Off-Premise Support for IP Phones

Off-Premise Support for IP Phones Overview

The **Cisco Emergency Responder Off-Premises User** page allows you to verify the status of your phone and the directory number assigned to that phone. A phone can be:

On-Premises

The phone is on the corporate network. Your administrator specifies a location that you cannot change.

Off-Premises

The phone is outside of the corporate network. You must enter your address in the location page and associate a location to the phone.

Unlocated

The phone is registered and assigned an Emergency Response Location (ERL), but a location is not associated to the phone. Contact your administrator for more information.

Not Discovered

The phone is not registered or Emergency Responder cannot discover the phone location, and the phone is not assigned an ERL. Contact your administrator for more information.

Complete the following tasks if you want to associate a location to an off-premises phone:

1. On the **Configured Locations** page, enter and validate your location.

2. On the **Location Associations** page, associate your location to your directory number.

After you associate a directory number to your address, you can make emergency calls from that phone and you can receive emergency services at that location.

You may be required to confirm or update your off-premises location. If this is the case, your phone displays your current off-premises location and you can select another off-premises location that is set up on the **Cisco Emergency Responder Off-Premises User** page. You must keep your off-premises location up to date to place emergency calls and receive emergency services at your off-premises location.

Note
If you dismiss the display before confirming or updating your off-premises location, you can recover the display by selecting **Running Applications** from the Services menu or by resetting the phone.

Confirm and Update an Off-Premise Location with the Phone Display

You can confirm and update an off-premises location using your phone display if you have upgraded to Cisco Unified Communications Manager 9.0 and Cisco Emergency Responder 9.0 and later. If your phone supports this feature, when the phone registers a screen appears for you to confirm or update your off-premises location.

Your administrator must configure your phone as off-premises in Cisco Emergency Responder, and your company must allow the off-premises location update before you can use the off-premises phone.

Note
If you close the phone display before you confirm or update a location, you can return to the display by selecting **Running Applications** from the Services menu or by resetting the phone.

For list of supported phones, see the Cisco Emergency Responder Release Notes.

Procedure

Step 1
Connect and register your phone through an off-premises location.
A disclaimer message appears. If the disclaimer message does not appear, this feature may not be configured correctly. Contact your administrator.

Step 2
Perform one of the following actions:

- Select **Next** on the phone. A list of phone locations is displayed. Go to Step 3.
- Select **Reject**. The phone registration is completed. The outgoing facility may not be available depending on the policy enforcement.

Step 3
Perform one of the following actions:

- Select a location from the displayed list. Go to Step 4.
- Select **Add New**.

  The phone display shows the procedure for adding a new location. For additional information on adding a new location, see the Related Topics section below. Once you have added a new location, select it by choosing the new location from the displayed list. If the new location is not displayed, select **Refresh**.

- Select **Refresh**. The list of phone locations refreshes and your new locations display.

Step 4
Select **Exit** on the Confirmation message screen. Phone registration is completed. Use the phone normally.

Note   As you confirm or update an off-premises location using your phone display, an error message might appear. Note the contents of the error message and contact your administrator for assistance. You can make outgoing calls from your phone, but 911 calls might be treated as defined by the administrator setting.

Related Topics

Access Cisco Emergency Responder Off-Premises User Page

To access the **Cisco Emergency Responder Off-Premises User** page, follow these steps.

Procedure

Step 1   Obtain the User Options URL, the name that identifies the Emergency Responder Off-Premises user in the Navigation drop-down box, the user ID, and the default password from your system administrator.

Example:

User Options URL: <http://server_name/ccmuser/logon.asp>, where server_name is the host on which the web server is installed (the host is usually the same IP address or name as the CiscoUnified Communications Manager server).

User ID: <your user ID>

Default Password: <your password>

Step 2   Open a web browser on your computer, enter the URL (provided by your system administrator), and log in.

Note   If you are a remote user authenticated in Cisco Unified Communications Manager, a notification message to change the password is displayed when the expiry is due.

Step 3   If you are prompted to accept security settings, click **Yes** or **Install Certificate**.

The **Cisco Unified Communications Manager User Options** page appears.

Step 4   Choose the **Emergency Responder Off-Premises User** page from the Navigation drop-down list in the top right corner. If this page is not listed in the drop-down menu, contact your system administrator.

The **Cisco Emergency Responder Off-Premises User** page appears.

Location Fields

Cisco Emergency Responder requires that you enter locations in the correct format. Review the information in the following table before you add or update a location, including the information in the Value Type column and any limitations noted in the Description column.

