9-1-1 ENABLE®

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The E911 Experts.

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Feature Brief: Remote Location Manager

Keep off-campus users safe, reduce administration requirements and support phone mobility with 911 Enable.

Overview

The Remote Location Manager (RLM) is a module of 911 Enable's Emergency Gateway (EGW) appliance. It helps organizations ensure that the E911 location information for off-campus users is accurate and up-to-date, and eliminates the need for these users to notify administrators of any location changes.

The RLM runs on specific Cisco, Avaya, and Microsoft IP endpoints. It displays a provisioning page on the endpoint display, which permits an off-campus user to enter their location. The RLM sends this location from the endpoint to the EGW, which then forwards the location for real-time validation and provisioning in 911 Enable's ERS national ALI database. Should the off-campus user dial 911, the last provisioned emergency location is used to route the call to the correct Public Safety Answering Point (PSAP).

For highly mobile users, the RLM also offers Response Center mode. When a user dials 911 from their IP phone in response center mode, the 911 call is delivered to 911 Enable's Emergency Call Response Center (ECRC), where APCO-trained call takers obtain the caller's location and route the call and caller-location information to the appropriate PSAP.

Availability

The table below lists the various endpoints supported by the RLM.

IP-PBX Vendor	Supported Endpoints
Cisco	– Unified IP phones 7940 and above – IP Communicator – UC Integration™ for Microsoft Office Communicator – Unified Personal Communicator (version 8.5 and up, Windows only)
Avaya	– 4610SW, 4620/4620SW, 4621SW, 4622SW, 4625SW – 9620/9620C/9620L, 9630/9630G, 9640/9640G, 9650/9650C, 9670G – IP Softphone R5.x and above – One-X Communicator R5.21 and above – One-X Agent R2.0 and above
Microsoft	- Office Communicator 2007 R1 - Office Communicator 2007 R2

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RLM for Cisco

The RLM is available on Cisco IP phones equipped with an XML browser. When a Cisco IP phone registers on the network, the RLM Notifier ensures that the RLM provisioning page is automatically displayed.

The RLM Notifier uses CTI to listen for IP phone registration events on the network. When an IP phone registration event is detected, the RLM Notifier instructs the IP phone to request the RLM phone service from the EGW. The RLM provisioning page is then displayed on the phone's XML browser, prompting the user to verify that their provisioned location is correct, or update their location accordingly.

RLM Provisioning page on Cisco IP Phone

RLM for Avaya

The RLM is available on Avaya IP phones equipped with a WML browser. In order to enable the RLM on Avaya IP soft phones, the organization must also deploy the E911 softphone locator (ESL), a component of the EGW appliance (for more information on the ESL, read the **Data Sheet**).

When the user logs in to their Avaya IP phone, a Push registration request is sent to the EGW. Avaya Communication Manager then uses its Display Push capabilities to send the RLM provisioning page to the WML browser of the Avaya IP phone. This prompts the user to verify that their provisioned location is correct, or update their location accordingly.
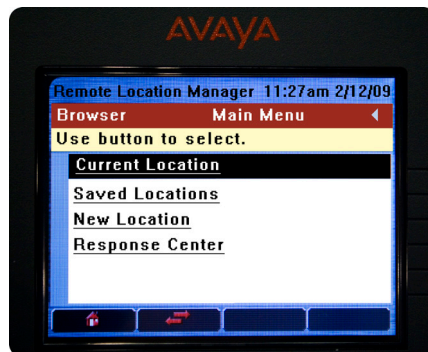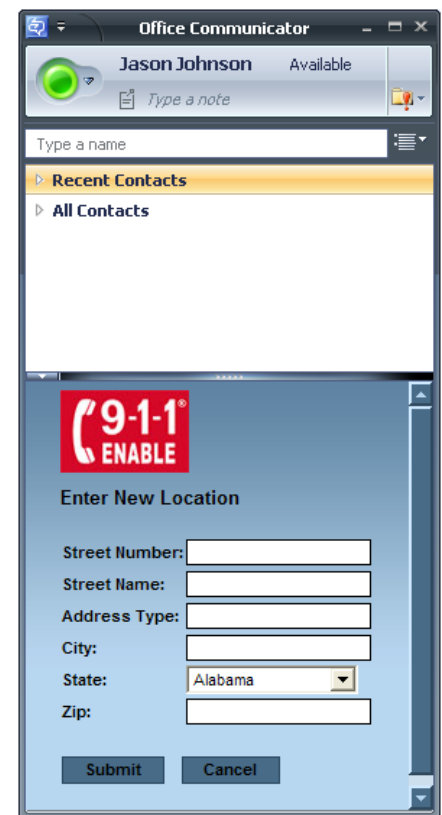

RLM Provisioning page on Avaya IP Phone

RLM for Microsoft

The RLM is available on Microsoft Office Communications Server 2007 R1/R2 clients via the Office Communications Server 2007 tab of the softphone.

When an Office Communications Server 2007 client boots up or re-registers, the RLM provisioning interface may be displayed using the Office Communications Server 2007 tab. This allows the user to verify that their provisioned location is correct, or update their location accordingly.

RLM Provisioning page on Microsoft Office Communicator client

For More Information

To learn more about the 911 Enable RLM, contact a 911 Enable sales representative:

Call   1-877-862-2835
Visit   **www.911enable.com/egw**
Email   **sales@911enable.com**

Additional Resources

Emergency Gateway Data Sheet

Virtual Emergency Gateway Data Sheet

Top 10 Reasons Businesses Choose 911 Enable Brochure

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