Cisco Emergency Responder 10.0

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 is a software appliance that enhances emergency calling from Cisco Unified Communications Manager. It helps assure that Cisco Unified Communications Manager sends emergency calls to the appropriate Public Safety Answering Point (PSAP) for the caller's location, and 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 10.0

Cisco Emergency Responder Version 10.0 builds on the many capabilities of previous versions with:

- Simplified licensing: Cisco Prime™ License Manager centralizes all of the licensing for Emergency Responder 10.0 and later.
- Flexibility: Flexible licensing allows the Cisco Emergency Responder Administrator to configure Emergency Responder to not track phones in an IP subnet, so you do not need Emergency Responder User Licenses for these phones.
- Capability to use E.164 dial plan: Cisco Emergency Responder can track E.164 dial-plan numbers and provide configured Emergency Response Location (ERL) treatment.
- Security: Cisco Emergency Responder provides secure Simple Network Management Protocol Version 3 (SNMPv3) communication to LAN switches and Cisco Unified Communications Manager.

Table 1 lists major features in Cisco Emergency Responder Version 10.0.

Table 1. High-Level Features in Cisco Emergency Responder 10.0

Feature	Benefits
Automatic location of IP phones by MAC or IP address	• Eliminates the need for administrators to update location when an IP phone is relocated • Keeps track of IP phones powered down by Cisco EnergyWise™ technology • Uses secure SNMPv3 communication with LAN access switches and Cisco Unified Communications Manager • Tracks devices that are configured with E.164 numbers
Emergency calls routed by location	• Routes calls to a public-switched-telephone-network (PSTN) gateway capable of reaching the responsible PSAP for the caller's location
Identification of caller location to PSAPs by Emergency Location Identification Numbers (ELINs)	• Eliminates the need to update the Automatic Location Information (ALI) database when an IP phone is relocated
Integration with Intrado V9-1-1 service	• Centralizes and automates the initial administration of ELINs and ERLs for on-premises users, especially for customers with many sites in regions served by different local exchange carriers (LECs)
Remote worker emergency calling	• 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

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Feature	Benefits
Emergency call-back to ELINs	• Facilitates PSAP callback to reach the most recent callers from each location, including callers from stations without direct-inward-dialing (DID) numbers
Emergency call alerting by voice, web, and email	• Helps onsite security to identify and assist emergency callers immediately, and to direct fire, police, or ambulance services when they arrive
Remote user authentication	• Enables shared user passwords with Cisco Unified Communications Manager
Software appliance	• Simplifies software installation and upgrade • Enhances system security and stability
Unified license management	• Uses Cisco Prime License Manager for all Emergency Responder servers • Offers flexibility to exclude untracked IP phones from licensing requirement

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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