9-1-1 ENABLE
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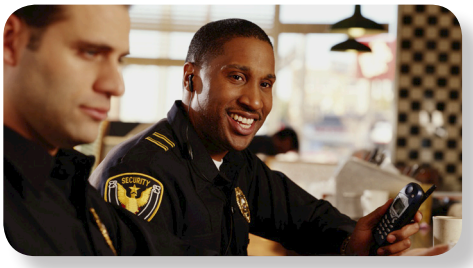
The Emergency Solutions Experts.

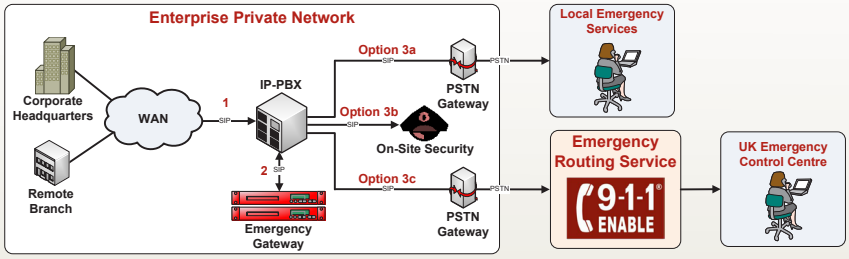
International Emergency Gateway Data Sheet

The Emergency Gateway (EGW) is an on-site appliance that automates and simplifies emergency management for enterprise IP-PBX systems. It reduces administrative efforts, ensures that IP phone locations are always up-to-date, and helps enterprises meet emergency calling regulations.



How it Works

When an emergency call is placed, the Emergency Gateway (EGW) captures the precise location of the caller and delivers it to the appropriate destination.



1. An emergency call is placed by a user within the organisation's private network.

2. The IP-PBX forwards the call and provisioning data (MAC, IP, extension) to the EGW using SIP. The EGW uses the provisioning data to determine the caller's location.

3. **a** For organisations routing calls to local emergency services, the EGW maps the caller's location to an Emergency Location Identification Number (ELIN) that corresponds to the appropriate emergency record in the local emergency services database. An ELIN is simply a emergency-only caller line identification (CLI) used to reference a caller's location. The EGW then returns the call and ELIN to the IP-PBX for delivery to local emergency services via PSTN.

   b For organisations routing calls to an on-site security desk, the EGW returns the call and caller-location information to the IP-PBX, which delivers the emergency call and location information to the appropriate internal security personnel.

   c **UK only** - For organisations in the UK routing calls via the Emergency Routing Service (ERS), the EGW maps the caller's location to the appropriate ELIN, and sends the call and ELIN to the ERS via the IP-PBX. The ERS sends the call to the UK Emergency Control Centre (ECC), and enables the operator to look up the location of the caller.

Automatic IP Phone Tracking

Automatically tracks and assigns locations to IP hard phones, soft phones, and wireless phones as they move on the corporate network using layer 2, layer 3, or wireless LAN discovery.

Support for On-Site Mobility

Ensures accurate emergency services for on-site employees that move IP phones between locations, share line appearances between multiple devices, and log into IP phones on the fly.

Security Desk Notification

On-site security personnel may receive custom email alerts and screen pops which provide the caller's precise location information. They may also be bridged into the emergency call on one-way mute for monitoring purposes.

Flexible Call Routing Configuration

Allows organisations to send emergency calls to local emergency services, on-site security personnel, 911 Enable's Emergency Routing Service (UK only), or a combination of the above.

Additional Features

Includes advanced emergency call management and reporting features, such as misdial protection and call recording, to allow for improved solution performance and administration.

