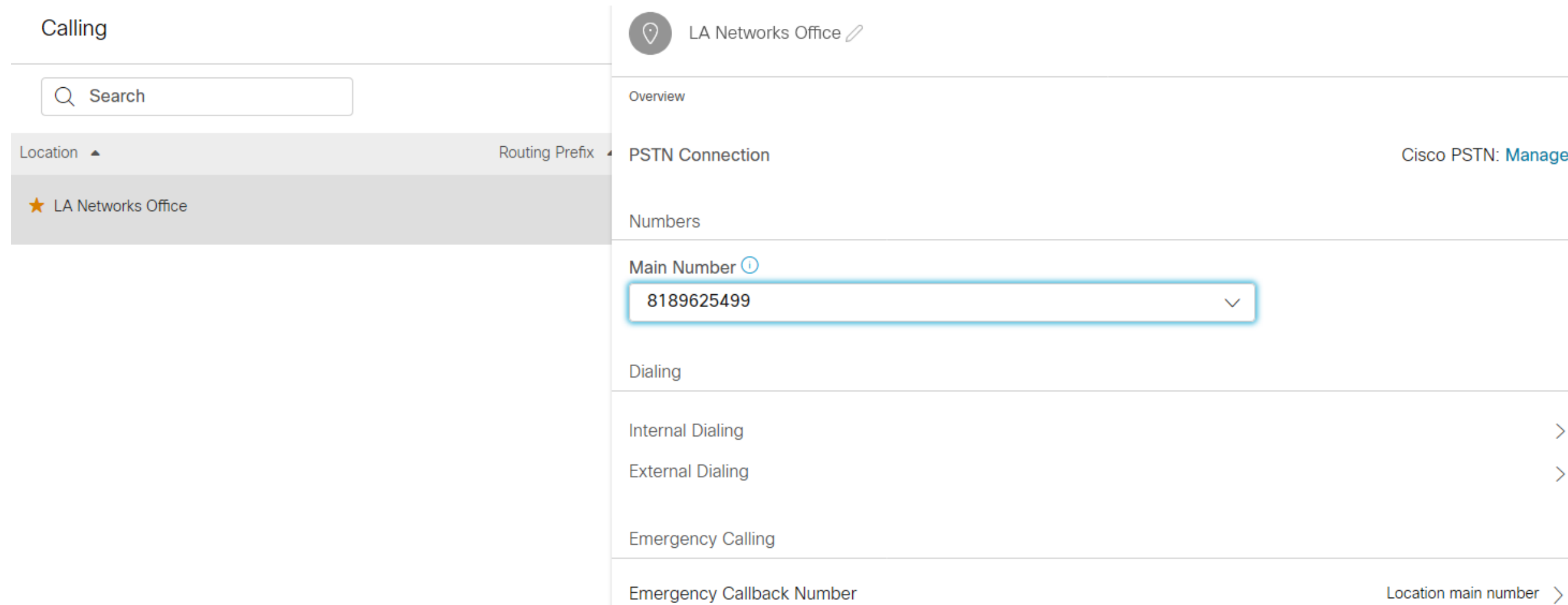
# Solutions for E911

- Emergency Services for Webex Calling
- Cisco Emergency Responder (CER)
- Native Emergency Call Routing Feature in CUCM
- Singlewire 911 Alerting – CallAware
- Wrap Up

An aerial night view of a city skyline, likely San Francisco, with a blue overlay. A white-bordered box is positioned on the left side of the image. The text "Emergency Services for Cisco Webex Calling" is centered in the white space of the box.

