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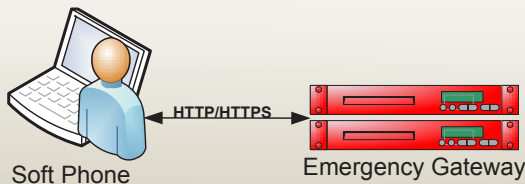


E911 Softphone Locator Data Sheet

The E911 Softphone Locator (ESL) is software that allows 911 Enable's Emergency Gateway (EGW) to automatically track the location of on-campus soft phones. It also enables E911 support for many advanced unified communications features such as shared line appearance, extension mobility, concurrent logins, and shared workspaces.

The ESL and the EGW

The connection between IP softphones and the EGW is HTTP/HTTPS. There are only two possible types of communication:



- When the ESL sends a soft phone's provisioning data to the EGW
- When the ESL requests the latest instruction set from the EGW (at first run, or if the EGW detects that a newer instruction set is available)

Automatic Soft Phone Tracking

The ESL periodically updates the EGW with a soft phone's unique provisioning data (e.g. MAC, IP address, extension), which the EGW references to a layer 2 or layer 3 network map to determine the location of the phone. For Wireless LAN discovery, the ESL periodically sends to the EGW the MAC address of the Access Point BSSID to which the soft phone is registered, which the EGW references to a network map to determine the location of the phone (requires Windows Vista and above).

Support for Advanced Unified Communications Features

Unified communications features such as shared line appearance, extension mobility, concurrent logins, and shared workspaces can be problematic for E911. Unless a unique identifier is maintained for each soft phone, it is possible that the wrong location will be presented to the PSAP when an endpoint dials 911.

The ESL enables the EGW to successfully maintain unique identifiers for IP softphones. It sends unique provisioning data to the EGW on a periodic basis, including unique hardware identifiers. Regardless of the logged in user profile, the IP softphone can be located based on mapping between the layer 2/layer 3 address of the phone and the provisioned emergency location.

Specifications

Supported Operating Systems

- Windows XP (SP2 and above) 32 and 64 bit
- Windows Vista SP 2 and above 32 and 64 bit*
- Windows 7 32 and 64 bit

*ESL BSSID support is currently only available with Windows Vista and above.

Supported Endpoints

- Microsoft Office Communicator 2007 R1
- Microsoft Office Communicator 2007 R2
- Microsoft Office Communications Server 2007 Attendant Console
- Avaya IP Softphone R5.x and above
- Avaya One-X Communicator R5.21 and above
- Avaya One-X Agent R2.0 and above
- Cisco UC Integration™ for Microsoft Office Communicator
- Cisco IP Communicator
- Cisco Unified Personal Communicator version 8.5 and above



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