Specifications and Features

Datasheet

Software

Operating System	• Hardened version of Red Hat Enterprise Linux 5 (RHEL5)
Supported IP-PBX Systems	• Cisco Unified Communications Manager 4.x, 5.x, 6.x, 7.x, 8.x • Avaya Communication Manager 4.x, 5.x, 6.x – Compatible with deployments using Aura Session Manager 5.x, 6.x • Microsoft Office Communications Server 2007 R1/R2 • Microsoft Lync Server 2010 • Shoretel 9.x, 11.x • Aastra Clearspan R14 • Alcatel-Lucent OmniPCX 9.x • Genesys SIP Server 8.x • 3Com VCX 7.x, 9.x • Interactive Intelligence Customer Interaction Center 3.x • All other SIP/H.323 capable PBX systems
Telephony	• Signaling Protocols: SIP/UDP, SIP/TCP, H.323/TCP • Payload: RTP/UDP, G.711 • Capacity: 20 concurrent calls
Layer 2 Discovery	• Protocols: SNMP v1, SNMP v2c, SNMP v3*, Bridge MIB (RFC 1493) *SNMP v3 for Cisco Catalyst switches Q1/12 • Capacity: Up to 5000 switches • Supported Switches: – Cisco Catalyst – HP Procurve – Dell PowerEdge and PowerConnect – Juniper EX – Extreme Networks Summit, BlackDiamond, and Alpine – All other switches that support Bridge MIB (RFC 1493) • Real-time scanning progress report available on EGW Dashboard • Automatic endpoint inventory • Supports third-party scanning tools with batch file interface
Layer 3 Discovery	• Supported Protocols: IPv4
Wireless LAN Discovery	• Supported Infrastructure: – Cisco – Aruba
Hardware Appliance Capacity	• Maximum ERLS: 500,000 • See vendor specifications below for maximum endpoints • Maximum number of IP-PBX servers: 64
Virtual Appliance Capacity	• 1,500 endpoints (with minimum hardware requirements) • 2,500 endpoints (with recommended hardware requirements)
Alerting Capabilities	• Crisis Alert Email – includes time, location, and callback number of caller • Security Desk Direct Call Delivery • Three-way call monitoring with PSAP (includes mute/unmute capabilities) • Pop-up screen (requires Desk Alert software)
Redundancy	• Deployed in redundant pairs • Hot Standby Mode • Load Balancing Mode
Reporting	• Call Detail Records – includes location data information, exportable as CSV or flat text file • Call Recording (.wav file format) • Emergency Response Location Reports • Endpoint Status Reports • Test Call status • Integration with third-party private emergency databases
Provisioning	• ERL batch file provisioning (FTP) • ERL/Endpoint using real time web services (SOAP/XML) • Analog/Digital phone batch provisioning (FTP)
Operation and Maintenance	• Email alerts and alarms • Syslog support • Active monitoring • SNMP (hardware events only) • Test mode • Encrypted web-based interface • Pre-configured user access levels
Additional Features	• Misdial protection • Integration with third-party private emergency databases • Available worldwide • Support for multiple dial plans • Support for LDAP for Microsoft Active Directory • Configurable digit manipulation for incoming DDIs

Support for Cisco

Supported Cisco versions	• Cisco Unified Communications Manager 4.x, 5.x, 6.x, 7.x, 8.x
Layer 2 Discovery	• Supported Cisco Phones: – Unified IP phones 7940 and above – All Unified IP Conference Stations – IP Communicator – UC Integration™ for Microsoft Office Communicator – Unified Personal Communicator (version 8.5 and up, Windows only) – ATA 180 Series – VG 200 Series
Layer 3 Discovery	• Supported Cisco Phones: – Unified IP phones 7940 and above – All Unified Wireless IP Phones – All Unified IP Conference Stations – IP Communicator – UC Integration™ for Microsoft Office Communicator – UC Integration™ for Microsoft Lync – UC Integration™ for Cisco WebEx Connect – Unified Personal Communicator
Wireless LAN Discovery	• Compatible with Cisco Wireless Solutions • Supported Cisco Phones: – Wireless IP Phone 792x series – IP Communicator – UC Integration™ for Microsoft Office Communicator – Unified Personal Communicator (version 8.5 and up, Windows only)
Maximum Endpoints (Hardware Appliance)	• 120,000

Support for Microsoft

Supported Microsoft versions	• Lync Server 2010 • Office Communications Server 2007 R1/R2
Layer 2 Discovery	• Supported Lync Server 2010 Phones: - Lync 2010 - Lync 2010 Attendant - Optimized for Microsoft Lync-certified devices: » Aastra 6721ip, 6725ip » Polycom CX500, CX600, CX700 • Supported Office Communications Server 2007 Phones: - Office Communicator R1 - Office Communicator R2 - Attendant Console
Layer 3 Discovery	• Supported Lync Server 2010 Phones: - Lync 2010 - Lync 2010 Attendant - Optimized for Microsoft Lync-certified devices: » Aastra 6721ip, 6725ip » Polycom CX500, CX600, CX700 • Supported Office Communications Server 2007 Phones: - Office Communicator R1 - Office Communicator R2 - Attendant Console
Wireless LAN Discovery	• Supported Lync Server 2010 Phones: - Lync 2010 - Lync 2010 Attendant • Supported Office Communications Server 2007 Phones: - Office Communicator R1 - Office Communicator R2 – Attendant Console
Maximum Endpoints (Hardware Appliance)	• Lync Server 2010: - 60,000 - 120,000 with load balancer • Office Communications Server 2007: - 40,000 - 80,000 with load balancer
Additional Information	• Support for multiple dial plans not presently available

