

# Cisco Emergency Responder 11.0

Cisco® Emergency Responder helps Cisco Unified Communications Manager customers comply more effectively with their legal or regulatory obligations and reduce their risk of liability related to emergency calls.

## Product Overview

Cisco Emergency Responder helps assure that Cisco Unified Communications Manager sends emergency calls to the appropriate Public Safety Answering Point (PSAP) for the caller's location. It also helps ensure that the PSAP can identify the caller's location and, if necessary, return the call. Cisco Emergency Responder can also notify customer security personnel of an emergency call in progress and the caller's location.

## New with Cisco Emergency Responder Version 11.0

The newest release, Version 11.0, builds on the many capabilities of previous versions. It is:

- **Simple:** An improved License Manager page gives the administrator details about which phones Cisco Emergency Responder is tracking. Onsite Security Phone Search allows a partial string search.
- **Flexible:** Administrators can define a DN or Route Pattern where nonemergency callback to the Emergency Location Identification Number (ELIN) is routed. Emergency Responder exposes read-only application programming interfaces (APIs) for the developer community to use for any reporting applications. APIs are now available for IP Subnet and License Manager page.
- **Capable:** During PSAP callback, Emergency Responder ignores Call-Forward Settings on the device that originated the 911 call. Emergency Responder supports the Safari browser on Microsoft Mac computers.

Table 1 lists major features in Cisco Emergency Responder Version 11.0.

**Table 1.** High-Level Features in Cisco Emergency Responder 11.0

Feature	Benefits
<b>Automatic location of IP phones by MAC or IP address</b>	<ul style="list-style-type: none"> <li>• Eliminates the need for administrators to update location when an IP phone is relocated</li> <li>• Keeps track of IP phones powered down by Cisco EnergyWise® technology</li> <li>• Uses secure Simple Network Management Protocol Version 3 (SNMPv3) communication with LAN access switches and Cisco Unified Communications Manager</li> <li>• Tracks devices that are configured with E.164 numbers</li> </ul>
<b>Emergency calls routed by location</b>	<ul style="list-style-type: none"> <li>• Routes calls to a public-switched-telephone-network (PSTN) gateway capable of reaching the responsible PSAP for the caller's location</li> </ul>
<b>Identification of caller location to PSAPs by ELINs</b>	<ul style="list-style-type: none"> <li>• Eliminates the need to update the Automatic Location Information (ALI) database when an IP phone is relocated</li> </ul>
<b>Integration with Intrado V9-1-1 Service</b>	<ul style="list-style-type: none"> <li>• Centralizes and automates the initial administration of ELINs and Emergency Response Locations (ERLs) for on-premises users, especially for customers with many sites in regions served by different local exchange carriers (LECs)</li> </ul>
<b>Remote worker emergency calling</b>	<ul style="list-style-type: none"> <li>• Facilitates emergency call completion with user-entered and -confirmed location information for off-premises users such as teleworkers, irrespective of their proximity to the customer premises</li> </ul>
<b>Emergency call-back to ELINs</b>	<ul style="list-style-type: none"> <li>• Emergency Responder facilitates PSAP callback to reach the most recent callers from each location, including callers from stations without direct-inward-dialing (DID) numbers.</li> <li>• PSAP callback ignores any Call Forward settings on the caller's device.</li> </ul>

Feature	Benefits
<b>Nonemergency call-back to ELINs</b>	<ul style="list-style-type: none"> <li>• ELINs are DID numbers and are dialable from outside. Administrators can define a DN or Route Pattern where nonemergency callback (not a PSAP callback) to ELINs should be routed.</li> </ul>
<b>Emergency call alerting by voice, web, and email</b>	<ul style="list-style-type: none"> <li>• Helps onsite security to identify and assist emergency callers immediately, and to direct fire, police, or ambulance services when they arrive</li> <li>• Offers web alert for calls from ERLs associated with specific onsite security personnel</li> <li>• Expands browser support</li> </ul>
<b>Remote user authentication</b>	<ul style="list-style-type: none"> <li>• Enables shared user passwords with Cisco Unified Communications Manager</li> </ul>
<b>Software appliance</b>	<ul style="list-style-type: none"> <li>• Simplifies software installation and upgrade</li> <li>• Enhances system security and stability</li> <li>• Allows you to change hostname</li> <li>• Reduces storage requirements</li> </ul>
<b>Unified license management</b>	<ul style="list-style-type: none"> <li>• Provides flexibility to exclude untracked IP phones from licensing requirement</li> <li>• Improves License Manager page to provide tracked and untracked phone details</li> <li>• Uses Cisco Prime™ License Manager for all Emergency Responder servers</li> <li>• When deployed as part of Cisco Hosted Collaboration Solution (HCS), uses HCS License Manager</li> <li>• Exports phones not located in the system</li> <li>• Exposes read-only APIs for reporting applications</li> </ul>

