



## Avaya Solution & Interoperability Test Lab

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# Application Notes for Configuring 911 Enable Emergency Routing Service with Avaya IP Office - Issue 1.0

### Abstract

These Application Notes describe the procedures for configuring the 911 Enable Emergency Routing Service with Avaya IP Office.

The 911 Enable Emergency Routing Service offers an E911 call routing and location provisioning solution for enterprises using both legacy and IP phone deployments. In these Application Notes, Avaya IP Office connects to the Emergency Routing Service via a SIP trunk and ISDN-PRI trunk. The compliance testing focused on placing 911 calls from various endpoint types to verify that their location and call back number could be properly determined.

Testing was performed using Avaya IP Office 500 V2 R8.1, but it also applies to Avaya IP Office Server Edition R8.1 (single site configuration only).

Information in these Application Notes has been obtained through DevConnect compliance testing and additional technical discussions. Testing was conducted via the DevConnect Program at the Avaya Solution and Interoperability Test Lab.

# 1. Introduction

These Application Notes describe the procedures for configuring the 911 Enable Emergency Routing Service with Avaya IP Office.

The 911 Enable Emergency Routing Service (ERS) offers an E911 call routing and location provisioning solution for enterprises using both legacy and IP phone deployments. In these Application Notes, Avaya IP Office connects to the Emergency Routing Service via a SIP trunk. The compliance testing focused on placing 911 calls from various endpoint types to verify that their location and call back number could be properly determined.

All 911 emergency calls from the enterprise are routed to the ERS. The calling party number is used to determine the caller's location and call back number. The call back number (CBN) is used by the 911 operator to reach the caller if the emergency call is dropped. The call back number for each extension would be its Direct Inward Dial (DID) number if it has one assigned. However, all internal extensions may not have a DID assigned. In this case, a central number for that location (e.g., attendant or security desk) is used for the call back number.

Calls that reach the ERS without proper location and/or call back information are routed to the 911 Enable Emergency Call Response Center (ECRC) where a trained 911 operator collects the correct information before transferring the call to the Public Safety Answering Point (PSAP) Dispatcher.

## 2. General Test Approach and Test Results

This section describes the compliance testing used to verify the interoperability of the ERS with Avaya IP Office. The general test approach was to make emergency calls from different endpoints types and verify the location and call back information provided to the ERS.

DevConnect Compliance Testing is conducted jointly by Avaya and DevConnect members. The jointly-defined test plan focuses on exercising APIs and/or standards-based interfaces pertinent to the interoperability of the tested products and their functionalities. DevConnect Compliance Testing is not intended to substitute full product performance or feature testing performed by DevConnect members, nor is it to be construed as an endorsement by Avaya of the suitability or completeness of a DevConnect member's solution.

### 2.1. Test Results

The ERS passed compliance testing. All test cases were successful.

### 2.2. Interoperability Compliance Testing

The interoperability compliance test exercised the following features and functionality.

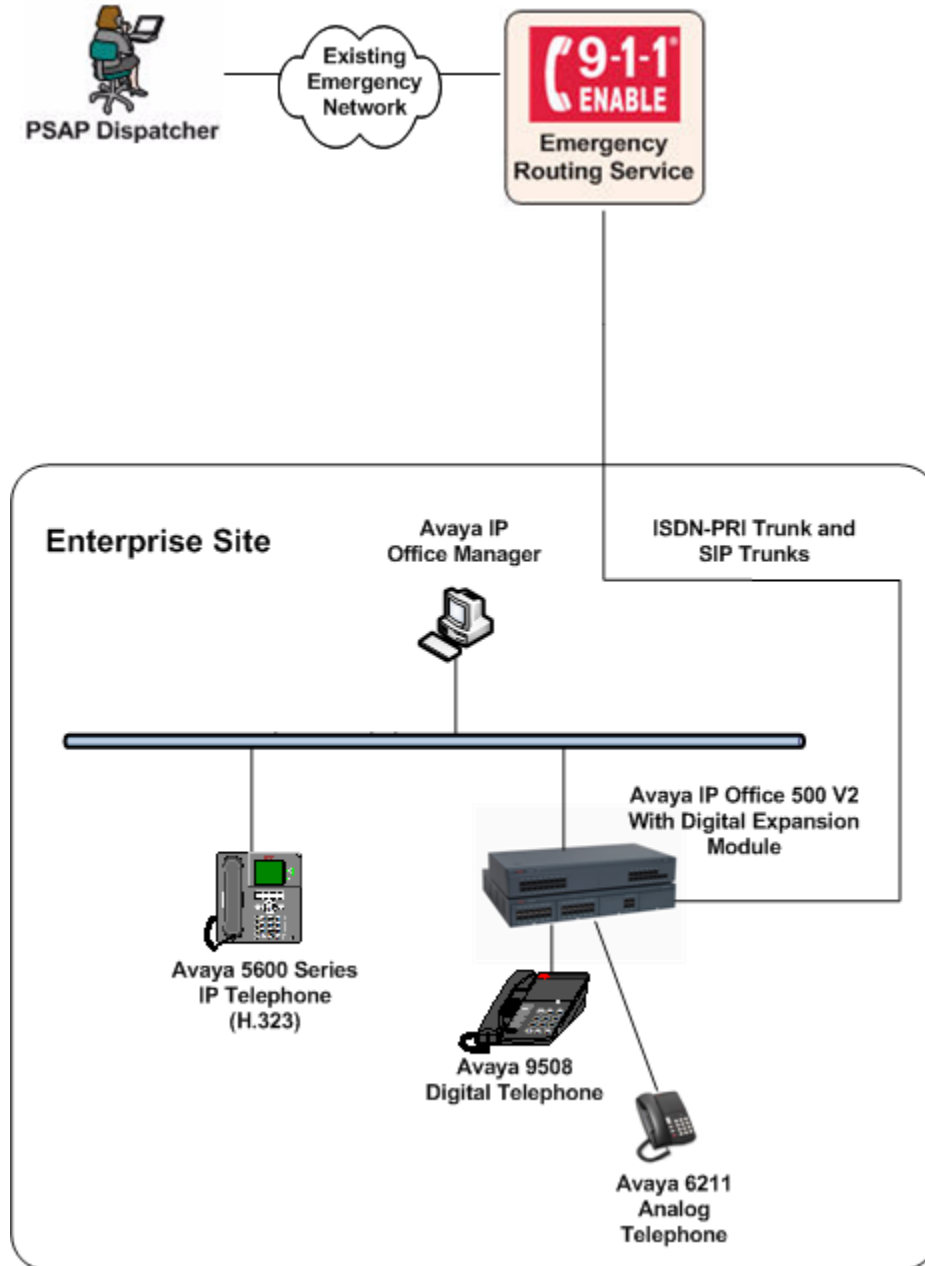
- Emergency calls from all endpoint types were routed successfully to the ERS.
- Proper location information provided for all known locations.
- Calls from unknown locations were routed to the ECRC.
- Calls placed using the provided call back number were routed to the proper extension.

