

E911 Deployment

Overview

Recent federal requirements require that all remote employees be connected to E911 operators with the correct location information. E911 deployment on the Bluestone phone system works as follows:

- All users on the office LAN will use a default caller ID for that site.
- Any employees working remotely (*i.e. from a home office*) will need to have a DID specifically allocated to them.
 - This DID will be used for the outbound calls.
 - When calling E911 services this DID will be used and the E911 operator will get the correct location information.

Provisioning E911

The Bluestone E911 system works by matching the external caller ID number to a registered E911 DID. If no match is found then the default E911 for the account will be used.

In order to provision a new E911 start by clicking the “External CID” button and choosing a number for the targeted phone(s). This DID needs to be appropriate for the geographic location of the phone. An example of the popup you will see having clicked the External CID button is shown below.

The screenshot shows a web-based phone system interface. At the top, there is a navigation bar with tabs for Users, Phones, IVRs, Hunt Grps, ACDs, DIDs, Tracks, E911/Misc, Exec, SIP Reg, Reports, and Billing. The 'Phones' tab is active. Below the navigation bar, there is a 'Phone Listing (7 phones)' section. A table lists 7 phones with columns for Exten, Type, Keys, Password, Local CID, External CID, Record, Limit, Model, and MAC. A popup window titled 'Define External CallerID' is open over the table, showing fields for CallerID Name (BLUE TEST) and CallerID Number (5186411660). At the bottom of the interface, there are buttons for 'Add Phone', 'Copy BLF', and 'Swap Extens'.

Exten	Type	Keys	Password	Local CID	External CID	Record	Limit	Model	MAC
7701	Polycom	BLF	AUTO	Valerie Noradki	BLUE TEST,5187086310	yes*			
7702	Gen_SIP		5WQbyBPA	Isaac Newton	BLUE TEST,5186411660	no			
7703	Polycom	BLF	AUTO	Pam Jones	BLUE TEST,5187086310	yes*			
7704	Gen_SIP		xCF059tt	XLite Phone	BLUE TEST,5187086310	no			
7710	Yealink	Keys	wAIJcFLG	Ian Botham	BLUE TEST,5187086310	yes*			
7718	Yealink	Keys	kwziXLvt	Jim Smith	BLUE TEST,5187086310	yes*			
7727	PSTN			Robin Banks	BLUE TEST,5187086310	no			518-310-9606

Once the new External CID has been defined and saved, click on the E911/Misc tab. In the E911 sub tab now click on the “Add DID” button and a new row will appear in the “E911 DIDs” table. The DID on this new row is selectable from a drop down list. Choose the one that is appropriate for the target phone and then fill out the address information in the other columns.

E911 DIDs

DID	Calling Name	Address #1
5187086310	<input type="text" value="Bluestone Tel"/>	<input type="text" value="9 Corporate Dr"/>
<input type="text" value="5186411660"/>	<input type="text" value="--"/>	<input type="text" value="--"/>

E911 Alerts

Email	Del
<input type="text" value="jeff@btcom.us"/>	
<input type="text" value="jeffrobinson@bluestonetel.com"/>	
<input type="text" value="sysadmin@bluestonetel.com"/>	

<< Remember to save

Click the “Save” button and the new E911 will be provisioned. Finally go to the Exec tab and “Update” the configuration in the usual way.

Testing with 933

You can test the new configuration by dialing 933 from the target phone(s). This does not call emergency services but will instead confirm (or not) that the phone is provisioned for 911 and detail the address associated with the number.

E911 Alerts

A notification of anyone dialing 911 (or 933) will be sent to the email addresses in the E911 Alerts table. These addresses can be added or deleted using the controls provided.

Final Comment

Although Bluestone provides E911 coverage as detailed above, the use of a cell phone or landline is preferred. Cell phones use GPS information for exact location information. Landlines are physically tied to a local office and will be available even if you should experience a power outage or some other reason your internet connection is out.

Remember ALL VoIP services rely upon an Internet connection for their operation. No Internet connection, no phone service.