



Cisco Emergency Responder User Guide Release 10.0

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Get Started

The *Cisco Emergency Responder User Guide* provides you with the information you need to use Cisco Emergency Responder.

The Onsite Security personnel added in Cisco Emergency Responder should read this guide to understand the tasks they need to perform and to learn about the Emergency Responder User web interface.

- [Accessibility Features, page 1](#)

Accessibility Features

Cisco Emergency Responder provides functionality for users that allows them to access buttons in the window without using a mouse. These navigation shortcuts assist visually impaired or blind users with the application.

Use the following table as a guide for navigating the interface by using keyboard shortcuts.

Table 1: Navigation shortcuts for Cisco Emergency Responder

Keystroke	Action
Alt	Moves focus to the browser menu bar.
Enter	Chooses the item with focus (menu option, button, and so on).
Alt, arrow keys	Moves the focus between browser menus.
Spacebar	Toggles control; for example, check and uncheck a check box.
Tab	Moves focus to the next item in the tab order or to next control group.
Shift+Tab	Moves focus to the previous item or group in the tab order.
Arrow keys	Moves the focus among controls within a group.
Home	Moves the focus to the top of the window if more than one screen of information exists. Also, moves the focus to the beginning of a line of user-entered text.

Keystroke	Action
End	Moves the focus to the end of a line of user-entered text. Moves the focus to the bottom of the window if more than one screen of information exists.
Page Up	Scrolls up one screen.
Page Down	Scrolls down one screen.



CHAPTER 2

Cisco Emergency Responder

Cisco Emergency Responder is an emergency communication system that helps you respond to a crisis quickly and efficiently.

Emergency Responder also maintains a record of the emergency calls that your system receives so that you can access this information later.

The following is a brief overview of what happens when someone places an emergency call:

- Someone places an emergency call.
- Emergency Responder receives the call and forwards it to the public safety answering point (PSAP) for your area.
- At the same time, Emergency Responder provides information about the emergency call in the Emergency Call Alert window. This information includes the time and date of the emergency call, the extension of the caller, the caller's alerting name, the ERL name, and the phone location. Additional details about the caller location, such as the complete physical address for the ERL and the port description, are displayed after you click on a call record.
- Depending on how your administrator sets up your system, you may receive a Voice Alert that provides you with the extension of the caller or an email message containing the caller extension, the Emergency Response Location (ERL) name, and the time of the emergency call.
- Information about the emergency call also appears in the **Emergency Call Alert** window. This information includes the time and date of the emergency call, the extension of the caller, the caller's alerting name, the ERL name, and the phone location. Additional details about the caller location, such as the complete physical address for the ERL and the port name, are displayed after you click on a call record. You can set the port name on the switch.



Note Emergency Responder displays the port description only for automatically tracked phones. For manually configured line numbers, this field is empty.

- After you determine the location of the caller, you can respond to the call according to your company emergency response policy.
- As soon as the caller places the emergency call, Emergency Responder refreshes the **Emergency Call Alert** window. If Emergency Responder cannot perform the real-time update, the **Emergency Call Alert** window refreshes in 30 seconds.



Note Emergency Responder provides you with only the extension of the caller; you cannot listen to the actual emergency call.

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- [Acknowledge Emergency Calls, page 4](#)
- [View Emergency Calls, page 5](#)
- [View Emergency Call Alert, page 8](#)
- [Use Phone Search, page 9](#)
- [Locate Phone By Extension, page 10](#)
- [View History of Emergency Calls, page 10](#)

Access User Web Interface

You must log in to Emergency Responder to view web alerts and obtain more information about an emergency call.

To log in to the Emergency Responder User web interface, follow these steps.

Procedure

-
- Step 1** In your browser location field, enter the URL provided by your administrator. The main Emergency Responder User web interface appears.
- Step 2** Choose **Cisco ER User** from the **Navigation** drop-down menu and click **Go**. The Cisco Emergency Responder User Login window appears.
- Step 3** Enter your username and password. Click **Login**. If you cannot log in, contact your system administrator. The **Emergency Call Alert** window appears.
- To exit the Emergency Responder User web interface from any window, choose the **Logout** link at the top of the window.
- Tip** For help with using a feature on any Emergency Responder User window, choose **Help > Help for this Screen**.
-

Acknowledge Emergency Calls

After you are notified of an emergency call, the next step is to acknowledge it. To acknowledge an emergency call means that:

- You take responsibility to act according to your company emergency response policy on behalf of that call.

