

Dynamic 911 for UCx with Webex



Picture this...you're using your softphone to make a call when suddenly, you realize you need emergency assistance. You dial 911 and immediately, an ambulance is dispatched to your location. Thanks to our UCx with Webex service, the 911 operator is able to quickly and accurately locate you, so help can arrive as soon as possible. With UCx with Webex, you can rest assured that you're prepared in case of an emergency.

TPx believes it's critical to ensure proper emergency address information has been entered for all users so that every emergency call gets correctly routed to the Public Safety Answering Point (PSAP) and your employees get the critical response they need if they ever need to dial 911 using our UCx with Webex service.

When our experts implement your Unified Communications service, they methodically follow special policies and procedures that ensure emergency address information has been collected, entered, and gets correctly routed to emergency services during 911 calls from IP phones within a business location. In addition to enforced policies, UCx with Webex services provide the following important features to help protect employees during critical circumstances:

No prefix required Our UCx solution never requires a prefix, e.g. "9," to reach 911. Users can always dial direct, whether they're calling a user at another site, across the street for lunch, or to 911, in the case of an emergency. No prefix is required so there is never confusion on how to get an outside line.

Internal alerting If your organization would like internal notifications to be sent to designated personnel when a 911 call has been made then our service can do that. An email alert to the front desk, on-call nurse, or other first responder at your site, can ensure the quickest possible response during an emergency.

Identify specific locations of each phone The ability to uniquely identify the specific room and/or floor from which an emergency call was made is critical for safety. TPx can register every user telephone number, or extension, individually with its own unique address. By doing so, we can incorporate details like Floor 4, Rm 402 to provide first responders with a specific location from which the emergency call was made.

TPx Policies & Procedures for 911 Calls Help to Save Lives

Employees Can Dynamically Manage Their Emergency Location Information

TPx is among the first to market with a feature that lets employees self-manage their 911 settings dynamically. The app even detects when a laptop has connected to a new network location and automatically prompts the user to update their 911 settings. Furthermore, addresses entered get validated for format accuracy against a database, ensuring that what gets passed to the PSAP is an accurate, routable address.

This innovation helps reduce the burden on IT administrators who might otherwise be responsible for managing ALI information for many users. This can be particularly beneficial for organizations with many employees or remote workers who frequently change locations. But the true benefit of empowering end users to self-manage their emergency 911 address is improved emergency response times to increased employee safety.

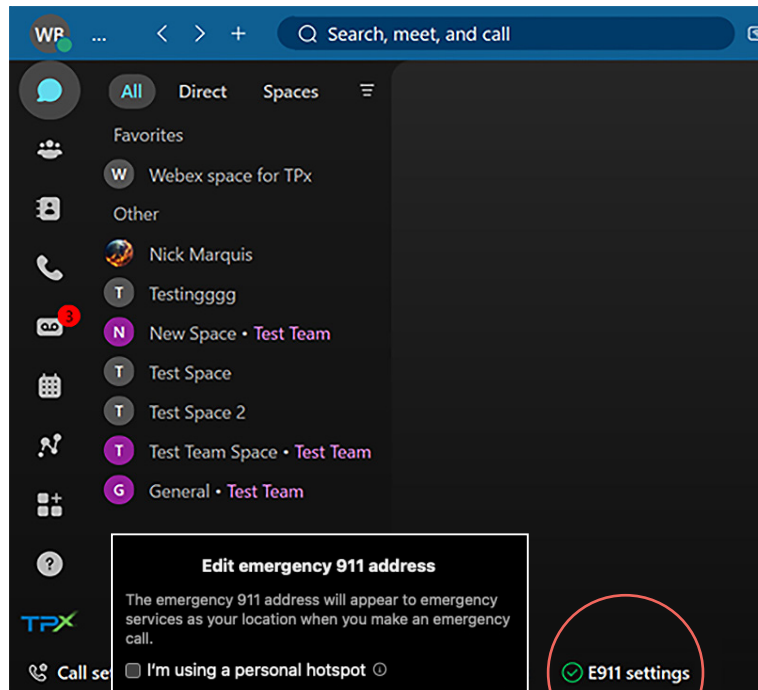
E911 Settings on UCx with Webex Desktop

Self-Management is a snap with the E911 setting icon (red circle) at the base of the Webex desktop application.

