Configure Emergency Responder and Intrado V9-1-1 Enterprise Services

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Emergency Responder and Intrado V9-1-1 Enterprise Services Overview

Cisco Emergency Responder (Emergency Responder) supports Intrado V9-1-1 for Enterprise Service in the Cisco Unified Communications environment as an alternative to direct connection with the Local Exchange Carrier (LEC). The Intrado V9-1-1 for Enterprise Service provides local routing and emergency service response for Intrado customers. Emergency Responder works in conjunction with Intrado to provide emergency services to phones that are on the corporate network (on-premise) and phones that are located away from the corporate network (off-premise).

For more information about configuring Emergency Responder, managing Emergency Responder users, working with ERLs, and other related topics, see the "Add Scheduled Intrado Updates" section.

These topics provide an overview of how Emergency Responder operates with Intrado V9-1-1 for Enterprise Service and how to configure and use Emergency Responder to support Intrado V9-1-1 Enterprise users.

Intrado V9-1-1 for Enterprise Service

If you are a subscriber to Intrado V9-1-1 for Enterprise Service, you can use Emergency Responder to simplify emergency call management. Emergency Responder provides an interface that allows you to enter and synchronize location information directly to the Intrado database. Emergency Responder provides location information for emergency calls for both on-premise phones and off-premise phones and works with Intrado and Unified CM to complete emergency calls.

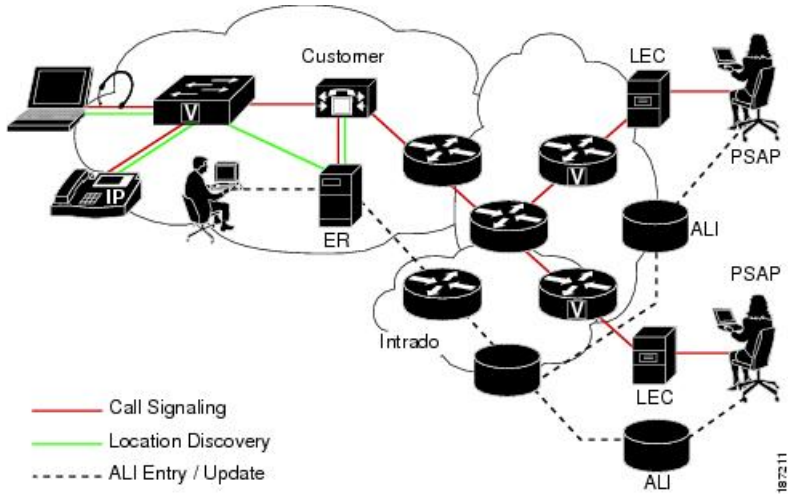
Emergency Responder tracks IP phones by the IP subnet or when someone manually configures and assigns the MAC address. Emergency Responder maintains the status of the phones (on-premise, off-premise, unlocated), and passes on any ALI or ELIN information to Intrado. Users with on-premise phones rely on Cisco Unified Communications to route their emergency calls to Intrado and the designated emergency provider.

Users with off-premise phones cannot make emergency calls until the users enter in their location and associate this information with their directory number. After the location information has been verified, emergency calls placed from off-premise phones can be completed.

Note Users can only configure one off-premise location for each DID (DN + External Mask). This configuration also applies to shared lines. If two off-premise phones share a DID, the user can only associate one location to the DID.

The following figure shows the interactions between users, Emergency Responder, and Intrado.

Figure 1: Understanding the Interactions Between Users, Emergency Responder, and Intrado



Emergency Call Flow

When a user makes an emergency call:

1. Unified CM routes the call to Emergency Responder.
2. Emergency Responder routes the call to Intrado.
3. Intrado receives the 10-digit ELIN for the calling party and obtains the ALI data for the caller from this calling party number.
4. Intrado completes the call.

Set Up Support for Intrado V9-1-1 for Enterprise Service

After you have confirmed your emergency service support with Intrado, you must configure Emergency Responder to support Intrado V9-1-1 for Enterprise Service.

You must complete the tasks described in the following procedure before creating Intrado ERLs.

Note You must configure the IP address of the DNS server to resolve the URLs provided by Intrado before completing these tasks. See *Cisco Unified Operating System Administration Web Interface For Cisco Emergency Responder*.

Procedure

Step 1 Configure the following items in the Validation and Update Interface (VUI):

a) Upload the certificate provided by Intrado.
b) Validate the certificate.
c) Configure Intrado Account Information.

Step 2 Configure Route Patterns for routing calls to Intrado on the Emergency Responder server.

Step 3 Configure Route Patterns and gateway for routing calls to Intrado on Unified CM server.

