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Release Notes

E911 Cloud Solutions 26.4.0

MyE911 5.2.1.for MAC

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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 26.4.0 and the MyE911 macOS client version 5.2.1.

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 26.4.0

Route Plan Filtering for Alert Subscriptions and Call Monitoring

Prime Routing provides a flexible, location-aware way to manage the routing of emergency and non-emergency calls across an organization. Administrators can configure route plans that determine how 911 and other security calls are routed, including directing 911 calls to a Security team or a private Public Safety Answering Point (PSAP).

With this release, administrators can filter Alert subscriptions and Call Monitoring groups by route plan. They can select one or more configured routes so that alerts and monitored calls are delivered only to the Security, operations, or response teams responsible for those routes.

This enhancement provides more precise control over monitoring and notification workflows, particularly for organizations that use multiple route plans for different call types, locations, or response processes.

Connect to PSAP

This feature enables the Security Desk to connect a caller to the appropriate Public Safety Answering Point (PSAP) after receiving an emergency call through Prime Routing.

When an emergency call is routed to the Security Desk, the Security Desk operator can dial a feature code to initiate an emergency escalation on the caller's behalf. The system uses the original caller's location information to identify and call the appropriate PSAP.

The caller's location is delivered with the call. After the PSAP answers, the original caller and the Security Desk operator are connected to the 911 call taker, allowing all parties to communicate on the same call.

Location Filtering for Microsoft Teams PIDF-LO Calls

Alerts and Call Monitoring for Microsoft Teams PIDF-LO calls can now be filtered by caller location. The system matches the civic address in the incoming PIDF-LO data to a configured building and applies the corresponding Alert subscription and Call Monitoring settings.

This enhancement helps Security teams receive only the alerts and monitored calls associated with the locations they support, reducing unnecessary notifications in large or geographically distributed organizations.

Bulk Deletion of PIDF-LO Devices

Administrators can now delete multiple PIDF-LO devices at once using bulk delete and templates.

Test Calls for Prime Routing

Test calls are now supported for all route plans, in addition to 933 test calls for the default 911 route.

MyE911 for macOS—Version 5.2.1

MyE911 for macOS version 5.2.1 includes the following improvements:

- Resolves an issue that required a hard restart of the MyE911 client after upgrading to macOS Tahoe.
- Strengthens application security through improved encryption-key management.

4. Fixed Issues

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

REDSC-4553	Updated Horizon Prime SIP invite with PIDF-LO to align with applicable standards.
REDSC-4540	Resolved an issue in Webex Calling that prevented a location without an associated building from being removed.
REDSC-4515	Resolved an API issue that allowed an invalid location to be created.
REDSKY-3685	Resolved an issue that prevented MyE911 for macOS from opening until the client was restarted after upgrading to macOS Tahoe.