



CICN Users Group

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911

Agenda

- Definitions
- Basic Concepts
- Traditional 911 call flow
- Cisco Emergency Responder
- End user involvement
- Q & A

Definitions

- Multi-Line Telephone System (MLTS) – PBX, Hybrid, Key, VoIP Systems.
- Private Switch ALI (PSALI) – A service option which provides Enhanced 9-1-1 features for telephone stations behind private switches.
- Public Safety Answering Point (PSAP) – A facility equipped and staffed to receive 9-1-1 calls.

Definitions

- Automatic Location Identification (ALI) – The automatic display at the PSAP of the caller's telephone number, address/location.
- Emergency Response Location (ERL) – A location to which a 9-1-1 emergency response team may be dispatched.
- Emergency Location Identification Number (ELIN) – A valid telephone number assigned by MLTS to route the call to a PSAP and is used to retrieve the ALI.

Basic Concepts

- Direct Inward Dial (DID) – The ability for a caller outside to call an internal extension.
 - (303) 866-XXXX
- An ELIN is simply a DID number.
- ELIN is assigned ERL (Location Information)

Traditional Call Flow

- User dials 9-1-1
- 9-1-1 call delivered to PSAP
- PSAP queries ALI database for ERL using ELIN
- PSAP uses ERL for dispatch of emergency services

Inherent Problems

- Accurate location requires the ALI be updated
- How is this done?
 - Intrado (3rd party database)
- Requires manual update of changes

Cisco Emergency Responder

- To help automate the process and eliminate errors, the CICN is deploying Cisco Emergency Responder
- What it does:
 - Polls data switches for phone information using SNMP and CDP
 - Provides a translation of data switch port to actual phone number

Cisco Emergency Responder

- New Call Flow
 - User dial 911
 - CER receives 911 call and determines phone that placed call using translation
 - CER looks up ERL of data switch port phone is connected to
 - CER sends ELIN to PSAP

CER Benefits

- Phone adds/moves/changes are dynamically updated into PSALI
 - Better accuracy
 - Less manual work
- Ability to notify appropriate personnel of 911 call via Email/announcement.

What's Needed from End Users?

- SNMP Read Only Access to data switches providing VoIP
- Mapping of cable plant from wall port to data switch port and/or analog port

Q & A

Questions and Answers