Table 1: Location Fields

Field	Description	Value Type (A = Alphabets, N = Numeric, S = Special Characters [# @ & * ( ) - _ + , . : ; " ' /])
Location Name	This name is used to identify the address associated to your phone.	A
House Number	The number from the postal street address for the building. For example, 170 in 170 West Tasman Dr.	AN -(hyphen)
Prefix Directional	A leading directional indicator, if the street name contains one. For example, N for North.	Can be one of these directions: • N • S • E • W • NE • NW • SE • SW
Street Suffix	The street type. Select the type from the drop-down list; the field is filled with one of the abbreviations accepted by the United States Postal Service Publication 28. For example, AVE for Avenue.	A You can also type in the suffix. You are limited to 4 characters.
Location	Additional location information used to identify the location of the phone.	ANS You are limited to 60 characters.
State	The two-digit state abbreviation.	A You are limited to 2 characters.
Zip Code	The postal zip code for the address.	AN - (Hyphen)
House Number Suffix	The number extension for the house number. For example, /2.	ANS
Street Name	The street name from the postal address for the building. You are limited to 60 characters.	ANS

Field	Description	Value Type (A = Alphabets, N = Numeric, S = Special Characters [# @ & * ( ) - _ + , . : ; " ' /])
Post Directional	A trailing directional indicator if the street name contains one. For example, N for North.	Can be one of these directions: • N • S • E • W • NE • NW • SE • SW
Community Name	The community name for the address, for example, a city, town, or district name.	ANS You are limited to 32 characters.
Time Zone	Select a time zone for the Emergency Response Location (ERL). The time zone can be selected from the drop-down containing all the available time zones. When a 911 call is placed from a phone tracked under this ERL, the Email, Web, and Pager alert indicates a local call time based on the time zone set for the ERL. If the time zone is not selected, the CER Server time is displayed.	ANS
Zip Code Extension	The postal zip code plus four numbers.	AN - (Hyphen) You are limited to 4 characters.

Add New Location

Before you can associate a location to a phone, you must first enter the location into Emergency Responder. When you have multiple locations, you must have a unique name to identify each unique location.

To add a location to Emergency Responder, follow these steps.

Before you begin

Cisco Emergency Responder requires that you enter locations in the correct format. Review the Location Fields section before you add a new location.

Procedure

Step 1	From the **Cisco Emergency Responder Off-Premises User** page, choose **Location**. The **Configured Locations** page appears.
Step 2	Click **Add New Locations**.
Step 3	Enter your Preferred Location Name in the mandatory field. Use this name to identify this address when you associate your phone with this address.
Step 4	Enter your House Number in the mandatory field.
Step 5	Enter your Street Name in the mandatory field.
Step 6	Enter your Community Name in the mandatory field.
Step 7	Enter your State in the mandatory field.
Step 8	Enter your Time Zone in the optional field. The Time Zone lists all the available time zones.

> **Note** When you dial 911, the selected time zone is set as the local call time in the Pager and Emergency Alerts. If a time zone is not selected, then the local call time is same as the system call time.

Step 9	Enter your Zip Code in the mandatory field.

> **Note** Emergency Responder can automatically populate the fields on the form. Search for your information at Intrado by entering the search criteria, clicking on **Search**, and choosing your address from the generated list of locations.

Step 10	Click **Save**.
Step 11	To validate your address, click **Validate**.

Update Your Location

When you have an existing location record, you can just update the information for that one record.

Before you can associate a location to a phone, you must first enter the location into Emergency Responder. When you have multiple locations, you must have a unique name to identify each unique location.

To update a location, follow these steps.

Before you begin

Cisco Emergency Responder requires that you enter locations in the correct format. Review the Location Fields section before you update a new location.

Procedure

Step 1	From the **Cisco Emergency Responder Off-Premises User** page, choose **Location**.
	The **Configured Locations** page appears.
Step 2	Click the **Edit** icon for the location that you want to update.
	The **Update Locations** page appears.

Step 3 Enter your Preferred Location Name in the mandatory field. Use this name to identify this address when you associate your phone with this address.

Step 4 Enter your House Number in the mandatory field.

Step 5 Enter your Community Name in the mandatory field.

Step 6 Enter your State in the mandatory field.

Step 7 Enter your Time Zone in the optional field. The Time Zone lists all the available time zones.

Note When you dial 911, the selected time zone is set as the local call time in the Pager and Emergency Alerts. If a time zone is not selected, then the local call time is same as the system call time.

Step 8 Enter your Zip Code in the mandatory field.

Note To have Emergency Responder automatically populate the fields on the form, you can search for existing information by entering the search criteria, clicking on **Search**, and choosing your address from the list of locations that is returned from the search.

Step 9 Click **Update**.

Important Updating the information in the location record only updates the Emergency Responder and not the information at Intrado. To update the information at Intrado, you must associate the location to the phone again.

Step 10 To verify the validity of your address with Intrado, click **Validate**.

Associate Your Location to Your Phone

After you add a location to Emergency Responder, you can associate the location to your phone.

To associate your location to your phone, follow these steps.

Procedure

Step 1 From the **Cisco Emergency Responder Off-Premises User** page, choose **Phones**. The **Location Association** page appears.

Step 2 To associate a location to a phone, click the corresponding **Assign** link.

Step 3 Choose a location from the **Select Location** drop-down list.

Step 4 Click **Associate Location**.

Delete a Location Associated with Your Phone

To delete a location that is associated with a phone, follow these steps.

Procedure

Step 1	From the **Cisco Emergency Responder Off-Premises User** page, choose **Phones**. The **Location Association** page appears.
Step 2	To delete a location that is associated to a phone, click the **Delete** link that corresponds to the directory number.
Step 3	The status of the delete operation is displayed at the top of the web page and the Associated Location field for this phone displays "No associated locations."