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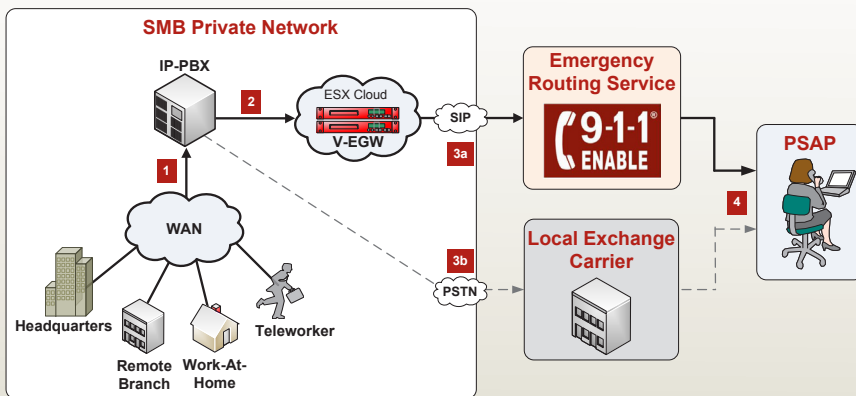


Virtual Emergency Gateway Data Sheet

The Virtual Emergency Gateway (V-EGW) is a virtualized appliance that automates and simplifies E911 management for IP-PBX deployments. It reduces administrative efforts, ensures that IP phone locations are always up-to-date, and helps SMBs meet their E911 obligations. The V-EGW can support up to 1,500 endpoints with a single CPU, and as many as 2,500 endpoints using two CPUs.

How it Works

When 911 is dialed, the V-EGW captures the precise location of the caller and delivers it to either the 911 Enable Emergency Routing Service 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 SMB's private network (at headquarters, a remote branch, on the road, or at home).
2. The IP-PBX sends the call to the V-EGW.
3.
 - a The V-EGW identifies the caller's precise location information and forwards it to the Emergency Routing Service using SIP.
 - b The V-EGW returns the call to the IP-PBX with instructions to deliver the call to the local exchange carrier via a PSTN trunk.
4. The 911 call and location information are routed to the appropriate Public Safety Answering Point (PSAP).

Automatic IP Phone Tracking

Automatically tracks and assigns locations to IP phones and softphones 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 customized 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

Operating System	<ul style="list-style-type: none"> Hardened version of Red Hat Enterprise Linux 5 (RHEL5)
Supported IP-PBX Systems	<ul style="list-style-type: none"> Cisco Unified Communications Manager 4.x, 5.x, 6.x, 7.x, 8.x Avaya Aura Communication Manager 4.x, 5.x, 6.x <ul style="list-style-type: none"> Compatible with deployments using Aura Session Manager 5.x, 6.x Microsoft Lync Server 2010 Microsoft Office Communications Server 2007 R1/R2 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
Capacity	<ul style="list-style-type: none"> 1,500 endpoints (with minimum hardware requirements) 2,500 endpoints (with recommended hardware requirements)
Telephony	<ul style="list-style-type: none"> Signaling Protocols: SIP/UDP, SIP/TCP, H.323 Payload: RTP/UDP, G.711
Layer 2 Discovery	<ul style="list-style-type: none"> Protocols: SNMP v1, SNMP v2c, SNMP v3*, Bridge MIB (RFC 1493) *SNMP v3 for Cisco Catalyst switches Q1/12 Supported Switches: <ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Supported Protocols: IPv4
Wireless LAN Discovery	<ul style="list-style-type: none"> Supported Infrastructure: <ul style="list-style-type: none"> Cisco Aruba
Alerting Capabilities	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Deployed in redundant pairs Hot Standby Mode Load Balancing Mode
Reporting	<ul style="list-style-type: none"> 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 ALI systems
Provisioning	<ul style="list-style-type: none"> Real-time Address Validation Tool (requires Emergency Routing Service) ERL batch file provisioning (FTP) ERL/Endpoint using real time web services (SOAP/XML) Analog/Digital phone batch provisioning (FTP) Remote Location Manager (RLM) module for off-campus users (requires ERS)
Remote Location Manager (RLM)	<ul style="list-style-type: none"> Used for remote workers Updates the EGW database in real-time Requires 911 Enable's ERS for PSAP connectivity See vendor specifications below for supported endpoints
Operation and Maintenance	<ul style="list-style-type: none"> Email alerts and alarms Syslog support Active monitoring Test mode Encrypted web-based interface Pre-configured user access levels
Additional Features	<ul style="list-style-type: none"> Misdial protection Integration with third-party ALI systems Available worldwide Support for multiple dial plans Support for LDAP for Microsoft Active Directory NENA 2 report generation with ELIN filtering options Transparent NAT traversal Configurable digit manipulation for incoming DID's

