User Guide for Cisco Emergency Responder 8.7

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Preface

This preface describes who should read this publication and its document conventions.

Overview

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

Audience

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

Organization

The following table shows how this guide is organized:

Topic	Description
Cisco Emergency Responder, on page 5	Provides information about Emergency Responder and describes the tasks performed by on-site security personnel.
User Web Interface, on page 15	Describes the fields on the windows of the Emergency Responder User web interface.

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:

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CHAPTER **2**

Cisco Emergency Responder

Cisco Emergency Responder (Emergency Responder) is an emergency communication system that helps you respond to a crisis quickly and efficiently. When someone in your telephone network places an emergency call, Emergency Responder automatically notifies you and routes the call to the local public safety answering point (PSAP) operator. Using the extension that Emergency Responder provides, you can look up the location of the caller through the Emergency Responder User web interface. After you know the location of the caller, you can go to the site of the emergency, send help, or otherwise complete your company emergency response policy requirements.

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

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 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 and click **Login**. If you have trouble logging in, ask your administrator for your username and password.
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**.

Emergency Call Functionality

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 calls you on your telephone, alerts you that an emergency call was placed, and provides you with the extension of the caller. Depending on how your administrator sets up your system, you might also receive an email message or an email window containing the caller extension, the Emergency Response Location (ERL) name, and the time of the emergency call.

- Information about the emergency call also appears on 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. (The port name can be configured on the switch for a particular port.)

  Note Emergency Responder displays the port name only for automatically tracked phones.

- 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 for some reason (for example, because you are temporarily not connected to the server), the Emergency Call Alert window refreshes in 30 seconds.

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

Acknowledge Emergency Call

To acknowledge an emergency call means that:

- You are taking 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 an acknowledged call for 24 hours in the system. 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 every on-site alert person in your system.

Note   Unacknowledged calls are indicated by a red link. Acknowledged calls are indicated by a black link.

All security personnel (on-site alert personnel) who have access to the Emergency Responder User web interface see the same emergency calls on the **Emergency Call Alert** window. When you acknowledge a call, Emergency Responder removes the call from the list.

Even though the call record is removed from the list on the **Emergency Call Alert** window, Emergency Responder saves the information about the call. You can see information about an emergency call after it is acknowledged by viewing the call history. (For information about how to view the call history, see the 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 the Emergency Call Information, on page 8.)

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 5.

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   On 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 every on-site alert person in your system, removing the call you just acknowledged.

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 later (see the View History of Emergency Calls, on page 10).

You can immediately see details about an emergency call by clicking on that call record on the **Emergency Call Alert** window.

Which details are shown, such as the street address and the three-digit area code, depends on how your system administrator has configured your system. These details are the same details that the PSAP operator sees.

While these details might not describe the exact physical location of the caller, they should describe the area from which the emergency call came. If you find that these details are not helpful in locating the emergency caller, talk to your system administrator.

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

Table 1: Emergency Response Location Fields

Field name	Description
ERL Name	Zone name that your system administrator has set for that call location.
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 (such as /2) for the house number, if any.
Street Name	Street name from the postal address for the building.
Street Suffix	Type of street, such as 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, typically, your company name.

Field name	Description
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 of the activity of establishing or updating this record.
Extract Date	Date on which the record is created.
County ID	County identification code for the zone (in the USA, 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 number.
Customer Code	Your customer code, which can be provided by your service provider if you do not know your code.
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 on this window.

Use Phone Search

If you need to see location details about a call after it is no longer visible on 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 on the **Call History** window. For information about how to view a call history, see the View History of Emergency Calls, on page 10.

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

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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.

To perform a phone search, follow these steps:

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**.
Emergency Call Information, on page 8 describes the fields you see when you look up a phone extension.

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.

View History of Emergency Calls

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

In some cases, you might need to provide recent call history information to law enforcement agencies or to other emergency personnel; this information might also be used for reporting purposes. For example, your company might need to determine whether it has enough security personnel (on-site alert personnel) to handle the average volume of emergency calls it receives over a period of time.