## 2.3. Support

For technical support on the ERS, contact 911 Enable at [www.911enable.com](http://www.911enable.com).

## 3. Reference Configuration

**Figure 1** illustrates the test configuration. The test configuration shows an enterprise site connected to the Emergency Routing Service.



**Figure 1: Reference Configuration**

## 4. Equipment and Software Validated

The following equipment and software/firmware were used for the sample configuration provided:

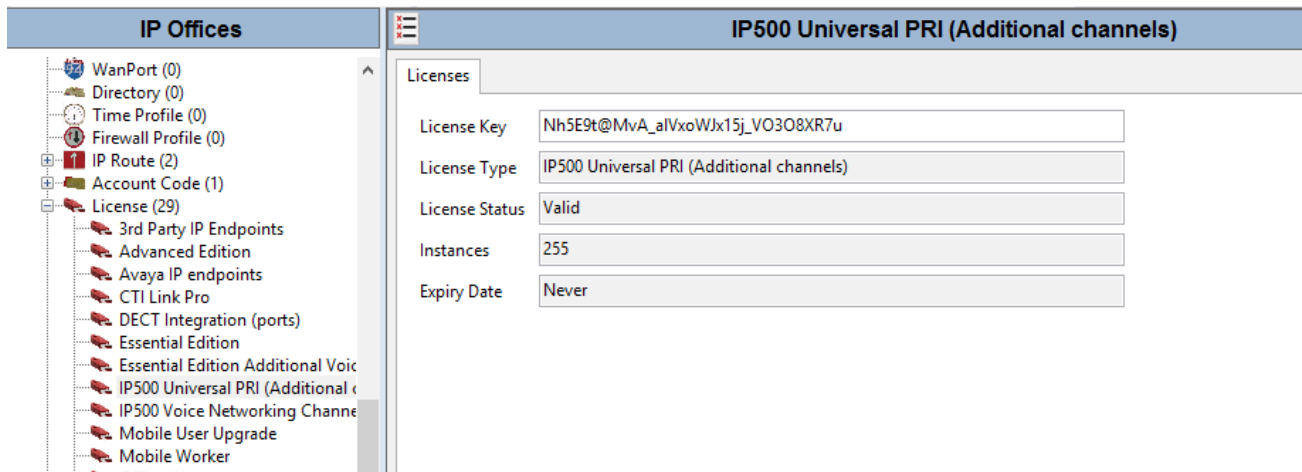
<b>Equipment</b>	<b>Release</b>
Avaya IP Office 500 V2 with Digital Expansion Module	8.1 (52)
Avaya IP Office Manager	10.1 (43)
Avaya 4610SW IP Telephone (H.323)	2.9.1
Avaya 5620 IP Telephone (H.323)	2.9.1
Avaya 5420 Digital Telephone	N/A
Avaya 6211 Analog Telephone	N/A
911 Enable Emergency Routing Service	2.12

## 5. Configure Avaya IP Office

This section describes Avaya IP Office configuration to support connectivity to the ERS. Avaya IP Office is configured through the Avaya IP Office Manager, a PC desktop application. From a PC running the Avaya IP Office Manager application, select **Start → Programs → IP Office → Manager** to launch the Manager application. Navigate to **File → Open Configuration**, select the proper Avaya IP Office system from the pop-up window, and log in with the appropriate credentials. A management window will appear similar to the one in the next section, showing all the Avaya IP Office configurable components in a configuration tree in the left pane.

### 5.1. Licenses

From the configuration tree in the left pane, select **Licenses**. Verify the **License Status** for **IP 500 Universal PRI (Additional Channels)** and **SIP Trunk Channels** are **Valid**. Screen capture below shows an example for **IP 500 Universal PRI (Additional Channels)**

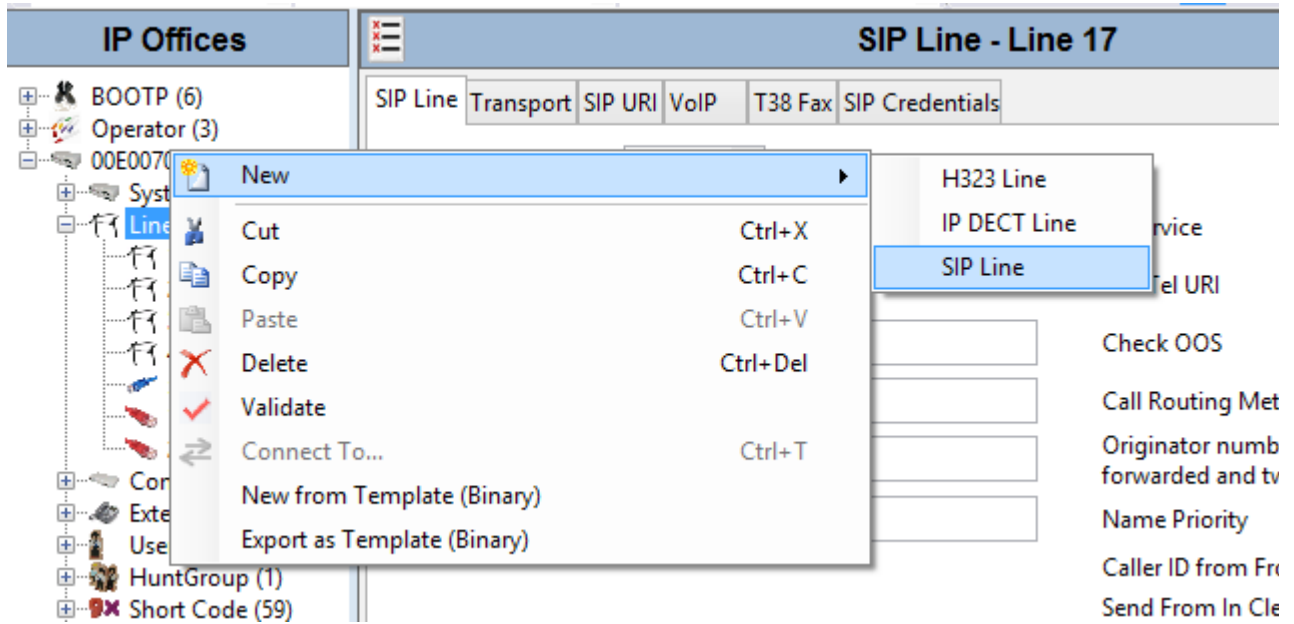


The screenshot displays the Avaya IP Office Manager configuration window. On the left, a tree view under 'IP Offices' shows various components, with 'License (29)' expanded to show 'IP500 Universal PRI (Additional channels)'. The main pane on the right, titled 'IP500 Universal PRI (Additional channels)', shows the 'Licenses' tab with the following details:

