


RedSky Alerting Options


Email and SMS(Included)

Horizon Mobility® (“Service”) includes the ability to send email and text alerts to any individual or group they choose. These alerts are fully customizable and can be filtered by building. The recipient does not need to have any special access nor does RedSky require knowledge of the end user’s cellular carrier. HTML links can be used in alerts to navigate recipients to pages with maps or floorplans.

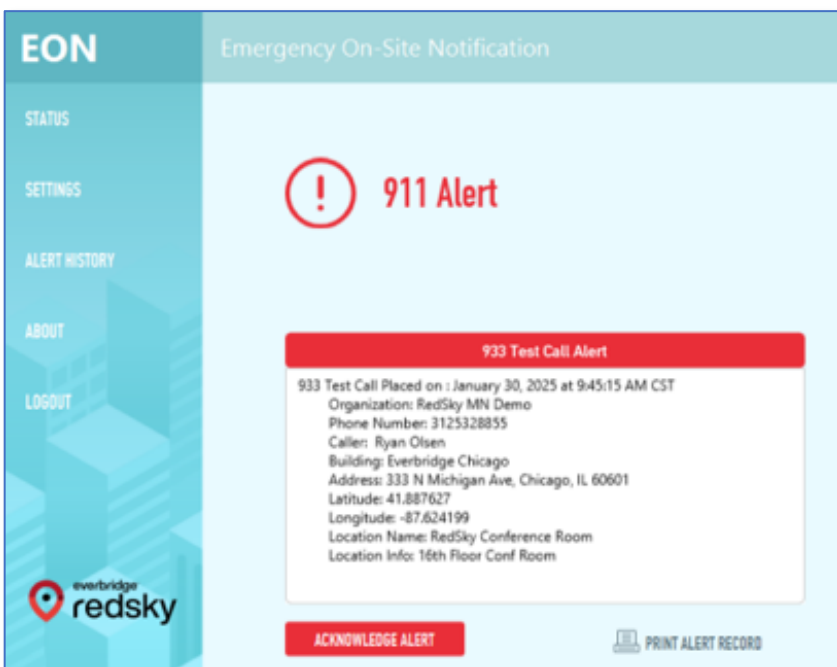
Emergency Call Alert



alerts@e911cloud.com

To  Ryan Olsen

911 Call Placed on : Thu Mar 19 13:16:57 GMT 2020
Organization: RedSky
Phone Number: 3124325976
Supplemental Data: None
Address: 333 N Michigan Ave, Chicago, IL 60601
Location: RedSky HQ
(16th Floor)



The screenshot shows the EON Client interface. On the left is a navigation menu with options: STATUS, SETTINGS, ALERT HISTORY, ABOUT, and LOGOUT. The main area displays a large red warning icon with an exclamation mark and the text "911 Alert". Below this is a detailed alert box titled "933 Test Call Alert" with the following information:

- 933 Test Call Placed on : January 30, 2025 at 9:45:15 AM CST
- Organization: RedSky MN Demo
- Phone Number: 3125328855
- Caller: Ryan Olsen
- Building: Everbridge Chicago
- Address: 333 N Michigan Ave, Chicago, IL 60601
- Latitude: 41.887627
- Longitude: -87.624199
- Location Name: RedSky Conference Room
- Location Info: 16th Floor Conf Room

At the bottom of the alert box are two buttons: "ACKNOWLEDGE ALERT" and "PRINT ALERT RECORD".

EON Client (Included)

The EON Client is an application downloaded onto a user’s computer that will pop up on the user’s screen as well as play an audio siren. The alerts information can be customized, and the alerts can be filtered by building. EON workstations must have network access to:

- *.wxc.e911cloud.com
- *.api.wxc.e911cloud.com
- https://sqs.us-east-2.amazonaws.com/
- https://sns.us-east-2.amazonaws.com/

More Information can be found [HERE](#)

Enhanced Notification Add-On

SP-REDSKY-MRC
RS-HM-ENH-NOTIFY

Call Monitoring – Listen Only

When an 9-1-1 call is made, RedSky will simultaneously “bridge-in” up to five 10-digit phone numbers in mute mode, allowing the customer to listen in on the call.

Call Barge – Talk and Listen

When a 9-1-1 call is made, RedSky will “bridge-in” up to five 10-digit phone numbers the customer wants to participate in the call, in mute mode. Participants will need to enter a code to unmute and actively participate in the call.

