



# **RedSky Migration Guide**

## **Migrate from E911 Anywhere to Horizon Mobility**

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# 1 Scope

This document outlines the migration process from E911 Anywhere to Horizon Mobility for organizations migrating from CUCM on-premises to Webex Calling MT. The intended audience for this document will be familiar with RedSky E911 Anywhere as well as Cisco UCM and Emergency Responder.

RedSky also offers Deployment Support, which can be purchased through Cisco Solutions Plus using sku SP-REDSKY-DS.

With Deployment Support the customer will be assigned a Project Manager and a Technical Application Specialist to help guide the customer through the Horizon Mobility implementation. This includes configuration, testing, and training.

## 2 Solution Overview

Cisco has partnered with RedSky to provide E911 support for Webex Calling. RedSky supports Webex Calling with Horizon Mobility. There are some key similarities as well as some differences between Horizon Mobility and E911 Anywhere with CER.

### Network Discovery

Like CER, Horizon Mobility relies on a device's network connection to automatically assign an emergency location. MPP phones, PhoneOS, and Webex app support a technology called HELD (HTTP Enabled Location Delivery) to make location requests to Horizon Mobility.

Horizon Mobility supports the following network discovery types (in order of priority):

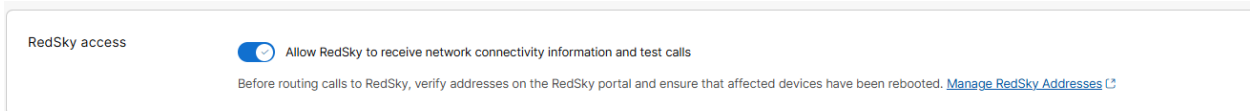
- MAC Address
- LLDP Port
- LLDP Chassis
- BSSID
- IP Ranges

## Call Routing

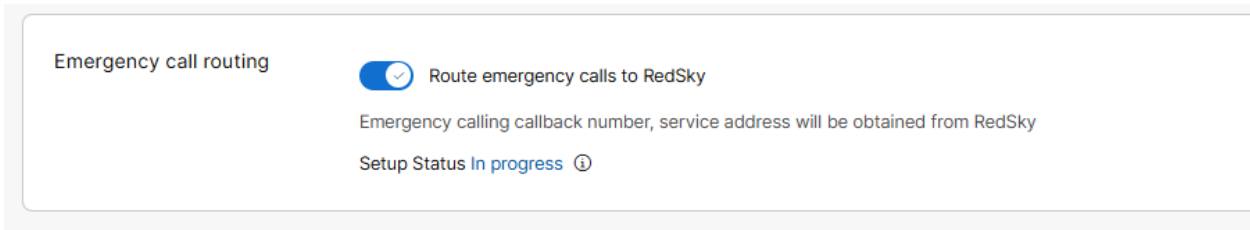
The route between Cisco Webex Calling and RedSky Horizon Mobility is already in place, so the customer does not need to manage any emergency call routes. Horizon Mobility also supports 933 calling for testing.

There are two steps to enable RedSky call routing and network discovery within Control Hub. There is a setup wizard to help walk through this process directly in Control Hub.

Under Locations > Calling > Enhanced Emergency Calling make sure RedSky Access is enabled. This enables network discovery requests as well as 933 calling.