License Key	Nh5E9t@MvA_alVxoWJx15j_VO3O8XR7u
License Type	IP500 Universal PRI (Additional channels)
License Status	Valid
Instances	255
Expiry Date	Never

## 5.2. Administer SIP Line

From the configuration tree in the left pane, select **Line**. Right click on **Line** → **New** → **SIP Line**.



In the **ITSP Domain Name**, type in the IP Address of 911 Enable ERS.

The screenshot shows the 'SIP Line - Line 17\*' configuration window with the 'SIP Line' tab selected. The 'ITSP Domain Name' field is populated with '192.168.62.138'. Other fields include Line Number (17), Prefix, National Prefix (0), Country Code, International Prefix (00), and various checkboxes and dropdowns for service options like 'In Service', 'Use Tel URI', 'Check OOS', 'Call Routing Method' (Request URI), 'Originator number for forwarded and twinning calls', 'Name Priority' (System Default), 'Caller ID from From header', 'Send From In Clear', and 'User-Agent and Server Headers'. The 'Send Caller ID' is set to 'None' and 'Association Method' is 'By Source IP address'. 'REFER Support' is checked, with 'Incoming' and 'Outgoing' both set to 'Auto'. 'UPDATE Supported' is set to 'Never'.

Select **Transport** tab and type in the IP address of 911 Enable ERS in **ITSP Proxy Address** field.

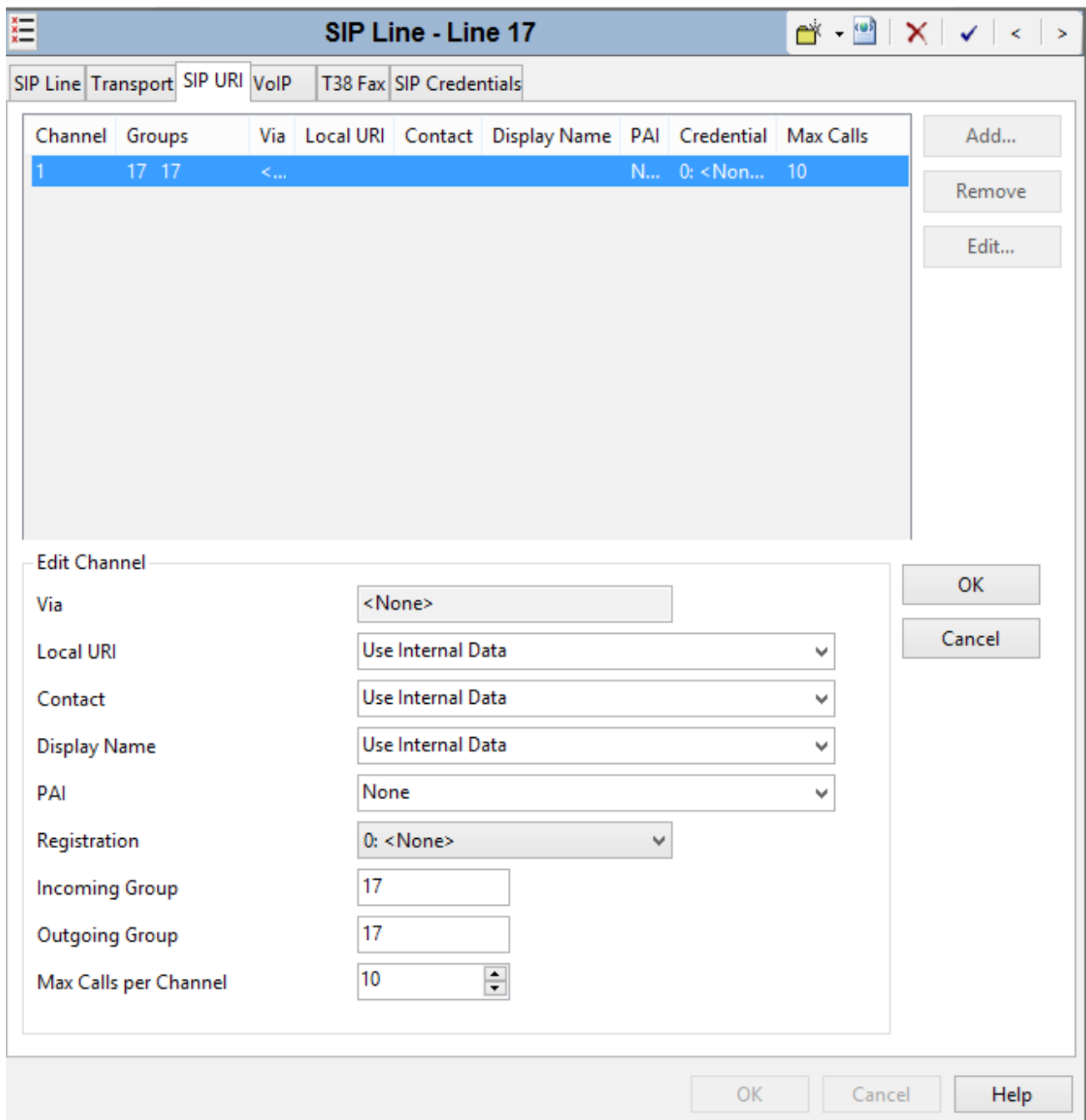
The screenshot shows the 'SIP Line - Line 17\*' configuration window with the 'Transport' tab selected. The 'ITSP Proxy Address' field is populated with '192.168.62.138'. The 'Network Configuration' section includes 'Layer 4 Protocol' (UDP), 'Send Port' (5060), 'Use Network Topology Info' (None), and 'Listen Port' (5060). 'Explicit DNS Server(s)' are listed as '205 . 171 . 3 . 65' and '0 . 0 . 0 . 0'. 'Calls Route via Registrar' is unchecked. The 'Separate Registrar' field is empty.

