



EON (Enhanced On-Site Notification) User Guide

Version 4.1

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Revision History

Date	Version	Revision	Made By
12/30/2019	4.0	Initial Draft	Chelsea Bumpus
1/13/2020	4.01	Revisions for external review	Chelsea Bumpus
5/4/2020	4.1	Revisions to include updates for v4.1	Chelsea Bumpus

What's New for EON 4.1

New Features

Improvements

No Additional Improvements for this release.

Issues Resolved

Introduction

About Us

RedSky Technologies is the leading provider of on-premise and cloud-based E911 solutions. In 1999, we developed and patented the first automated software application to manage 911 location data. As technology has evolved, we have kept pace with emerging voice technology to meet the requirements of modern enterprises. Our E911 enterprise-class software is used by 50 of the Fortune 500 companies. Using state-of-the-art software development languages and frameworks, our solutions are designed to run in the most secure enterprise, government and virtual environments.

Scope

Overview

This guide is intended to provide an overview of the RedSky EON Client application. Users should refer to this guide for questions about installation and basic management of the EON application.

Point of Contact

To submit recommendations for comments and changes to this manual or the EON application, please contact us at:

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Installation

Requirements

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

- The installer must be run to completion by a user with Administrative permission
- The installer must be run on a Windows XP-SP3 or higher, or a Windows 7-SP1 or higher
- Supported OSX: Sierra

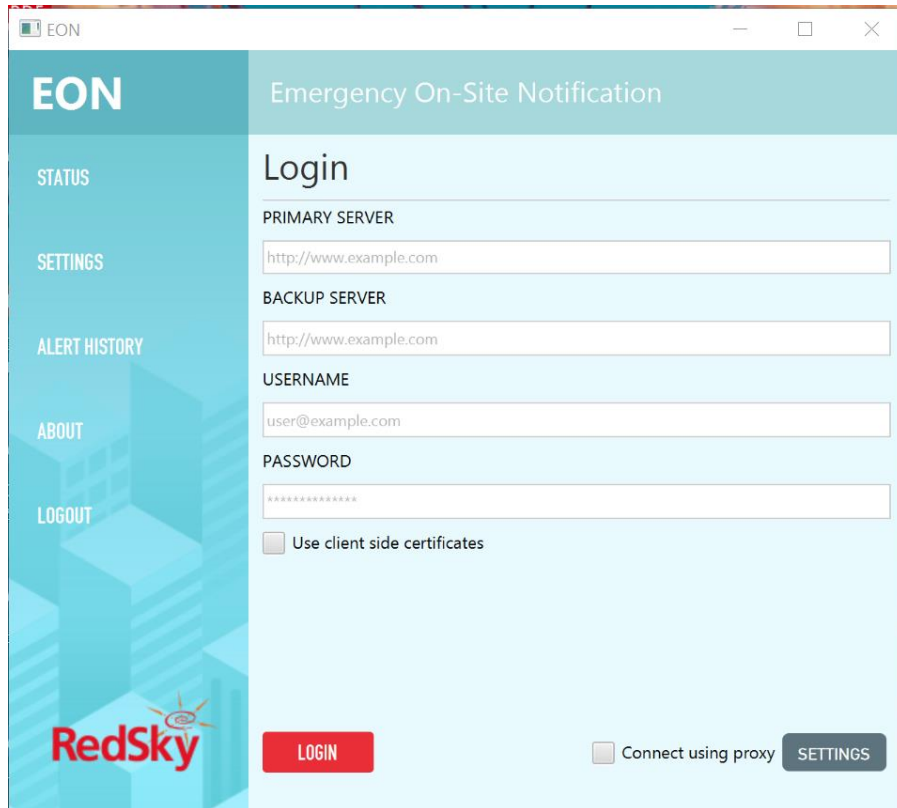
Installation Steps

1. Launch the EON Client installer
2. Specify a destination folder (optional)
3. Click install

User Guide

Authentication

Launch the EON Client application. This can be done by double clicking the EON Client shortcut on the desktop or through the Start Menu item in “Program Files\Redsky Technologies\Eon Client”. The log in screen will come up. See image below.



Enter the username and password provided by your E911 administrator. Provide a primary EON Server. This should have been provided to you by your Organization’s Administrator. The secondary server is optional. Use of Client-side Certificates is optional by default, but may be required by your E911 administrator. To specify a Client-side Certificate, check the “Use Client-side Certificates” checkbox 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 from here on out.