- You understand that your policy might require you to go to the physical location of the caller, or it might require that you monitor the emergency situation by telephone.
- You understand that when you acknowledge a call, Emergency Responder keeps it in the system for 24 hours. After 24 hours, Emergency Responder removes that call from the Emergency Call Alert window list and that the entry disappears from your **Emergency Call Alert** window and the **Emergency Call Alert** window of all on-site-alert personnel in your system.



Note A red link indicates unacknowledged calls. A black link indicates acknowledged calls. All security personnel who have access to the Emergency Responder User web interface can see the emergency calls on the **Emergency Call Alert** window.

If a call record is removed from the list in the **Emergency Call Alert** window, Emergency Responder still saves the call information. After an emergency call has been acknowledged, you can see the call information by viewing the Call History. For information about how to view the Call History, see [View History of Emergency Calls](#), on page 10.

You can also see detailed information about that caller location by looking up the phone extension. For information about viewing details about a caller location, see Emergency call information.

Before You Begin

This procedure assumes that you are logged in to Emergency Responder and that the **Emergency Call Alert** window is displayed.

For instructions on logging in to Emergency Responder, see the [Access User Web Interface](#), on page 4.

To display the **Emergency Call Alert** window from any page on the Emergency Responder User website, choose **Web Alert**.

To acknowledge an emergency call and remove the emergency call from the list, follow these steps:

Procedure

-
- Step 1** In the **Emergency Call Alert** window, click **ACKNOWLEDGE** for the emergency call you want to acknowledge.
A message appears and prompts you to confirm your acknowledgment.
- Step 2** Click **OK**.
Emergency Responder refreshes the **Emergency Call Alert** window and the **Emergency Call Alert** window of all on-site-alert personnel in your system, removing the call you just acknowledged.
-

View Emergency Calls

To view all emergency calls, click **Find** without entering any criteria.

To narrow your search, follow these steps.

Procedure

-
- Step 1** Select the field you want to search, select the search relationship, and enter the search string. To search a combination of fields, follow these steps:
- Click **More** to add additional search fields.
 - Select **Any** at the top of the list to display calls that match any search criteria (an OR search).
 - Select **All** to list only calls that match every criteria (an AND search).
 - Click **Fewer** to remove the search criterion at the bottom of the list. You can view this button only after you click **More**.
- Step 2** From the drop-down list, choose the number of records per page to be displayed for each search.
- Step 3** After you enter the search criteria, click **Find**.
-

Emergency Call Information

To respond to an emergency call, you might need more information than is displayed on the **Emergency Call Alert** window, or you might need to provide these details to law enforcement or other emergency personnel.

You can click on a call record in the **Emergency Call Alert** window to view details about a call.

The system administrator sets the displayed fields, such as the street address and the three-digit area code. The PSAP operator also sees these displayed fields.

These details might not describe the exact physical location of the caller, but they should describe the origin of the emergency call. If you find that these details are not helpful in locating the emergency caller, contact your system administrator.

For additional information, see [View History of Emergency Calls, on page 10](#).

The following table describes the fields you see after you click on a call record from the **Emergency Call Alert** window.

Table 2: Emergency Response Location Fields

Field name	Description
ERL Name	Zone name for the call location set by your system administrator.
House Number	Number from the postal street address for the building. For example, the 170 in 170 West Tasman Drive.
House Number Suffix	Number extension for the house number, if any. For example /2.
Street Name	Street name from the postal address for the building.

Field name	Description
Street Suffix	Type of street. For example AV for Avenue.
Prefix Directional	Leading directional indicator if the street name contains one. For example N for North.
Post Directional	Trailing directional indicator if the street name contains one. For example N for North.
Community Name	Community name for the address. For example a city, town, or district name.
State	Two-digit state abbreviation.
Main NPA	Three-digit area code of the main number associated with the calling number.
Customer Name	Subscriber name associated with the ERL. This is typically your company name.
Class of Service	Class of service for the ERL.
Type of Service	Type of service for the ERL.
Exchange	Local Exchange Carrier (LEC) exchange identifier for the serving telephone office for the phone.
Main Telephone No.	Main phone number associated with the ERL, such as the number of the security office for the ERL.
Order Number	Service order number for establishing or updating this record.
Extract Date	Date this record is created.
County ID	County identification code for the zone. In the United States, use the Federal Information Processing Standard (FIPS) code assigned to the county by the U.S. Census Bureau.
Company ID	Your National Emergency Number Association (NENA)-registered company identification code.
Zip Code	Postal zip code for the address.
Zip Code Extension	Postal zip code plus four numbers.