Select **SIP URI** tab and click **Add**.

- ◆ Type in the SIP Line number of the line that is being added in **Incoming Group** and **Outgoing Group**, i.e. 17 in this case.
- ◆ Type in a value in **Max Calls per Channel**.
- ◆ Select **OK**.

At the bottom of the window select **OK** to save configuration.

For Compliance another SIP line – Line 20 and ISDN/PRI line – Line 5 was added for failover testing. Repeat this section to add another SIP Line. Configuration for adding ISDN/PRI line can be found in next section.



### 5.3. Administer ISDN Line

From the configuration tree in the left pane, select **Line 5** and select **PRI 24 Line** tab.

- ◆ Select **NI2** for **Switch Type**
- ◆ Select **23 -> 1** for **Channel Association**
- ◆ Select **ESF** for **Framing**
- ◆ Select **B8ZS** for **Zero Compression**
- ◆ Select **CPE** for **Line Signaling**

**IP Offices** | **PRI 24 (Universal) - Line 5**

**Channels**

Line Number	05	Line SubType	PRI
Card	2	Admin	In Service
Port	9	Provider	Local Telco
Switch Type	NI2	Send Service Messages	<input type="checkbox"/>
Channel Allocation	23 -> 1	Prefix	
Send Redirecting Number	<input type="checkbox"/>	Add 'Not end-to-end ISDN' Information Element	Never
Test Number		Clock Quality	Network
CRC Checking	<input checked="" type="checkbox"/>	Framing	ESF
CSU Operation	<input type="checkbox"/>	Zero Suppression	B8ZS
Haul Length	0-115 ft	Line Signalling	CPE
		Incoming Routing Digits	4

Select **Channels** tab and select all the channels that will be used, and click **Edit**. On the **Multiple Channels Edit** screen:

- ◆ Enter the line number, i.e. 5, for **Incoming Group and Outgoing Group**.
- ◆ Select **In Service** for **Admin**.

Click **OK** to save.

Channel	Groups	Line Appearance	Direction	Bearer	Service	Admin
1	5 5	701	Bothway	Any	None	In Service
2	5 5	702	Bothway	Any	None	In Service
3	5 5	703	Bothway	Any	None	In Service
4	5 5	704	Bothway	Any	None	In Service
5	5 5	705	Bothway	Any	None	In Service
6	5 5	706	Bothway	Any	None	In Service
7	5 5	707	Bothway	Any	None	In Service
8	5 5	708	Bothway	Any	None	In Service
9	5 5	709	Bothway	Any	None	In Service
10	5 5	710	Bothway	Any	None	In Service
11	5 5	711	Bothway	Any	None	In Service
12	5 5	712	Bothway	Any	None	In Service
13	5 5	713	Bothway	Any	None	In Service
14	5 5	714	Bothway	Any	None	In Service
15	5 5	715	Bothway	Any	None	In Service

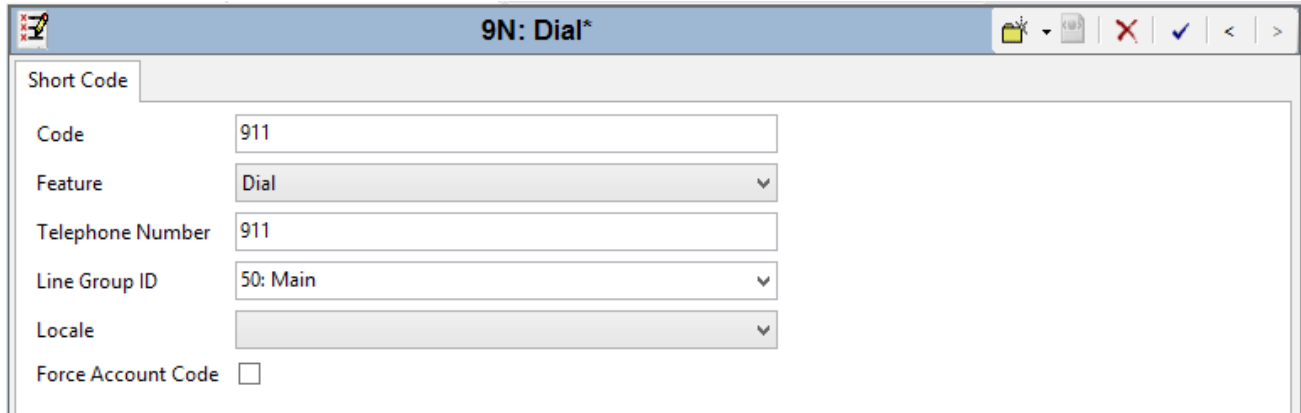
Channels	1...23
Incoming Group	5
Outgoing Group	5
Direction	Bothway
Bearer	Any
Service	None
Admin	In Service
Tx Gain	0dB
Rx Gain	0dB

## 5.4. Administer System Short Code For 911

In times of emergency, users will expect to dial a well known number to contact emergency services. In the United States, 911 is used for this purpose.

From the configuration tree in the left pane, right-click on **Short Code** and select **New** to add a new short code. In the right pane that appears, configure the following:

- ◆ In the **Code** field, enter the dial string which will trigger this short code. In this case, **911**.
- ◆ Set the **Feature** field to **Dial** since the purpose of this short code is to dial a number.
- ◆ In the **Telephone Number** field, enter the number the system should dial when the user dials 911.
- ◆ Set the **Line Group Id** select ARS route that will be used to route 911 calls.



The screenshot shows a web browser window with the title "9N: Dial\*". The browser's address bar and navigation buttons are visible. The main content area contains a form with the following fields:

Short Code	
Code	911
Feature	Dial
Telephone Number	911
Line Group ID	50: Main
Locale	
Force Account Code	<input type="checkbox"/>

## 5.5. Administer ARS Routing for 911 Calls

Create failover route 1; from the configuration tree on the left pane, right-click on **ARS** and select **New**.

- ◆ In the **Route Name** field, type in a name, i.e. Failover 1.
- ◆ Edit the short code for **911**, by double clicking on it. In the **Telephone Number** field, type in **911s<DID>**, where **<DID>** is a valid number that will be used for callback purposes.
- ◆ Select a SIP line that was added as a secondary route, line group ID 20.

