



A Division of Connexon

# The E911 Experts.



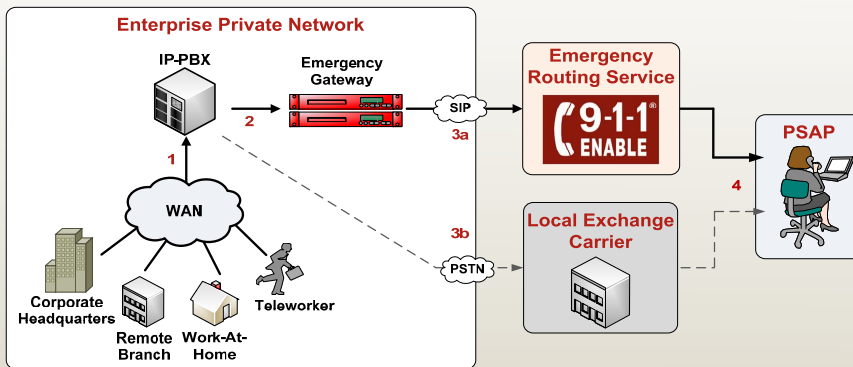
## Emergency Gateway Data Sheet

The Emergency Gateway (EGW) is an on-site appliance that automates and simplifies E911 management for enterprise IP-PBX systems. It reduces administrative efforts, ensures that IP phone locations are always up-to-date, and helps enterprises meet their E911 obligations.



### How it Works

When 911 is dialed, the Emergency Gateway (EGW) captures the precise location of the caller and delivers it to either the 911 Enable Emergency Routing Service (ERS) or the local exchange carrier, based on the enterprise's E911 call routing service.



1. A 911 call is placed by a user within the enterprise's private network (at corporate headquarters, a remote branch, on the road, or at home).
2. The IP-PBX sends the call to the on-site EGW.
3. **a** For organizations routing calls via the ERS, the EGW captures the caller's precise location information and forwards the call and location information to the ERS using SIP.  
**b** For organizations routing calls using local trunking, the EGW returns the call to the IP-PBX with instructions to deliver the call to the local exchange carrier.
4. The 911 call and its location information are routed to the appropriate Public Safety Answering Point (PSAP).

### 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 Remote Employees

Includes a Remote Location Manager (RLM) module, allowing off-campus users and teleworkers to update their locations in real-time directly from their IP phones. Requires the ERS for PSAP connectivity.

### Support for Phone Mobility

Ensures accurate E911 services for employees that move IP phones between locations, share line appearances between multiple devices, and log into IP phones on the fly.

### Security Desk Routing and Notification

Delivers 911 calls and custom email alerts to on-site security personnel, notifying them of the emergency and providing them with the caller's precise location information.

### International Support

Provides support for deployments worldwide.

### Additional Features

Includes advanced E911 call management and reporting features, such as misdial protection and call recording, to allow for improved solution performance and administration.