Status

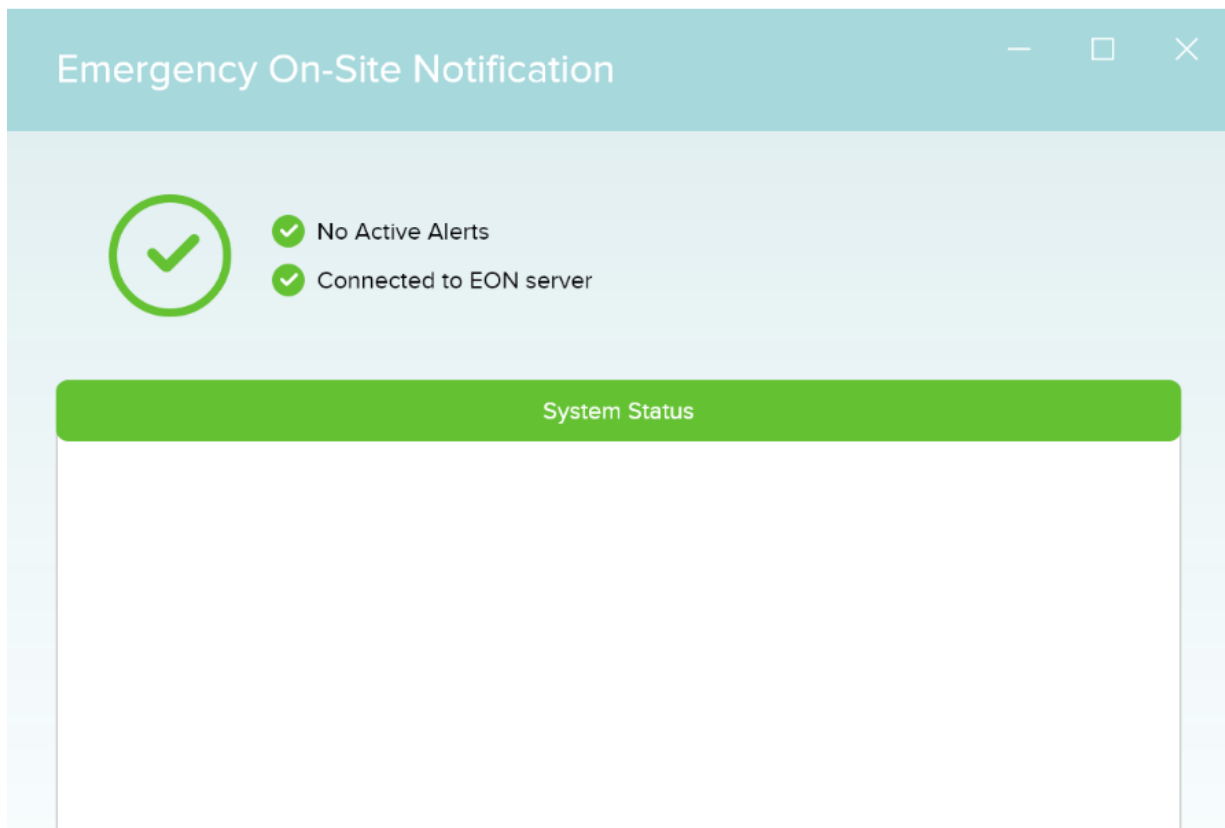
The Status page is the default screen users will see after logging in. This page provides critical information about the system. The follow status colors are available:

- Green – System is connected, Client is up-to-date, and there are no unacknowledged emergency calls
- Yellow – System is connected, Client is out-of-date, and there are no unacknowledged emergency calls
- Red – System is disconnected, or there is at least 1 unacknowledged emergency call

Look under “System Status Alert” for more detailed information about the current status.