The screenshot displays the ARS configuration window. The 'ARS Route Id' is 51, and the 'Route Name' is 'Failover 1'. The 'Dial Delay Time' is set to 'System Default (4)'. The 'Secondary Dial tone' is 'SystemTone'. The 'In Service' checkbox is checked, and the 'Out of Service Route' is '<None>'. The 'Time Profile' is '<None>', and the 'Out of Hours Route' is '<None>'. Below these settings is a table of codes:

Code	Telephone Number	Feature	Line Group ID
11	911	Dial Emergency	0
911	911s3035325201	Dial Emergency	20

An 'Edit Short Code' dialog box is open, showing the following fields:

- Code: 911
- Feature: Dial Emergency
- Telephone Number: 911s3035325201
- Line Group ID: 20
- Locale: (empty)
- Force Account Code:

Buttons for 'OK', 'Cancel', and 'Help' are visible at the bottom of the dialog and the main window.

Create failover route 2; from the configuration tree on the left pane, right-click on **ARS** and select **New**.

- ◆ In the **Route Name** field, type in a name, i.e. Failover 2.
- ◆ Edit the short code for **911**, by double clicking on it. In the **Telephone Number** field, type in **<ECRC>s<DID>**, where **<ECRC>** is a 10 digit Telephone Number (TN) for ECRC and **<DID>** is a valid number that will be used for callback purposes.
- ◆ Select a SIP line that was added as a tertiary route, line group ID 5.

ARS

ARS Route Id: 52

Route Name: Failover 2

Dial Delay Time: System Default (4)

Secondary Dial tone:  SystemTone

Check User Call Barring:

In Service:  Out of Service Route: <None>

Time Profile: <None> Out of Hours Route: <None>

Code	Telephone Number	Feature	Line Group ID
11	911	Dial Emergency	0
911	3035380121s30353525201	Dial Emergency	5

**Edit Short Code**

Code: 911

Feature: Dial Emergency

Telephone Number: 3035380121s30353525201

Line Group ID: 5

Locale: <None>

Force Account Code:

OK Cancel

Alternate Route Priority Level: <None>

Alternate Route Wait Time: <None>

OK Cancel Help

Configure failover routes, for ARS group **Main**, Select **Out of Service Route** as Failover 1. For ARS Group Failover 1, select **Out of Service Route** as Failover 2. Below is a screen capture showing **Out of Service Route** for **Main**; **Out of Service Route** is set to **51: Failover 1**. Screen capture for configuring Out of Service Route for ARS Group Failover 1 is not shown.

ARS

ARS Route Id: 50

Route Name: Main

Dial Delay Time: System Default (4)

In Service:

Time Profile: <None>

Secondary Dial tone:  SystemTone

Check User Call Barring:

Out of Service Route: 51: Failover 1

Out of Hours Route: <None>

Code	Telephone Number	Feature	Line Group ID
0N;	0N	Dial 3K1	0
1N;	1N	Dial Emergency	5
XN;	N	Dial Emergency	5
XXXXXXXXXN	N	Dial Emergency	5
911	911s3035382525	Dial Emergency	17
250XX	.	Dial	18

Buttons: Add..., Remove, Edit...

Alternate Route Priority Level: 2

Alternate Route Wait Time: 30

Alternate Route: 52: Failover 2

## 5.6. Disable E911 System Adjunct

The ERS does not make use of an E911 adjunct. Thus, this capability must be disabled on Avaya IP Office.

From the configuration tree in the left pane, click on **E911 System**. In the right pane on the **E911 Adjunct** tab, verify the **Enable** box is unchecked.

E911 Adjunct **Zones**

Enable

Alarm Station None

Adjunct Trunks

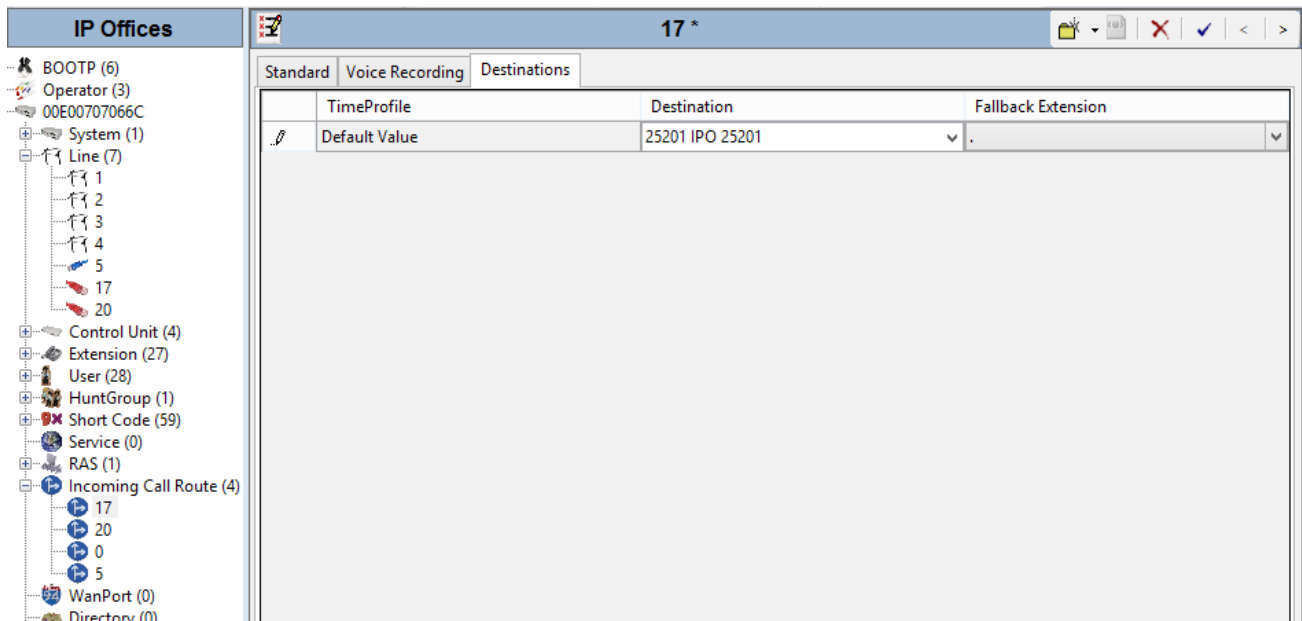
Adjunct Tru...	Current Zone
<input type="checkbox"/> Line No.1	Default
<input type="checkbox"/> Line No.2	Default
<input type="checkbox"/> Line No.3	Default
<input type="checkbox"/> Line No.4	Default

OK Cancel Help

## 5.7. View Incoming Call Routes

An incoming call route maps an inbound DID number on a specific line to an internal extension. These DID numbers are sent as the calling party number by the short code defined in **Section 5.5**. These numbers are provided by the local PSTN service provider and would have been provisioned on Avaya IP Office at the time of installation.