# Emergency Services for Cisco Webex Calling

# Emergency Services for Cisco Webex Calling – Locations, Emergency Call Back Number



Calling

Search

Location ▾ Routing Prefix ▾

★ LA Networks Office

LA Networks Office ✎

Overview

PSTN Connection Cisco PSTN: [Manage](#)

Numbers

Main Number ⓘ

8189625499 ▾

Dialing

Internal Dialing >

External Dialing >

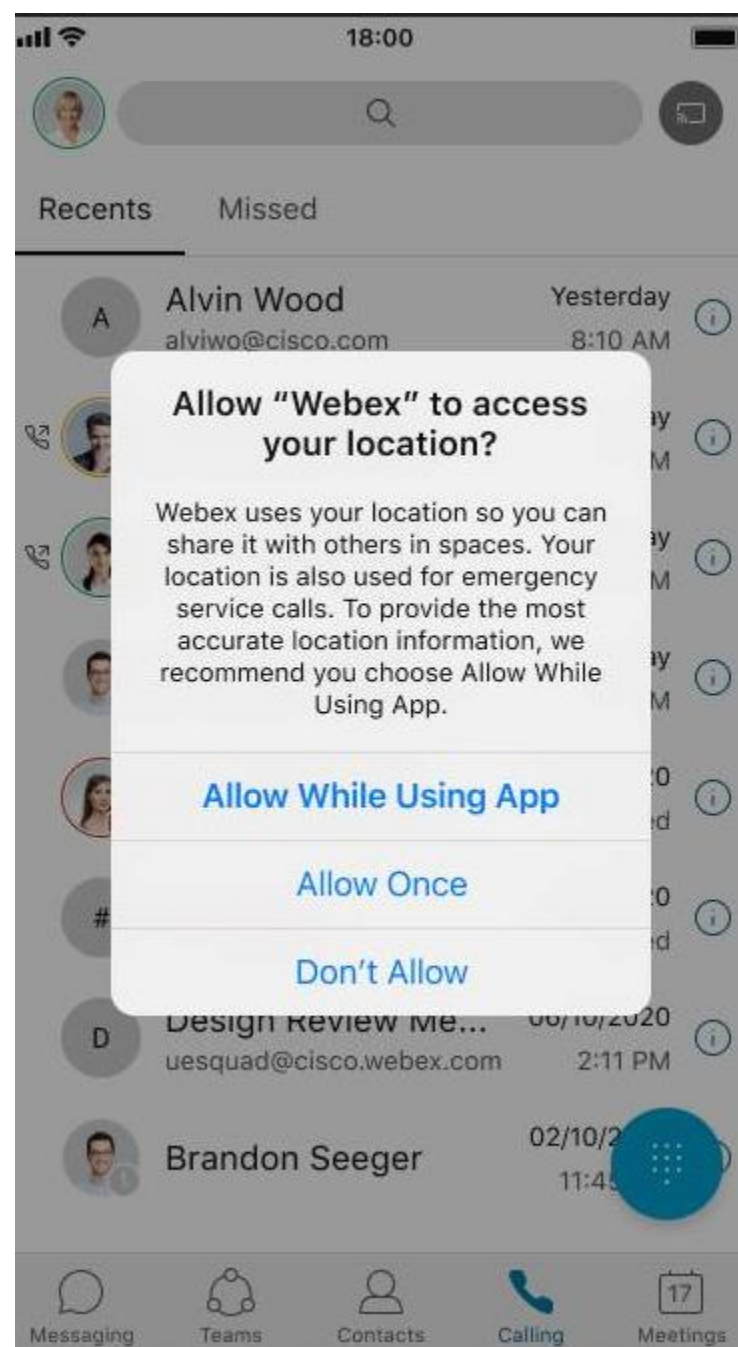
Emergency Calling

Emergency Callback Number Location main number >

- <https://admin.webex.com>

# Emergency Services for Cisco Webex Calling – Location

- Windows
- MAC
- IOS
- Android



# Emergency Services for Cisco Webex Calling – Notification

Company Profile

Account Details  
Address  
Main Contact  
Technical Contact  
Emergency Calling

## Emergency Calling

Emergency Call Notification

When activated, this feature sends an email notification when an emergency call has been placed. The notification includes: Date and Start Time of the call; Dialed digits; User ID; User Name; User extension (if assigned); User Phone Number (if assigned); and the Group (Location) ID, Name and Address.

