MyE911 Client User Guide for E911 Manager

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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

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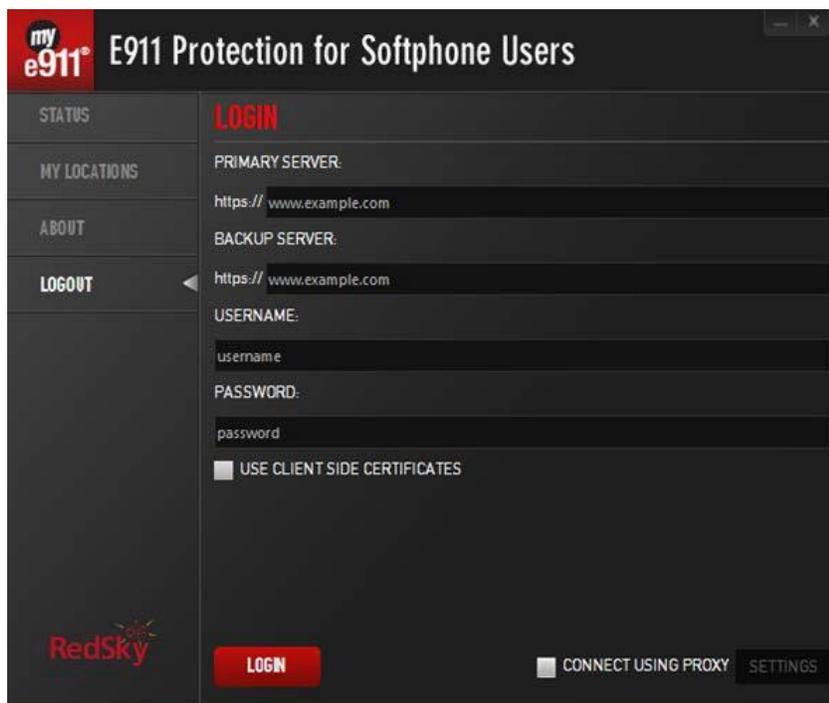
Enter the username and password provided by your E911 system administrator.

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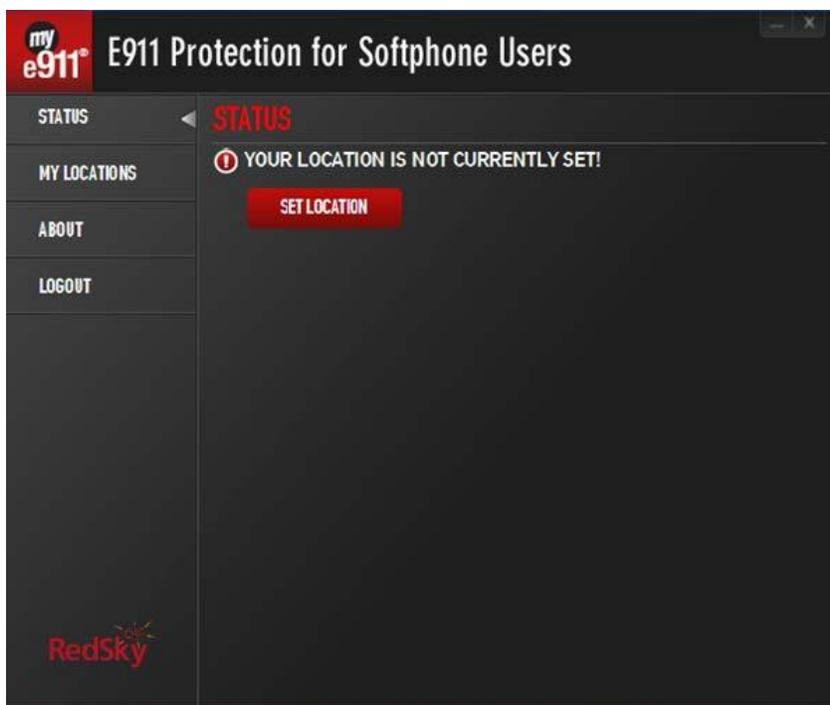
Once you select SET LOCATION, you will be taken to the MY LOCATIONS screen where you can either choose from existing addresses or create a new address by clicking CREATE LOCATION.

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.

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.

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.

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.

