Cisco Emergency Responder Off-Premise Location Management User Guide Release 12.5(1)

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CONTENTS

Get Started

- Get Started Overview, on page 1
- Accessibility Features, on page 1

Get Started Overview

Cisco Emergency Responder allows your administrator to provide you with enhanced emergency 9-1-1 support by tracking the location of IP phones. When you place an emergency call from your IP phone, Emergency Responder directs the call to the appropriate Public Safety Answering Point (PSAP).

The Intrado V9-1-1 for Enterprise Service provides local routing and emergency service response for Intrado customers. Emergency Responder works in conjunction with Intrado to provide emergency services to phones located on the corporate network (on-premises) and phones located away from the corporate network (off-premises). Emergency Responder tracks the location of your on-premises IP phones, but you need to enter your location for your off-premises phones.

The **Cisco Emergency Responder Off-Premises User** page allows you to enter your location, assign your location to your phone, and add a new location. You can also confirm and update an off-premises location using your phone display, if you have upgraded to Cisco Unified Communications Manager 9.0 and Cisco Emergency Responder 9.0 and later, and if you are using a current phone model. Refer to the Cisco Emergency Responder Release Notes for a list of supported phone models. Your administrator must configure your phone as off-premises in Cisco Emergency Responder. Intrado validates and maintains the information. When you place an emergency call from your off-premises IP phone, Emergency Responder works in conjunction with Intrado to complete the emergency call to your local PSAP.

Accessibility Features

Cisco Emergency Responder provides functionality for users that allows them to access buttons in the window without using a mouse. These navigation shortcuts assist visually impaired or blind users with the application.

Use the following table as a guide for navigating the interface by using keyboard shortcuts.

Table 1: Navigation Shortcuts for Cisco Emergency Responder

Keystroke	Action
Alt	Moves focus to the browser menu bar.

Keystroke	Action
Enter	Chooses the item with focus (menu option, button, and so on).
Alt, arrow keys	Moves the focus between browser menus.
Spacebar	Toggles control; for example, check and uncheck a check box.
Tab	Moves focus to the next item in the tab order or to next control group.
Shift+Tab	Moves focus to the previous item or group in the tab order.
Arrow keys	Moves the focus among controls within a group.
Home	Moves the focus to the top of the window if more than one screen of information exists. Also, moves the focus to the beginning of a line of user-entered text.
End	Moves the focus to the end of a line of user-entered text. Moves the focus to the bottom of the window if more than one screen of information exists.
Page Up	Scrolls up one screen.
Page Down	Scrolls down one screen.

CHAPTER 2

Off-Premise Support for IP Phones

Off-Premise Support for IP Phones Overview

The **Cisco Emergency Responder Off-Premises User** page allows you to verify the status of your phone and the directory number assigned to that phone. A phone can be:

On-Premises

The phone is on the corporate network. Your administrator specifies a location that you cannot change.

Off-Premises

The phone is outside of the corporate network. You must enter your address in the location page and associate a location to the phone.

Unlocated

The phone is registered and assigned an Emergency Response Location (ERL), but a location is not associated to the phone. Contact your administrator for more information.

Not Discovered

The phone is not registered or Emergency Responder cannot discover the phone location, and the phone is not assigned an ERL. Contact your administrator for more information.

Complete the following tasks if you want to associate a location to an off-premises phone:

1. On the **Configured Locations** page, enter and validate your location.

2. On the **Location Associations** page, associate your location to your directory number.

After you associate a directory number to your address, you can make emergency calls from that phone and you can receive emergency services at that location.

You may be required to confirm or update your off-premises location. If this is the case, your phone displays your current off-premises location and you can select another off-premises location that is set up on the **Cisco Emergency Responder Off-Premises User** page. You must keep your off-premises location up to date to place emergency calls and receive emergency services at your off-premises location.

Note If you dismiss the display before confirming or updating your off-premises location, you can recover the display by selecting **Running Applications** from the Services menu or by resetting the phone.

Confirm and Update an Off-Premise Location with the Phone Display

You can confirm and update an off-premises location using your phone display if you have upgraded to Cisco Unified Communications Manager 9.0 and Cisco Emergency Responder 9.0 and later. If your phone supports this feature, when the phone registers a screen appears for you to confirm or update your off-premises location.

Your administrator must configure your phone as off-premises in Cisco Emergency Responder, and your company must allow the off-premises location update before you can use the off-premises phone.

Note If you close the phone display before you confirm or update a location, you can return to the display by selecting **Running Applications** from the Services menu or by resetting the phone.

For list of supported phones, refer the Cisco Emergency Responder Release Notes.