Allow individual locations to turn on emergency call notifications for their location. An email address to turn on notification for a location

Turn on email notifications for all locations. Emergency call notifications, unless you have specified a different location email address in the

### Turn on Emergency Call Notification

For emergency calls, this feature will send an email notification that a call has been placed. The notification includes:

- Date and Start Time of the emergency call, Dialed digits, User ID, User Name, User extension (if assigned).
- User Phone Number (if assigned). This is the user's assigned phone number and may not correspond to the phone number set as the Caller ID and passed as a callback number to emergency services. If the caller is extension only, only the extension is provided in the notification.
- Group ID and Group Name: This is information about the Location the user is assigned to.
- Group Address: This is the main address defined for the Location the user is assigned to. This address may not correspond to the physical location from where the emergency call was placed.

If you have previously set up this feature, turning it on will restore the settings.



# Cisco Emergency Responder

# Cisco Emergency Responder (CER)

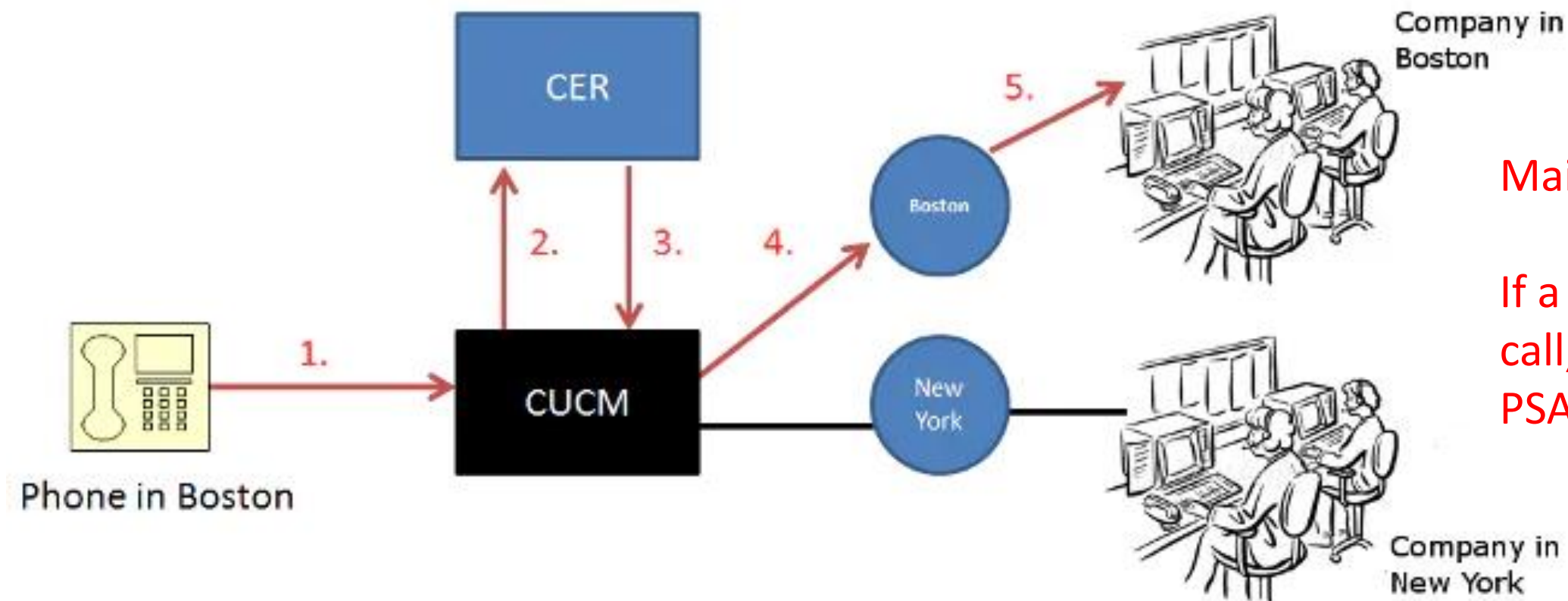
- Cisco Collaboration Telephony Extension
- 4 main functions:
  - 911 Routing
  - 911 Notification
  - Keep a log of all emergency 911 calls
  - Provides Geolocation where the call was made

# Cisco Emergency Responder (CER) – geolocation

- Real-time tracking via:
  - IP Subnets or SNMP (supported LAN switches)
  - Manual tracking (non-supported LAN switches)
- Easy to Manage!