Call Recording

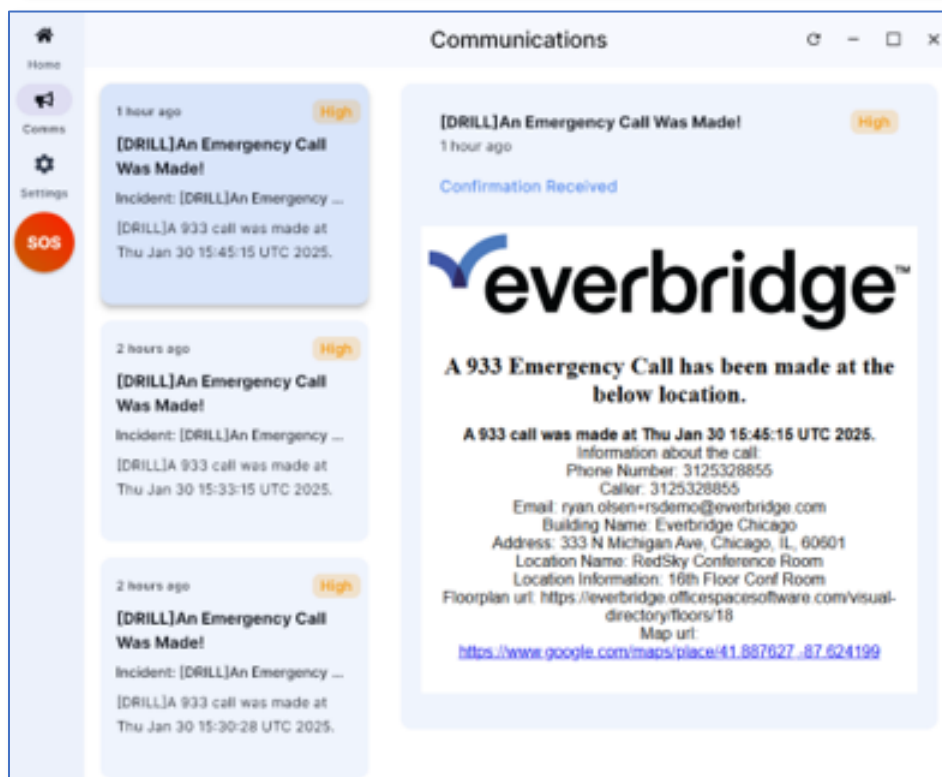
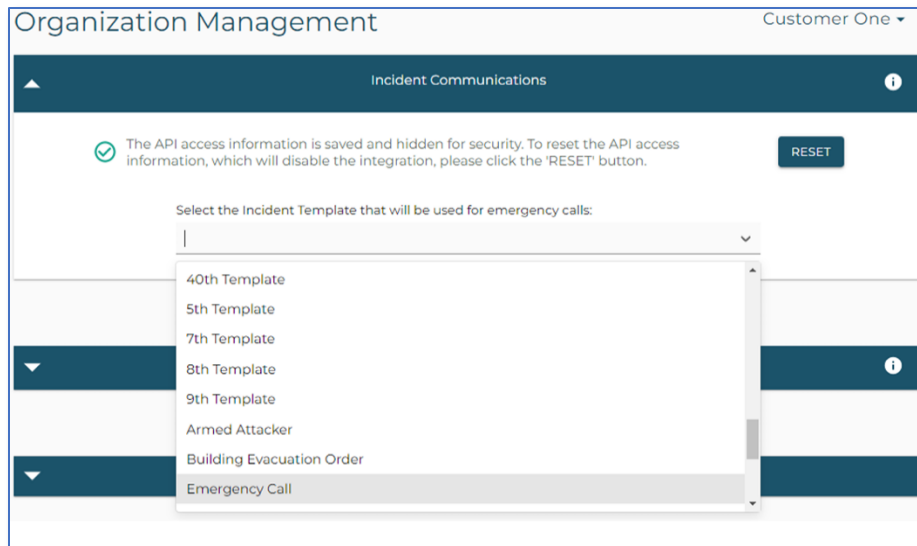
Calls to 9-1-1 will be recorded in our RedSky’s cloud and stored for up to 30 days. Only users with portal access will be able to listen to and download recorded calls.

Third Party Integrations

Send Emergency Call details to Everbridge CEM or Singlewire InformaCast.

