Cisco Emergency Responder 10.5

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 10.5

The newest release, Version 10.5, builds on the many capabilities of previous versions. It is:

- **Simple:** Cisco Prime™ License Manager centralizes all of the licensing for Emergency Responder 10.0 and onward. Version 10.5 extends the support to Cisco HCS License Manager. Export option is also available for all phones not located in the system.
- **Flexible:** Sends web alerts for calls from ERLs associated with specific onsite security personnel.

  Exposes read-only APIs for developer community to use for any reporting applications.
- **Capable:** Supports Hostname change on standalone or server group (Publisher & Subscriber) and also allows allocation of 1 x 110-GB virtual disk for Cisco Emergency Responder installation.
- **Easy:** Cisco Emergency Responder is supported on Browsers: IE 11, Chrome, and Firefox ESR 24.

Table 1 lists major features in Cisco Emergency Responder Version 10.5.

Table 1.   High-Level Features in Cisco Emergency Responder 10.5

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 Emergency Response Locations (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
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

Feature	Benefits
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 • Web alert for calls from ERLs associated with specific onsite security personnel • Expanded Browser Support
Remote user authentication	• Enables shared user passwords with Cisco Unified Communications Manager
Software appliance	• Simplifies software installation and upgrade • Enhances system security and stability • Hostname change • Reduced storage requirements
Unified License Management	• Flexibility to exclude untracked IP Phones from Licensing requirement • Uses Cisco Prime License Manager for all Emergency Responder servers • When deployed as part of Cisco HCS uses HCS License Manager • Export phones not located in the System • Exposes read-only APIs for Reporting Applications

Ordering Cisco Emergency Responder Version 10

Cisco Emergency Responder 10 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.

New Purchase of Cisco Emergency Responder Version 10

Customers purchasing new Cisco Emergency Responder 10 should order desired quantity of Cisco Emergency Responder 10 user license upgrades and Cisco Emergency Responder 10 server software from Table 2.

Table 2.   New Purchase of Cisco Emergency Responder Version 10

Product Number	Description
EMRGNCY-RSPNDR	Cisco Emergency Responder Top Level
R-EMRGNCY-RSPNDR	Cisco Emergency Responder Top Level (for Electronic Delivery)
ER10-USR-1	Emergency Responder 1 User License New for 10 x System
ER10-SW-K9	Cisco Emergency Responder 10 X Server Software New

Upgrades with UCSS to Cisco Emergency Responder Version 10

Customers with UCSS should use the Product Upgrade Tool to order Cisco Emergency Responder 10 server software from Table 3.

Table 3.   Upgrade with UCSS to Cisco Emergency Responder Version 10

Product Number	Description
ER10-SW-U20-K9=	Cisco Emergency Responder 10 X Server Software Upgrade 2.X for PUT Only
ER10-SW-UXX-K9=	Cisco Emergency Responder 10 X Server Software Upgrade 7.X or 8.0 for PUT Only
ER10-SW-UYY-K9=	Cisco Emergency Responder 10 X Server Software Upgrade 8.5 or 8.6 or 8.7 or 9.0 for PUT Only

Upgrades without UCSS to Cisco Emergency Responder Version 10

Customers not adding UCSS and upgrading to Cisco Emergency Responder 10 may order the desired quantity of Cisco Emergency Responder 10 user license upgrades and Cisco Emergency Responder 10 server software from Table 4.

Table 4.   Upgrade without UCSS to Cisco Emergency Responder Version 10

Product Number	Description
EMRGNCY-RSPNDR	Cisco Emergency Responder Top Level
R-EMRGNCY-RSPNDR	Cisco Emergency Responder Top Level (for Electronic Delivery)
ER10-USR-1-UPG	Cisco Emergency Responder 10.X 1 User License Upgrade from 9.x or earlier
ER10-SW-U20-K9	Cisco Emergency Responder 10.X Server Software Upgrade 2.X
ER10-SW-UXX-K9	Cisco Emergency Responder 10.X Server Software Upgrade 7.X or 8.0
ER10-SW-UYY-K9	Cisco Emergency Responder 10.X Server Software Upgrade 8.5 or 8.6 or 8.7 or 9.0

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.

THE CUSTOMER ASSUMES ALL RESPONSIBILITY FOR PROPERLY CONFIGURING THE CISCO EMERGENCY RESPONDER. CISCO HEREBY DISCLAIMS ANY AND ALL LIABILITY ARISING FROM OR IN CONNECTION WITH A USERS INABILITY TO REACH EMERGENCY SERVICE RESPONDERS (INCLUDING INABILITY TO ACCESS A PUBLIC SAFETY ANSWERING POINT) OR THE INABILITY OF EMERGENCY SERVICE RESPONDERS TO IDENTIFY A USER'S LOCATION. CISCO STRONGLY RECOMMENDS THAT ALL CUSTOMERS VERIFY AND TEST CONFIGURATION OF THE CISCO EMERGENCY RESPONDER IMMEDIATELY FOLLOWING INITIAL CONFIGURATION AND ON A PERIODIC BASIS THEREAFTER. CISCO FURTHER RECOMMENDS THAT ALL CUSTOMERS PROVIDE ADEQUATE TRUNK AND BANDWIDTH CAPACITY TO ENSURE THAT AUDIO PATHS ARE AVAILABLE FOR EMERGENCY CALLS.

IN NO EVENT SHALL CISCO OR ITS SUPPLIERS BE LIABLE FOR ANY INDIRECT, SPECIAL, CONSEQUENTIAL, OR INCIDENTAL DAMAGES, INCLUDING, WITHOUT LIMITATION, LOST PROFITS OR LOSS OR DAMAGE TO DATA ARISING OUT OF THE USE OR INABILITY TO USE THIS PRODUCT, EVEN IF CISCO OR ITS SUPPLIERS HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.