# How does CER work?



**Main Objective:**

If a user from Boston makes an emergency call, the call must be routed to a Boston PSAP with the exact location provided.

1. End user in Boston makes an emergency call
2. CER will receive the call and reviews the calling device
3. Route Pattern will be matched and routed to the correct gateway
4. Gateway routes the call to the local PSAP

The background is a dark blue-tinted aerial photograph of a city skyline at night. The lights of the buildings are visible, creating a bokeh effect. A white-bordered rectangular box is positioned on the left side of the image, containing the main title text.


# Native Emergency Call Routing in CUCM

# Native Emergency Call Routing in CUCM


- CUCM v11 or later
- Single site / small number of sites
- Easy to configure
- Ability for PSAP call back
- Feature is enabled/disabled globally

# Native Emergency Call Routing Configuration

Emergency Location Configuration

 Save

**Status**

 Status: Ready

**Emergency Location**

This enables the basic Emergency Location capability built-in to Communications Manager.  
Do not enable this feature if using an external emergency calling solution, such as Cisco Emergency Responder.

Enable Emergency Location (ELIN) Support  
\*Unchecking will delete all related settings below

**Related Settings**


- [Configure Route Patterns to enable the Emergency Location Services](#)
- [Configure Translation Patterns to enable the Emergency Location Services](#)
- [1 Emergency Location \(ELIN\) Group is configured](#)
- [Configure Device Pools to use an Emergency Location \(ELIN\) Group](#)
- [Configure Devices to use an Emergency Location \(ELIN\) Group](#)

**Call Routing > Emergency Call Handler > Emergency Location Configuration**


# Native Emergency Call Routing Configuration

## ELIN Configuration


Emergency Location (ELIN) Group Configuration

 Save

**Status**

 Status: Ready


**Emergency Location (ELIN) Group Configuration**


Name\*  

Description

**ELIN Number Configuration**

These are a pool of DID numbers registered in the Public Safety Answering Point (PSAP) database that identify the location of the caller and can be used for an emergency call. You must contact your local PSAP provider to register the number used and location details for this ELIN Group.

Number*	Partition
<input type="text" value="8888888888"/>	< None > 



# Native Emergency Call Routing Configuration

Route Pattern Configuration

Save

Status

Status: Ready

Pattern Definition

Route Pattern\* 911

Route Partition < None >

Description

Numbering Plan -- Not Selected --

Route Filter < None >

MLPP Precedence\* Default

Apply Call Blocking Percentage

Resource Priority Namespace Network Domain < None >

Route Class\* Default

Gateway/Route List\* -- Not Selected -- (Edit)

Route Option

Route this pattern

Block this pattern No Error

Call Classification\* OffNet


External Call Control Profile < None >

Allow Device Override  Provide Outside Dial Tone  Allow Overlap Sending  Urgent Priority

Require Forced Authorization Code

Authorization Level\* 0

Require Client Matter Code

Is an Emergency Services Number (used by Emergency Call Handler) 

- Configure 911 Route Pattern
- Check Emergency Services Number (used by Emergency Call Handler)

# Native Emergency Call Routing Configuration

For a Device:

Always Use Prime Line	Default
Always Use Prime Line for Voice Message*	Default
Geolocation	< None >
Emergency Location (ELIN) Group	Bangalore
<input checked="" type="checkbox"/> Retry Video Call as Audio	
<input type="checkbox"/> Ignore Presentation Indicators (internal calls only)	

For a Device Pool:

Device Pool Configuration

Save

**Device Pool Settings**

Device Pool Name*	Bangalore
Cisco Unified Communications Manager Group*	Default
Calling Search Space for Auto-registration	< None >
Adjunct CSS	< None >
Reverted Call Focus Priority	Default
Intercompany Media Services Enrolled Group	< None >

**Roaming Sensitive Settings**

Date/Time Group*	CMLocal
Region*	g711
Media Resource Group List	< None >
Location	< None >
Network Locale	< None >
SRST Reference*	Disable
Connection Monitor Duration***	
Single Button Barge*	Default
Join Across Lines*	Default
Physical Location	< None >
Device Mobility Group	< None >
Wireless LAN Profile Group	< None >
Emergency Location(ELIN) Group	Bangalore

