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## Release Notes

E911 Cloud 26.3.0

MyE911 5.7.0

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## 1. Scope

Part of Everbridge’s High-Velocity Critical Event Management platform, RedSky delivers cloud-native 911 and emergency communication solutions that help organizations **find, route, and notify** during critical events—keeping your people safe and compliant everywhere they work.

E911 Anywhere® is a cloud-native solution that delivers carrier-grade routing for enterprise telephony. It ensures every 911 call reaches the correct Public Safety Answering Point (PSAP) with precise, up-to-date location data. Designed for modern, distributed workforces, it integrates seamlessly with your existing voice environment while supporting the latest NG911 standards. Horizon Mobility provides the similar capabilities offered through our service provider partners.

MyE911® is a lightweight, secure application that automatically determines a user’s softphone location and delivers it to public safety when they dial 911, helping you meet Ray Baum’s Act requirements for softphone and remote endpoints.

This document describes the latest fixes, improvements, and features for the Redsky E911Anywhere and Horizon Mobility version 26.3.0 and the MyE911 windows client version 5.7.0.

## 2. Application Compatibility Matrix

The table below outlines the companion RedSky PC application products for use with the Redsky 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.

## 3. What's New in Release 26.3.0

### Introducing Prime Routing

Prime Routing provides a more flexible and location-aware way to manage how emergency and non-emergency calls are routed across an organization. With Prime Routing, administrators can configure rules that determine how 911 and other security calls are routed, including routing 911 calls directly to Security teams or to a private PSAP.

This gives organizations greater control over emergency and security response workflows, especially in environments where call handling may vary by site, caller location, response team, or operational processes. By using configured routing rules, Prime Routing helps ensure calls are directed to the right destination based on the organization's needs rather than relying on a single fixed routing path.

Here is a screenshot of a Prime Routing configuration with multiple route plans.

The screenshot shows the RedSky Prime Routing configuration interface. The sidebar on the left contains the following navigation items: DASHBOARD, ADMINISTRATION, CONFIGURATION, ALERTS & EMAILS, E911 LOCATIONS, USERS, PIDF-LO DEVICES, NETWORK DISCOVERY, and CALL ROUTING - SIP. The main content area is titled "Prime Routing" and shows a table of route plans. The table has the following columns: Name, Dial String, Call Type, and Test Digits. The table contains three rows of data:

Name	Dial String	Call Type	Test Digits
▶ Default Emergency	911	Voice Call	933
▶ Panic Button	0011	Voice Call	0033
▶ Security Help Desk	877	Voice Call	833

At the bottom of the table, there is a pagination bar showing "Page 1 of 1" and "25 rows".

Prime Routing also extends support for location-based workflows by allowing alert subscriptions and call monitoring to be filtered by the caller's location. This helps security, operations, and response teams focus on the calls and alerts that are relevant to the locations they support. Here is a summary of the features of Prime Routing:

- **Multiple route plans** can be configured for 911 or any other digits
- **Call Routing Options** are PSAP , Security or conference PSAP and Security (Muted or Unmuted) based on caller location
- **Security Destination** can be a SIP URI or phone numbers. A secondary location can be configured as a backup
- **Caller Location** can be delivered to Security over SIP with PIDF-LO and/or using the EON application.
- **Notifications** methods (SMS, EON, Email) are available and are based on the location of the caller.

Prime Routing provides all the capabilities available in Horizon Prime and more. Horizon Prime continues to be supported; however, users are encouraged to migrate to Prime Routing as it provides a fully integrated solution with E911Anywhere and Horizon Mobility.

Prime Routing is an optional capability available for an additional fee.

#### **MyE911 Daily Prompting Option for VDI**

MyE911 Release 5.7.0 introduces a convenience feature for users in Virtual Desktop Infrastructure (VDI) environments. Previously, VDI mode prompted users to confirm their current location at every login to help ensure location accuracy. This new feature is intended for users who do not change locations frequently and reduces the number of location confirmation prompts. Users will now be prompted to confirm their location once per day, during their initial login to their VDI account.

### General Changes to the Admin Portal

Anywhere 7 / Horizon Prime includes several portal updates to support Prime Routing. These updates may also be visible to customers who are not using Prime Routing.

The Emergency Call Details report now includes a new **Called Party** column. For most customers, this value will typically display **911**. For organizations using Prime Routing, this column may display other route plan digits associated with the emergency call.

The Emergency Call Totals report has also been updated. The previous **Number of Directly Routed Calls** column has been renamed to **Number of PSAP Calls**, and a new **Number of Security Calls for Prime Routing** column has been added.

Organizations using Prime Routing will also see updates in Call Testing, where the test call generator allows users to select from available route plans, such as default emergency routing or a security help desk route.

## 4. Fixed Issues

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

### E911 Cloud 26.3.0

REDSC-4448	Alert Subscription Recipient display issue
REDSC-4445	MAC address renamed "MAC Address Static Assignment" in network discovery
REDSC-4432	API Endpoint /admin-service/alertSubscription/company/{ID} timing out

### MyE911 5.7.0

REDSKY-3687	MyE911 Not Updating BSSID Until Wireless Network Restarted
REDSKY-3683	MyE911 Accessibility - Fix About Dialog and Snooze Slider