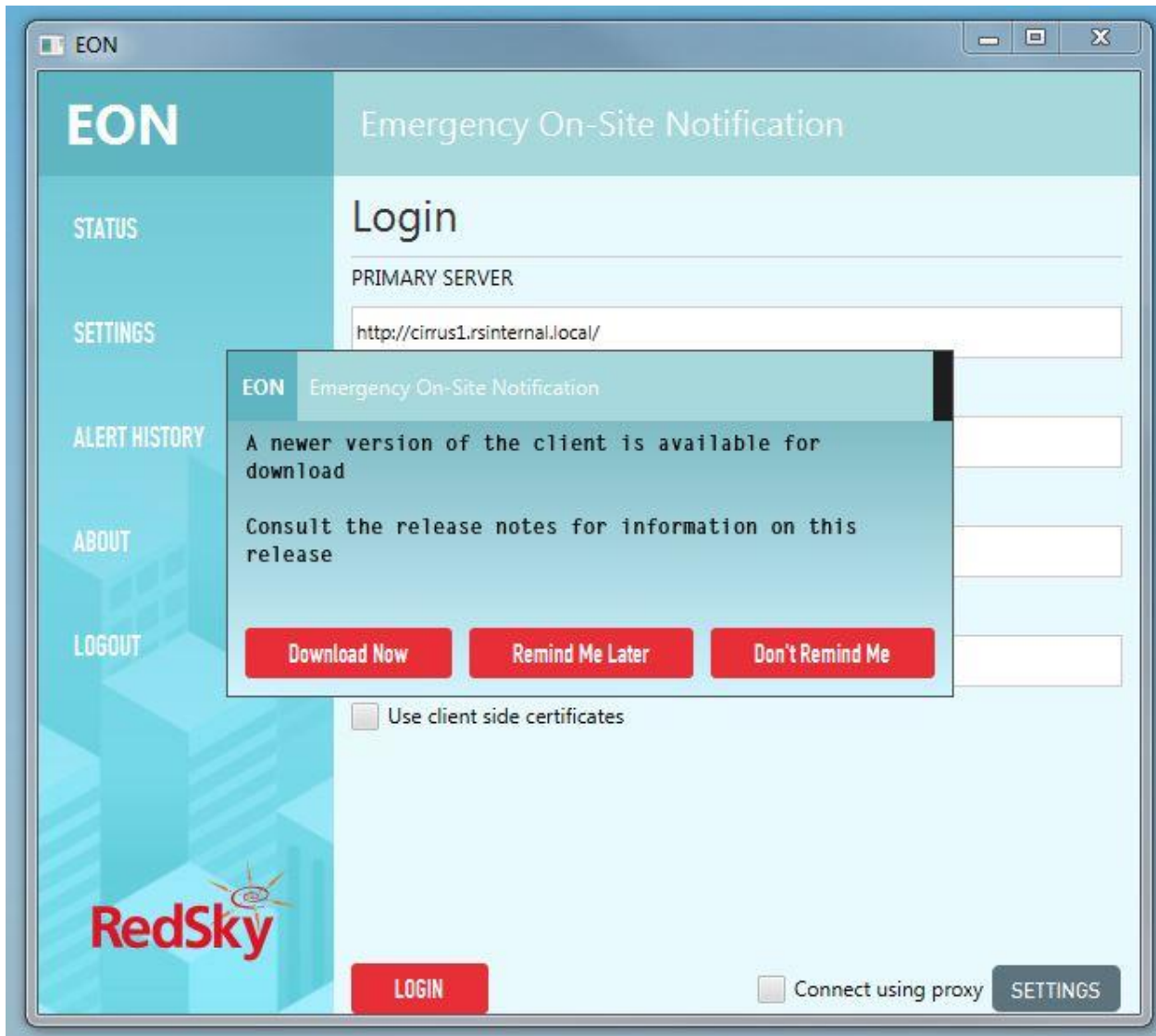
Green Status

The Green status means that the EON Client is up to date, successfully connected to the specified E911 server, and there are no active unacknowledged emergency calls for the user to acknowledge.



