



MyE911® for Softphone Users



We're with you, wherever you go.®

Many business professionals use softphones on laptops to access the corporate network from virtually any location, creating new challenges for organizations providing these users with E911 protection. RedSky's MyE911® client application meets this challenge by allowing softphone users to establish their exact location and providing national E911 protection.

FEATURES

- » MyE911® client works with any softphone on a Windows or Mac OSX laptop
- » Automatically detects when a user moves outside the enterprise
- » Works with E911 Manager® and E911 Anywhere® for national 9-1-1 service
- » Validates locations in real-time

OVERVIEW

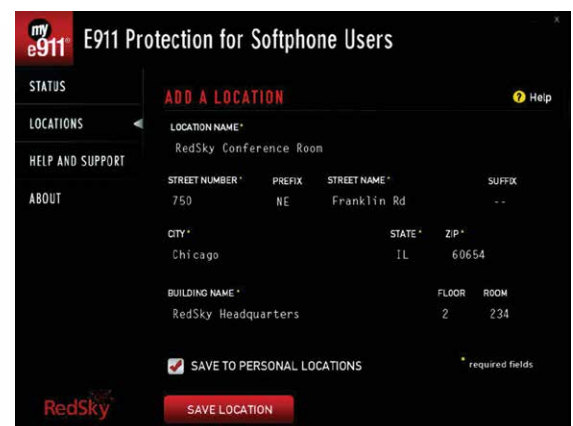
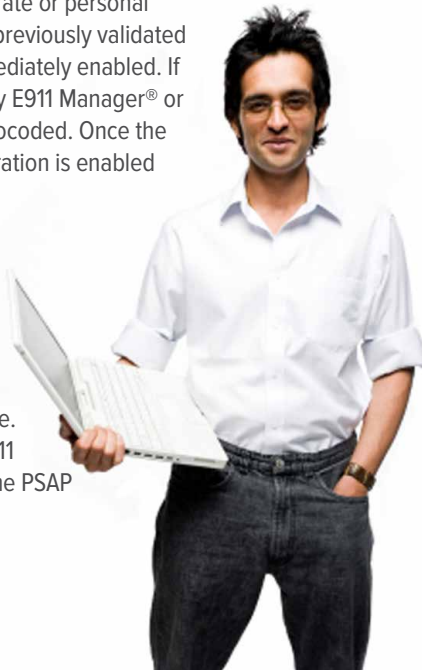
MyE911® is available as either a softphone client or web application. As a client, it is installed on the laptop with the softphone and it detects network changes, prompting the user to identify their location. As a web application, MyE911® supports any softphone on any platform by allowing the user to update their location in E911 Manager® or in the E911 Anywhere® cloud service.