[View Details](#)

- Assign the ELIN group on the Device configuration or Device Pool Configuration

# Native Emergency Call Routing Configuration – how does it work?

- User dials 911
  - ELIN is the outbound caller ID
- Same ELIN is used for PSAP call back
  - Mapping is kept for 3 hours
- DND/Call Forward setting is ignored



# Comparing Emergency Call Handler and CER

	Emergency Call Handler	Enhanced Emergency Calling
How Provided	Native to Unified Communications Manager	Cisco Emergency Responder
Number of Emergency Response Locations (ERLs)	100	12500
Location Assignment	Static (Configuration on device or Device Pool)	Dynamic discovery (Switch Port or IP Subnet)
Location Provisioning with Service Provider	Purchase of DIDs and address associated in ALI DB	ALI Export file to a Service Provider or automated update for Intrado V911 service
Onsite Security Alert Notification	None	Web , Voice ,Email alert supported
Emergency Call History	None	Supported
Emergency Treatment for Unknown Locations	None	Default ERL Treatment
Support for Off-premises Users	None	Requires Intrado V911 Service or equivalent for Location Validation and Emergency Call Completion

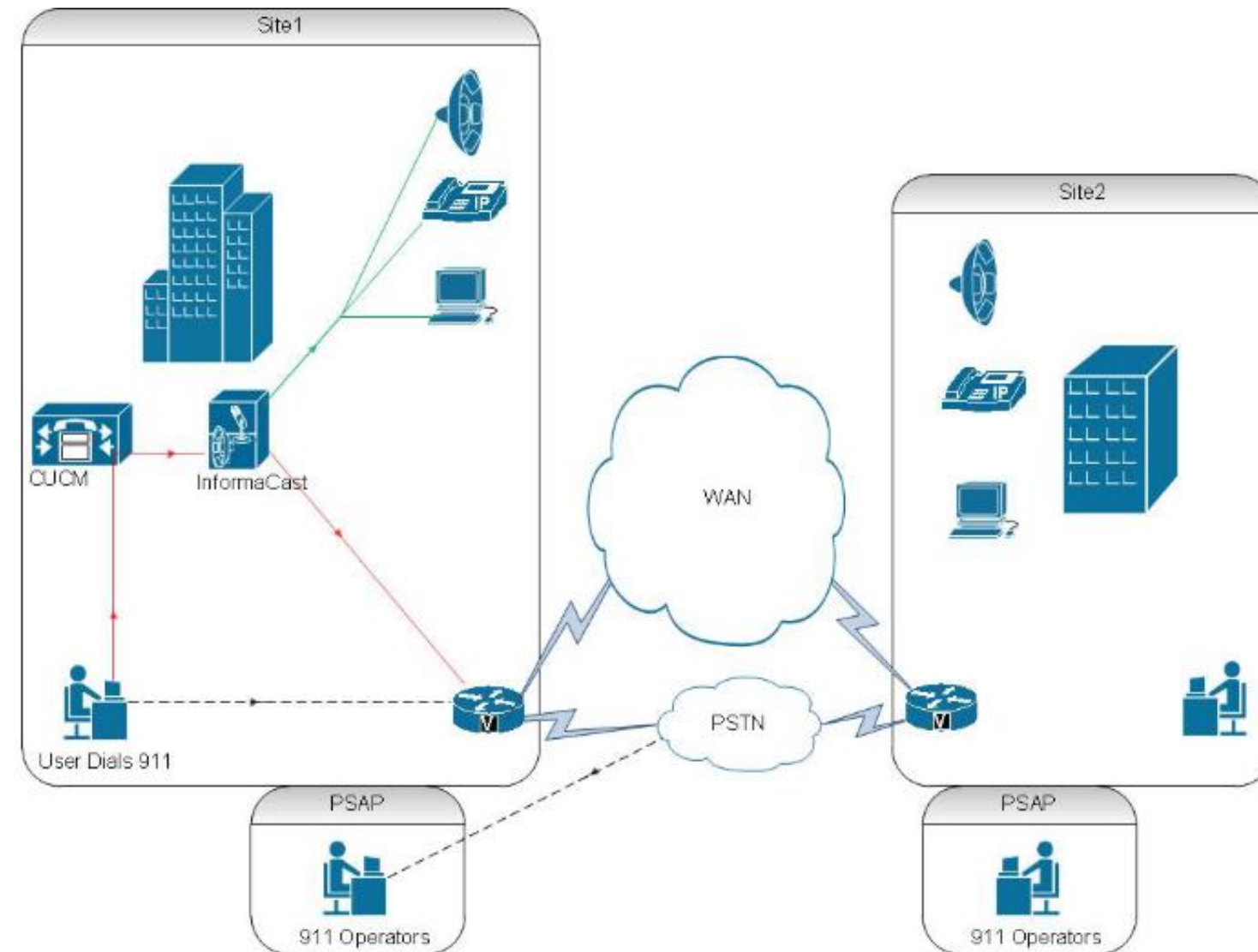
An aerial night view of a city skyline, likely Los Angeles, with numerous skyscrapers and city lights. The image is overlaid with a semi-transparent blue filter. A white rectangular box is positioned on the left side of the image, containing the text 'Singlewire CallAware'.