## Software

<b>Operating System</b>	<ul style="list-style-type: none"> <li>Hardened version of Red Hat Enterprise Linux 5 (RHEL5)</li> </ul>
<b>Supported IP-PBX Systems</b>	<ul style="list-style-type: none"> <li>Cisco Unified Communications Manager 4.x, 5.x, 6.x, 7.x, 8.x</li> <li>Avaya Communication Manager 4.x, 5.x, 6.x                             <ul style="list-style-type: none"> <li>Compatible with deployments using Aura Session Manager 5.x, 6.x</li> </ul> </li> <li>Microsoft Office Communications Server 2007 R1/R2</li> <li>Microsoft Lync Server 2010</li> <li>Shoretel 9.x, 11.x</li> <li>Aastra Clearspan R14</li> <li>Alcatel-Lucent OmniPCX 9.x</li> <li>Genesys SIP Server 8.x</li> <li>3Com VCX 7.x, 9.x</li> <li>Interactive Intelligence Customer Interaction Center 3.x</li> <li>All other SIP/H.323 capable PBX systems</li> </ul>
<b>Telephony</b>	<ul style="list-style-type: none"> <li>Signaling Protocols: SIP/UDP, SIP/TCP, H.323/TCP</li> <li>Payload: RTP/UDP, G.711</li> <li>Capacity: 20 concurrent calls</li> </ul>
<b>Layer 2 Discovery</b>	<ul style="list-style-type: none"> <li>Protocols: SNMP v1, SNMP v2c, SNMP v3*, Bridge MIB (RFC 1493) *SNMP v3 for Cisco Catalyst switches Q1/12</li> <li>Capacity: Up to 5000 switches</li> <li>Supported Switches:                             <ul style="list-style-type: none"> <li>Cisco Catalyst</li> <li>HP Procurve</li> <li>Dell PowerEdge and PowerConnect</li> <li>Juniper EX</li> <li>Extreme Networks Summit, BlackDiamond, and Alpine</li> <li>All other switches that support Bridge MIB (RFC 1493)</li> </ul> </li> <li>Real-time scanning progress report available on EGW Dashboard</li> <li>Automatic endpoint inventory</li> <li>Supports third-party scanning tools with batch file interface</li> </ul>
<b>Layer 3 Discovery</b>	<ul style="list-style-type: none"> <li>Supported Protocols: IPv4</li> </ul>
<b>Wireless LAN Discovery</b>	<ul style="list-style-type: none"> <li>Supported Infrastructure:                             <ul style="list-style-type: none"> <li>Cisco</li> <li>Aruba</li> </ul> </li> </ul>
<b>Capacity</b>	<ul style="list-style-type: none"> <li>Maximum ERLS: 500,000</li> <li>See vendor specifications below for maximum endpoints</li> <li>Maximum number of IP-PBX servers: 64</li> </ul>
<b>Alerting Capabilities</b>	<ul style="list-style-type: none"> <li>Crisis Alert Email – includes time, location, and callback number of caller</li> <li>Security Desk Direct Call Delivery</li> <li>Three-way call monitoring with PSAP (includes mute/unmute capabilities)</li> <li>Pop-up screen (requires Desk Alert software)</li> </ul>
<b>Redundancy</b>	<ul style="list-style-type: none"> <li>Deployed in redundant pairs</li> <li>Hot Standby Mode</li> <li>Load Balancing Mode</li> </ul>
<b>Reporting</b>	<ul style="list-style-type: none"> <li>Call Detail Records – includes location data information, exportable as CSV or flat text file</li> <li>Call Recording (.wav file format)</li> <li>Emergency Response Location Reports</li> <li>Endpoint Status Reports</li> <li>Test Call status</li> <li>Integration with third-party private ALI systems</li> </ul>
<b>Provisioning</b>	<ul style="list-style-type: none"> <li>Real-time Address Validation Tool (requires ERS)</li> <li>ERL batch file provisioning (FTP)</li> <li>ERL/Endpoint using real time web services (SOAP/XML)</li> <li>Analog/Digital phone batch provisioning (FTP)</li> <li>Remote Location Manager (RLM) module for off-campus users (requires ERS)</li> </ul>
<b>Remote Location Manager (RLM)</b>	<ul style="list-style-type: none"> <li>Used for remote workers</li> <li>Updates the EGW database in real-time</li> <li>Requires 911 Enable's ERS for PSAP connectivity</li> <li>See vendor specifications below for supported endpoints</li> </ul>
<b>Operation and Maintenance</b>	<ul style="list-style-type: none"> <li>Email alerts and alarms</li> <li>Syslog support</li> <li>Active monitoring</li> <li>SNMP (hardware events only)</li> <li>Test mode</li> <li>Encrypted web-based interface</li> <li>Pre-configured user access levels</li> </ul>
<b>Additional Features</b>	<ul style="list-style-type: none"> <li>Misdial protection</li> <li>Integration with third-party ALI systems</li> <li>Available worldwide</li> <li>Support for multiple dial plans</li> <li>Support for LDAP for Microsoft Active Directory</li> <li>NENA 2 report generation with ELIN filtering options</li> <li>Transparent NAT traversal</li> <li>Configurable digit manipulation for incoming DIDs</li> </ul>