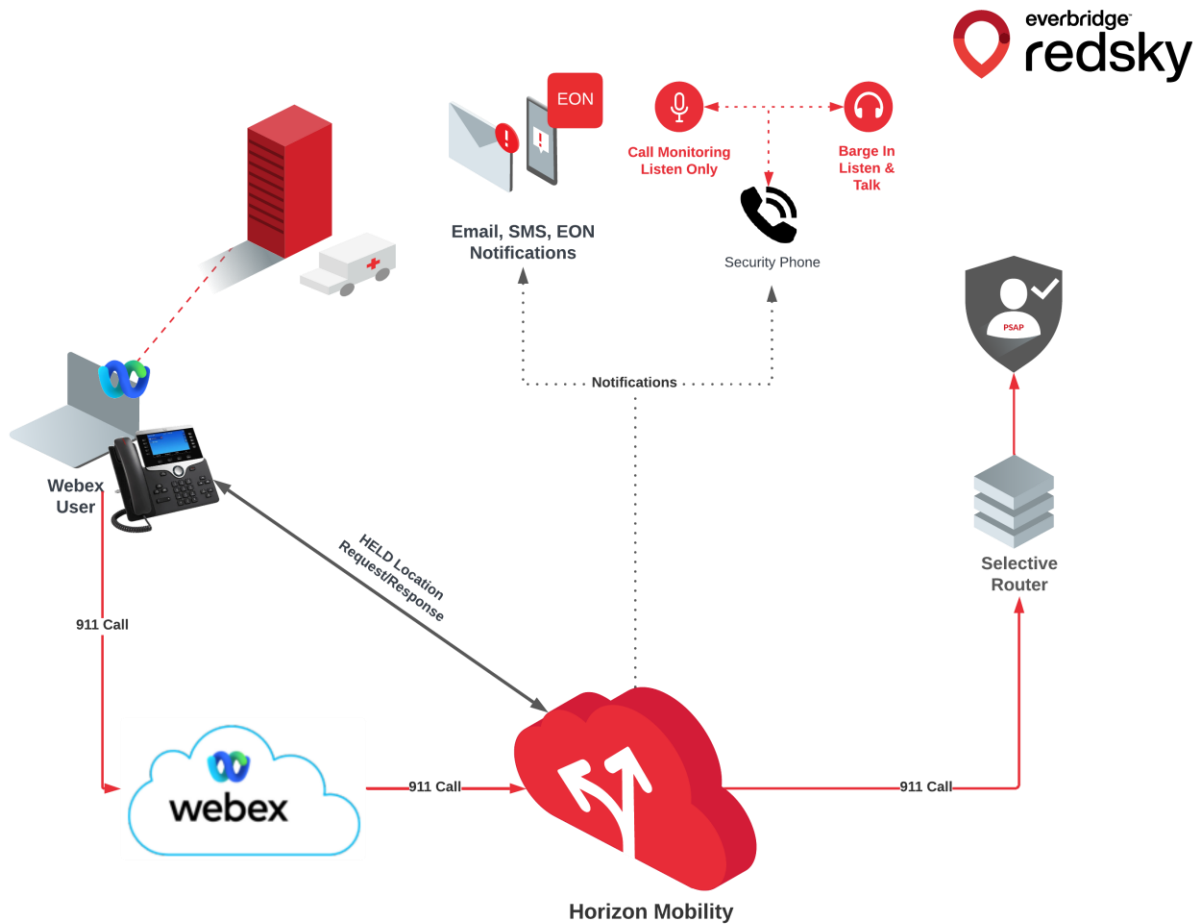


Once testing is complete, you can then enable Emergency Call Routing. Once this is enabled, 911 calls will also route through RedSky.



This can be enabled on a per Location basis within Control Hub.

## Solution Diagram



## 3 Planning

### Exportable Data

The following data can be natively exported from E911 Anywhere:

- Location Reports
  - Buildings
  - Locations
  - CER Locations
- Network Discovery Reports
  - BSSID
  - LLDP Chassis

- LLDP Port
- MAC Address
- IP Ranges
- Users
- Emergency Call History

## Exportable via API

The following data does not have a native export option, but can be exported via Rest API:

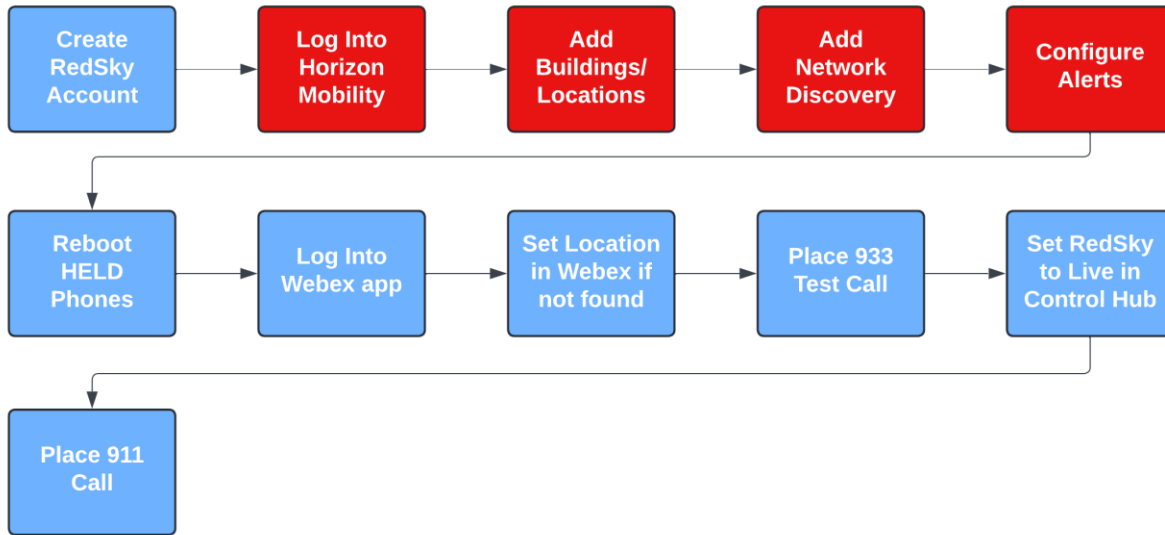
- Administrators
- EON Users
- Alert Subscriptions
- Alert Templates
- Public IP Ranges
- User's Personal Locations