To view the incoming call routes, select **Incoming Call Routes** in the configuration tree in the left pane. The list of incoming call routes with DID numbers are displayed. To view the extension mapping, highlight a call route and select the **Destinations** tab in the right pane. The extension is shown in the **Destination** field.



The screenshot displays the Avaya IP Office configuration interface. On the left, a tree view shows the configuration hierarchy under 'IP Offices', with 'Incoming Call Route (4)' selected. The main pane shows the configuration for '17 \*' with the 'Destinations' tab active. A table lists the destinations for this call route.

TimeProfile	Destination	Fallback Extension
Default Value	25201 IPO 25201	.

## 5.8. Save Configuration

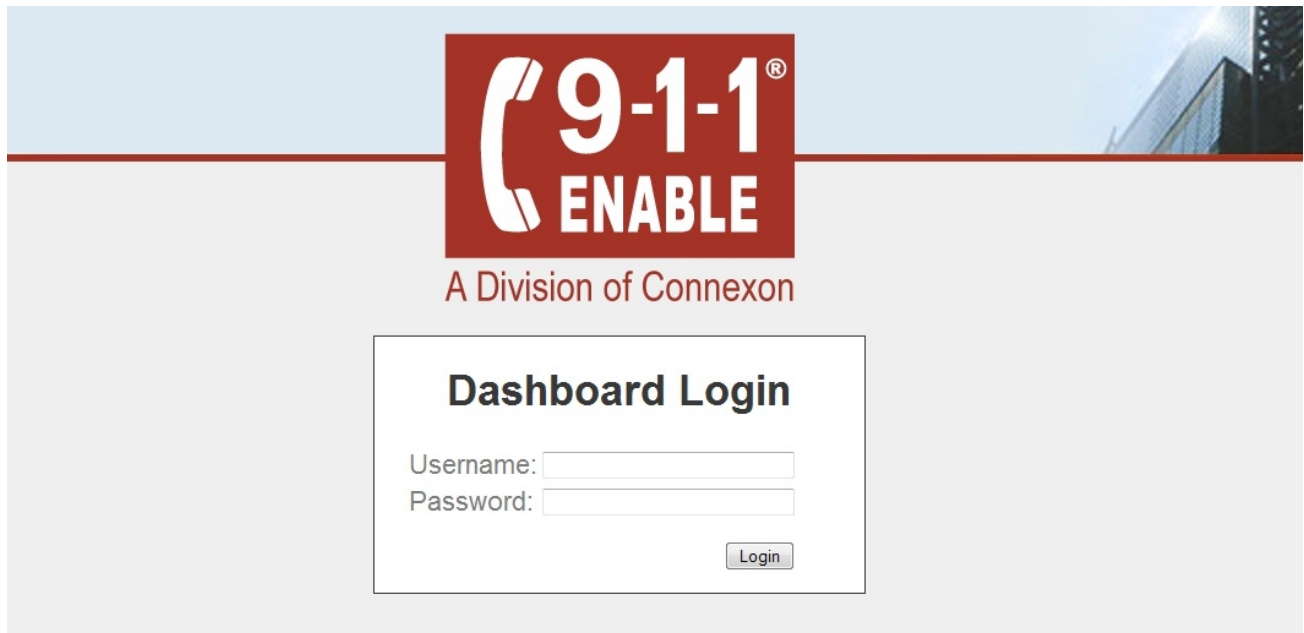
Navigate to **File → Save Configuration** in the menu bar at the top of the screen to save the configuration performed in the preceding sections.

## 6. Configure Emergency Routing Service (ERS)

This section describes the configuration of the ERS via the 911 Enable Dashboard web interface.

### 6.1. Login

Use a web browser to access [www.911enable.com](http://www.911enable.com). Click the **Dashboard Login** link at the top of the page. The **Dashboard Login** page will appear as shown below. Log in with the proper credentials.



**9-1-1<sup>®</sup>**  
**ENABLE**  
A Division of Connexion

**Dashboard Login**

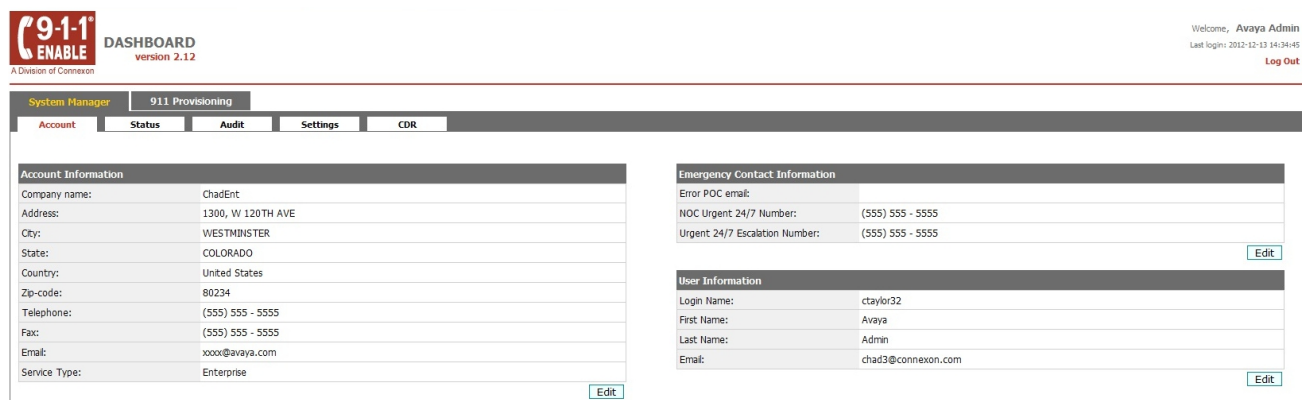
Username:

Password:

Login

### 6.2. Account

The dashboard displays the account for this user. The account is set-up by 911 Enable as part of the service set-up. To begin provisioning, select the **911 Provisioning** tab.