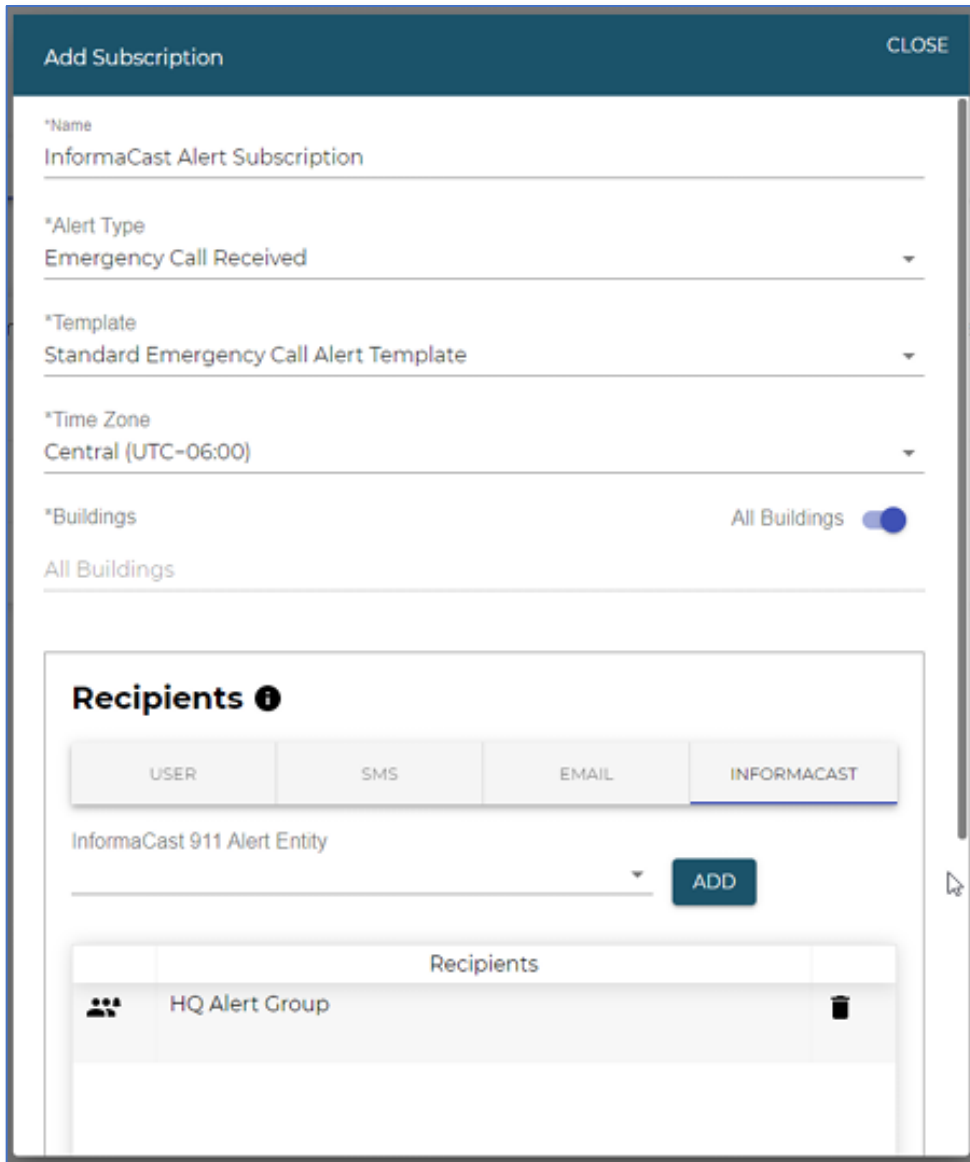
The Everbridge Incident Communications feature allows RedSky to act as an Incident Communications Operator, via the Incident Communications API, and launch an Incident when an emergency call is made.

More information can be found [HERE](#)



The InformaCast Fusion integration allows the details of the emergency call, such as the Location Information, to be delivered as an InformaCast Fusion notification, which can incorporate a wide array of additional notification targets.


More Information can be found [HERE](#)



The screenshot shows a web form titled "Add Subscription" with a "CLOSE" button in the top right corner. The form contains several fields:

- *Name:** InformaCast Alert Subscription
- *Alert Type:** Emergency Call Received (dropdown menu)
- *Template:** Standard Emergency Call Alert Template (dropdown menu)
- *Time Zone:** Central (UTC-06:00) (dropdown menu)
- *Buildings:** All Buildings (toggle switch is turned on)

Below these fields is a section titled "Recipients" with an information icon. It features four tabs: "USER", "SMS", "EMAIL", and "INFORMACAST" (which is selected). Under the "INFORMACAST" tab, there is a dropdown menu showing "InformaCast 911 Alert Entity" and an "ADD" button. Below this is a table with the following content:

Recipients		
	HQ Alert Group	