

Cisco Emergency Responder 7.0

Cisco® Unified Communications Solutions unify voice, video, data, and mobile applications on fixed and mobile networks, enabling easy collaboration every time from any workspace.

Product Overview

Cisco Emergency Responder 7.0 is a software appliance that enhances emergency calling from Cisco Unified Communications Manager. It helps assure that Cisco Unified Communications Manager sends emergency calls to the appropriate Public Safety Answering Point (PSAP) for the caller's location, and that the PSAP can identify the caller's location and, if necessary, return the call. Cisco Emergency Responder can also notify customer security personnel of an emergency call in progress and the caller's location.

Cisco Emergency Responder helps Cisco Unified Communications Manager customers comply more effectively with their legal or regulatory obligations and reduce their risk of liability related to emergency calls.

Features and Benefits

Table 1 summarizes the features and benefits of Cisco Emergency Responder 7.0.

Table 1. Cisco Emergency Responder 7.0 Features and Benefits

Feature	Benefit
Automatic location of IP phones by MAC or IP address	<ul style="list-style-type: none"> Eliminates the need for administrators to update location when an IP phone is relocated
Emergency calls routed by location	<ul style="list-style-type: none"> Routes calls to a PSTN gateway capable of reaching the responsible PSAP for the caller's location
Identification of caller location to PSAPs by Emergency Location Identification Numbers (ELINs)	<ul style="list-style-type: none"> Eliminates the need to update the Automatic Location Information (ALI) database when an IP phone is relocated
Integration with Intrado V9-1-1 Service	<ul style="list-style-type: none"> Centralizes and automates the initial administration of ELINs and Emergency Response Locations (ERLs) for on-premises users, especially for customers with many sites in regions served by different local exchange carriers (LECs) Facilitates emergency call completion with user-entered location information for off-premises users such as teleworkers, irrespective of their proximity to the customer premises
Emergency callback to ELINs	<ul style="list-style-type: none"> Facilitates PSAP callback to reach the most recent callers from each location, including callers from stations without direct-inward-dialing (DID) numbers
Emergency call alerting by voice, web, and email	<ul style="list-style-type: none"> Helps onsite security to assist emergency callers immediately, and to direct fire, police, or ambulance services when they arrive
Software appliance	<ul style="list-style-type: none"> Simplifies software installation and upgrade Enhances system security and stability

Platform Support and Product Compatibility

Table 2 lists platforms and other products compatible with Cisco Emergency Responder 7.0.

Table 2. Cisco Emergency Responder 7.0 Platform Support and Product Compatibility

Product Type	Compatible Products
Platform	<ul style="list-style-type: none"> • Cisco 7800 Series Media Convergence Servers • Equivalent customer-provided hardware servers <p>More information about specific models supported is available at: http://www.cisco.com/en/US/products/sw/voicesw/ps842/prod_release_notes_list.html.</p>
Hardware	<ul style="list-style-type: none"> • Cisco Unified IP Phone 7902G, 7905G, 7910G, 7910G+SW, 7911G, 7912G, 7931G, 7940G, 7941G, 7941G-GE, 7942G, 7945G, 7960G, 7961G, 7961G-GE, 7962G, 7965G, 7970G, 7971G-GE, 7975G, and 7985G models • Cisco Unified Wireless IP Phone 7920 and 7921G models (IP subnet-based tracking only) • Cisco Unified IP Conference Station 7935, 7936, and 7937G models • Cisco Unified SIP Phone 3911 • Cisco Unified Personal Communicator (IP subnet-based tracking only) • Cisco IP Communicator • Cisco IP SoftPhone (IP subnet-based tracking only) • Cisco ATA 180 Series Analog Telephone Adaptors (IP subnet-based tracking or manual configuration only) • Cisco VG200 Series Analog Phone Gateways (IP subnet-based tracking or manual configuration only) • Cisco Catalyst® Express 500, Catalyst 2900 XL, Catalyst 2940, Catalyst 2950, Catalyst 2960, Catalyst 2970, Catalyst 3500 XL, Catalyst 3550, Catalyst 3560, Catalyst 3560-E, Catalyst 3750, Catalyst 3750-E, Catalyst 4000, Catalyst 4500, Catalyst 4500-E, Catalyst 4900, Catalyst 5000, Catalyst 5500, Catalyst 6000, Catalyst 6500, and Catalyst 6500-E Series LAN switches • Fixed-configuration switches in Cisco 1861 Integrated Services Routers • Cisco Ethernet switching network modules in Cisco 3700 Series Multiservice Access Routers and Cisco 2800 and 3800 Series Integrated Services Routers <p>More information about specific models and releases supported is available at: http://www.cisco.com/en/US/products/sw/voicesw/ps842/prod_release_notes_list.html.</p>
Software	<ul style="list-style-type: none"> • Cisco Unified Communications Manager • Cisco Unified Operations Manager <p>More information about specific releases supported is available at: http://www.cisco.com/en/US/products/sw/voicesw/ps842/prod_release_notes_list.html.</p>

