E911 Solution for Microsoft Lync Server 2010

911 Enable offers one of the industry's first E911 solutions for Microsoft Lync Server 2010. Working together with Microsoft, 911 Enable adapted its award-winning Emergency Routing Service to deliver innovative E911 capabilities for Lync Server 2010.

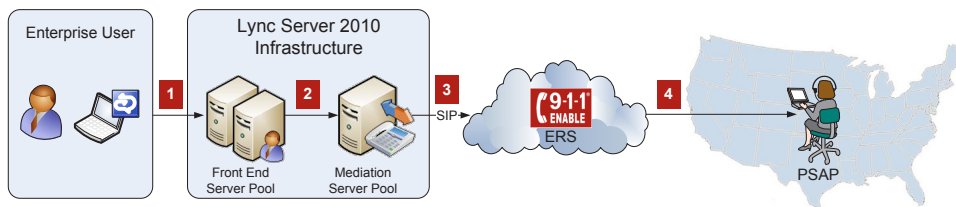**Microsoft** ®
R E G I S T E R E D
Partner

About the Emergency Routing Service

The Emergency Routing Service (ERS) is an E911 SIP trunking service that provides connectivity to over 5,500 Public Safety Answering Points (PSAPs) across the United States. When 911 is dialed, the ERS extracts the caller's location from the SIP signaling originating from Microsoft's location-aware endpoints. The ERS then routes the emergency call and the caller's accurate location information to the appropriate PSAP. This pioneering technology eliminates the need to obtain and manage ALI databases.

The ERS also helps organizations meet their state E911 regulations, ensures on-site security are notified of all emergency situations, and supports off-campus users in a manner that is both elegant and simple to manage.

How it Works

The following diagram illustrates how the ERS works with a Lync Server 2010 deployment.

1. A 911 call is placed by a user on the organization's network. The endpoint includes the user's location data in the SIP header.

2. The Front End Server delivers the call and location data to the Mediation Server.

3. The Mediation Server routes the call and location data to 911 Enable's ERS using SIP over the Internet. The ERS uses the location data to determine the appropriate PSAP for call routing.

4. The ERS delivers the call and the caller's location information directly to the appropriate PSAP.

The Phone Discovery Manager - *Optional*

911 Enable's Phone Discovery Manager (PDM) is an optional component of its solution for Lync Server 2010.

• Primarily used in networks without geographic subnets

• Automatically discovers endpoints connected to specific layer 2 switches and switch ports

• Supports organizations with highly granular location identification requirements (e.g. room or station level)