**9-1-1<sup>®</sup>** **ENABLE** DASHBOARD version 2.12  
A Division of Connexion

Welcome, Avaya Admin  
Last login: 2012-12-13 14:34:45  
Log Out

System Manager | **911 Provisioning**

Account | Status | Audit | Settings | CDR

**Account Information**

Company name:	ChadEnt
Address:	1300, W 120TH AVE
City:	WESTMINSTER
State:	COLORADO
Country:	United States
Zip-code:	80234
Telephone:	(555) 555 - 5555
Fax:	(555) 555 - 5555
Email:	xxxx@avaya.com
Service Type:	Enterprise

Edit

**Emergency Contact Information**

Error POC email:	
NOC Urgent 24/7 Number:	(555) 555 - 5555
Urgent 24/7 Escalation Number:	(555) 555 - 5555

Edit

**User Information**

Login Name:	ctaylor32
First Name:	Avaya
Last Name:	Admin
Email:	chad3@connexion.com

Edit

### 6.3. Provision PBX

The **PBX Manager** tab displays all the PBXs associated with this account. For the compliance test, a single PBX was created. The example below shows the PBX related to this account which was created by 911 Enable.


The screenshot shows the 911 Enable Dashboard interface. At the top left is the 911 Enable logo and 'DASHBOARD version 2.12'. At the top right, it says 'Welcome, Avaya Admin' and 'Last login: 2012-12-13 14:34:45' with a 'Log Out' link. Below the header is a navigation bar with 'System Manager' and '911 Provisioning' tabs. Under '911 Provisioning', there are sub-tabs for 'PBX Manager', 'Provisioning', and 'View'. The 'PBX Manager' tab is active, showing a table of 'Current PBX' entries. The table has columns for ID, PBX name, EndPoints, and a 'View' button. There are three rows of data. Below the table is a pagination control showing 'rows / page: 10', 'Previous | Next', and 'Go to page: 1' with a 'Go' button.

ID	PBX name	EndPoints	
20005276338	batchload	1	<a href="#">View</a>
20005250523	ChadTest	21	<a href="#">View</a>
20005269087	test	4	<a href="#">View</a>

rows / page: 10 Previous | Next Go to page: 1 Go

## 6.4. Provision ERLs and Endpoints

The PBX defined above may have users in multiple locations. These locations are referred to by the dashboard as Emergency Response Locations (ERLs). Create an ERL for each location served by the PBX. Begin by clicking the **Provisioning** tab. Enter the requested information about the location as shown below then click **Validate**.



**System Manager**    **911 Provisioning**

**PBX Manager**    **Provisioning**    **View**

---

**Emergency Responder Location (ERL)** [ Clear Form ]

Location Type:	On-site
ERL ID:	<input type="text"/>
Street Number:	1300
Street Name:	120 TH AVENUE W
Address Type:	Building
Address Type Number:	D4-H31
City:	WESTERMINSTER
Country:	United States
State:	Colorado
Zip Code:	80234
Security Desk Option:	Call Monitor
Security Desk Number:	50401
Crisis Email Alert:	support@avaya.com

Validation results appear at the right. Click **Save** to save the entered data.

Validation Results	
Position Status:	Full Address
Civic Status:	Full Address
Msag Status:	Found
Routing Status:	Selective Router
Responder Type:	PSAP


The **Endpoint Mapping** section appears at the bottom of the screen. Use this section to map endpoints to this ERL. Enter the PBX name from **Section 5.3** in the **PBX** field. Enter the endpoint DID number as the **Endpoint ID** and enter *Endpoint ID* as the **Callback Type**. Click **Bind**.



**DASHBOARD**  
version 2.12

System Manager	911 Provisioning
PBX Manager	Provisioning
	View
<b>Emergency Responder Location (ERL)</b> [ Clear Form ]	
Location Type:	On-site
ERL ID:	
Street Number:	1300
Street Name:	120TH AVENUW W
Address Type:	Building
Address Type Number:	D4-H31
City:	WESTMINSTER
Country:	United States
State:	Colorado
Zip Code:	80234
Security Desk Option:	Disabled
Crisis Email Alert:	
<input type="button" value="Edit"/>	
<b>Endpoint Mapping</b>	
PBX:	test
Endpoint ID:	3035381202
Callback Type:	Endpoint ID
<input type="button" value="Bind"/>	

The **Endpoint ID** and **Callback Number** are added to the status on the right. To enter additional endpoints to this ERL, enter the endpoint data in the **Endpoint Mapping** section and click **Bind**. To enter a new ERL, click the provisioning tab again and repeat the steps from the beginning of this section.



Welcome, Avaya Admin  
Last login: 2012-12-13 14:34:45  
[Log Out](#)

---

System Manager

911 Provisioning

PBX Manager

Provisioning

View

**Emergency Responder Location (ERL)** [ Clear Form ]

Location Type:	On-site
ERL ID:	
Street Number:	1300
Street Name:	120TH AVENUW W
Address Type:	Building
Address Type Number:	D4-H31
City:	WESTMINSTER
Country:	United States
State:	Colorado
Zip Code:	80234
Security Desk Option:	Disabled
Crisis Email Alert:	

[Edit](#)

**Record added successfully**

Status:	Enabled
Location Key:	20005355499
Enterprise:	test
Location Type:	On-site
Endpoint ID:	3035381202
Callback Number:	3035381202

**Endpoint Mapping**

PBX:	test
Endpoint ID:	3035381202
Callback Type:	Endpoint ID

[Bind](#)

## 6.5. Summary

To view a summary of the ERL and endpoint provisioning, click the **View** tab. This screen shows all the endpoints.

Welcome, Avaya Admin  
Last login: 2012-12-13 14:34:45  
Log Out

System Manager | 911 Provisioning

PBX Manager | Provisioning | View

View by PBX: test [Submit]

View Endpoints | View on-site ERLs | View Off-site ERLs

Endpoint ID	Callback Number	Type	Address	Action
1231231231	1231231231	On-site	302 MAIN (SUITE 115), NEW YORK, NY, 10044	Delete
25202	ExtensionBind	On-site	1300 120TH AVENUE W (BUILDING D4-H32), WESTMINSTER, CO, 80234	Delete
25201	ExtensionBind	On-site	1300 120TH AVENUE W (BUILDING D4-H31), WESTMINSTER, CO, 80234	Delete
3035381202	3035381202	On-site	1300 120TH AVENUE W (BUILDING D4-H31), WESTMINSTER, CO, 80234	Delete

rows / page: 10 Previous | Next Go to page: 1 | Go

Click the **View on-site ERLs** link to see the ERL summary.