# Singlewire CallAware

# Singlewire CallAware

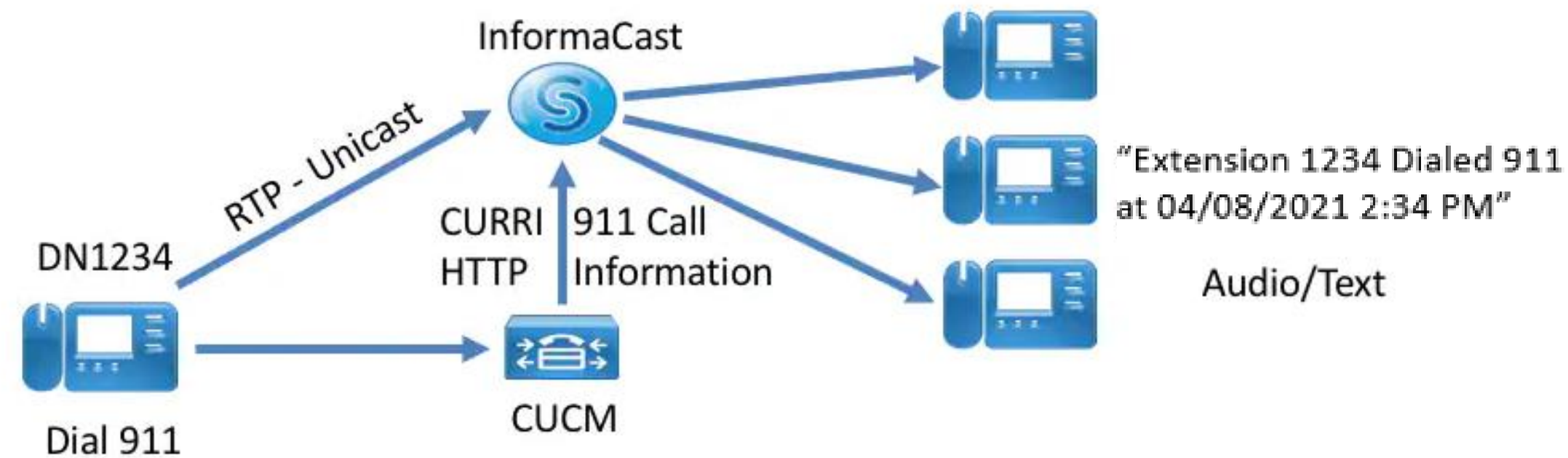
- Third Party Application by Singlewire
- Call Recording of Emergency Call
- Notification – caller information, location, date and time
- Emergency call logging

# How does Singlewire CallAware work?



- CTI RP has call forward all set to 911
- 911 will match a route pattern
- Call routes to PSTN and answered by PSAP

# How does Singlewire CallAware Notification work?



- User dials 911 (CTI-RP)
- 911 call will trigger notification
- Call will be recorded
- Call matches a route pattern to PSTN



**Have a good night!**

**Thank you for your time!**

**LAnet** 