See Understanding Route Plans chapter in *Cisco Unified Communications Manager System Guide,* and the "Gateway Configuration" chapter in the *Cisco Unified Communications Manager Administration Guide*.

Step 4 Create Intrado ERL and verify the validity and consistency of the ALI data for the Intrado ERL against the Intrado TN database.

Step 5 Assign Intrado ERLs to switch ports, IP subnets, and unlocated phones.

Related Topics

Set Up Emergency Responder to Support Off-Premise Users
Set Up Intrado VUI Settings, on page 3
Set Up Intrado Patterns on Emergency Responder, on page 4
Reconcile ALI Discrepancies, on page 6
Switch Port Configuration
Identify Unlocated Phones

Set Up Intrado VUI Settings

Before you can configure Intrado VUI settings, you must have your account information and a certificate from Intrado.

Note To continue emergency service support when there is a failover to the Emergency Responder subscriber, you must upload the certificate file to the Emergency Responder subscriber separately.

Note After upgrading the Cisco Emergency Responder, upload the certificate again to continue using the Intrado Service.

Procedure

Step 1 From Emergency Responder, choose **System > Intrado VUI Settings.**

The Intrado VUI Settings page displays.

Step 2 Click **Upload Certificate**.
An Upload Certificate window opens.

Step 3 Use the **Browse** button to locate the Intrado certificate file, highlight the file, and click the **Upload** button.

Step 4 Enter the **Certificate Password** and the **VUI URL** in the adjacent text boxes. Click **Test and Validate**.

Step 5 Enter the Account Information.

- VUI Schema URL
- Intrado Account ID
- Max VUI Connections

Step 6 Click **Update**.

Note
To replace the Intrado VUI certificate, you must delete the existing Intrado account and then proceed from Step 1. Else, the **Upload Certificate** option will be grayed out.

For more information about the Intrado VUI settings, see Intrado VUI Settings.

Step 7 Click **Test Connectivity** to verify whether Emergency Responder can successfully connect to the customer specific account through the Intrado VUI.

Related Topics

Set Up Intrado Patterns on Emergency Responder, on page 4
Set Up Intrado ERLs, on page 5
Reconcile ALI Discrepancies, on page 6

Set Up Intrado Patterns on Emergency Responder

Before any emergency calls can be completed by Intrado V9-1-1 for Enterprise Service, you must configure the route patterns for routing the call to Intrado.

Procedure

Step 1 From Emergency Responder, Choose **System** >**Telephony Settings.**

The Telephony Settings page is displayed.

Step 2 Under Intrado Route Pattern Settings, enter the Intrado Route/ Translation Pattern and click the **Add** button.

Set Up Intrado ERLs

Before you begin

You must first configure Intrado route patterns before you can add any Intrado ERLs.

Note Intrado ERLs differ from conventional ERLs in the following ways:

- You can only select route patterns from a preconfigured list in the Telephony Settings web page.
- You can query and validate ALI data from Intrado by using Intrado VUI (Validation & Update interface).
- You must submit ALI data (TN Update) to Intrado by using Intrado VUI before an emergency call can be successfully routed.

Procedure

Step 1 From Emergency Responder, choose **ERL**>**Intrado ERL > Intrado ERL(Search and List)**.

The Find Intrado ERL Data page displays.

Step 2 Click the **Add New ERL** button.

Emergency Responder opens the Add New ERL window. See Find Intrado ERL for a detail explanation of each field.

Step 3 Fill in the ERL Information.

Step 4 Click **ALI Details**

Emergency Responder opens the ALI Information window.

Step 5 Enter the ALI Information. The "ALI Information section", *Cisco Emergency Responder Administration Web Interface Appendix A*, contains detailed explanations of each field. To look up an address in the Intrado MSAG database, click **Query from Intrado**.

Step 6 After entering the ALI Information, click **Pre-validate from Intrado**.

Step 7 Make the Add New ERL window the active window if it is not, and click **Insert**.

Emergency Responder saves the ERL and its ALI.

Intrado ERL Imports

If you have multiple ERLs, and you want to add them all at once, you can create a file that contains more than one ERL definition, and import all the ERLs at the same time into your Emergency Responder configuration. For more information about importing ERLs, see Import Several ERLs.

Intrado ERL Information Export

Use the Export ERL page to create ERL export files for our own use, for example, to back up or move an ERL configuration. For more information about importing ERLs, see Export ERL Information.

Related Topics

Set Up Intrado VUI Settings, on page 3
Set Up Intrado Patterns on Emergency Responder, on page 4
Reconcile ALI Discrepancies, on page 6

Reconcile ALI Discrepancies

You can use Emergency Responder to compare the records from Intrado VUI with the records in the database and displays ALI records that have discrepancies. You can examine each record and choose to update the local record with information from Intrado or update Intrado's record.

