What is Emergency Calling?

Masergy Emergency Calling is a feature in our UCaaS solutions that supports the health and safety of users by ensuring that an emergency call is routed to the closest PSAP (public-safety answering point) for assistance.

Masergy Emergency Calling ensures compliance with federal emergency dialing requirements, helping you ensure the safety of users with reliable communications when the need for emergency services arises. It provides an easy-to-use Emergency Routing Service portal to provision users and ensure notification information is current.

Compliance with Kari's Law

Kari's Law requires that systems must support direct 911 dials without additional pre-or-post fix digits or codes required. Additionally, systems must be configured to provide notification to a central location on- or off-site, such as a front desk or security kiosk.

Masergy Emergency Calling supports direct dial for 911 and centralized notifications for 911 calls to satisfy Kari's Law requirements.

Compliance with Ray Baum's Act

Ray Baum's Act requires that systems ensure that a validated dispatchable emergency response location is sent to emergency personnel when calling 911 and optionally any additional information such as floor, office, or similar details that would help emergency responders find the caller as quickly as possible. It also requires that the emergency response location be able to be updated manually or dynamically should the user's location change, so that the call is sent to the closest PSAP.

Masergy Emergency Calling Service supports static and dynamic mapping of fixed devices, i.e., phones, by pairing the caller's information with their location using defined network elements. Similarly, for Emergency Calling from a non-fixed client, such as a soft-client, a desktop location client ensures that a user always provides the correct emergency response location.

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Hosted UC

Masergy's Emergency Calling feature on a Hosted UC deployment ensures that a dispatchable location is transmitted with all 911 calls to PSAPs. Dispatchable location means that the caller's street address has been validated and optionally includes any information needed to further pinpoint a caller's location, such as floor and office number. By default, all Masergy phone numbers are mapped in this static fashion. Masergy provides an easy-to-use portal so that a customer admin may update addresses at any time.

Additionally, Masergy supports automatic location detection of certain devices. Using an easy-to-use portal, a customer admin can configure its network infrastructure elements, such as access switches, WiFi access points, IP address, MAC addresses or subnets, with known locations. The devices/applications will interact with the network elements upon detection of change, such as IP address, and be provided with the most current location should 911 be dialed.

Likewise, Masergy provides a location manager application that allows remote users to update their location and phone number mapping should it detect a change in network.

Automatic Location Update Setup

Your Masergy account admin defines the network map using an easy-to-use portal to specify on-net locations for network elements such as access switches, WiFi access points, IP addresses, MAC addresses, or subnets. Devices that support HELD (HTTP-enabled location delivery) will receive the configured emergency address automatically (Emergency Response Location, or ERL) as they connect to the network and imbed that address in call processing messaging should an emergency call be placed. The embedded address will take precedence over the static address initially configured.

When off-network, users can use the location manager client installed on their desktops to update their emergency address. The client will prompt anytime a change in network is detected.
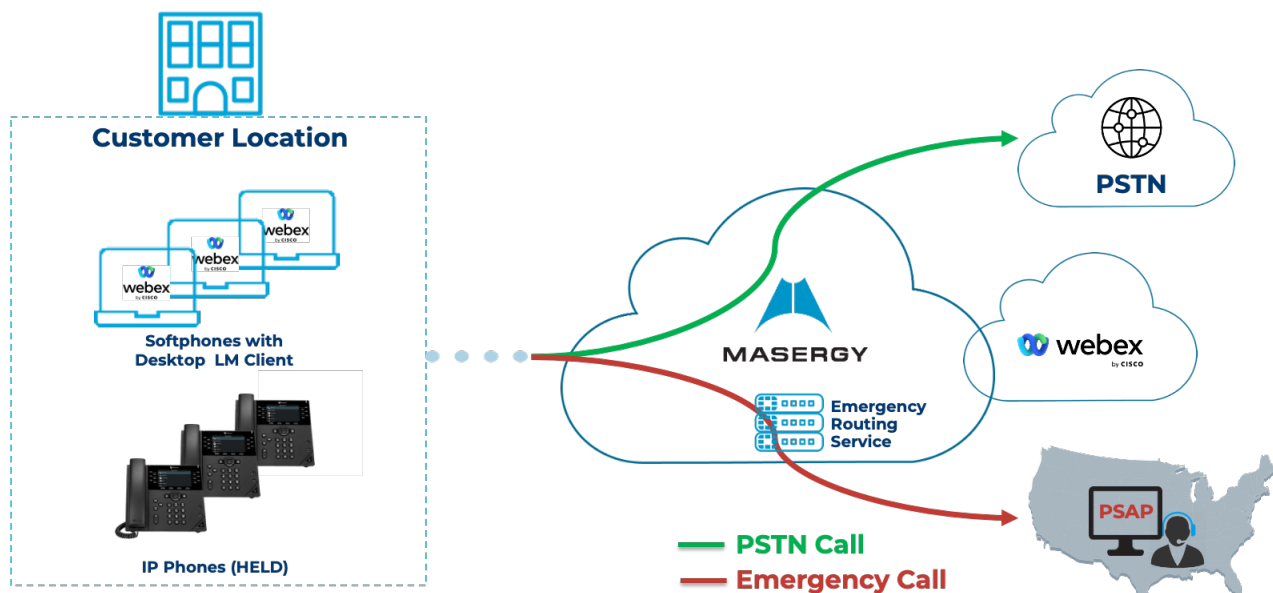
Masergy Intelligent SIP Trunking

