9-1-1 ENABLE®
A Division of Connexon

Enterprise
E911 solution
for IP phone systems

The simplest E911 solution to deploy and manage

The most reliable E911 solution for the entire workforce, including branch offices and teleworkers

The first E911 solution developed specifically for IP-based communications

www.911enable.com

Solution Overview

911 Enable provides the most comprehensive and reliable E911 solution for IP phone systems in the market today. It is simple to deploy, easy to manage, and complies with all E911 legislation and standards. The solution consists of two key components:

1. The Emergency Routing Service

The Emergency Routing Service (ERS) is a monthly subscription service which provides organizations with E911 call routing to Public Safety Answering Points (PSAPs) across the US and Canada. Using a single SIP or PSTN connection, the ERS provides E911 support for the entire workforce, including remote branches, work-at-home employees, and teleworkers. Key features of the ERS include:

- The largest E911 coverage in the industry, with connectivity to over 6,000 PSAPs

- National ALI Database, which supports records from across the US and Canada

- Real-time Master Street Address Guide (MSAG) validation

- 24/7/365 Emergency Call Response Center

- Compliance with FCC, CRTC, and NENA i2 standards

2. The Emergency Gateway

The Emergency Gateway (EGW) is an on-site appliance that automates and simplifies E911 management for enterprise IP-PBX systems. Key features of the EGW include:

- Automatic IP phone tracking based on Layer 2/Layer 3 discovery

- On-site security desk routing and notification, including pop-up, email, pager, and SMS alerts

- Support for shared line appearance and extension mobility

- Support for IP phones, softphones and analog/digital phones

- Call recording

How It Works
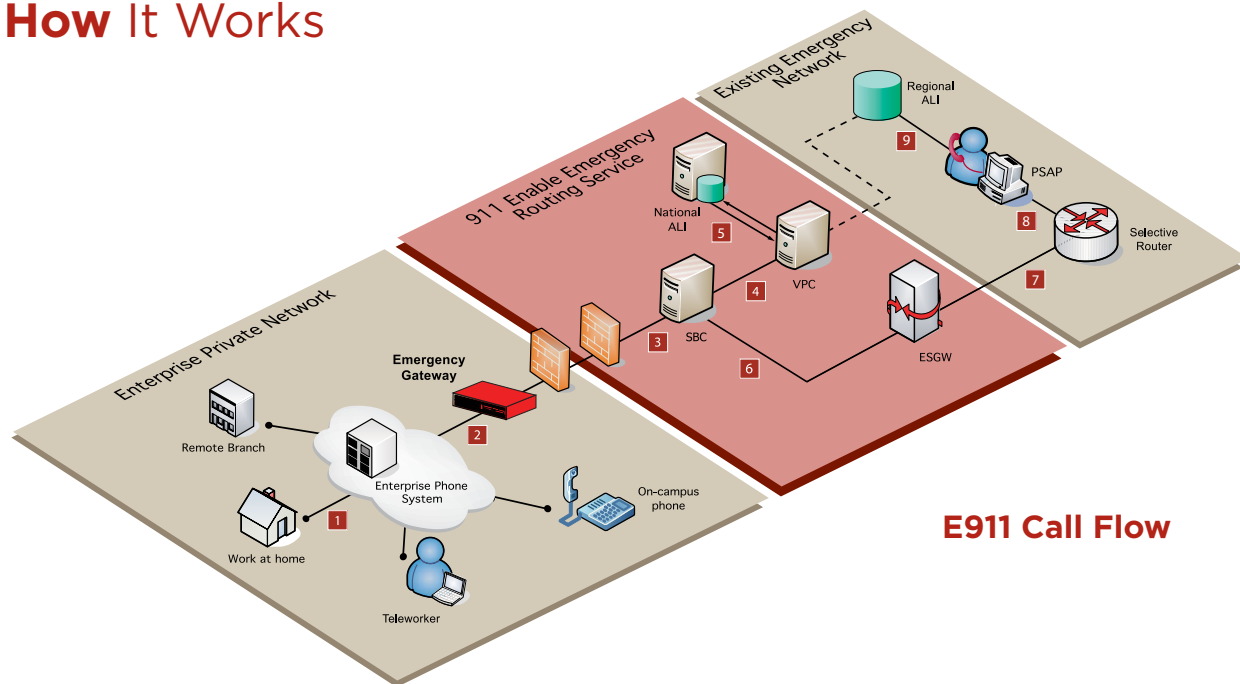
E911 Call Flow

1. A 9-1-1 call is placed within the organization's network.

2. The organization's phone system delivers the emergency call to the on-site Emergency Gateway (EGW) using session initiation protocol (SIP).

3. The EGW captures the caller's precise location information and forwards it to the Emergency Routing Service (ERS).

4. The Session Border Control (SBC) receives the emergency call and requests routing instructions from the VoIP Positioning Center (VPC).

5. The VPC retrieves the caller's location information from the National ALI and determines the corresponding Emergency Service Zone (ESZ). The caller's location record is staged in the VPC and routing instructions are sent back to the SBC.

6. The SBC forwards the call to the appropriate Emergency Services Gateway (ESGW).

7. The ESGW uses the VPC routing information to route the call to the appropriate selective router (SR) trunk (SS7 PRI or CAMA).

8. The SR delivers the call to the appropriate Public Safety Answering Point (PSAP).

9. The PSAP automatically queries the VPC to obtain the caller's location information and callback number.

Who is it for ?

911 Enable's solution can be scaled to meet the unique requirements of various enterprise deployments, particularly those that include any of the following:

- Centralized IP-PBX system
- Distributed communications network
- Multiple branch offices
- Work-at-home employees

- Teleworkers
- Frequent IP phone moves
- Phones enabled with shared line appearance/extension mobility

About us

911 Enable, a division of Connexon Telecom Inc., is a privately held company headquartered in Montreal, QC. It provides organizations with simple to deploy, easy to manage E911 solutions that meet the needs of IP-based communications networks.

Pioneer in Delivering E911 for Enterprise IP Phone Systems

In 2005, 911 Enable pioneered the first fully integrated E911 solution for enterprise IP phone systems, and has been delivering products and services focused on IP telephony ever since. Today, 911 Enable routes more than 15,000 9-1-1 calls per month and is trusted by over 1000 organizations across the US and Canada.

Customer Markets

911 Enable provides E911 solutions for a wide range of organizations with IP telephony networks. Customer markets include manufacturing, government, education, finance, and healthcare. Additionally, 911 Enable provides solutions for service providers offering hosted IP-PBX and residential VoIP services.

Technology Partners

911 Enable's products are certified with industry-leading IP-PBX vendors to ensure easy and simple integration with its customers' communications networks. Successful certification has been completed with the following IP-PBX vendors:

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