Licensing

Each Cisco Emergency Responder 7.0 server requires a server license, including each server in a redundant pair. Server licenses are included in all orders for Cisco Emergency Responder 7.0 server software. Cisco Emergency Responder 7 user licenses are required for all types of devices capable of placing emergency calls, including wired IP phones, wireless IP phones, software telephony clients, and analog gateway foreign-exchange-station (FXS) ports. Each Cisco Emergency Responder 7.0 server license includes an implicit user license for 100 phones. You can order additional user licenses separately. Cisco Emergency Responder 7 user licenses, including the implicit user licenses for 100 phones, are shared by both Cisco Emergency Responder 7.0 servers in a redundant pair. Therefore, you should deduct 100 phones for a nonredundant Cisco Emergency Responder 7.0 server, or 200 phones for a redundant pair, from the number of phones supported on the corresponding Cisco Unified Communications Manager cluster(s) to determine the number of phones for which you need explicit Cisco Emergency Responder 7 user licenses.

Product Specifications

Table 3 lists the product specifications for Cisco Emergency Responder 7.0.

Table 3. Cisco Emergency Responder 7.0 Product Specifications

Area	Specifications
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Protocols	<ul style="list-style-type: none"> • Cisco Java Telephony Application Programming Interface (JTAPI) • Cisco Discovery Protocol • HTTP • Simple Mail Transfer Protocol (SMTP) • Simple Network Management Protocol (SNMP) • Syslog
Performance	Up to 30 emergency calls per second, depending on server platform
Reliability and availability	Redundant (active and standby) hardware and software servers
MIBs	SYSAPPL-MIB
Languages	English and Canadian French (onsite security user interface only)

System Capacity

Table 4 provides capacity information for Cisco Emergency Responder 7.0 on various hardware platforms, assuming one synthetic voice alert per emergency call.

Table 4. Cisco Emergency Responder 7.0 System Capacity

	Cisco MCS 7816	Cisco MCS 7825	Cisco MCS 7835	Cisco MCS 7845
Automatically tracked phones	6,000	12,000	20,000	30,000
Manually configured phones	1,000	2,500	5,000	10,000
Roaming phones (per Cisco Emergency Responder cluster)	600	1,200	2,000	3,000
Switches	200	500	1,000	2,000
Switch ports	12,000	30,000	60,000	120,000
ERLs	1,000	3,000	7,500	10,000

Ordering Information

To place an order for Cisco Emergency Responder, visit the Cisco Ordering Home Page and refer to Tables 5 and 6.

