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## Release Notes

E911 Cloud Solutions

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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 customers with E911 Anywhere®.

This document describes the latest fixes, improvements, and features for the RedskyE91 Cloud solution version 26.1.0.

## 2. Compatibility 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. Application Compatibility Matrix

The table below outlines the companion RedSky PC application 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

It should be noted that Redsky recommends users to update their MyE911 and EON to the latest versions freely downloadable from the Redsky portal. This ensures that you are operating versions that contain the latest improvements and all fixes to known issues.

## 4. What's New in Release 26.1.0

This release introduces the following new capabilities.

### **Direct to Extension Callback**

Providing an **accurate callback number** when calling 911 is critical to ensuring an effective and timely emergency response. Public Safety Answering Points (PSAPs) rely on callback numbers as a core safety mechanism when handling emergency calls. Emergency calls frequently disconnect due to different reasons such as accidental hang-ups, network instability or even caller incapacitation

In many enterprise environments, users operate on extension-only numbers without assigned Direct Inward Dial (DID) numbers. Historically, this has created challenges when a Public Safety Answering Point (PSAP) needs to call a 911 caller back. RedSky addresses this need by now providing the ability of 911 dispatchers to directly call back a 911 caller that only uses an internal extension number on their phone system. This is now available at no additional cost for all **911 Anywhere** enterprise customers.

Note - This feature is only available to customers connecting to Redsky using SIP. It is not supported for customers connected using the PSTN – public phone network.

### **HELD Device Garbage Collection**

The configurable period for deleting inactive HELD devices has been modified to include the shorter periods of 7 and 15 days. The shortest period before this new release was 30 days.

### **Personal Location Purging**

A new option to automatically delete inactive personal locations set by end users using MyE911 or HELD+ enabled softphones has been created. The system will automatically delete these location based on the length of time the location was last used. This capability is disabled by default and can be enabled with the option to delete personal location selectable from 30 to 365 days.

## Issues Resolved

The following is a list of reported issues that have been fixed in this release.

REDSC-4282	HELD+ Devices Without Location Report Displaying Base64 Encoding for LLDP Chassis ID
REDSC-4332	Create Geo Building Using Compact Address API Endpoint Fails
REDSC-4292	MyE911 Spelling Error
REDSC-4275	Admin UI: Corporate Location Filtering Remains After Disabling Alert Filtering Toggle
REDSC-4256	Caller unable to terminate the call when routed to the ERC
REDSC-2986	Rescan Address error on addresses removed from Horizon Prime LIS