



Smart City E911User Guide

HOSTED VOICE ENHANCED 911



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Smart City Enhanced 911 Overview

Smart City's Hosted Voice service gives you and your users the ability to use their phone service from anywhere, but this also means that it could potentially be difficult for emergency services to locate callers when they dial 911. Enhanced 911 (hereafter referred to as E911), a part of the 911 system that automatically ties the caller's location, allows you to define the detailed location information for each user and device.

When the caller dials 911 on their Hosted Voice device, E911 enables responders to find and get them help. E911 data provides both a verified address for a phone number, and additional location data meant to pinpoint exactly where the call is coming from, such as "Second Floor, Room 203".

Note: It is important that this information is kept up to date when users move offices or work from home.

Legal Compliance

Kari's Law and the RAY BAUM'S Act require that E911 information is provided. To remain compliant with these standards, please ensure your E911 information is accurate and up to date. If you require any assistance in updating your E911 information, please contact support@smartcitytelecom.com.

For more information, see the FCC definition of E911 (<https://www.fcc.gov/general/9-1-1-and-e9-1-1-services>).

In this guide, we will explain how to maintain and update E911 for your organization, including:

- ❖ Defining and adding Emergency Endpoints
- ❖ Setting up Emergency Caller ID for users
- ❖ Updating endpoint locations

Please visit our support page at <https://support.smartcityvoice.com/> if you have any further questions. You will find additional information and instructional videos.

Additional Features Details

The Smart City portal and Smart City Web Applications use 3rd party vendors to provide back-end services for E911. There are several additional features that can be enabled to better enable E911.

Additional Features	Description
Set Granular Location	Location data can be defined by domain, site, and down to the individual device level, and can be as granular as “the last cubicle at the end of the hall.”
Set Multiple Notifications	Notifications that E911 calls have been made can now be sent to the local organization via an automated phone call, an email, or via a SIP message that appears on the screens of supported phones.
New Location Detection	When an IP address change is detected in the portal or on the mobile web, the user will be prompted to update their current location so that the data is kept up to date.

Emergency Endpoints

E911 from Smart City provides the ability to create an endpoint that will define the callback number and endpoint billing address for emergency services. This is different than an emergency address, and an E911 Endpoint has two primary uses: Endpoint ID and Billing Address.

E911 Components	Description
Endpoint ID	Also known as a call back number , the Endpoint ID is a unique identifier needed to route emergency calls.
Emergency Caller ID field	When user E911 addresses are added, the Endpoint is referenced in the Emergency Caller ID field.
Billing Address	Provides a distinct billing address so Smart City know who to bill. NOTE: This address is not the location that the emergency services will respond to. It is only the billing address for any calls using the Endpoint ID.

Adding an Endpoint

New endpoints are added to the portal through the Administrator's portal through the Emergency Endpoint section in **Inventory**. The billing address will be verified and both the Endpoint ID (which will be the Caller ID) and the billing address will be sent to the configured 3rd party carrier.

1. Open the Smart City Hosted Voice administrator portal.
2. Click the **Inventory** icon and then the **Emergency Endpoints** icon.
3. Click **Add Endpoint** button.
4. Complete the **Add Endpoint** screen with the following information:
 - a. Add the **Call Back Number**, which will act as the Endpoint ID. This needs to be the emergency Caller ID for the users and devices that are to use this endpoint.
 - b. Enter a new address to be used for billing purposes or select an existing address.
 - c. If entering a new address, click the **Validate** button. The address must be validated before saving.

Add Endpoint

This is the call back number and billing address used for Emergency Services.

Call Back Number

Billing Address

Add a new address

Billing Address Name

Caller Name

The name sent to emergency services

Address

Line 1

Line 2

Country Code

United States

State/Province

Choose a State/Province

City

ZIP Code



Validate a new address before saving. All fields must be filled out before validating.

Cancel

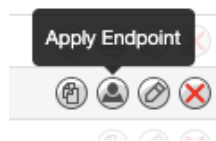
Validate

Setting the Emergency Caller ID for a Newly Created Endpoint

Once you've created an Endpoint, you will need to apply the Emergency Caller ID to all users so the system can use this unique identifier to send SIP Invites to the proper endpoint. This can either be done for all users in the domain or done individually, however it is recommended that all users are set at the same time through the provided tool.

Setting for all users in a domain

1. Navigate to **Inventory > Emergency Endpoints** in the Administrator's Portal and find the endpoint you would like to apply to the domain's users. Be sure that you are logged in as an Administrator so that all users in the domain will be updated. If you are logged in as a Site Manager, only the users on the site you manage will be updated.
2. Click the **Apply Endpoint** button to the right of the selected Endpoint.



3. After confirmation of the change, all users in the domain will be modified and their emergency Caller ID will be set to that endpoint.

Setting for Individual Users or Devices

This provides a way to optionally update the Emergency Caller ID for individual users or devices instead of applying it to the Domain or Sitewide level.

1. Navigate to either a user's profile or a specific device. Under the **Emergency Caller ID** dropdown, select the Call Back Number created in the previous step.



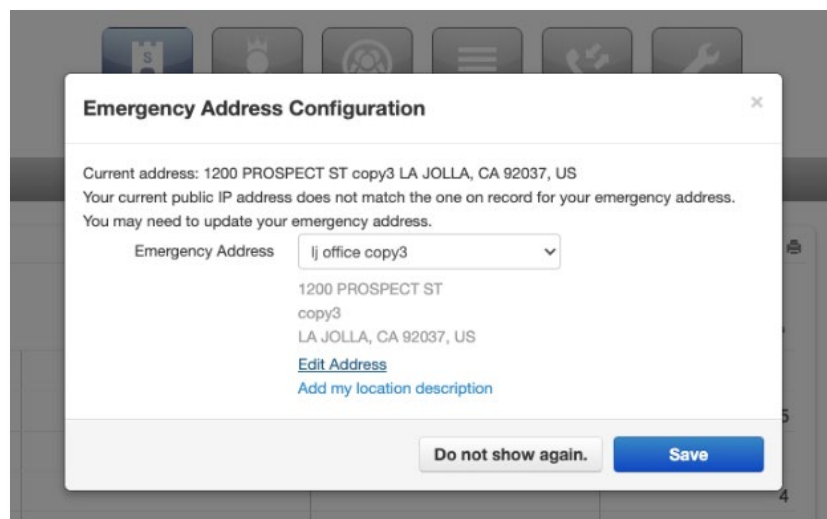
2. Click **Save**.

Updating a User Location

In today's workplace, users often change locations for numerous reasons, and their devices go with them. The E911 feature recognizes this and will prompt for new location information when it thinks a user has physically changed their location to keep emergency information up to date.

IP Detection

If the portal or mobile web detect that a user's IP address has changed, a user will be prompted with the following window:



From the portal, the user has the option to:

- Ignore, or change their location.
- Choose a previously defined location from the drop-down menu.
- Edit the current address that the system has on file.
- Add a changed location description.

Endpoint/Caller ID Detection

If the portal or mobile web detects that the Emergency Caller ID is not set to use a new E911 endpoint, the user will not be prompted to confirm their emergency address.