Specifications and Features (continued)

Support for Avaya

Supported Avaya versions	• Avaya Communication Manager 4.x, 5.x, 6.x • Avaya Aura Session Manager 5.x, 6.x
Layer 2 Discovery	• Supported Avaya Phones: – H.323: » 1608, 1616 firmware r1.0 and above » 4610SW, 4620 firmware r1.8 and above » 4620SW, 4621SW, 4622SW firmware r2.2, 2.5 and above » 4625SW firmware r2.5 and above » 9608, 9611G, 9621G, 9641G firmware r6.0 and above » 9610 firmware r1.2 and above » 9620, 9630, 9639G, 9640, 9640G, 9650 firmware r1.0 and above » 9620L, 9620C, 9650C, 9650L, 9650G firmware 3.0 and above » 9670G firmware 2.0 and above – SIP: » 9620, 9630, 9630G, 9640, 9640G firmware r2.2, 2.5 and above » 9620L, 9620C, 9650, 9650C firmware r2.5 and above » 9608, 9611G, 9621G, 9641G firmware r6.0.1 and above – IP Softphone R5.x and above – One-X Communicator R5.21 and above – One-X Agent R2.0 and above
Layer 3 Discovery	• Supported Avaya Phones: – H.323: » 1608, 1616 firmware r1.0 and above » 4610SW, 4620 firmware r1.8 and above » 4620SW, 4621SW, 4622SW firmware r2.2, 2.5 and above » 4625SW firmware r2.5 and above » 9608, 9611G, 9621G, 9641G firmware r6.0 and above » 9610 firmware r1.2 and above » 9620, 9630, 9639G, 9640, 9640G, 9650 firmware r1.0 and above » 9620L, 9620C, 9650C, 9650L, 9650G firmware 3.0 and above » 9670G firmware 2.0 and above – SIP: » 9620, 9630, 9630G, 9640, 9640G firmware r2.2, 2.5 and above » 9620L, 9620C, 9650, 9650C firmware r2.5 and above » 9608, 9611G, 9621G, 9641G firmware r6.0.1 and above – IP Softphone R5.x and above – One-X Communicator R5.21 and above – One-X Agent R2.0 and above
Wireless LAN Discovery	• Compatible with Avaya Office Roamers solution • Supported Avaya Phones: – IP Wireless Phones 3631, 3641, 3645 – IP Softphone R5.x and above – One-X Communicator R5.21 and above – One-X Agent R2.0 and above
Maximum Endpoints (Hardware Appliance)	• 40,000 • 80,000 with load balancer

Support for ShoreTel

Supported ShoreTel versions	• ShoreTel 9.x, 11.x
Layer 2 Discovery	• Supported ShoreTel Phones: – All IP hard phones
Maximum Endpoints (Hardware Appliance)	• 120,000
Additional Information	• Initial discovery of IP phones via SNMP scan using MAC address mask

Support for Alcatel-Lucent

Supported Alcatel-Lucent versions	• OmniPCX 9.x
Layer 2 Discovery	• Supported Phones: – All Alcatel-Lucent IP Touch hard phones
Layer 3 Discovery	• Supported Phones: – All Alcatel-Lucent IP Touch hard phones – All Alcatel-Lucent IP Touch soft phones – CounterPath soft phones
Wireless LAN Discovery	• Supported Phones: – All Alcatel-Lucent Mobile IP Touch phones
Maximum Endpoints (Hardware Appliance)	• 120,000
Additional Information	• Requires deployment with Alcatel-Lucent OmniVista

Support for Genesys

Supported Genesys versions	• SIP Server 8.x
Layer 3 Discovery	• Supported Phones: – Third-party IP phones – CounterPath soft phones
Maximum Endpoints (Hardware Appliance)	• 120,000

Support for Aastra

Supported Aastra versions	• Clearspan R14
Layer 2 Discovery	• Supported Aastra Phones: – All IP phones
Maximum Endpoints (Hardware Appliance)	• 120,000

