



everbridge™
redsky

Release Notes

E911 Cloud Solutions

Version 25.5.0

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Everbridge software is covered by US Patent Nos. 6,937,147; 7,148,795; 7,567,262; 7,623,027; 7,664,233; 7,895,263; 8,068,020; 8,149,995; 8,175,224; 8,280,012; 8,417,553; 8,660,240; 8,880,583; 9,391,855. Other patents pending.

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1. Scope

Everbridge RedSky E911 Cloud Solutions provides 911 emergency calling services for Service Providers and their customers with Horizon Mobility®, and to enterprises with E911 Anywhere®.

This document describes the latest fixes, improvements, and features for the RedskyE91 Cloud solution version 25.5.0.

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 4.12.0 or greater

4. E911 Cloud Services 25.5.0

4.1 What's New

This release introduces two new capabilities and addresses some field reported issues

Routing Horizon Prime calls using SIP with PIDF-LO

Horizon Prime is a component of our Cloud Service that is used to route 911 calls to a customer's private PSAP or Security team. Today, the call is routed via a standard PSTN trunk and arrives to the PSAP/Security team as a standard phone call with no location. The caller's location would then need to be conveyed to the security agent either using the EON PC client with a screen pop, or with standard SMS or email notification. With this new capability, Horizon Prime will deliver the call to the security call taking system using a SIP call that includes the caller's location in the SIP invite with a PIDF-LO, or location object. This method is superior as it fully integrates with the location display interface of the call taking desktop as well as other related functions such as dispatching and logging.

Supporting External ORG ID for routing in E911-Organization-ID header

The E911-Organization-ID is a SIP header that is included with 911 incoming calls so that the Redsky Cloud service can identify the account associated with the call. This is used by service providers that maintain multiple customer subaccounts that route calls via the service providers common SIP trunks. Currently, the E911-Organization-ID requires the use of the HELD Org ID generated by Redsky and obtained via the portal dashboard. In order to provide additional flexibility and integration with the service provider's business system, the Redsky service will not allow a service provider to use the External Org ID, configured via the API or Portal, to convey the customer org making the call. This allows the service provider to use their own customer ID or other internal identifier to integrate with the Redsky service.

Emergency Call Details now includes Caller Display Name

We have added the Caller Display Name data from the call to the Emergency Call Details report. This information will help identify who made the call, especially in instances where the call was not made by a "user"

4.2 Issues Resolved

REDSC-4255

REDSC-4230

Geo only locations calls going to the ERC
933 Test Player Failing for HELD Devices
Mapped to Geo Only Location