

Cisco Emergency Responder 8.7

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 8.7 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 8.7.

Table 1. Cisco Emergency Responder 8.7 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 Keeps track of IP phones powered down by Cisco EnergyWise™ technology
Emergency calls routed by location	<ul style="list-style-type: none"> Routes calls to a public-switched-telephone-network (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 and confirmed location information for off-premises users such as teleworkers, irrespective of their proximity to the customer premises
Emergency call-back 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 identify and assist emergency callers immediately, and to direct fire, police, or ambulance services when they arrive
Remote user authentication	<ul style="list-style-type: none"> Enables shared user passwords with Cisco Unified Communications Manager
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 8.7.

Table 2. Cisco Emergency Responder 8.7 Platform Support and Product Compatibility

Platform support	<ul style="list-style-type: none"> • Cisco Unified Computing System™ (Cisco UCS®) • 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 product compatibility	<ul style="list-style-type: none"> • Cisco Unified IP Phones 9900 Series • Cisco Unified IP Phone 9971 operating as wireless IP phone (IP subnet-based tracking only) • Cisco Unified IP Phone 8900 Series • Cisco Unified IP Phone 7900 Series • Cisco Unified Wireless IP Phone 7920, 7921G, 7925G, and 7925G-EX models (IP subnet-based tracking only) • Cisco Unified IP Conference Station 7935, 7936, and 7937G models • Cisco Unified IP Phone 6900 Series • Cisco Unified SIP Phone 3900 Series • Cisco Unified Communications Integration for Microsoft Office Communicator, Cisco Unified Communications Integration for Microsoft Lync, Cisco Jabber™ and Cisco Unified Personal Communicator (IP subnet-based tracking only) • Cisco IP Communicator • Cisco ATA 180 Series Analog Telephone Adaptors (IP subnet-based tracking or manual configuration only) • Cisco VG200 Series Gateways (IP subnet-based tracking or manual configuration only) • Cisco Catalyst® Express 500, Catalyst Express 520, Catalyst 2940, Catalyst 2950, Catalyst 2960, Catalyst 2960-S, Catalyst 2960-C, Catalyst 2975, Catalyst 3500 XL, Catalyst 3550, Catalyst 3560, Catalyst 3560-E, Catalyst 3560-X, Catalyst 3560-C, Catalyst 3750, Catalyst 3750-E, Catalyst 3750-X, Catalyst 3750-Metro, Catalyst 4000, Catalyst 4500, Catalyst 4500-E, Catalyst 4900, Catalyst 5000, Catalyst 5500, Catalyst 6500, Catalyst 6500-E Series, and Cisco 4900-Metro 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 product compatibility	<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

Cisco Emergency Responder 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. Cisco Emergency Responder user licenses may be ordered together with Cisco Emergency Responder 8.7 server software. You can order additional user licenses separately. Cisco Emergency Responder user licenses are shared by both Cisco Emergency Responder 8.7 servers in a redundant pair. You do not need to order duplicate Cisco Emergency Responder user licenses for Cisco Emergency Responder 8.7 servers in a redundant pair.

Each Cisco Emergency Responder server requires a server license, including each server in a redundant pair. Server licenses are included in orders for Cisco Emergency Responder software, and can be obtained only by ordering software.

Product Specifications

Table 3 lists the product specifications for Cisco Emergency Responder 8.7.

Table 3. Cisco Emergency Responder 8.7 Product Specifications

Protocols	<ul style="list-style-type: none"> • Cisco Java Telephony Application Programming Interface (JTAPI) • Cisco Administrative XML (AXL) Client • 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 8.7 on various hardware platforms, assuming one synthetic voice alert per emergency call. Note that different virtual-machine profiles provide different capacity on Cisco UCS Tested Reference Configuration (TRC) platforms.

Table 4. Cisco Emergency Responder 8.7 System Capacity

	Cisco MCS 7816	Cisco MCS 7825 or Cisco UCS TRC with 12,000-User Template	Cisco MCS 7835 or Cisco UCS TRC with 20,000-User Template	Cisco MCS 7845 or Cisco UCS TRC with 30,000-User Template	Cisco UCS TRC with 40,000-User Template
Automatically tracked phones	6,000	12,000	20,000	30,000	40,000
Manually configured phones	1,000	2,500	5,000	10,000	12,500
Roaming phones (per Cisco Emergency Responder cluster)	600	1,200	2,000	3,000	4,000
Switches	200	500	1,000	2,000	2,500
Switch ports	12,000	30,000	60,000	120,000	150,000
ERLs	1,000	3,000	7,500	10,000	12,500

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 8.7 Ordering Information

Product Name	Part Number
Cisco Emergency Responder	EMRGNCY-RSPNDR
Cisco Emergency Responder Electronic Software Delivery	R-EMRGNCY-RSPNDR
Cisco Emergency Responder User License 10 Phones New	ER-USR-LIC-10-NEW
Cisco Emergency Responder Version 8.7 Software New	ER87-SW-NEW-K9
Cisco Emergency Responder User License 10 Phones Upgrade	ER-USR-LIC-10-UPG
Cisco Emergency Responder Version 8.7 Software Upgrade Version 2.0	ER87-SW-U20-K9

Product Name	Part Number
Cisco Emergency Responder Version 8.7 Software Upgrade Version 7.1	ER87-SW-U71-K9
Cisco Emergency Responder Version 8.7 Software Upgrade Version 8.0	ER87-SW-U80-K9
Cisco Emergency Responder Version 8.7 Software Upgrade Version 8.5	ER87-SW-U85-K9
Cisco Emergency Responder Version 8.7 Software Upgrade Version 8.6	ER87-SW-U86-K9
Cisco Emergency Responder User License 10 Phones Additional	ER-USR-LIC-10-ADD
Cisco Emergency Responder eDelivery	L-EMRGNCY-RSPNDR
Cisco Emergency Responder User License 10 Phones Additional eDelivery	L-ER-USR-LIC-10-ADD

Table 6. Cisco Unified Communications Software Subscription Ordering Information

Product Name	Part Number
UCSS Cisco Emergency Responder	UCSS-ER
UCSS Cisco Emergency Responder 1 Year 10 Users	UCSS-ER-1-10
UCSS Cisco Emergency Responder 2 Years 10 Users	UCSS-ER-2-10
UCSS Cisco Emergency Responder 3 Years 10 Users	UCSS-ER-3-10
UCSS Cisco Emergency Responder 5 Years 10 Users	UCSS-ER-5-10
UCSS Cisco Emergency Responder eDelivery	L-UCSS-ER
UCSS Cisco Emergency Responder 1 Year 10 Users eDelivery	L-UCSS-ER-1-10
UCSS Cisco Emergency Responder 2 Years 10 Users eDelivery	L-UCSS-ER-2-10
UCSS Cisco Emergency Responder 3 Years 10 Users eDelivery	L-UCSS-ER-3-10
UCSS Cisco Emergency Responder 5 Years 10 Users eDelivery	L-UCSS-ER-5-10

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, please visit <http://www.cisco.com/en/US/products/sw/voicesw/ps842/index.html> or contact your local Cisco account representative.

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