Support for 3Com

Supported 3Com versions	• VCX 7.x, 9.x
Layer 2 Discovery	• Supported 3Com Phones: – 3101, 3101SP, 3102, and 3103 – 3105 Console
Maximum Endpoints (Hardware Appliance)	• 120,000
Additional Information	• Initial discovery of IP phones via SNMP scan using MAC address mask

Specifications and Features (continued)

Hardware Appliance Specifications

Primary Processors	• Quad Core Intel® Xeon® E5506, 2.13Ghz, 4MB Cache, 1333MHz FSB
Additional Processors	• Quad Core Intel® Xeon® E5506, 2.13Ghz, 4MB Cache, 1333MHz FSB
Memory	• 8GB ECC DDR3 800MHZ
Primary Hard Drive	• 146GB, SAS, 3.5-inch, 15K RPM Hard Drive
Secondary Hard Drive	• 146GB, SAS, 3.5-inch, 15K RPM Hard Drive
Primary Controller	• RAID Controller, 2x4 Connectors, Int, PCIe, 256MB Cache (PERC6/i)
Network Adapter	• Dual Embedded Broadcom® NetXtreme II 5708 Gigabit Ethernet NIC
Hard Drive Configuration	• Integrated SAS RAID 1
Management Network Adapter (optional)	• Remote Management Embedded Ethernet NIC
Backplane	• 1x2 Backplane for 3.5-inch Hard Drives
Power Supply	• Redundant Power Supply with Dual Cords
Redundancy	• Runs in Redundant Pairs • Can be deployed at separate data centers
Chassis Configuration	• Rack Chassis with Sliding Rails, Universal
Chassis	• 1U Rack-mountable chassis • 24.69" (62.7cm) D x 17.09" (43.4cm) W x 1.39" (4.3cm) H without bezel attached • Rack Weight 35.8 lbs (16.3 Kg) • Grey Chassis • Red front bezel • 4-post rack support with universal rails
Ports	• Rear: 2 x USB 2.0 ports, 2 x RJ-45 connectors for LAN\ WAN, 1 x RJ-45 connector for Remote Access • Front: 2 x USB 2.0 ports
Environmental	• Operating Temperature: 10º C to 35º C (50º F to 95º F) • Storage Temperature: -40º C to 65º C (-40º F to 149º F) • Operating Relative Humidity (non-condensing twmax=29ºC): 20% to 80% non-condensing • Maximum humidity gradient: 10% per hour, operational and non-operational conditions • Storage Relative Humidity: 5% to 95% non-condensing (twmax=38ºC) • Operating Vibration: 0.26G at 5Hz to 350Hz for 2 minutes • Storage Vibration: 1.54Grms Random Vibration at 10Hz to 250Hz for 15 minutes • Operating Shock: 1 shock pulse of 41G for up to 2ms • Storage Shock: 6 shock pulses of 71G for up to 2ms • Operating Altitude: -15m to 3,048m (-50 ft to 10,000 ft) • Storage Altitude: -15m to 10,668m (-50 ft to 35,000 ft)
Power	• Primary power supply: 500 Watt hot-plug • Secondary power supply: 500 Watt hot-plug • Auto-switching universal 110/220 Volts

Virtual Appliance Minimum System Requirements

Processor	• 2.00 GHz minimum • 2 x 2.00 GHz recommended
Memory	• 2 GB RAM
Disk Space	• 60 GB
Network Connections	• One network interface - 100 Mbps
Supported Format	• OVF
Supported Hardware	• Intel Xeon 64-bit architecture CPU
VMware version	• ESXi 4.x or later
Supported Options	• vMotion: No • Site Recovery Manager: Yes* • High Availability: No • Snapshot: Yes* • Consolidated Backup and Data Recovery Manager: No • Fault Tolerance: No * In case of recovery, database synchronisation may be required

Other

Product Number	• HW911-EGWVPC - EGW hardware plus 2,500 user license • SW911-EGWALF - 2,500 additional user license
Licensing	• 2,500 base user license plus additional user licenses to an unlimited number of users
Maintenance/ Support	• Includes one (1) year maintenance and support
Documentation	• EGW System Guide (Planning and Configuration) with Worldwide Mode Technical Addendum • EGW Appliance Standard Operating Procedures • EGW Troubleshooting Guide

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