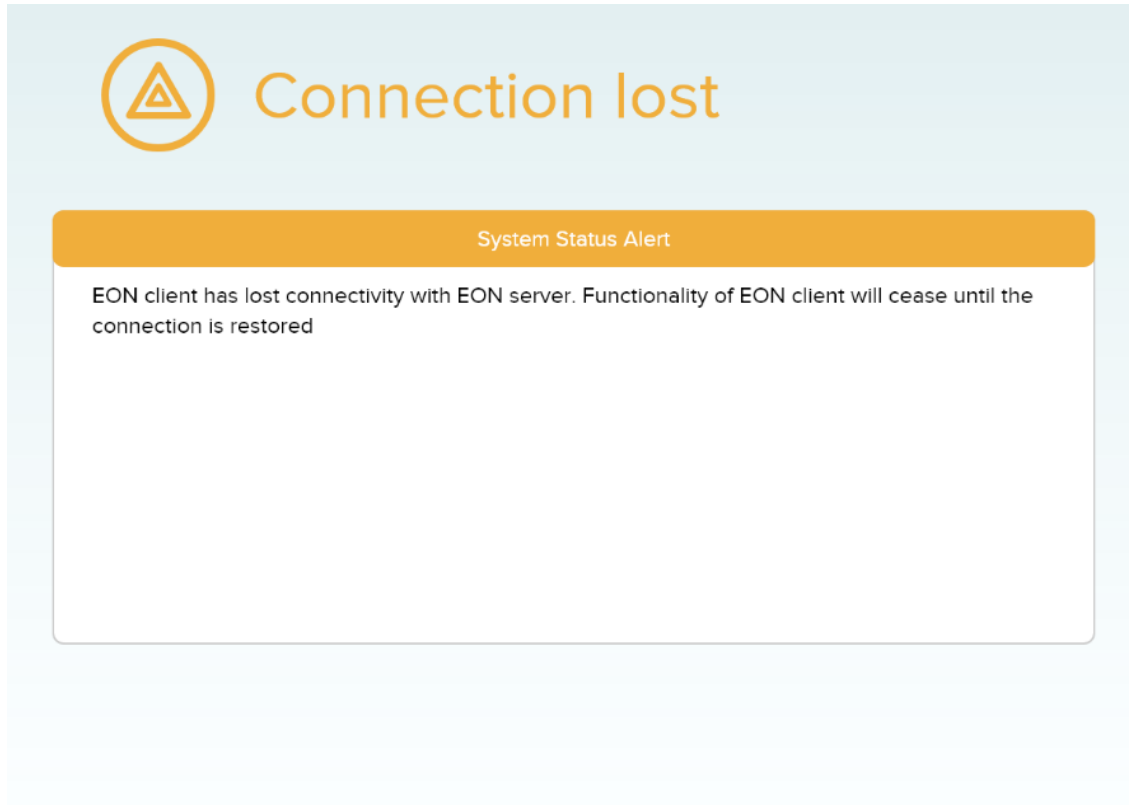
Client Out of Date

If the EON Client version is different from the version the E911 server is configured to use, the EON client will give a yellow status. To fix this problem, click the “Update Client” button to download and automatically install the proper version of the EON Client. Please note that this status will appear even if the EON Client version is newer than the server version. RedSky Technologies recommends that all EON Clients stay in sync with the server for compatibility reasons.



Lost Connectivity

In the event that the EON Client loses connectivity, the status will change to “Connection Lost”. During this time, no E911 alerts can be received or acknowledged. This status will clear once a valid connection has been established to either the primary or backup E911 server.