Field name	Description
Customer Code	Your customer code. If you do not know your customer code, contact your service provider.
Comments	Optional comments, which might be displayed at the PSAP if an emergency call is placed from this ERL.
Longitude	Longitude of the ERL.
Latitude	Latitude of the ERL.
Elevation	Elevation of the ERL.
TAR Code	Taxing area rate code.
Location	Additional location information, in free form, to help identify the exact location of the phone. For example, this information might repeat the street address that is defined in several separate fields elsewhere in the Emergency Call Alert window.

View Emergency Call Alert

The **Emergency Call Alert** page displays a list of emergency calls, with the following fields for each call:

- Call Time
- Line ID
- Caller's Name
- ERL
- ELIN Used
- Location
- Street
- Phone Location



Note

You need user or system administrator authority to access the **Emergency Call Alert** window. Java Runtime Environment (JRE) must be installed on your machine to monitor web alerts.

Use the following procedure to view the **Emergency Call Alert** window.

Procedure

- Step 1** In the **Cisco Emergency Responder User** window, click **Web Alert**. The **Emergency Call Alert** window appears.
- Step 2** To view the **Call Details** window, click on a call record. The **Call Details** window appears. For additional information about the displayed fields, see [Emergency Call Information](#), on page 6.
-

Use Phone Search

If you need to see location details about a call that is no longer visible in the **Emergency Call Alert** window, use the phone search to look up the extension. If you do not know the caller extension number, you can find it in the **Call History** window. For information about how to view a call history, see [View History of Emergency Calls](#), on page 10.



Note Phone Search requires an exact number to be entered. The search allows E.164 Dial Plans, where the number is preceded by a plus sign (+).



- Tip**
- If an emergency call is placed immediately after the Emergency Responder server is started, the caller location details might not be available right away. Results of a phone search using this caller extension say `No matching phone for the given extension`.
 - A caller might place an emergency call from one Emergency Response Location (ERL) and then immediately move to a different ERL. If Emergency Responder registers this move before you use the Phone Search feature, the phone search window displays the location details of the second ERL.
 - If you try to view location details for a phone that shares an extension, the phone search window displays details for all phones for that extension. To refine your search, click **Select a phone to view details**. Choose the phone whose details you want to view based on the **Last Time of Emergency Call** field.
-

Use the following procedure to perform a phone search.

Procedure

- Step 1** Choose **Phone Search** from the main menu. The **Locate Phone by Extension** window appears.
- Step 2** In the **Phone Extension** field, enter the extension of the caller about whom you want more information and click **Find**.
For additional information, see Emergency call information.
To return to the **Emergency Call Alert** window, choose **Web Alert** from the main menu.

Detailed information about the caller appears at the bottom of the window.

Locate Phone By Extension

Use the **Locate Phone by Extension** page to search the Call History for a phone by an extension number. If a phone is located, the results show the Call Details.



Note

You need user or system administrator authority to perform a Phone Search.

Perform the following steps to search for a phone by an extension number.

Procedure

- Step 1** In the **Emergency Call Alert** window, click **Phone Search**.
The **Locate Phone By Extension** window appears.
The following table describes the **Locate Phone by Extension** page.

Table 3: Locate Phone By Extension Page

Field and Button	Description
Phone Extension	Text box into which you enter the extension of the phone that you want to locate.
Find button	Starts the phone search.

- Step 2** Enter a phone extension in the **Phone Extension** field.

- Step 3** Click **Find**.
The search results are displayed.
-

View History of Emergency Calls

Emergency Responder maintains history records for 10,000 most recent emergency calls.

You can use this information to track specific details about emergency calls, such as how many emergency calls were placed on a date, from a caller, or that contain a specific keyword. This information can also be used for reporting purposes or to set staffing levels. For example, you could use this information to determine the number of on-site-alert personnel needed for a time period.

You can also use this feature to provide recent call-history information to law enforcement agencies or to other emergency personnel.

If needed, you can enter or view additional information about an emergency call in the **Comments** field.

**Tip**

If you need to obtain call details for earlier emergency calls, ask your system administrator to provide this information. Your system administrator may have saved these records.

