



everbridge™
redsky

E911 Cloud Solutions

Version 24.4.0

Release Notes

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1. Scope

Everbridge RedSky E911 Cloud Solutions provides 911 emergency calling solutions for Service Providers and their customers with Horizon Mobility[®], and to enterprises with E911 Anywhere[®]. This document describes the latest fixes, improvements, and features across both solutions .

2. Requirements

E911 Cloud Solutions requires internet access to the web-based administration portal.

The table below specifies the minimum requirements to use E911 Cloud Services.

Windows	Microsoft Windows 10 or greater
macOS	Apple macOS 10.13 (High Sierra) or greater
Browsers	Microsoft Edge version 79 or later, Mozilla Firefox, Google Chrome, Apple Safari

3. Compatibility Matrix

The table below outlines the companion RedSky products for use with E911 Cloud Services.

MyE911 for Windows	Version 4.12.0 or greater
MyE911 for macOS	Version 5.0.0 or greater
EON	Version 4.11.0 or greater

4. E911 Cloud Services 24.4.0

4.1 What's New

Ability to call any PSAP.

Organizations such as health care providers, alarm monitoring or telematics services operate in a centralized call center and must be able to contact the appropriate 911 call center (PSAP) in the event of an emergency.

This release introduces a new service that can connect a user to any PSAP (Public Safety Answering Point / 911 Call center) in the US or Canada, independent of the user's location.

The location of the caller, alert or alarm is entered as a civic address or geodetic location(lat-long) either via an API or directly in the Redsky portal. The service returns a phone number or SIP URI that can be used to contact the PSAP servicing the provided location. Using the provided phone number or SIP URI, the user is routed to the appropriate 911 center which receives the call via its priority emergency lines and can simultaneously retrieve the detailed location of the emergency using their ALI (Automatic Location Identification) system.

This service is available as an optional chargeable feature. Please contact your account representative for pricing information.

PIDF-LO Device User Count

The PIDF-LO Device User Count has been added to the dashboard

933 Call Events

933 Calls have been added to the Events page

4.2 Issues Resolved

- [REDSC-3353] MyE911 MAC client incorrectly showing update available
- [REDSC-3418] Geo-Location for WXC are routing to ERC for Invalid PIDF-LO

5. Contact Information

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