Emergency Call Alert

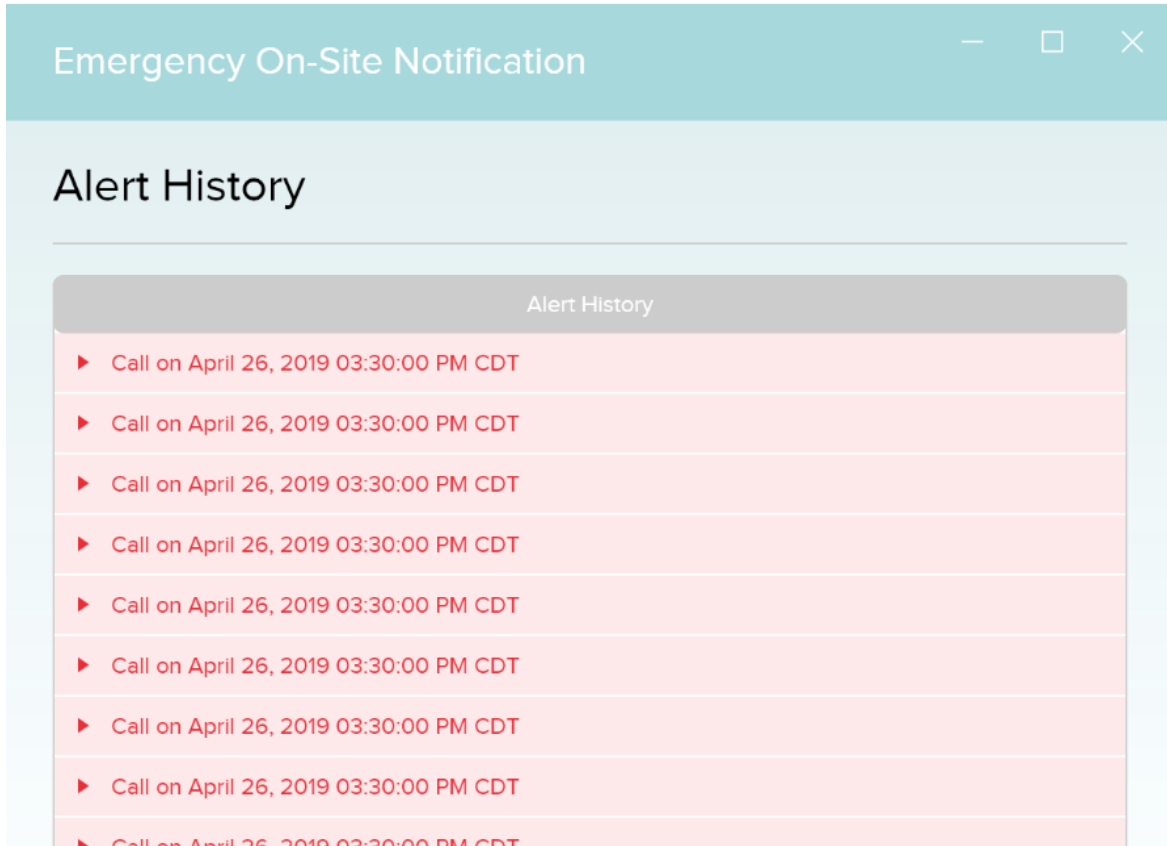
In the event a 911 call was received from the E911 server, the EON Client will play an audio siren sound, and bring the user to the below status page. The status will be red and all other menu tabs will be disabled. To print the alert, click “Print Alert Record” in the bottom left corner. In order to remove the red alarm status, the user must click the “Acknowledge Alert” button. Multiple 911 alerts will be queued and displayed one at a time as the user acknowledges each one.

The screenshot shows a window titled "Emergency On-Site Notification" with standard window controls (minimize, maximize, close) in the top right. The main content area features a large red exclamation mark icon inside a circle, followed by the text "911 Alert" in a large, red, sans-serif font. Below this, a red horizontal bar contains the text "911 Call Detected". Underneath the bar, the text "911 call placed on 2012-02-21 16:46:12.041" is displayed. A horizontal line separates this from a list of call details:

Customer:	Forrester International
PBX:	Any PBX
Elin:	3124325000
Extension:	2010
Building Name:	Headquarters
Building UID:	Headquarters
Address:	925 W Chicago, Chicago, IL 60622-7265
Location:	Conf Room B (Floor:FL3 Room:Room:RM1250)

Alert History

The alert history page provides an easy way to view all emergency call notifications that have ever occurred. These alerts are displayed in a list format in order of most recent. List items in red are alerts that were not acknowledged. These alerts will remain red even after you view them. You can click any call to expand and see the call details.



Settings

The settings menu provides the current first and last name as well as the email address of the current signed in user. The user is able to change the password from this screen as well. The user can adjust the volume level of the EON alert siren, as well as completely mute the audible tone when a 911 call is received. The user can also choose whether to receive EON alerts for non-emergency calls.

The screenshot shows a settings page with a light blue background. At the top, the word "Settings" is displayed in a large, bold, dark font. Below this, there are three input fields: "First name" containing "John", "Last name" containing "Smith", and "Email" containing "someone@mail.com". Underneath the input fields are two dark blue buttons: "CHANGE PASSWORD" and "CLEAR CONFIG". Below these buttons is a "Siren Volume" control, which consists of a horizontal slider with a circular knob positioned at the right end, labeled "100". To the right of the slider is a checkbox labeled "Mute", which is currently unchecked. At the bottom left, there is another checkbox labeled "Receive non-emergency call data", which is also unchecked. On the bottom right, there is a prominent red button labeled "SAVE".

About

The about menu provides the current logged in username, the current EON Client version, as well as the EON Client version on the server. Due to potential compatibility issues, it is recommended to keep your EON Client and the server version in sync. This can be done through updating from the status page.

About

Logged in as:	test user
Primary server:	https://192.168.20.72
Backup server:	https://
Client version:	3.8
Last login time:	This is your first login

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