

# MyE911 Client User Guide for E911 Manager



### **Table of Contents**

1 R I	Installation equirements nstallation Steps	3 3 3
2 5 M	User Guide ogin Status Itatus Iv Locations <i>Create Location</i> <i>Select Location</i> 1 bout	4 5 6 0
3	Appendix A - Examples of use scenarios1Use Case 1 - (E911 Anywhere + MyE911 Client) used off enterprise1Use Case 2 - (E911 Anywhere + MyE911 Client) used inside the enterprise1Use Case 3 - (E911 Anywhere + MyE911 Client, Integrated with E911Manager) used1Use Case 4 - (E911 Anywhere + MyE911 Client; E911 Anywhere integrated with Cisco1ER) used inside the enterprise1	3 4 5 6
4	Contact Error! Bookmark not defined	ł.



₩ We're with you, wherever you go.

### **1** Installation

#### Requirements

To ensure proper functionality of the MyE911 Client application, the following conditions must be met:

- A user with administrative permissions must run the installer to completion
- The installer must be run on Windows XP-SP3 or higher or Windows 7-SP1 or higher
- JAVA 6 or higher is required to properly upgrade the application

#### **Installation Steps**

- 1. Launch the MyE911 client installer
- 2. Specify a destination folder (optional)
- 3. Click install



We're with you, wherever you go.™

### 2 User Guide

#### Login

Launch the MyE911 Client application. This can be done by double clicking the MyE911 client shortcut on the desktop or through the Start Menu item in C:\Program Files\Redsky Technologies\MyE911 Client. The login screen will come up.

e911°	E911 Pr	otection for Softphone Users	<u> </u>
STATUS			
MY LOCA	TIONS	PRIMARY SERVER.	
ABOUT		https://www.example.com BACKUP SERVER:	
LOGOUT <		https:// www.example.com USERNAME: username PASSWORD:	
		LOGN	SETTINGS

Enter the username and password provided by your E911 system administrator.

Enter the Primary and Secondary E911 Manager Server Information.

Use of client side certificates is optional, but your E911 system administrator may require it. To specify a client-side certificate, check the USE CLIENT SIDE CERTIFICATES checkbox and fill in the required fields.

If a proxy is used to connect to the enterprise, check the CONNECT USING PROXY check box and fill in the required fields.



Click LOGIN to complete the login process. The application will save the login information provided and attempt to automatically log the user in upon start up.

#### Status

The Status page is the default screen users will see after logging in. This page provides the current location that is set in the system. If the location is not currently registered, you can set your location by clicking SET LOCATION button.

e911°	E911 Pr	rotection for Softphone Users				
STATUS	•	STATUS				
MY LOCATIONS		YOUR LOCATION IS NOT CURRENTLY SET!				
ABOUT		SET LOCATION				
LOGOUT						
Rec						

Once you select SET LOCATION, you will be taken to the MY LOCATIONS screen where you can either choose from existing addresses or create a new address by clicking CREATE LOCATION.



#### **My Locations**

#### **Create Location**

MyE911 users can create a new personal location by selecting CREATE LOCATION. If you choose this, you will be prompted to input your location's civic address.

<b>911</b> E911 Pro	otection for Softphone Us	ers
STATUS		
MY LOCATIONS 🛛 🔫	PERSONAL CORPORATE	Search Q
ABOUT	• No Location Temporarily disable E911 location inform	mation
LOGOUT		
	ie fiest « Prev	NEXT55 LAST5
	CEI ECT I OCATION	



You will need to enter information in all of the required fields before submitting the address to be MSAG validated in the E911 Anyhere system.

e911°	E911 Pro	otection	for Sof	tphone Us	sers			
STATUS								HELP 🥐
MY LOCA	TIONS							
AROUT		STREET NUMBER	PREFIX	STREET NAME*		STREET TYPE	•	SUFFIX
ABOUT		230		montano		rd		
LOGOUT		CITY/MUNICI	PALITY		STAT	E/ /INCE *	ZIP	POSTAL CODE *
		albuquerque			NM		871	107
		NAME*			ROOM		FLC	OOR
		coffee house						
Red		ADD LO	CATION			÷	= RE	QUIRED FIELD



If the address entered has multiple MSAG valid addresses (e.g. NE as well NW addresses), you will be prompted to choose the one that matches your current location.

911° E911 Pr	otection for Softphone Users
STATUS	ADD LOCATION HELP 🤊
MY LOCATIONS <	YOU ENTERED: 230 montano rd albuquerque, NM 87101
LOGOUT	Please select the appropriate validated address
	<ul> <li>230 MONTANO RD NE ALBUQUERQUE. NM 87101</li> <li>230 MONTANO RD NW ALBUQUERQUE. NM 87101</li> </ul>
	BACK SELECT LOCATION



After the location is created and MSAG validated, it will be placed in the Personal Address list.



The location that is selected will be reflected in the STATUS screen.





#### Select Location

Under My Locations, users can select the location from either the personal address or corporate address list. The personal address list contains user-supplied locations that were MSAG validated in the system. The corporate address list is configured by the company administrator.