Procedure

Step 1 In Emergency Responder Administration, choose **ERL** > Intrado **ERL** > **View ALI Discrepancies**.

The View Intrado ALI Discrepancies page appears.

Step 2 Enter search criteria to find any specific ELINS and click **Find**, or click **Find** without any search criteria to display all Intrado ALI discrepancies. The search results appear.

Step 3 Click on the radio button next to the ELIN that you want to view or click **View ALI Discrepancies** to launch the View Intrado ALI discrepancies for a particular ELIN.

The View Intrado ALI Discrepancies for a particular ELIN window appears.

Step 4 Choose the correct data from either the local Emergency Responder database or from Intrado.

Step 5 Click **Save** to save changes to the local Emergency Responder database. Click **Save** Intrado **ALI Info** to save changes to the Intrado VUI.

Step 6 Click **Close** to close this window.

Related Topics

Set Up Intrado VUI Settings, on page 3
Set Up Intrado Patterns on Emergency Responder, on page 4
Set Up Intrado ERLs, on page 5

ERL Data Migration

Emergency Responder supports migrating existing conventional ERLs to Intrado ERLs and vice versa.

Migrate Conventional ERL Data to Intrado ERL Data

Procedure

Step 1 In Emergency Responder Administration, choose **ERL > ERL Migration Tool**.

The ERL Migration Tool page appears.

Step 2 Choose **Conventional ERL** in the search parameter drop-down list, enter the search criteria, and click **Find**.

Step 3 Select the ERLs that you want to migrate by checking the check box next to the ERL name.

The Enter Route Patterns for ERL Migration window appears.

Step 4 Choose an updated route pattern from the drop-down list.

Step 5 Click **Migrate to** Intrado **ERL**.

Related Topics

Set Up Support for Intrado V9-1-1 for Enterprise Service, on page 3
Migrate Intrado ERL Data to Conventional ERL Data, on page 7

Migrate Intrado ERL Data to Conventional ERL Data

Procedure

Step 1 In Emergency Responder Administration, choose **ERL > ERL Migration Tool**.
The ERL Migration Tool page appears.

Step 2 Choose Intrado ERL in the search parameter drop-down list, enter the search criteria, and click **Find**.

Step 3 Select the ERLs that you wish to migrate by checking the check box next to the ERL name.
The Enter Route Patterns for ERL Migration window appears.

Step 4 Enter an updated route/pattern translation pattern in the adjacent text box.

Step 5 Click **Migrate to Conventional ERL**.

Related Topics

Migrate Conventional ERL Data to Intrado ERL Data, on page 7
ERLs

Add Scheduled Intrado Updates

You can create ALI and Secondary Status update schedules between Emergency Responder and Intrado. A scheduled ALI update sends newly created TN records to Intrado. A scheduled Secondary Status update sends queries to Intrado requesting information about records with errors that have been corrected.

Procedure

Step 1 Choose **ERL** > Intrado **ERL** > Intrado **Schedule** from Emergency Responder.
The Intrado Schedule page appears.

Step 2 Choose the days of the week and the time of day that you want to schedule an update.

Step 3 Check the **Enable Schedule** check box if you want to activate this schedule.

Step 4 Choose either **ALI Update Schedule** or **Secondary Status Update Schedule**.

Step 5 Click **Add** to add the schedule to the list of schedules.

Related Topics

Emergency Responder User Management
Emergency Responder Role Management
Emergency Responder User Group Management
Log In to Emergency Responder
Server and Server Group Configuration
Set Up Emergency Responder Cluster and Cluster DB Host
Cisco Unified Communications Manager Cluster Changes
Work with Emergency Responder Locations
Emergency Responder Switch Configuration
Phone Management
Intrado ERL - Secondary Status
Intrado Schedule

Update Scheduled Intrado Update

Procedure

Step 1 From Emergency Responder, choose **ERL**Intrado **ERL**Intrado **Schedule**.
The Intrado **Schedule** page appears.

Step 2 Click the **Edit** link adjacent to the schedule that you want to update.

Step 3 Choose the days of the week and the time of day.

Step 4 Check the **Enable Schedule** check box to activate this schedule.

Step 5 Click **Update** to change the schedule on the list of schedules.

Related Topics

- Emergency Responder User Management
- Emergency Responder Role Management
- Emergency Responder User Group Management
- Log In to Emergency Responder
- Server and Server Group Configuration
- Set Up Emergency Responder Cluster and Cluster DB Host
- Cisco Unified Communications Manager Cluster Changes
- Work with Emergency Responder Locations
- Emergency Responder Switch Configuration
- Phone Management
- Intrado ERL - Secondary Status
- Intrado Schedule