To view Call History, follow these steps:

Procedure

-
- Step 1** Choose **Call History** from the main menu.
The **Call History** window appears.
- Step 2** Use the drop-down lists and text field to enter specific call-search conditions. Click **More** to add conditions, or click **Fewer** to remove the last condition that you added.
- Note** If you specify more than one call-search condition, you must indicate if you want all or any of the conditions satisfied. For example, if you want to view all medical emergency calls that came from your company office in San Jose on July 6, your conditions might look like this:
- Find Details of calls where all of the conditions are satisfied and where Date is 07/06/2013 and where ERL Name is Exactly SanJose Building and Comments contains medical.**
- Step 3** Click **Find**.
Information appears about those calls that meet the specified search conditions.
If the information does not fit in one window, Emergency Responder uses more than one window to list the calls.
To see more information, click the links or enter a specific page number in the **Page** field and click the **Page** link.
- Step 4** To enter or modify comments about an emergency call, click the **Edit Link** in the **Comments** field for that call record.
The **Call Details** window appears.
Comments appear in the **Comments About the Call** field of the **Call Details** window:
- If the comment is longer than the field, use the right and left arrow keys on your computer keyboard to scroll through the comment.
 - To add or modify a comment, enter the information and click **Update**.
 - To return a comment to its last saved value, click **Reset**.
- Step 5** Click **Close** to close the **Call Details** window.
-

Call History Fields

The **Call History** page appears when you select **Call History**.

Authorization requirements

You need user or system administrator authority to access this page.

Description

Use the **Call History** page to view the history of emergency calls that were made from your network.

The following table describes the **Call History** page.

Table 4: Call History Page

Button or Field	Description
Search criteria	Allows you to enter search criteria to select the emergency calls you want to view.
Call records	<p>Provides a list of emergency calls that match your search criteria:</p> <ul style="list-style-type: none"> • ERL Name - Click the name to view details about the emergency response location (ERL). • Caller's Extension - The extension used to place the emergency call. • Caller's name - The alerting name of the caller. • Time - The time the call is made. • Date - The date the call is made. • ELIN Used - The route pattern and Emergency Location Identification Number (ELIN) combination used for the call. • Location - The phone location, based on whether the phone is configured manually, or if it's configured automatically based on the switch port or IP subnet. • Call Acknowledged - The acknowledged status of a call on the Web Alert page. • Acknowledged By - The ID of the user who acknowledged the call. • Time Acknowledged - The time that the call is acknowledged. • Date Acknowledged - The date that the call is acknowledged. • Comments - All comments entered about the call. Click Edit to enter or change comments about the call in the Call Details page. If a large number of calls match your search criteria, Emergency Responder uses several pages to display them: <ul style="list-style-type: none"> ◦ Click the First, Previous, Next, and Last links to move between pages ◦ Enter a specific page number in the Page field and press Enter to move to that page
Update	<p>Click Update to include your comments in the call history for the call.</p> <p>Note You can only perform this action from the Call Details page.</p>

Button or Field	Description
Reset	Click Reset to remove unsaved comments. You can then reenter comments. Note You can only perform this action from the Call Details page.
Close	Click Close to close the Call Details page. Note You can only perform this action from the Call Details page.

The following table describes the fields you see when you view a history of emergency calls.

Table 5: Call History fields

Field name	Description
ERL Name	Zone name that your system administrator set for that call location.
Caller's Extension	Extension from which the emergency call is placed.
Caller's Name	Alerting name set on Unified Communications Manager for the caller.
Time	Time that the emergency call is placed.
Date	Date that the emergency call is placed.
ELIN Used	Call-back number your PSAP operator uses to contact an emergency caller if the emergency call gets disconnected.
Location	The phone location, based on whether the phone is configured manually, or if it's configured automatically based on the switch port or IP subnet.
Call Acknowledged	The acknowledged status of a call on the Web Alert window.
Acknowledged By	The ID of the user who acknowledged the call.
Time Acknowledged	The time that the call is acknowledged.
Date Acknowledged	The date that the call is acknowledged.
Comments	This field that contains an Edit Link that allows you to enter comments about the call. See View History of Emergency Calls, on page 10 for details about entering comments.



Safety and Performance Information

This chapter contains important information regarding the safe use of Cisco Emergency Responder.

- [Documentation, Support, and Security Guidelines](#), page 15
- [Cisco Product Security](#), page 15

Documentation, Support, and Security Guidelines

For information about obtaining documentation, obtaining support, providing documentation feedback, security guidelines, and recommended aliases and general Cisco documents, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

<http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>

Cisco Product Security

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