Table 5. Cisco Emergency Responder 7.0 Ordering Information

Product Name	Part Number
Cisco Emergency Responder 7.0 Software for MCS-7816 or Equivalent with Cisco Emergency Responder 7 User License 100 Phones	SW-ER-7.0-7816-K9=
Cisco Emergency Responder 7.0 Software for MCS-7825 or Equivalent with Cisco Emergency Responder 7 User License 100 Phones	SW-ER-7.0-7825-K9=
Cisco Emergency Responder 7.0 Software for MCS-7835 or Equivalent with Cisco Emergency Responder 7 User License 100 Phones	SW-ER-7.0-7835-K9=
Cisco Emergency Responder 7.0 Software for MCS-7845 or Equivalent with Cisco Emergency Responder 7 User License 100 Phones	SW-ER-7.0-7845-K9=
Cisco Emergency Responder 7 User License 100 Phones	KEY-ER7.X-100=
Cisco Emergency Responder 7 User License 500 Phones	KEY-ER7.X-500=
Cisco Emergency Responder 7 User License 1,000 Phones	KEY-ER7.X-1K=
Cisco Emergency Responder 7 User License 5,000 Phones	KEY-ER7.X-5K=
Cisco Emergency Responder 7 User License 10,000 Phones	KEY-ER7.X-10K=

Table 6. Cisco Unified Communications Software Subscription Ordering Information

Product Name	Part Number
UCSS for Cisco Emergency Responder Top-Level Part Number	UCSS-ER

UCSS for Cisco Emergency Responder for One Year - 100 users	UCSS-ER-1-100
UCSS for Cisco Emergency Responder for One Year - 500 users	UCSS-ER-1-500
UCSS for Cisco Emergency Responder for One Year - 1,000 users	UCSS-ER-1-1K
UCSS for Cisco Emergency Responder for One Year - 5,000 users	UCSS-ER-1-5K
UCSS for Cisco Emergency Responder for One Year - 10,000 users	UCSS-ER-1-10K
UCSS for Cisco Emergency Responder for Two Years - 100 users	UCSS-ER-2-100
UCSS for Cisco Emergency Responder for Two Years - 500 users	UCSS-ER-2-500
UCSS for Cisco Emergency Responder for Two Years - 1,000 users	UCSS-ER-2-1K
UCSS for Cisco Emergency Responder for Two Years - 5,000 users	UCSS-ER-2-5K
UCSS for Cisco Emergency Responder for Two Years - 10,000 users	UCSS-ER-2-10K
UCSS for Cisco Emergency Responder for Three Years - 100 users	UCSS-ER-3-100
UCSS for Cisco Emergency Responder for Three Years - 500 users	UCSS-ER-3-500
UCSS for Cisco Emergency Responder for Three Years - 1,000 users	UCSS-ER-3-1K
UCSS for Cisco Emergency Responder for Three Years - 5,000 users	UCSS-ER-3-5K
UCSS for Cisco Emergency Responder for Three Years - 10,000 users	UCSS-ER-3-10K
UCSS for Cisco Emergency Responder for Five Years - 100 users	UCSS-ER-5-100
UCSS for Cisco Emergency Responder for Five Years - 500 users	UCSS-ER-5-500
UCSS for Cisco Emergency Responder for Five Years - 1,000 users	UCSS-ER-5-1K
UCSS for Cisco Emergency Responder for Five Years - 5,000 users	UCSS-ER-5-5K
UCSS for Cisco Emergency Responder for Five Years - 10,000 users	UCSS-ER-5-10K

Cisco Unified Communications Services

Cisco Unified Communications Services allows you to accelerate cost savings and productivity gains associated with deploying a secure, resilient Cisco Unified Communications Solution. Delivered by Cisco and our certified partners, our portfolio of services is based on proven methodologies for unifying voice, video, data, and mobile applications on fixed and mobile networks. Our unique lifecycle approach to services can enhance your technology experience to accelerate true business advantage.

For More Information

For more information about Cisco Emergency Responder, visit <http://www.cisco.com/en/US/products/sw/voicesw/ps842/index.html> or contact your local Cisco account representative.

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