## Support for Cisco

<b>Supported Cisco versions</b>	<ul style="list-style-type: none"> <li>Cisco Unified Communications Manager 4.x, 5.x, 6.x, 7.x, 8.x</li> </ul>
<b>Layer 2 Discovery</b>	<ul style="list-style-type: none"> <li>Supported Cisco Phones:                             <ul style="list-style-type: none"> <li>Unified IP phones 7940 and above</li> <li>All Unified IP Conference Stations</li> <li>IP Communicator</li> <li>UC Integration™ for Microsoft Office Communicator</li> <li>Unified Personal Communicator (version 8.5 and up, Windows only)</li> <li>ATA 180 Series</li> <li>VG 200 Series</li> </ul> </li> </ul>
<b>Layer 3 Discovery</b>	<ul style="list-style-type: none"> <li>Supported Cisco Phones:                             <ul style="list-style-type: none"> <li>Unified IP phones 7940 and above</li> <li>All Unified Wireless IP Phones</li> <li>All Unified IP Conference Stations</li> <li>IP Communicator</li> <li>UC Integration™ for Microsoft Office Communicator</li> <li>UC Integration™ for Microsoft Lync</li> <li>UC Integration™ for Cisco WebEx Connect</li> <li>Unified Personal Communicator</li> <li>Cius tablet</li> </ul> </li> </ul>
<b>Wireless LAN Discovery</b>	<ul style="list-style-type: none"> <li>Compatible with Cisco Wireless Solutions</li> <li>Supported Cisco Phones:                             <ul style="list-style-type: none"> <li>Wireless IP Phone 792x series</li> <li>IP Communicator</li> <li>UC Integration™ for Microsoft Office Communicator</li> <li>Unified Personal Communicator (version 8.5 and up, Windows only)</li> </ul> </li> </ul>
<b>Maximum Endpoints</b>	<ul style="list-style-type: none"> <li>120,000</li> </ul>
<b>Remote Location Manager (RLM)</b>	<ul style="list-style-type: none"> <li>Supported Cisco Endpoints:                             <ul style="list-style-type: none"> <li>Unified IP phones 7940 and above</li> <li>IP Communicator</li> <li>UC Integration™ for Microsoft Office Communicator</li> <li>Unified Personal Communicator (version 8.5 and up, Windows only)</li> </ul> </li> </ul>

## Support for Microsoft

<b>Supported Microsoft versions</b>	<ul style="list-style-type: none"> <li>Lync Server 2010</li> <li>Office Communications Server 2007 R1/R2</li> </ul>
<b>Layer 2 Discovery</b>	<ul style="list-style-type: none"> <li>Supported Lync Server 2010 Phones:                             <ul style="list-style-type: none"> <li>Lync 2010</li> <li>Lync 2010 Attendant</li> <li>Optimized for Microsoft Lync-certified devices:                                     <ul style="list-style-type: none"> <li>Aastra 6721ip, 6725ip</li> <li>Polycom CX500, CX600, CX700</li> </ul> </li> </ul> </li> <li>Supported Office Communications Server 2007 Phones:                             <ul style="list-style-type: none"> <li>Office Communicator R1</li> <li>Office Communicator R2</li> <li>Attendant Console</li> </ul> </li> </ul>
<b>Layer 3 Discovery</b>	<ul style="list-style-type: none"> <li>Supported Lync Server 2010 Phones:                             <ul style="list-style-type: none"> <li>Lync 2010</li> <li>Lync 2010 Attendant</li> <li>Optimized for Microsoft Lync-certified devices:                                     <ul style="list-style-type: none"> <li>Aastra 6721ip, 6725ip</li> <li>Polycom CX500, CX600, CX700</li> </ul> </li> </ul> </li> <li>Supported Office Communications Server 2007 Phones:                             <ul style="list-style-type: none"> <li>Office Communicator R1</li> <li>Office Communicator R2</li> <li>Attendant Console</li> </ul> </li> </ul>
<b>Wireless LAN Discovery</b>	<ul style="list-style-type: none"> <li>Supported Lync Server 2010 Phones:                             <ul style="list-style-type: none"> <li>Lync 2010</li> <li>Lync 2010 Attendant</li> </ul> </li> <li>Supported Office Communications Server 2007 Phones:                             <ul style="list-style-type: none"> <li>Office Communicator R1</li> <li>Office Communicator R2</li> <li>Attendant Console</li> </ul> </li> </ul>
<b>Maximum Endpoints</b>	<ul style="list-style-type: none"> <li>Lync Server 2010:                             <ul style="list-style-type: none"> <li>60,000</li> <li>120,000 with load balancer</li> </ul> </li> <li>Office Communications Server 2007:                             <ul style="list-style-type: none"> <li>40,000</li> <li>80,000 with load balancer</li> </ul> </li> </ul>
<b>Remote Location Manager (RLM)</b>	<ul style="list-style-type: none"> <li>Supported Office Communications Server 2007 Phones:                             <ul style="list-style-type: none"> <li>Office Communicator R1</li> <li>Office Communicator R2</li> </ul> </li> </ul>
<b>Additional Information</b>	<ul style="list-style-type: none"> <li>Support for multiple dial plans not presently available</li> </ul>