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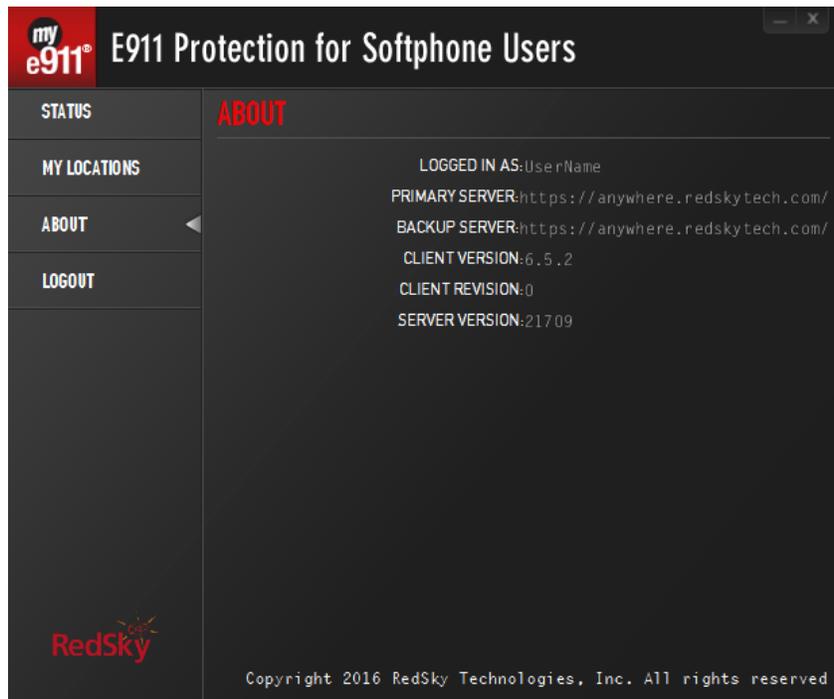
3 MyE911 for PC/MAC Interaction with MyE911 for Mobile

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.
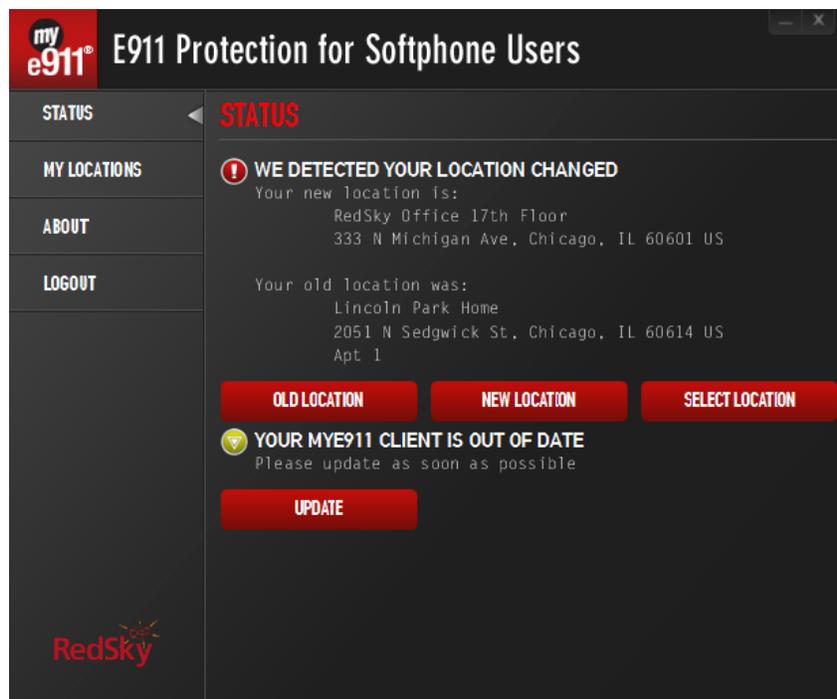
4 Appendix A - Examples of use scenarios

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.

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.
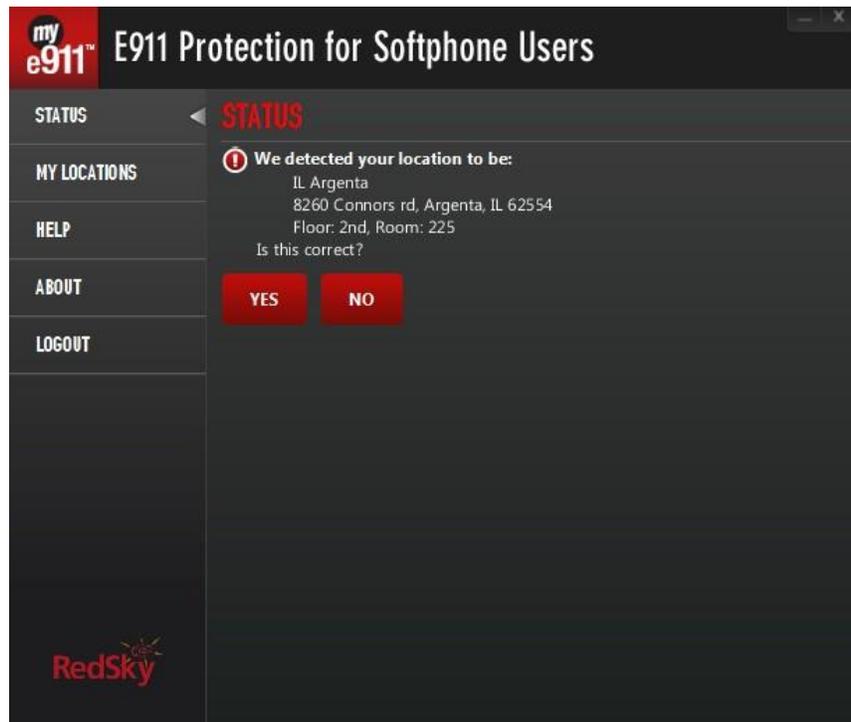
Result: The MyE911 client will open whenever it detects a change in your IP address or determines that you have launched your softphone client. You will be given the last known civic address. If the address accurately describes your current location, you may click yes to confirm and use your softphone 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.

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.