Masergy's Emergency Calling feature also applies to Masergy's Intelligent SIP Trunking solutions including Microsoft Teams Direct Routing. Our emergency calling provides the PSAP with dispatchable location mapping based on the phone number and the address provisioned against it. By default, all Masergy phone numbers are provisioned in this static fashion. Masergy provides an easy-to-use portal so that a customer admin may update addresses at any time.

Unlike Hosted UC, devices connected to an on-prem PBX are managed by that PBX and are subject to the location information server functionality provided by that PBX, including devices and HELD support. If the PBX provides LIS functionality, the ERL will take precedence over the static address, initially configured on Masergy's emergency routing service portal, and sent to the closest location for assistance.

Important It is the responsibility of the customer admin to configure the on-prem LIS.

Likewise, Masergy provides a location manager application that allows remote users to update their location and phone number mapping should it detect a change in network.
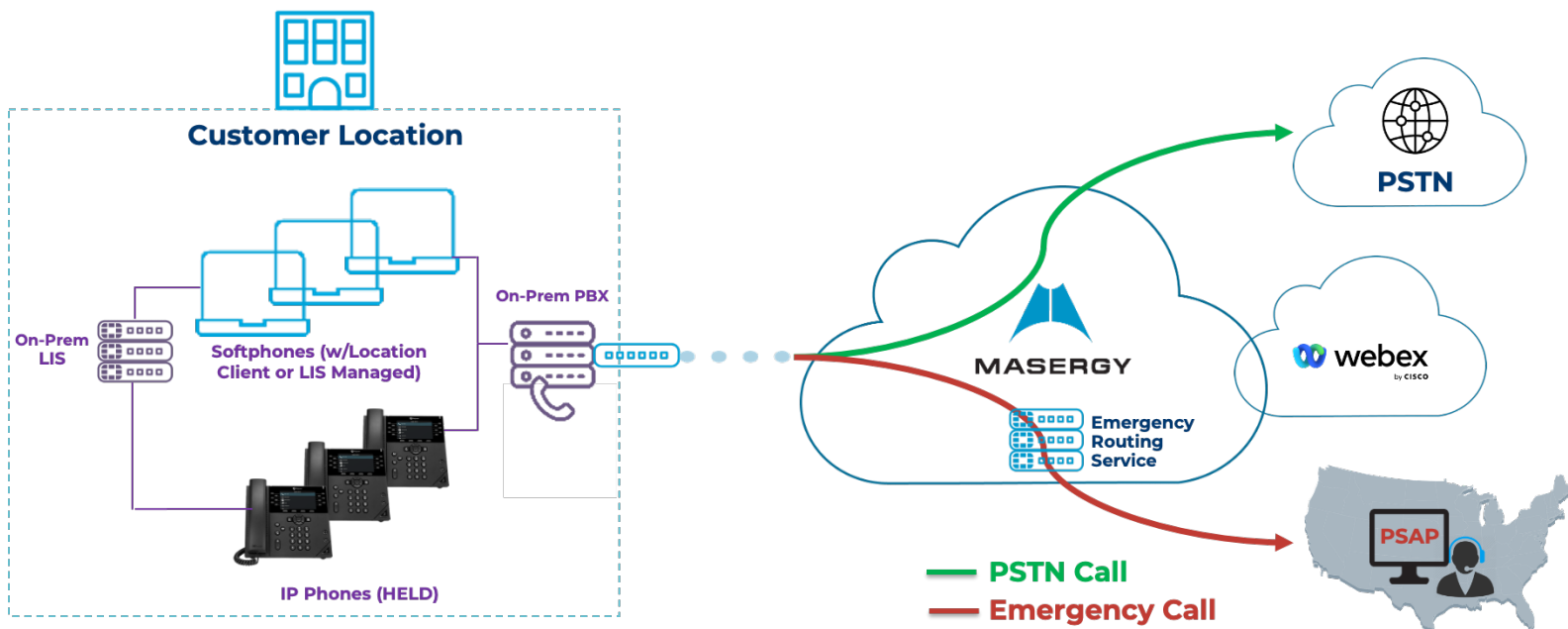
Frequently Asked Questions

1. Does my organization have to implement dynamic mapping of fixed devices (HELD)?

No, implementing dynamic mapping is entirely optional. What is required is that every phone call have a validated dispatchable location provisioned. The address must be updated which is what the easy-to-use Masergy portal provides. Additionally, Masergy Support can be contacted to make address changes: https://www.masergy.com/support

2. What IP phones and app clients support dynamic mapping (HELD)?

Manufacturer	Model
CISCO	6851, 7811, 7832, 7841, 8811, 8832, 8841, 8845, 8851, 8861, and 8865 Webex app support planned for mid/late 2022
poly	VVX (all devices), Trio 8300, 8500, 8800, C60, CCX 400, 500, 600, and 700

No support is planned for devices not listed in the table above.