## Support for Avaya

<b>Supported Avaya versions</b>	<ul style="list-style-type: none"> <li>Avaya Communication Manager 4.x, 5.x, 6.x</li> <li>Avaya Aura Session Manager 5.x, 6.x</li> </ul>
<b>Layer 2 Discovery</b>	<ul style="list-style-type: none"> <li>Supported Avaya Phones:                             <ul style="list-style-type: none"> <li>- H.323:                                     <ul style="list-style-type: none"> <li>» 1608, 1616 firmware r1.0 and above</li> <li>» 4610SW, 4620 firmware r1.8 and above</li> <li>» 4620SW, 4621SW, 4622SW firmware r2.2, 2.5 and above</li> <li>» 4625SW firmware r2.5 and above</li> <li>» 9608, 9611G, 9621G, 9641G firmware r6.0 and above</li> <li>» 9610 firmware r1.2 and above</li> <li>» 9620, 9630, 9639G, 9640, 9640G, 9650 firmware r1.0 and above</li> <li>» 9620L, 9620C, 9650C, 9650L, 9650G firmware 3.0 and above</li> <li>» 9670G firmware 2.0 and above</li> </ul> </li> <li>- SIP:                                     <ul style="list-style-type: none"> <li>» 9620, 9630, 9630G, 9640, 9640G firmware r2.2, 2.5 and above</li> <li>» 9620L, 9620C, 9650, 9650C firmware r2.5 and above</li> <li>» 9608, 9611G, 9621G, 9641G firmware r6.0.1 and above</li> </ul> </li> <li>- IP Softphone R5.x and above</li> <li>- One-X Communicator R5.21 and above</li> <li>- One-X Agent R2.0 and above</li> </ul> </li> </ul>
<b>Layer 3 Discovery</b>	<ul style="list-style-type: none"> <li>Supported Avaya Phones:                             <ul style="list-style-type: none"> <li>- H.323:                                     <ul style="list-style-type: none"> <li>» 1608, 1616 firmware r1.0 and above</li> <li>» 4610SW, 4620 firmware r1.8 and above</li> <li>» 4620SW, 4621SW, 4622SW firmware r2.2, 2.5 and above</li> <li>» 4625SW firmware r2.5 and above</li> <li>» 9608, 9611G, 9621G, 9641G firmware r6.0 and above</li> <li>» 9610 firmware r1.2 and above</li> <li>» 9620, 9630, 9639G, 9640, 9640G, 9650 firmware r1.0 and above</li> <li>» 9620L, 9620C, 9650C, 9650L, 9650G firmware 3.0 and above</li> <li>» 9670G firmware 2.0 and above</li> </ul> </li> <li>- SIP:                                     <ul style="list-style-type: none"> <li>» 9620, 9630, 9630G, 9640, 9640G firmware r2.2, 2.5 and above</li> <li>» 9620L, 9620C, 9650, 9650C firmware r2.5 and above</li> <li>» 9608, 9611G, 9621G, 9641G firmware r6.0.1 and above</li> </ul> </li> <li>- IP Softphone R5.x and above</li> <li>- One-X Communicator R5.21 and above</li> <li>- One-X Agent R2.0 and above</li> </ul> </li> </ul>
<b>Wireless LAN Discovery</b>	<ul style="list-style-type: none"> <li>Compatible with Avaya Office Roamers solution</li> <li>Supported Avaya Phones:                             <ul style="list-style-type: none"> <li>- IP Wireless Phones 3631, 3641, 3645</li> <li>- IP Softphone R5.x and above</li> <li>- One-X Communicator R5.21 and above</li> <li>- One-X Agent R2.0 and above</li> </ul> </li> </ul>
<b>Maximum Endpoints</b>	<ul style="list-style-type: none"> <li>40,000</li> <li>80,000 with load balancer</li> </ul>
<b>Remote Location Manager (RLM)</b>	<ul style="list-style-type: none"> <li>Supported Avaya Phones:                             <ul style="list-style-type: none"> <li>- 4610SW, 4620/4620SW, 4621SW, 4622SW, 4625SW</li> <li>- 9620/9620C/9620L, 9630/9630G, 9640/9640G, 9650/9650C, 9670G</li> <li>- IP Softphone R5.x and above</li> <li>- One-X Communicator R5.21 and above</li> <li>- One-X Agent R2.0 and above</li> </ul> </li> </ul>