## Ordering Cisco Emergency Responder Version 11.0

Cisco Emergency Responder 11.0 is supported on the Cisco Unified Computing System™ (Cisco UCS®) and other virtual platforms only.

Cisco Emergency Responder server software and user licenses are ordered together as part of a configurable product part number. From Version 10, Cisco Prime License Manager manages user licenses for all Cisco Emergency Responder servers. One Cisco Emergency Responder user license corresponds to one device.

You can use the top-level SKU for Cisco Emergency Responder (EMRGNCY-RSPNDR) to order either Electronic or Physical Software Delivery. The delivery option is based on your profile in Cisco Commerce Workspace; however, if required, you can change your delivery option while placing the order.

### New Purchase of Cisco Emergency Responder Version 11.0

Customers purchasing new Cisco Emergency Responder 11.0 should order the desired quantity of Cisco Emergency Responder 11 user license upgrades and Cisco Emergency Responder 11.0 server software from Table 2.

**Table 2.** New Purchase of Cisco Emergency Responder Version 11.0

Product Number	Description
<b>EMRGNCY-RSPNDR</b>	Cisco Emergency Responder Top Level (for Electronic or Physical Delivery)
<b>ER-NEW-OR-ADDON</b>	Select for New Order or Additional Users
<b>ER11-USR-1</b>	Emergency Responder 1 User License New for 11.0 System
<b>ER11-SW-K9</b>	Cisco Emergency Responder 11.0 Server Software New

## Upgrades with SWSS to Cisco Emergency Responder Version 11.0

Customers with SWSS should use the Product Upgrade Tool (PUT) to order Cisco Emergency Responder 11.0 server software from Table 3.

**Table 3.** Upgrade with SWSS to Cisco Emergency Responder Version 11.0

Product Number	Description
ER11.0-SW-UXX-K9=	Cisco Emergency Responder 11.0 Server Software Upgrade 7.X or 8.0 for PUT Only
ER11.0-SW-UYU-K9=	Cisco Emergency Responder 11.0 Server Software Upgrade 8.5 or 8.6 or 8.7 or 9.0 for PUT Only
ER11.0-SW-U10-K9=	Cisco Emergency Responder 11.0 Server Software Upgrade 10.X for PUT Only

## Upgrades without SWSS to Cisco Emergency Responder Version 11.0

Customers not adding SWSS and upgrading to Cisco Emergency Responder 11.0 may order the desired quantity of Cisco Emergency Responder 11.0 user license upgrades and Cisco Emergency Responder 11.0 server software from Table 4.

**Table 4.** Upgrade without UCSS to Cisco Emergency Responder Version 11.0

Product Number	Description
EMRGNCY-RSPNDR	Cisco Emergency Responder Top Level (for Electronic or Physical Delivery)
ER-7.X-OR-EARLIER	Select when upgrading from Cisco Emergency Responder 7.X or earlier
ER-8.X	Select when upgrading from Cisco Emergency Responder 8.X
ER-9.X	Select when upgrading from Cisco Emergency Responder 9.X
ER-10.X	Select when upgrading from Cisco Emergency Responder 10.X
ER11-USR-1-UPG	Cisco Emergency Responder 11.0 1 User License Upgrade from 9.X or earlier
ER11-USR-1-UPG-10	Cisco Emergency Responder 11.0 1 User License Upgrade from 10.X
ER11.0-SW-UXX-K9	Cisco Emergency Responder 10.X Server Software Upgrade 7.X or 8.0
ER11.0-SW-UYU-K9	Cisco Emergency Responder 10.X Server Software Upgrade 8.5 or 8.6 or 8.7 or 9.0
ER11.0-SW-U10-K9	Cisco Emergency Responder 10.X Server Software Upgrade 10.X

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### For More Information

For more information about Cisco Emergency Responder, please visit <http://www.cisco.com/en/US/partner/products/sw/voicesw/ps842/index.html> or contact your local Cisco account representative.

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