Minimum System Requirements

Processor	<ul style="list-style-type: none"> 2.00 GHz minimum 2 x 2.00 GHz recommended
Memory	<ul style="list-style-type: none"> 2 GB RAM
Disk Space	<ul style="list-style-type: none"> 60 GB
Network Connections	<ul style="list-style-type: none"> One network interface - 100 Mbps
Supported Format	<ul style="list-style-type: none"> OVF
Supported Hardware	<ul style="list-style-type: none"> Intel Xeon 64-bit architecture CPU
VMware version	<ul style="list-style-type: none"> ESXi 4.x or later
Supported Options	<ul style="list-style-type: none"> 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 synchronization may be required

Other

Product Number	<ul style="list-style-type: none"> SW911-EGWVAP - 500 user base license SW911-EGWVAL - 250 additional user license
Licensing	<ul style="list-style-type: none"> Perpetual License Base license plus additional user licenses to a maximum of 2,500 users
Maintenance/Support	<ul style="list-style-type: none"> Includes one (1) year maintenance and support
Documentation	<ul style="list-style-type: none"> EGW System Guide (Planning and Configuration) EGW Appliance Standard Operating Procedures EGW Networking Interface Description 911 Enable Product Support Policies 911 Enable Software Support Policies EGW Troubleshooting Guide EGW VMWare Installation Guide

Support for Cisco

Supported Cisco versions	<ul style="list-style-type: none"> Cisco Unified Communications Manager 4.x, 5.x, 6.x, 7.x, 8.x
Layer 2 Discovery	<ul style="list-style-type: none"> Supported Cisco Phones: <ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Supported Cisco Phones: <ul style="list-style-type: none"> 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 Cius tablet
Wireless LAN Discovery	<ul style="list-style-type: none"> Compatible with Cisco Wireless Solutions Supported Cisco Phones: <ul style="list-style-type: none"> Wireless IP Phone 792x series IP Communicator UC Integration™ for Microsoft Office Communicator Unified Personal Communicator (version 8.5 and up, Windows only)
Remote Location Manager (RLM)	<ul style="list-style-type: none"> Supported Cisco Endpoints: <ul style="list-style-type: none"> Unified IP phones 7940 and above IP Communicator UC Integration™ for Microsoft Office Communicator Unified Personal Communicator (version 8.5 and up, Windows only)

Support for ShoreTel

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

Support for Avaya

Supported Avaya versions	<ul style="list-style-type: none"> Avaya Communication Manager 4.x, 5.x, 6.x Avaya Aura Session Manager 5.x, 6.x
Layer 2 Discovery	<ul style="list-style-type: none"> Supported Avaya Phones: <ul style="list-style-type: none"> H.323: <ul style="list-style-type: none"> 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: <ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Supported Avaya Phones: <ul style="list-style-type: none"> H.323: <ul style="list-style-type: none"> 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: <ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Compatible with Avaya Office Roamers solution Supported Avaya Phones: <ul style="list-style-type: none"> 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
Remote Location Manager (RLM)	<ul style="list-style-type: none"> Supported Avaya Phones: <ul style="list-style-type: none"> 4610SW, 4620/4620SW, 4621SW, 4622SW, 4625SW 9620/9620C/9620L, 9630/9630G, 9640/9640G, 9650/9650C, 9670G IP Softphone R5.x and above One-X Communicator R5.21 and above One-X Agent R2.0 and above

Support for Aastra

Supported Aastra versions	<ul style="list-style-type: none"> Clearspan R14
Layer 2 Discovery	<ul style="list-style-type: none"> Supported Aastra Phones: <ul style="list-style-type: none"> All IP phones

Support for Microsoft

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

Support for Alcatel-Lucent

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

Support for Genesys

Supported Genesys versions	<ul style="list-style-type: none"> SIP Server 8.x
Layer 3 Discovery	<ul style="list-style-type: none"> Supported Phones: <ul style="list-style-type: none"> Third-party IP phones CounterPath soft phones

Support for 3Com

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