3. Although documentation states that customer admin is responsible for configuring dynamic mapping, I need help. Can Masergy help?

Masergy professional services can help.

4. What happens if an emergency call is placed from a client that does not have a phone number associated with Masergy?

Masergy recommends a phone number per user, however, recognizes there are some deployments where that may not be possible. In the event an emergency call is placed from a client that does not have an emergency address assigned, the call will be routed to the Emergency Relay Center (ERC), at the customer's expense to ensure the end user's safety.

5. Is there a mobile version of the Location Manager application?

No, users on a mobile client are expected to use their mobile device's native dialing capability to ensure that emergency calls are routed to the right PSAP.

6. How do I purchase Masergy Emergency Calling?

Masergy Emergency Calling is included in Hosted UC, UCaaS with Webex, and Utility Line licenses. For Masergy SIP trunk deployments, Emergency Calling is required.

Frequently Asked Questions

7. What is the expected emergency calling behavior for Intelligent SIP Trunk deployments?

- If the phone number (using Direct Inward Dialing or DID) is not registered with Masergy (not a Masergy-provided DID), the call will be routed to the ERC at the customer's expense.

- If the phone number (DID) is registered with Masergy, if ERL is present, the ERL will be used to route the call to emergency services.

- If the phone number (DID) is registered with Masergy, if no ERL is present, the last configured static location will be used to route the call to emergency services.

- If the phone number (DID) is registered with Masergy, and no static location is configured, the call will be routed to the ERC at the customer's expense.

8. Does Masergy Emergency Calling work with Microsoft Teams direct routing?

Yes. From a Masergy perspective, Microsoft Teams direct routing is the same as an Intelligent SIP Trunking deployment. As in the case of any customer PBX deployment, Microsoft Teams LIS must be properly configured by the Microsoft Teams customer admin. Likewise, as is the case with any Masergy Intelligent SIP Trunking deployment, Microsoft Teams phone numbers can also be configured with a static address.

9. Are there any Microsoft Teams limitations?

- Microsoft Teams cannot currently provide location info for off-premises devices found in a remote workers home or when mobile client is connected to a public WiFi hotspot or VPN. The Masergy Location Client may be used in these locations to ensure that the ERL is correct.

- Microsoft enhanced location information refers to the use of coordinates or Geocodes (latitude and longitude) to determine a location. It is commonly believed that Microsoft will be adding the ability to identify the location of an emergency services caller by Geocodes if they are not connected to an internal network. At this time, no documentation could be found for this, and it is not supported. The Masergy Location Client may be used in these locations to ensure that the ERL is correct.

Frequently Asked Questions

10. Can I make test calls to ensure my phone numbers are correctly configured?

Yes. From any client, simply dial "933" and be provided with audio information about how their call would be routed in a real 911 call. The types of responses provided are dependent on how the DIDs are configured:

- **Call made from DID that is not registered with Masergy**

Result: Routed to ERC at customer's expense

Caller will hear: "your account is in live mode, subscriber identifier is - <phone number>, your location is unknown, your location coverage will be emergency call center"

- **Call made from DID that is registered with Masergy**

Result: Routed to PSAP

Caller will hear: "your account is in live mode, subscriber identifier is - <phone number>, your location is currently provisioned, location coverage is enhanced 911"

- **Call Made from a HELD device provisioned on Masergy's Emergency Calling**

Result: Routed to PSAP

Caller will hear: "your account is in live mode, subscriber identifier is - <phone number>, your location is currently provisioned, your location coverage is enhanced 911"

- **Call made from a HELD device not provisioned on Masergy's Emergency Calling**

Result: Routed to ERC at customer's expense

Caller will hear: "your account is in live mode, subscriber identifier is - <phone number>, your location is unknown, your location coverage will be emergency call center"

- **Call made from DID provisioned on Masergy's Emergency Calling that contains dynamic location information (PIDF-LO) embedded in the signaling**

Result: Routed to PSAP using address embedded in signaling

Caller will hear: "your account is in live mode, your subscriber identifier is - <phone number>, your address is provided, your latitude and longitude are provided, your location coverage is Public Safety Answering Point"

- **Call made from DID not provisioned on Masergy's Emergency Calling that contains dynamic location information (PIDF-LO) embedded in the signaling**

Result: Routed to ERC at customer's expense

Caller will hear: your account is in live mode, your subscriber identifier is - <phone number>, your address is provided, your latitude and longitude are provided, your location coverage is Emergency Call Center"