## Support for Alcatel-Lucent

<b>Supported Alcatel-Lucent versions</b>	<ul style="list-style-type: none"> <li>OmniPCX 9.x</li> </ul>
<b>Layer 2 Discovery</b>	<ul style="list-style-type: none"> <li>Supported Phones:                             <ul style="list-style-type: none"> <li>- All Alcatel-Lucent IP Touch hard phones</li> </ul> </li> </ul>
<b>Layer 3 Discovery</b>	<ul style="list-style-type: none"> <li>Supported Phones:                             <ul style="list-style-type: none"> <li>- All Alcatel-Lucent IP Touch hard phones</li> <li>- All Alcatel-Lucent IP Touch soft phones</li> <li>- CounterPath soft phones</li> </ul> </li> </ul>
<b>Wireless LAN Discovery</b>	<ul style="list-style-type: none"> <li>Supported Phones:                             <ul style="list-style-type: none"> <li>- All Alcatel-Lucent Mobile IP Touch phones</li> </ul> </li> </ul>
<b>Maximum Endpoints</b>	<ul style="list-style-type: none"> <li>120,000</li> </ul>
<b>Additional Information</b>	<ul style="list-style-type: none"> <li>Requires deployment with Alcatel-Lucent OmniVista</li> </ul>

## Support for ShoreTel

<b>Supported ShoreTel versions</b>	<ul style="list-style-type: none"> <li>ShoreTel 9.x, 11.x</li> </ul>
<b>Layer 2 Discovery</b>	<ul style="list-style-type: none"> <li>Supported ShoreTel Phones:                             <ul style="list-style-type: none"> <li>- All IP hard phones</li> </ul> </li> </ul>
<b>Maximum Endpoints</b>	<ul style="list-style-type: none"> <li>120,000</li> </ul>
<b>Additional Information</b>	<ul style="list-style-type: none"> <li>Initial discovery of IP phones via SNMP scan using MAC address mask</li> </ul>

## Support for Aastra

<b>Supported Aastra versions</b>	<ul style="list-style-type: none"> <li>Clearspan R14</li> </ul>
<b>Layer 2 Discovery</b>	<ul style="list-style-type: none"> <li>Supported Aastra Phones:                             <ul style="list-style-type: none"> <li>- All IP phones</li> </ul> </li> </ul>
<b>Maximum Endpoints</b>	<ul style="list-style-type: none"> <li>120,000</li> </ul>

## Support for Genesys

<b>Supported Genesys versions</b>	<ul style="list-style-type: none"> <li>SIP Server 8.x</li> </ul>
<b>Layer 3 Discovery</b>	<ul style="list-style-type: none"> <li>Supported Phones:                             <ul style="list-style-type: none"> <li>- Third-party IP phones</li> <li>- CounterPath soft phones</li> </ul> </li> </ul>
<b>Maximum Endpoints</b>	<ul style="list-style-type: none"> <li>120,000</li> </ul>

## Support for 3Com

<b>Supported 3Com versions</b>	<ul style="list-style-type: none"> <li>VCX 7.x, 9.x</li> </ul>
<b>Layer 2 Discovery</b>	<ul style="list-style-type: none"> <li>Supported 3Com Phones:                             <ul style="list-style-type: none"> <li>- 3101, 3101SP, 3102, and 3103</li> <li>- 3105 Console</li> </ul> </li> </ul>
<b>Maximum Endpoints</b>	<ul style="list-style-type: none"> <li>120,000</li> </ul>
<b>Additional Information</b>	<ul style="list-style-type: none"> <li>Initial discovery of IP phones via SNMP scan using MAC address mask</li> </ul>