Procedure

Step 1 Connect and register your phone through an off-premises location.
A disclaimer message appears. If the disclaimer message does not appear, this feature may not be configured correctly. Contact your administrator.

Step 2 Perform one of the following actions:

- Select **Next** on the phone. A list of phone locations is displayed. Go to Step 3.
- Select **Reject**. The phone registration is completed. The outgoing facility may not be available depending on the policy enforcement.

Step 3 Perform one of the following actions:

- Select a location from the displayed list. Go to Step 4.
- Select **Add New**.

  The phone display shows the procedure for adding a new location. For additional information on adding a new location, see the Related Topics section below. Once you have added a new location, select it by choosing the new location from the displayed list. If the new location is not displayed, select **Refresh**.

- Select **Refresh**. The list of phone locations refreshes and your new locations display.

Step 4 Select **Exit** on the Confirmation message screen. Phone registration is completed. Use the phone normally.

Note	As you confirm or update an off-premises location using your phone display, an error message might appear. Note the contents of the error message and contact your administrator for assistance. You can make outgoing calls from your phone, but 911 calls might be treated as defined by the administrator setting.

Related Topics

Access Cisco Emergency Responder Off-Premises User Page

To access the **Cisco Emergency Responder Off-Premises User** page, follow these steps.

Procedure

Step 1	Obtain the User Options URL, the name that identifies the Emergency Responder Off-Premises user in the Navigation drop-down box, the user ID, and the default password from your system administrator.
	Example:
	User Options URL: <http://server_name/ccmuser/logon.asp>, where server_name is the host on which the web server is installed (the host is usually the same IP address or name as the Cisco Unified Communications Manager server).
	User ID: <your user ID>
	Default Password: <your password>
Step 2	Open a web browser on your computer, enter the URL (provided by your system administrator), and log in.
	Note If you are a remote user authenticated in Cisco Unified Communications Manager, a notification message to change the password is displayed when the expiry is due.
Step 3	If you are prompted to accept security settings, click **Yes** or **Install Certificate**.
	The **Cisco Unified Communications Manager User Options** page appears.
Step 4	Choose the **Emergency Responder Off-Premises User** page from the Navigation drop-down list in the top right corner. If this page is not listed in the drop-down menu, contact your system administrator.
	The **Cisco Emergency Responder Off-Premises User** page appears.

Location Fields

Cisco Emergency Responder requires that you enter locations in the correct format. Review the information in the following table before you add or update a location, including the information in the Value Type column and any limitations noted in the Description column.

Table 2: Location Fields

Field	Description	Value Type (A = Alphabets, N = Numeric, S = Special Characters [# @ & * ( ) - _ + , . : ; " ' /])
Location Name	This name is used to identify the address associated to your phone.	A
House Number	The number from the postal street address for the building. For example, 170 in 170 West Tasman Dr.	AN -(hyphen)
Prefix Directional	A leading directional indicator, if the street name contains one. For example, N for North.	Can be one of these directions: • N • S • E • W • NE • NW • SE • SW
Street Suffix	The street type. Select the type from the drop-down list; the field is filled with one of the abbreviations accepted by the United States Postal Service Publication 28. For example, AVE for Avenue.	A You can also type in the suffix. You are limited to 4 characters.
Location	Additional location information used to identify the location of the phone.	ANS You are limited to 60 characters.
State	The two-digit state abbreviation.	A You are limited to 2 characters.
Zip Code	The postal zip code for the address.	AN - (Hyphen)
House Number Suffix	The number extension for the house number. For example, /2.	ANS
Street Name	The street name from the postal address for the building. You are limited to 60 characters.	ANS

Field	Description	Value Type (A = Alphabets, N = Numeric, S = Special Characters [# @ & * ( ) - _ + , . : ; " ' /])
Post Directional	A trailing directional indicator if the street name contains one. For example, N for North.	Can be one of these directions: • N • S • E • W • NE • NW • SE • SW
Community Name	The community name for the address, for example, a city, town, or district name.	ANS You are limited to 32 characters.
Time Zone	Select a time zone for the Emergency Response Location (ERL). The time zone can be selected from the drop-down containing all the available time zones. When a 911 call is placed from a phone tracked under this ERL, the Email, Web, and Pager alert indicates a local call time based on the time zone set for the ERL. If the time zone is not selected, the CER Server time is displayed.	ANS
Zip Code Extension	The postal zip code plus four numbers.	AN - (Hyphen) You are limited to 4 characters.

Add New Location

Before you can associate a location to a phone, you must first enter the location into Emergency Responder. When you have multiple locations, you must have a unique name to identify each unique location.

To add a location to Emergency Responder, follow these steps.

Before you begin

Cisco Emergency Responder requires that you enter locations in the correct format. Review the Location Fields section before you add a new location.