E911 PROTECTION INSIDE AND OUTSIDE THE ENTERPRISE

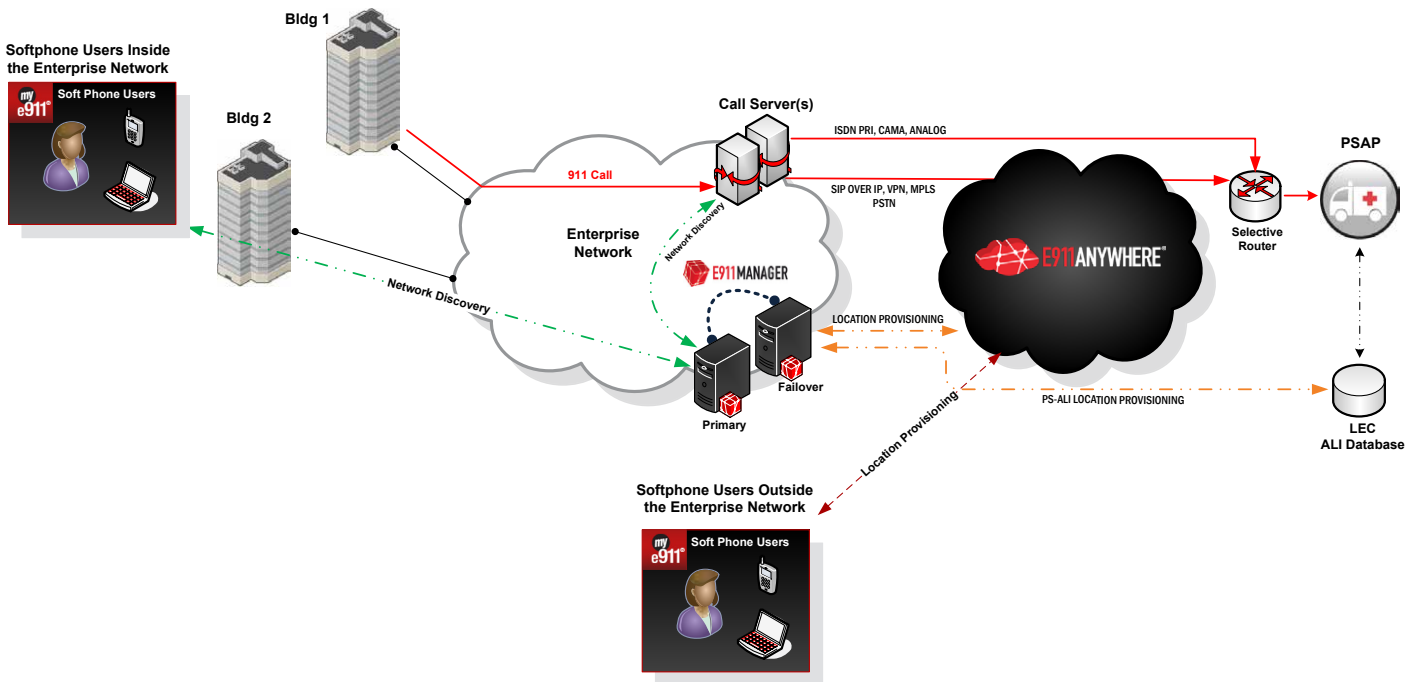
When installed as a client on a laptop, MyE911® monitors the softphone for network changes. When the laptop is inside the enterprise network and the network changes, MyE911® communicates with RedSky's E911 Manager® to determine the new location. E911 Manager® uses Layer 3, Layer 2, or WiFi network discovery to determine the location of the softphone and releases the softphone for normal use. When the softphone user moves outside the enterprise network (home, hotel, etc.), MyE911® detects the network change and prompts the user for their location.

Users can choose a location from a corporate or personal favorites list, or enter a new location. If a previously validated location is selected, the softphone is immediately enabled. If a new address is entered, it is validated by E911 Manager® or the E911 Anywhere® cloud service and geocoded. Once the address is validated, the softphone registration is enabled and calls can be made.

When MyE911® is used as a Web app, it can support any softphone on any platform. Users simply bring up the MyE911® app in a web browser and establish their location with E911 Manager® or the E911 Anywhere® cloud service. If they dial 9-1-1, their call is sent to the E911 Anywhere® cloud service and then onto the PSAP that services their location.



MyE911 makes it easy for users to register their location. They can select their last location, a location from the corporate database, a personal favorite (home, coffee shop, hotel, etc.) or enter a new location. Organizations can choose to deny softphone usage if users do not enter a location.



HOW IT WORKS – CLIENT APPLICATION

1. Softphone user boots up or there is a network change.
2. If MyE911® is deployed in conjunction with E911 Manager® and the network resides within the enterprise, the user is prompted to confirm the location.
3. If MyE911® is deployed without E911 Manager® or the softphone user is outside the enterprise network, the user is prompted by MyE911® to enter and validate their location.
4. Location is validated by E911 Anywhere® and softphone is released for use.
5. When a 9-1-1 call is made, the call server forwards the call to E911 Anywhere® for routing to the correct PSAP.
6. E911 Anywhere® delivers the ALI location record to the PSAP.

ENTERPRISE MANAGEMENT OF MYE911®

MyE911® client is built to be administered by network IT administrators for wide deployment to softphone users in the enterprise. As a client application, MyE911® can be deployed using industry standard software distribution methods for client applications. MyE911® can be customized for support specific corporate language that is displayed to users when MyE911® requests a location from the user. MyE911® also supports the display of a pre-defined list of enterprise locations that the user can choose from. MyE911® can be enabled by network administrators to automatically update new releases.

REQUIREMENTS

The MyE911® client runs on any workstation with Mac OS 10.9 and higher, Windows XP, Window Vista, or Windows 7 (64-bit), 140 MB hard disk space, Java 7 or higher. MyE911® requires the E911 Anywhere® cloud service for routing 9-1-1 calls based on user locations that are outside the enterprise network.

E911 Manager® is required for automated location discovery of softphones on laptops inside the enterprise using Layer 3, Layer 2, or WiFi network discovery.

* One license (ELIN) per user covers both client/laptop softphone and softphone app MyE911 for Mobile®

ABOUT US

RedSky is the leading provider of on-premise and cloud-based E911 solutions with more customers, more technology, and more experience than any other provider. More than a million workers, students, guests and visitors rely on RedSky for E911 protection.