## Hardware

<b>Primary Processors</b>	<ul style="list-style-type: none"> <li>Quad Core Intel® Xeon® E5506, 2.13Ghz, 4MB Cache, 1333MHz FSB</li> </ul>
<b>Additional Processors</b>	<ul style="list-style-type: none"> <li>Quad Core Intel® Xeon® E5506, 2.13Ghz, 4MB Cache, 1333MHz FSB</li> </ul>
<b>Memory</b>	<ul style="list-style-type: none"> <li>8GB ECC DDR3 800MHZ</li> </ul>
<b>Primary Hard Drive</b>	<ul style="list-style-type: none"> <li>146GB, SAS, 3.5-inch, 15K RPM Hard Drive</li> </ul>
<b>Secondary Hard Drive</b>	<ul style="list-style-type: none"> <li>146GB, SAS, 3.5-inch, 15K RPM Hard Drive</li> </ul>
<b>Primary Controller</b>	<ul style="list-style-type: none"> <li>RAID Controller, 2x4 Connectors, Int, PCIe, 256MB Cache (PERC6/i)</li> </ul>
<b>Network Adapter</b>	<ul style="list-style-type: none"> <li>Dual Embedded Broadcom® NetXtreme II 5708 Gigabit Ethernet NIC</li> </ul>
<b>Hard Drive Configuration</b>	<ul style="list-style-type: none"> <li>Integrated SAS RAID 1</li> </ul>
<b>Management Network Adapter (optional)</b>	<ul style="list-style-type: none"> <li>Remote Management Embedded Ethernet NIC</li> </ul>
<b>Backplane</b>	<ul style="list-style-type: none"> <li>1x2 Backplane for 3.5-inch Hard Drives</li> </ul>
<b>Power Supply</b>	<ul style="list-style-type: none"> <li>Redundant Power Supply with Dual Cords</li> </ul>
<b>Redundancy</b>	<ul style="list-style-type: none"> <li>Runs in Redundant Pairs</li> <li>Can be deployed at separate data centers</li> </ul>
<b>Chassis Configuration</b>	<ul style="list-style-type: none"> <li>Rack Chassis with Sliding Rails, Universal</li> </ul>
<b>Chassis</b>	<ul style="list-style-type: none"> <li>1U Rack-mountable chassis</li> <li>24.69" (62.7cm) D x 17.09" (43.4cm) W x 1.39" (4.3cm) H without bezel attached</li> <li>Rack Weight 35.8 lbs (16.3 Kg)</li> <li>Gray Chassis</li> <li>Red front bezel</li> <li>4-post rack support with universal rails</li> </ul>
<b>Ports</b>	<ul style="list-style-type: none"> <li>Rear: 2 x USB 2.0 ports, 2 x RJ-45 connectors for LAN\ WAN, 1 x RJ-45 connector for Remote Access</li> <li>Front: 2 x USB 2.0 ports</li> </ul>
<b>Environmental</b>	<ul style="list-style-type: none"> <li>Operating Temperature: 10° C to 35° C (50° F to 95° F)</li> <li>Storage Temperature: -40° C to 65° C (-40° F to 149° F)</li> <li>Operating Relative Humidity (non-condensing twmax=29°C): 20% to 80% non-condensing</li> <li>Maximum humidity gradient: 10% per hour, operational and non-operational conditions</li> <li>Storage Relative Humidity: 5% to 95% non-condensing (twmax=38°C)</li> <li>Operating Vibration: 0.26G at 5Hz to 350Hz for 2 minutes</li> <li>Storage Vibration: 1.54Grms Random Vibration at 10Hz to 250Hz for 15 minutes</li> <li>Operating Shock: 1 shock pulse of 41G for up to 2ms</li> <li>Storage Shock: 6 shock pulses of 71G for up to 2ms</li> <li>Operating Altitude: -15m to 3,048m (-50 ft to 10,000 ft)</li> <li>Storage Altitude: -15m to 10,668m (-50 ft to 35,000 ft)</li> </ul>
<b>Power</b>	<ul style="list-style-type: none"> <li>Primary power supply: 500 Watt hot-plug</li> <li>Secondary power supply: 500 Watt hot-plug</li> <li>Auto-switching universal 110/220 Volts</li> </ul>
<b>Regulatory</b>	<ul style="list-style-type: none"> <li>FCC Class B</li> </ul>

## Other

<b>Product Number</b>	<ul style="list-style-type: none"> <li>HW911-EGWVPC - EGW hardware plus 2,500 user license</li> <li>SW911-EGWALF - 2,500 additional user license</li> <li>HW911-EGWRAC - Optional Management Network Adapter</li> </ul>
<b>Package Contents</b>	<ul style="list-style-type: none"> <li>Two (2) preconfigured EGW appliances</li> <li>Two (2) rack mount hardware kits</li> <li>Two (2) 911 Enable red front bezels</li> <li>Two (2) power cords</li> <li>Hardware support guides</li> </ul>
<b>Licensing</b>	<ul style="list-style-type: none"> <li>Perpetual License to run on EGW hardware</li> <li>2,500 base user license plus additional user licenses to an unlimited number of users</li> </ul>
<b>Maintenance/Support</b>	<ul style="list-style-type: none"> <li>Includes one (1) year maintenance and support</li> </ul>
<b>Documentation</b>	<ul style="list-style-type: none"> <li>EGW System Guide (Planning and Configuration)</li> <li>EGW Appliance Standard Operating Procedures</li> <li>EGW Networking Interface Description</li> <li>911 Enable Product Support Policies</li> <li>911 Enable Software Support Policies</li> <li>EGW Troubleshooting Guide</li> </ul>