Welcome, Avaya Admin  
Last login: 2012-12-13 14:34:45  
Log Out

System Manager | 911 Provisioning

PBX Manager | Provisioning | View

View Endpoints | View on-site ERLs | View Off-site ERLs

Search: [Submit]

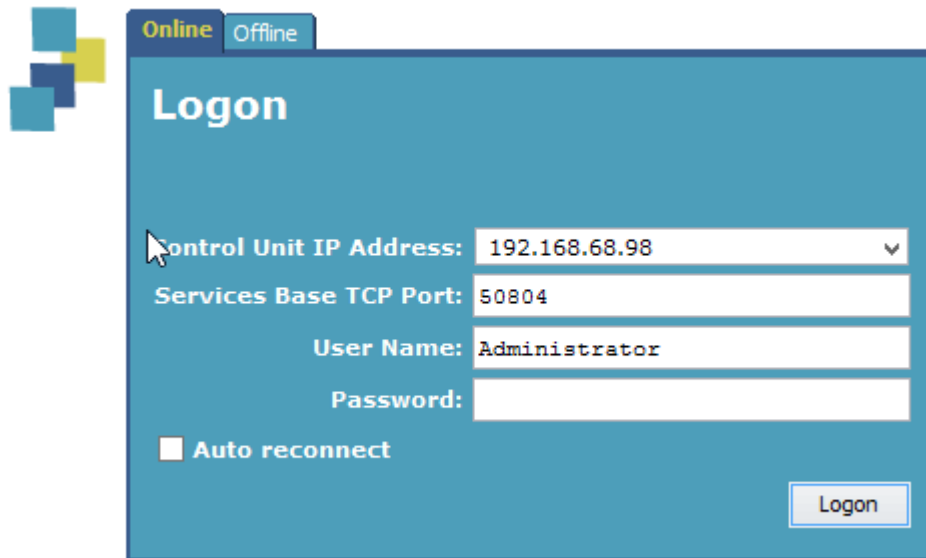
Location Key	ERL ID	Address	EndPoints	Actions	Status
20005336501		21 MAIN ST, ARDROSSAN, AB, T8E 2A2	0	View Edit Delete	Red
20005336502		46 CEMETERY LANE, ALBERT BRIDGE, NS, B1K 3B5	0	View Edit Delete	Red
20005338287		2002 OLD ST AUGUSTINE WAY (BUILDING E SW), TALLHASSEE, FL, 32301	0	View Edit Delete	Red
20005339872		527 SOUTH UNIONVILLE AVE, MARKHAM, ON, L3R 5E7	0	View Edit Delete	Red
20005347695		1300 120TH AVENUE W (BUILDING D4-H31), WESTMINSTER, CO, 80234	0	View Edit Delete	Red
20005347704		1300 120TH AVENUE W (BUILDING D4-H32), WESTMINSTER, CO, 80234	1	View Edit Delete	Green
20005347707		1300 120TH AVENUE W (BUILDING D4-H33), WESTMINSTER, CO, 80234	0	View Edit Delete	Red
20005347709		1300 120TH AVENUE W (BUILDING D4-H34), WESTMINSTER, CO, 80234	0	View Edit Delete	Red
20005347710		1300 120TH AVENUE W (BUILDING D4-H35), WESTMINSTER, CO, 80234	0	View Edit Delete	Red
20005350639		200 S BISCAWNE BLVD (APARTMENT 107, GAIL JOHNSON), MIAMI, FL, 33131	1	View Edit Delete	Green

rows / page: 10 Previous | Next Go to page: 2 | Go

## 7. Verification Steps

The following steps may be used to verify the configuration:

- ◆ From a web browser go to [http://<IP\\_Office\\_IP\\_Address>/](http://<IP_Office_IP_Address>/) and select **System Status** (not shown).
- ◆ Fill-in Login information and click **Logon**.



The screenshot displays a web-based login interface. At the top left, there is a logo consisting of three overlapping squares in shades of blue and yellow. To the right of the logo are two tabs: 'Online' (highlighted in yellow) and 'Offline'. The main heading is 'Logon'. Below the heading are four input fields: 'Control Unit IP Address' with a dropdown menu showing '192.168.68.98', 'Services Base TCP Port' with the value '50804', 'User Name' with the value 'Administrator', and 'Password' which is currently empty. Below these fields is a checkbox labeled 'Auto reconnect' which is unchecked. A 'Logon' button is located in the bottom right corner of the form area.

To verify the connectivity to 911 Enable ERS for SIP lines added in this document, navigate to **Trunks** → **Line n**, where **n** is the SIP line number that was added in this document. Verify the **Current State** for all channels is **Idle**.

Line Number:	18
Number of Administered Channels:	20
Number of Channels in Use:	0
Administered Compression:	G729 A, G711 A, G711 Mu, G7231
Small Community Networking:	Not Enabled
Direct Media Path:	On
Enable Faststart:	Off
Silence Suppression:	Off

Channel Number	Call Ref	Current State	Time in State	R... Co...	Conne...	Caller ID or Dial...	Other Party on Call	Direction of Call	Round Trip D...	Receive Jitter	Receive Packet...	Transmit Jitter	Transmit Packet...
1		Idle	1 day 00:33:19										
2		Idle	1 day 01:51:50										
3		Idle	1 day 01:51:50										
4		Idle	1 day 01:51:50										
5		Idle	1 day 01:51:50										
6		Idle	1 day 01:51:50										
7		Idle	1 day 01:51:50										
8		Idle	1 day 01:51:50										
9		Idle	1 day 01:51:50										
10		Idle	1 day 01:51:50										
11		Idle	1 day 01:51:50										
12		Idle	1 day 01:51:50										
13		Idle	1 day 01:51:50										
14		Idle	1 day 01:51:50										
15		Idle	1 day 01:51:50										
16		Idle	1 day 01:51:50										
17		Idle	1 day 01:51:50										
18		Idle	1 day 01:51:50										
19		Idle	1 day 01:51:50										
20		Idle	1 day 01:51:50										

## 8. Conclusion

911 Enable Emergency Routing Service passed compliance testing. These Application Notes describe the procedures required to configure the connectivity between Avaya IP Office and the 911 Enable Emergency Routing Service as shown in **Figure 1**.

## 9. Additional References

Product documentation for Avaya products may be found at <http://support.avaya.com>. Product documentation for the Emergency Routing Service is available from 911 Enable.

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