

Nomadic E911 with dynamic location support in Webex

Enhancements that report dispatchable locations of emergency calls.



What is RAY BAUM'S Act?

When an employee, contractor, or guest at a place of work places a 911 emergency call for help, it is imperative that the 911 dispatcher answering the call and emergency personnel responding to the call know the precise location where the call came from. A new law comes into effect on January 6, 2022 in the United States, the FCC's RAY BAUM'S Act. This law requires all 911 calls to include a validated dispatch-able location when sent to the Public Safety Answering Point (PSAP).

With so many people working from home and various other locations, it can be difficult to keep track of their current location when a 911 call is made. Nomadic E911 in Webex will give Cisco partners and their customers the necessary capabilities to be compliant with the new regulations for precise location reporting for emergency response.

Nomadic E911 Service

Cisco Partners and their customers must comply with the RAY BAUM'S Act, starting in January 2022. In order to enable partners and customers to meet these compliance requirements, Webex is rolling out Nomadic E911 with Dynamic Location Support for Cisco Cloud Calling solutions.

Cisco is partnering with RedSky to enable these latest compliance features (Emergency Location Dispatch, Emergency Call Completion and 911 Call Notification) for our customers. RedSky has been a strategic technology partner of Cisco since 2015, providing E911 support for Cisco customers. Nomadic E911 uses a combination of Control Hub and Webex App enhancements, Cisco endpoints and RedSky's E911 Anywhere and Horizon Mobility services to provide a complete set of tools to achieve compliance with both Kari's Law and RAY BAUM'S Act.

Benefits



No additional cost for U.S. based users

- Included in Webex Calling and UCM Cloud subscription for users in the U.S.
- Also available for purchase for users in Canada through Cisco Solutions Plus



One system for all users

- Available for Webex Calling, including Dedicated Instance, UCM Cloud and UCM Cloud for Government
- Can be used across the full range of end points, including Webex App, MPP and other phones
- Easy and intuitive interface for nomadic users to update their address right in the Webex App



Compliance

- Provides compliance with RAY BAUM'S Act for customers in the U.S.
- For campus locations, this service provides the capability for system administrators to configure accurate address and location data, to be shared with 911 dispatchers and emergency responders when a 911 call is placed
- For nomadic users, the service provides the capability to the user to update their own address in the Webex App, for dynamic location tracking



Management and administration features

- Provide a checklist of configuration requirements to system administrators in Control Hub
- Notifications to security personnel and/or admins (via email, SMS, dashboard alerts and events) when 911 calls are made
- Automatic update of location details from Cisco Emergency Responder to RedSky
- Advanced monitoring and reporting capabilities are included for efficient handling of calls related to 911

How it works

These emergency services can be used to handle all your emergency calls in a U.S. or Canadian location. Once registered with an account, partners or customers can provision buildings, detailed locations inside the building, and the emergency location telephone numbers associated to the locations. They will also need to provision a network wiremap, to associate devices to the correct location, which determines the user location when 911 calls are made, even if the caller moves.

For users on the Webex App, the application will prompt the user for address information when the user connects from a new location. The Webex App remembers these addresses and will automatically detect when the user revisits the location again. When the same user comes on campus, the admin-defined wiremap is used to track their location, with no intervention needed from the user.

Some MPP Phone models also support dynamic location. They can use the network wiremap to determine the phone's location. If a phone moves and the location has changed to another wire-mapped location, the new location is automatically updated. The phone will then use the new location's address for 911 calls.

Phones that do not support dynamic locations offer a telephone number-based location determination, to provide the dispatch address in the event of a 911 call.

The solution also offers a 933 call capability for administrators and end users, to test and determine what dispatch address would be sent if a 911 call is made from that location. This helps in validating the address sent to dispatch from different locations.



Activate your Nomadic E911 services

Nomadic E911 is included with your Cisco cloud calling subscription for U.S. based end users. It is recommended to reach out to your Cisco partner to get these services activated. Customers can also directly request this service by using a simple-to-use bot in the Webex App.

Partners can also use the same bot to activate the service for their customers. Partners who want to manage their customers E911 deployment are highly encouraged to onboard as a certified partner with RedSky. Partners can achieve this by placing a Cisco SolutionsPlus order for RS-HM-ONBOARD. Please reach out to your Cisco account team for more information.

December 2021



For more information
Please visit our blog