More information regarding the RedSky API can be found on the swagger site: <https://resources.e911cloud.com/apis/index.html>

## 4 Migration

Before proceeding make sure Control Hub is configured, and you have an active instance of Horizon Mobility.

## Horizon Mobility – Webex Calling Onboarding Workflow



## Migration Workflow

- Create RedSky Horizon Mobility account – A RedSky account can be created directly through Control Hub. This account creation process will also link your Control Hub org to your Horizon Mobility org.
- Log into Horizon Mobility – <https://wxc.e911cloud.com>
- Add Buildings and Locations – The building and location data that was exported from E911 Anywhere can now be imported into Horizon Mobility. Buildings need to be imported before Locations. If you exported CER location data, it will need to be separated into a Building import file and a Location import file. The import templates can be downloaded directly from Horizon Mobility.
- Add Network Discovery – Determine which network discovery method(s) are appropriate for your organization, and how they map to your emergency locations. This data can be imported from E911 Anywhere, if it was being used there. It is also possible to import network discovery information from a CER export, but the columns of the data will need to be updated to match the Horizon Mobility import template.

- Configure Alerts – Horizon Mobility supports email, SMS, and EON desktop alerts. Alert subscriptions can be set up for all calls or filtered for calls from specific locations. There are no limitations to the number of alert subscriptions that can be created. The system comes loaded with default templates for 911 and 933 calls, but there is also the option to create customized alert templates.
- Reboot HELD phones – This will force the phone to make a location request. HELD capable phones will also automatically make a new location request every 24 hours. You can view HELD phones, and their locations, under Monitoring > HELD Devices.
- Log into Webex app – The Webex app will automatically request a location when it connects. In the event there is no network discovery match, the client will prompt the end user to enter their emergency location. This location will be stored on the user profile in Horizon Mobility, to be used again the next time they connect to the same network.
- Place 933 test calls – Test calls will confirm the correct location is assigned to the phones. When a 933 call is placed a RedSky IVR will read back the location of the caller. If alerts are configured for 933 calls those will also be sent.
- Enable Live Emergency Calling in Control Hub
- Place 911 calls – It is important to contact your local PSAP's administration line to confirm if there are any rules/requirements around testing 911.

## Go Live Checklist

- |  |  |
|--|--|
| <input type="checkbox"/> Create RedSky Account             | <input type="checkbox"/> Place 933 Test Call(s)                            |
| <input type="checkbox"/> Add Administrators                | <input type="checkbox"/> Confirm Correct Location Read Back by Test Player |
| <input type="checkbox"/> Create Buildings and Locations    | <input type="checkbox"/> Confirm Alerts Received                           |
| <input type="checkbox"/> Create Network <u>Wiremapping</u> | <input type="checkbox"/> Turn on Live 911 Routing in Control Hub           |
| <input type="checkbox"/> Configure Alerts                  | <input type="checkbox"/> Place Live 911 Test Call                          |
| <input type="checkbox"/> Confirm Phones Have Location      | <input type="checkbox"/> Confirm Correct Location Received by the PSAP     |
| <input type="checkbox"/> Confirm Users Have Location       | <input type="checkbox"/> Confirm Alerts Received                           |

## 5 Additional Resources

[Webex Help – Enhanced Emergency Calling for Webex Calling](#)

[RedSky Support Portal](#)

[RedSky Online Help](#)

## 6 Contact

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