By maintaining a history of emergency calls, you can view details about how many emergency calls were placed on a date, from a caller, or that contain a specific keyword that describes the call. You can also enter or view additional information about an emergency call, such as the nature of the emergency or what was done, by accessing the **Comments** field of a call record.

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 added.

Note If you specify more than one condition, make sure to select whether you want all or any of the conditions to be 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 07/06/2003 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 there is more information than can fit on 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 though 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 following table describes the fields you see when you view a history of emergency calls.

Table 2: Call History Fields

Field name	Description
ERL Name	Zone name that your system administrator has set for that call location.

Field name	Description
Caller's Extension	Extension from which the emergency call is placed.
Caller's Name	Alerting name configured on Unified CM 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 location of the phone based on whether the phone is configured manually, or whether it is configured 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	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.

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

Accessibility Features

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

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

Table 3: Navigation Shortcuts for Cisco Emergency Responder

Keystroke	Action
Alt	Moves focus to the browser menu bar.

Keystroke	Action
Enter	Chooses the item with focus (menu option, button, and so on.)
Alt, arrow keys	Moves between browser menus.
Spacebar	Toggles control; for example, checks and unchecks 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 among controls within a group.
Home	Moves to the top of the window if more than one window of information exists. Also, moves to the beginning of a line of user-entered text.
End	Moves to the end of a line of user-entered text. Moves to the bottom of the window if more than one window of information exists.
Page Up	Scrolls up one window.
Page Down	Scrolls down one window.

APPENDIX **A**

User Web Interface

The information in this chapter describe the fields on the pages of the Cisco Emergency Responder (Emergency Responder) User web interface.

Call History

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

Authorization Requirements

You must have user or system administrator authority to access this page.

Description

Use the **Call History** page to view the history of emergency calls made from your network. Emergency Responder maintains the most recent 10,000 call history records. There is no restriction on when these calls were placed.

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

Table 4: Call History Page

Field	Description
Search criteria	Allows you to enter search criteria to select the emergency calls you want to view.

Field	Description
Call records	Provides a list of emergency calls that match your search criteria: • 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 location of the phone based on whether the phone is configured manually, or whether it is configured 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: ◦ 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	Click **Update** to include your comments in the call history for the call. **Note** Only viewable from the **Call Details** page.
Reset	Click **Reset** to remove unsaved comments. You can then reenter comments. **Note** Only viewable from the **Call Details** page.
Close	Click **Close** to close the **Call Details** page. **Note** Only viewable from the **Call Details** page.

Related Topics

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, do the following:

- Click **More** to add additional search fields.

- Select **Any** at the top of the list to indicate that calls that match any search criteria be selected (an OR search).

- Select **All** to indicate that only calls that match every criteria be selected (an AND search).

- Click **Fewer** to remove the bottom-most search criteria. This button is viewable 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 have entered all of the search criteria, click **Find**.

Emergency Call Alert

The **Emergency Call Alert** page appears when you select Web Alert.

Authorization Requirements

You must have user or system administrator authority to access this page.

Note You must have Java Runtime Environment (JRE) installed on your machine to monitor web alerts.

Description

Use the **Emergency Call Alert** page to view a list of emergency calls. The list includes the following information about each emergency call:

- Call Time

- Line ID

- Caller's Name

- ERL

- ELIN Used

- Location

- Street

- Phone Location

Related Topics

Locate Phone by Extension

The **Locate Phone by Extension** page appears when you select Phone Search.

Authorization Requirements

You must have user or system administrator authority to access this page.

Description

Use the **Locate Phone by Extension** page to search for a phone using its extension number. If the search finds a match, the results are displayed. The results show all information that is configured for the phone.

The following table describes the **Locate Phone by Extension** page.

Table 5: Locate Phone by Extension Page

Field	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.

Related Topics

I N D E X