- Once logged in to Webex, end users acknowledge a 911 disclaimer.
- If Webex detects the user is at a new location, the user will receive a prompt to update emergency address info.
- Click the E911 Settings button, select from previous entries, or enter a new address and give it a nickname.
- Make sure you see that the address is successfully saved in the dialog window and that the E911 Settings button turns to a green checkmark. You're all set.

Procedure for Testing

- Call 933 to reach an automated verification service that will read back your current 911 address settings.
- Hang up after hearing the correct address.
- Note, TPx uses a Callback DID Pooling system for all emergency calls so the number that 933 reads back to you will not be the specific telephone number you are calling from. But it will route back directly to you.
- From your mobile phone, you can call the DID Pooling-assigned number to simulate a PSAP callback.



Edit emergency 911 address

The emergency 911 address will appear to emergency services as your location when you make an emergency call.

I'm using a personal hotspot

Choose a saved address

Address nickname (e.g. Home or Work)
(required)

Country
United States of America

Address
(required)

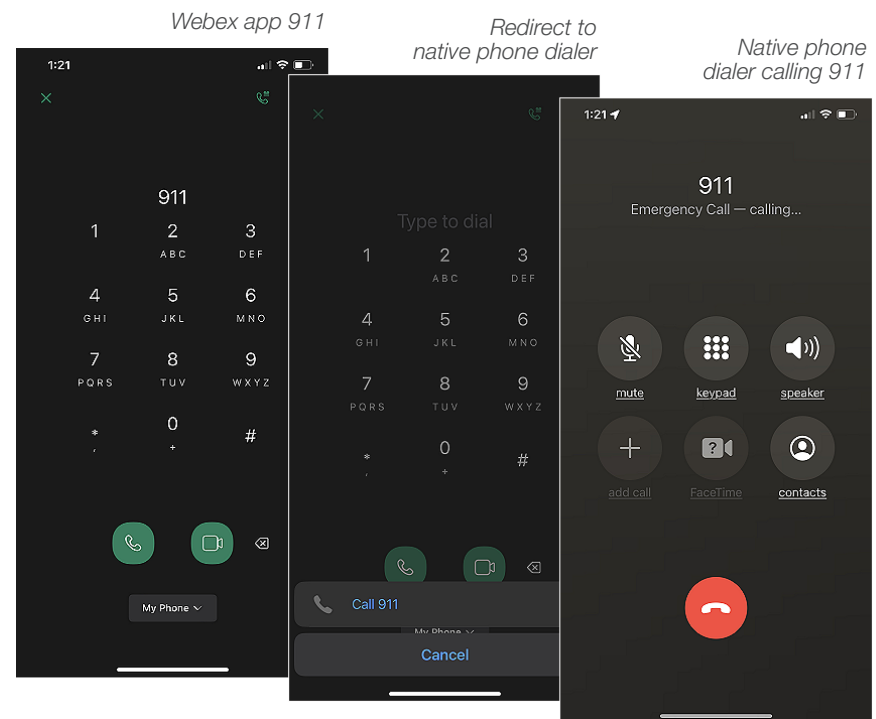
City
(required)

State/Province
(required)

ZIP/Postal code
(required)

For emergency responders, describe where you are in the building (e.g. floor, corner, landmark)
(max 20 characters)

E911 Calls Launch the Native Mobile Dialer



FAQ

Q: Is UCx with Webex compliant with Kari's Law and The Ray Baum's Act?

A: Yes. The features discussed in this brochure assist business to comply with these FCC regulations.

Q: I entered an address, but Webex says it's invalid. What do I do?

A: Use the [USPS Validation tool](#) to check that you are using the correct format.

Q: I work from home and already registered my address, but I got a prompt asking for my address again. Why?

A: This usually happens if you are connecting your computer both physically and wirelessly or if your WAN IP address changes. Register your 911 address again and the system will store it for this "new" combo.

Q: I logged into my phone, but don't get the E911 popup.

A: Nothing is wrong. This is expected behavior. Any 911 calls made using a cell phone will be directed to the phone's native dialer, so the call is made using the mobile network instead of Webex.