<b>6911°</b> E911 Pro	otection for Softphone Users		- ×
STATUS			
MY LOCATIONS 🛛 🔍	PERSONAL CORPORATE	Search	٩
ABOUT	coffee break out   corperate1 (corperate1) 2800 S Lake Dr ELIZABETHTOWN, IN 66666 Floor, 1st, Room; 100		
LOGOUT	conference a   corperate1 (corperate1) 2800 S Lake Dr ELIZABETHTOWN, IN 66666 Floor: 1st, Room: 200		
	In FIRST and PREV SELECT LOCATION	nexts»	LAST X



#### About

The ABOUT menu item will provide the current logged in username, primary and backup servers locations, the current MyE911 client version, the MyE911 client revision and the EON Client version on the server. Due to potential compatibility issues, keeping your MyE911 client and the server version in sync is recommended. This can be done by updating the client from the STATUS page.

e <b>911</b> °	E911 Pr	otection for Softphone Users
STATUS		ABOUT
MY LOCATIONS		LOGGED IN AS:UserName
		PRIMARY SERVER: https://anywhere.redskytech.com/
ABOUT	•	BACKUP SERVER:https://anywhere.redskytech.com/
		CLIENT VERSION: 6.5.2
LOGOUT		CLIENT REVISION: 0
		SERVER VERSION:217 09
		Copyright 2016 RedSky Technologies, Inc. All rights reserved



We're with you, wherever you go.™

# 3 MyE911 for PC/MAC Interaction with MyE911 for Mobile

When using the PC client along with the mobile client, you will need to ensure that your location changes properly when coming back to the PC or Mac device. When launching your softphone on a PC or Mac, you'll notice that the MYE911 client shows the ERL that has been saved from your mobile device. You can then determine if the location found is accurate.





# 4 Appendix A - Examples of use scenarios

When utilized outside the enterprise, the use case is very straightforward. However, when used inside the enterprise, use cases can vary depending on a number of factors such as the integration level between the E911 Anywhere and existing location-tracking applications (e.g. E911 Manager, Cisco ER) within the enterprise.



#### Use Case 1 - (E911 Anywhere + MyE911 Client) used off enterprise

**Situation:** You are working at your company using an enterprise softphone client to make and receive calls through your company's PBX system and have launched the MyE911 client. Additionally, your enterprise PBX system is configured to route 911 calls to RedSky's E911 Anywhere cloud.

**Result:** Your MyE911 client will open whenever it detects a change in the system's IP address or determines that you have launched your softphone client. You will be given the last known civic address. If the address accurately describes your current location, you may click YES to confirm and use your softphone client. If that address is not correct, you can either input a new civic address and have it MSAG validated or select a previously MSAG validated addresses from your Personal Address list.

e911°	E911 Pr	otection for Softphone Users
STATUS	<	
MY LOCA	TIONS	WE DETECTED YOUR LOCATION MIGHT HAVE CHANGED Your last location was: Home Office 925 Chicago ave W. chicago, IL 60642
ABOUT		Do you wish to keep this location?
LOGOUT		YES NO
Red	Ský	

Subsequently, emergency calls will be routed through your company's PBX to RedSky's E911 Anywhere service. Your 911 call will route to the appropriate PSAP that serves your current location.



#### Use Case 2 - (E911 Anywhere + MyE911 Client) used inside the enterprise

**Situation:** You are working at your company, using an enterprise softphone client to make and receive calls through your company's call PBX system and have launched the MyE911 client. Additionally, your enterprise PBX system is configured to route 911 calls to RedSky's E911 Anywhere cloud.

**Result:** The MyE911 client will open whenever it detects a change in your IP address or determines that you have launched your softphone client. You will be given the last known civic address. If the address accurately describes your current location, you may click yes to confirm and use your softphone client. If that address is not correct, you can either input a new civic address or select a previously MASG validated addresses from the Corporate Address list if your company's E911 administrator has pre-configured locations in E911 Anywhere.





## Use Case 3 - (E911 Anywhere + MyE911 Client, Integrated with E911Manager) used inside the enterprise

**Situation:** You are working at your company, using an enterprise softphone client to make and receive calls through your company's PBX system and have launched the MyE911 client. Your company has installed RedSky's E911 Manager to interoperate with your company's PBX system. Additionally, your enterprise PBX system is configured to route 911 calls to RedSky's E911 Anywhere cloud.

**Result:** The MyE911 client will open whenever it detects a change in IP address or it determines that you have launched your softphone client. As you are in the enterprise that is served by E911 Manager, the MyE911 client will show pre-validated enterprise location information. You can acknowledge the location information by checking YES box.

e911"	E911 Pr	otection	for So	oftphone	Users		X
STATUS	•						
MY LOCATIONS		We detected your location to be: IL Argenta					
HELP		620 Floc Is this co	or: 2nd, Ro rrect?	om: 225	02554		
ABOUT		YES	NO				
LOGOUT							
Red	ISKý						



### Use Case 4 - (E911 Anywhere + MyE911 Client; E911 Anywhere integrated with Cisco ER) used inside the enterprise

**Situation:** You are working at your company, using an enterprise softphone client to make and receive calls through your company's PBX system and have launched the MyE911 client. Additionally, your enterprise PBX system is configured to route 911 calls to RedSky's E911 Anywhere cloud.

**Result:** The MyE911 client will pop whenever it detects a change in your IP address or determines that you have launched your softphone client. Because there is no integration between MyE911 and Cisco ER that performs location tracking within the enterprise, the MyE911 client pop will show your last known civic address. *As you are within an enterprise that is served by Cisco ER, your 911 calls will be routed according to the Cisco ER's emergency routing plan.* You have a few options here.

- a) You can exit out the MyE911 client. Cisco ER will handle the 911 call routing within the enterprise. You need to enable the MyE911 client when you move outside the enterprise to ensure that you have proper 911 protection using MyE911.
- b) You can select the location from the Corporate Location list. Because Cisco ER's locations are also in the E911 Anywhere database, this information is loaded into the MyE911 client. Ultimately, however, 911 calls will be routed via Cisco ER.
- c) If your company's E911 Administrator has enabled the No Location option, you can select No Location under the My Location tab. Again, Cisco ER will handle 911 call routing within the enterprise.