Procedure

Step 1	From the **Cisco Emergency Responder Off-Premises User** page, choose **Location**. The **Configured Locations** page appears.
Step 2	Click **Add New Locations**.
Step 3	Enter your Preferred Location Name in the mandatory field. Use this name to identify this address when you associate your phone with this address.
Step 4	Enter your House Number in the mandatory field.
Step 5	Enter your Street Name in the mandatory field.
Step 6	Enter your Community Name in the mandatory field.
Step 7	Enter your State in the mandatory field.
Step 8	Enter your Time Zone in the optional field. The Time Zone lists all the available time zones.

> **Note** When you dial 911, the selected time zone is set as the local call time in the Pager and Emergency Alerts. If a time zone is not selected, then the local call time is same as the system call time.

Step 9	Enter your Zip Code in the mandatory field.

> **Note** Emergency Responder can automatically populate the fields on the form. Search for your information at Intrado by entering the search criteria, clicking on **Search**, and choosing your address from the generated list of locations.

Step 10	Click **Save**.
Step 11	To validate your address, click **Validate**.

Update Your Location

When you have an existing location record, you can just update the information for that one record.

Before you can associate a location to a phone, you must first enter the location into Emergency Responder. When you have multiple locations, you must have a unique name to identify each unique location.

To update a location, follow these steps.

Before you begin

Cisco Emergency Responder requires that you enter locations in the correct format. Review the Location Fields section before you update a new location.

Procedure

Step 1	From the **Cisco Emergency Responder Off-Premises User** page, choose **Location**.
	The **Configured Locations** page appears.
Step 2	Click the **Edit** icon for the location that you want to update.
	The **Update Locations** page appears.

Step 3   Enter your Preferred Location Name in the mandatory field. Use this name to identify this address when you associate your phone with this address.

Step 4   Enter your House Number in the mandatory field.

Step 5   Enter your Community Name in the mandatory field.

Step 6   Enter your State in the mandatory field.

Step 7   Enter your Time Zone in the optional field. The Time Zone lists all the available time zones.

> **Note**   When you dial 911, the selected time zone is set as the local call time in the Pager and Emergency Alerts. If a time zone is not selected, then the local call time is same as the system call time.

Step 8   Enter your Zip Code in the mandatory field.

> **Note**   To have Emergency Responder automatically populate the fields on the form, you can search for existing information by entering the search criteria, clicking on **Search**, and choosing your address from the list of locations that is returned from the search.

Step 9   Click **Update**.

> **Important**   Updating the information in the location record only updates the Emergency Responder and not the information at Intrado. To update the information at Intrado, you must associate the location to the phone again.

Step 10   To verify the validity of your address with Intrado, click **Validate**.

Associate Your Location to Your Phone

After you add a location to Emergency Responder, you can associate the location to your phone.

To associate your location to your phone, follow these steps.

Procedure

Step 1   From the **Cisco Emergency Responder Off-Premises User** page, choose **Phones**. The **Location Association** page appears.

Step 2   To associate a location to a phone, click the corresponding **Assign** link.

Step 3   Choose a location from the **Select Location** drop-down list.

Step 4   Click **Associate Location**.

Delete a Location Associated with Your Phone

To delete a location that is associated with a phone, follow these steps.

Procedure

Step 1	From the **Cisco Emergency Responder Off-Premises User** page, choose **Phones**. The **Location Association** page appears.
Step 2	To delete a location that is associated to a phone, click the **Delete** link that corresponds to the directory number.
Step 3	The status of the delete operation is displayed at the top of the web page and the Associated Location field for this phone displays "No associated locations."

CHAPTER 3

Safety and Performance Information

Documentation, Support, and Security Guidelines

For information about obtaining documentation, obtaining support, providing documentation feedback, security guidelines, and recommended aliases and general Cisco documents, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html

Cisco Product Security

This product contains cryptographic features and is subject to United States and local country laws governing import, export, transfer, and use. Delivery of Cisco cryptographic products does not imply third-party authority to import, export, distribute, or use encryption. Importers, exporters, distributors and users are responsible for compliance with U.S. and local country laws. By using this product you agree to comply with applicable laws and regulations. If you are unable to comply with U.S. and local laws, return this product immediately.

For more information about U.S. export regulations, go to http://www.access.gpo.gov/bis/ear/ear_data.html.

Important Information

Cisco Virtual Office (CVO) and Cisco Emergency Responder do not include the capability to automatically locate remote devices that are not on the customer premises. It is your responsibility before using an off-premises device to provide your correct and current location data. If you place an emergency call from an off-premises device without providing your location, your emergency call may be delivered to an inappropriate emergency service responder, or with an incorrect location.

INDEX