



everbridge™  
redsky

## Release Notes

E911 Cloud Solutions 26.5.0

MyE911 for Windows 5.8.0

October 20<sup>th</sup> , 2026

Everbridge Suite  
2026  
Printed in the USA

Copyright © 2026. Everbridge, Inc. Confidential & Proprietary. All rights are reserved. All Everbridge products, as well as NC4, xMatters, Techwan, Previstar, one2many, SnapComms, Nixle, RedSky, and Connexient, are trademarks of Everbridge, Inc. in the USA and other countries. All other product or company names mentioned are the property of their respective owners. No part of this publication may be reproduced, transcribed, or transmitted, in any form or by any means, and may not be translated into any language without the express written permission of Everbridge.

Limit of Liability/Disclaimer of Warranty: Everbridge makes no representations or warranties of any kind with respect to this manual and the contents hereof and specifically disclaims any warranties, either expressed or implied, including merchantability or fitness for any particular purpose. In no event shall Everbridge or its subsidiaries be held liable for errors contained herein or any damages whatsoever in connection with or arising from the use of the product, the accompanying manual, or any related materials. Further, Everbridge reserves the right to change both this publication and the software programs to which it relates and to make changes from time to time to the content hereof with no obligation to notify any person or organization of such revisions or changes.

This document and all Everbridge technical publications and computer programs contain the proprietary confidential information of Everbridge and their possession and use are subject to the confidentiality and other restrictions set forth in the license agreement entered into between Everbridge and its licensees. No title or ownership of Everbridge software is transferred, and any use of the product and its related materials beyond the terms on the applicable license, without the express written authorization of Everbridge, is prohibited.

If you are not an Everbridge licensee and the intended recipient of this document, return to Everbridge, Inc., 155 N. Lake Avenue, Pasadena, CA 91101.

Export Restrictions: The recipient agrees to comply in all respects with any governmental laws, orders, other restrictions ("Export Restrictions") on the export or re-export of the software or related documentation imposed by the government of the United States and the country in which the authorized unit is located. The recipient shall not commit any act of omission that will result in a breach of any such export restrictions.

Everbridge, Inc.  
155 N. Lake Avenue, 9th Floor  
Pasadena, California 91101 USA  
Toll-Free (USA/Canada) +1.888.366.4911

Visit us at [www.everbridge.com](http://www.everbridge.com)

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.

# Table of Contents

---

|                                           |   |
|-------------------------------------------|---|
| 1. Scope .....                            | 4 |
| 2. Application Compatibility Matrix ..... | 4 |
| 3. What’s New in Release 26.5.0.....      | 5 |
| 4. Fixed Issues .....                     | 6 |

## 1. Scope

The RedSky E911 solution 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 26.5.0 and the MyE911 Windows client version 5.8.0.

## 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 26.5.0

### **Amazon Connect Location Service**

Amazon Connect is AWS's cloud-based contact center platform. Integrating Amazon Connect with RedSky 911 Anywhere allows agents to use the MyE911 client to maintain their location information and enables validated, dispatchable location information to be retrieved when an emergency call is placed.

The integration also supports location-based, multimodal alerts. When an agent dials 911, notifications can be sent to configured users and destinations by SMS, email, and on-screen through the EON desktop application.

### **Support for LLDP Stacked Network Switches**

RedSky E911 now supports configuring LLDP-enabled stacked network switches. This extends switch configuration support to environments where multiple physical switches are deployed together as a stack, allowing those environments to be represented in RedSky's network-discovery LLDP setup.

### **Display Call Duration and call recording details**

Administrators can now see an icon in call history indicating that a call was recorded. Call details show the full call duration, including ringing and connected time, and the duration of the recording.

### **Customer can administer SSO settings**

RedSky admins can now enable SSO configuration access for an organization using a new toggle in Organization Settings. When enabled, the customer's Org Admin can view and manage SSO settings under Organization Management

### **MyE911 for Windows—Version 5.8.0**

MyE911 for Windows version 5.8.0 includes the following improvements:

- Corrected the VDI daily prompting setting so users in VDI mode are prompted to confirm their location once per day.
- Upgraded to .NET 10.

## 4. Fixed Issues

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

|            |                                                    |
|------------|----------------------------------------------------|
| REDSC-4656 | Alerting for PIDF-LO filtering has been corrected. |
|------------|----------------------------------------------------|