



Emergency Gateway

Simplify the Management of 911 and Safeguard Users

Emergency Gateway (EGW) is an onsite appliance that streamlines E911 management. It automates IP phone location updates and notifies onsite security personnel when 911 is dialed from within your enterprise. Emergency Gateway helps you protect your increasingly mobile end-users while helping you meet E911 regulatory obligations with confidence.

With Emergency Gateway deployed as a hardware or virtualized appliance you can:

Automatically Track IP Phones

Easily track and assign locations to IP hard phones, soft phones and wireless phones as they move on your corporate network (using layer 2, layer 3 or wireless local area network (LAN) tracking).

Support Remote Employees

Enable real-time location updates for off-campus users and teleworkers—directly from their IP phones (requires Intrado's Emergency Routing Service).

Manage User and Phone Mobility

Provide E911 service availability for employees who move IP phones between locations, share line appearances between multiple devices or log into IP phones on the fly.

Alert Your Security Team

Instantly trigger 911 call notifications, three-way call monitoring and custom emails to security personnel along with the caller's location information.

Additional Features

Improve performance and ease administration using advanced E911 call management and reporting features such as misdial protection and call recording.

Compliant with all major IP-PBX platforms for seamless E911 integration and interoperability

E911 connectivity to over 6,000 Public Safety Answering Points (PSAPs) across North America

Reliable support for complex environments such as multiple UC vendors deployed on-premises, hosted, or hybrid environments

1,000+

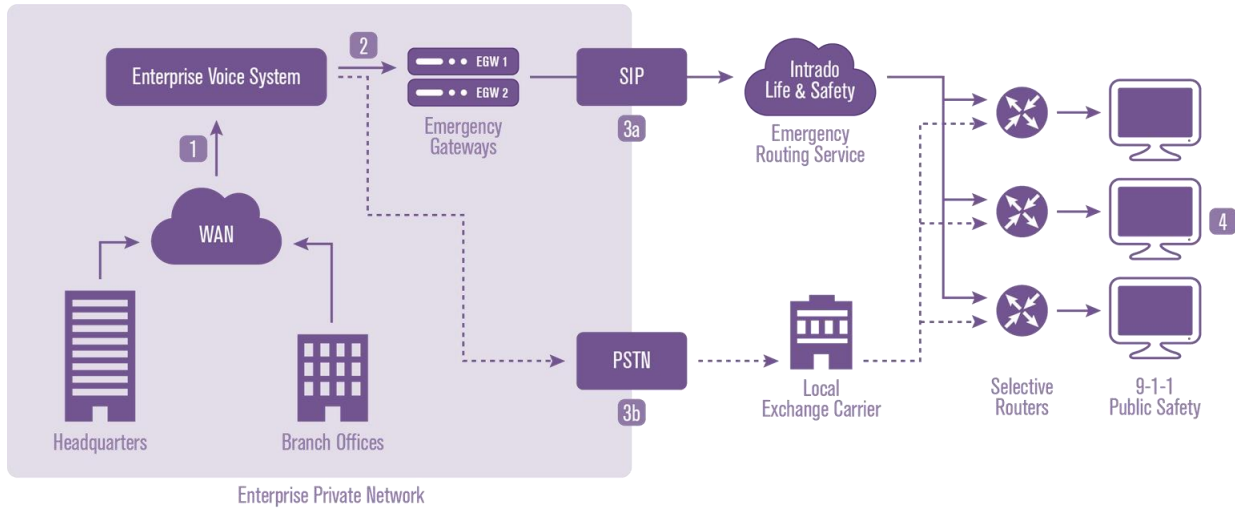
Trusted to safeguard over 1,000 organizations

70M

Over 70M VoIP records under management

How It Works

When your users dial 911, Emergency Gateway captures the location of the caller and delivers it to either Intrado Emergency Routing Service (ERS) or to your local exchange carrier.



1. A 911 call is placed by a user within the enterprise's private network. The user may be located at corporate headquarters, at a remote branch, on the road or telecommuting from home.
2. The IP-PBX sends the call to the onsite Emergency Gateway.
- 3a. For organizations routing calls via Intrado's Emergency Routing Service, Emergency Gateway captures the caller's location information and forwards the call and location information to Emergency Routing Service using SIP.
- 3b. For organizations routing calls using local trunking, Emergency Gateway returns the call to the IP-PBX with instructions to deliver the call to the local exchange carrier.
4. The 911 call and its location information are routed to the appropriate Public Safety Answering Point.

Specifications and Features

Software

Operating System	<ul style="list-style-type: none"> Security-Hardened Enterprise Linux
Supported IP-PBX Systems	<ul style="list-style-type: none"> Cisco Unified Communications Manager Avaya Communications Manager Avaya Aura Session Manager Microsoft Skype for Business Server, Teams Direct Routing Mitel MiVoice Connect ONSITE Generic SIP PBX systems
Telephony	<ul style="list-style-type: none"> Signaling Protocols: SIP/UDP, SIP/TCP, H.323/TCP Payload: RTP/UDP, G.711 Capacity: 20 concurrent calls
Layer 2 Tracking	<ul style="list-style-type: none"> Protocols: SNMP v1, SNMP v2c, SNMP v3 Capacity: 5000 switches Supported Switches: <ul style="list-style-type: none"> Cisco Catalyst HP Procurve Dell PowerConnect Juniper EX Extreme Networks Summit, BlackDiamond, and Alpine Phybridge Uniphyer and PoLRE All other switches that support Bridge MIB (RFC1493), Q-Bridge MIB and IF-MIB Real-time scanning progress report available on EGW Dashboard Automatic endpoint inventory Supports third-party scanning tools with batch file or API
Layer 3 Tracking	<ul style="list-style-type: none"> Supported Protocols: IPv4
Wireless LAN Tracking	<ul style="list-style-type: none"> Protocols: SNMP v2c, SNMP v3 Supported Infrastructure: on-premises Wireless LAN <ul style="list-style-type: none"> Cisco Aruba
Capacity	<ul style="list-style-type: none"> Maximum ERLS: 500,000 See vendor specifications for maximum endpoints Maximum number of IP-PBX servers: 64
Alerting Capabilities	<ul style="list-style-type: none"> Crisis Alert Email – includes time, location, and callback number of caller Security Desk Direct Call Delivery Three-way call monitoring with PSAP (includes mute/unmute capabilities) Pop-up screen (requires Desk Alert software)
Redundancy	<ul style="list-style-type: none"> Deployed in redundant pairs Active/Active Mode Load Balancing Mode
Reporting	<ul style="list-style-type: none"> Call Detail Records – includes location data information, exportable as CSV or flat text file Call Recording (.wav file format) Emergency Response Location Reports Endpoint Status Reports Test Call status NENA 2 report generation with ELIN filtering options
Provisioning	<ul style="list-style-type: none"> Real-time Address Validation Tool (requires ERS) ERL/Endpoint/Layer 2 and 3/Wireless using Batch, API and Dashboard Analog/Digital phones Remote Location Manager (RLM) module for offsite users (requires ERS)

Offsite User Tracking	<ul style="list-style-type: none"> Updates the offsite user location in real-time Requires Remote Location Manager Requires Emergency Routing Service (ERS) See vendor specifications below for supported endpoints
Operation and Maintenance	<ul style="list-style-type: none"> Email alerts and alarms Syslog support Active monitoring SNMP v2c/v3 traps Test mode (standalone and ERS end-to-end) Web-based management interface Pre-configured user access levels Support for LDAP for Microsoft Active Directory
Additional Features	<ul style="list-style-type: none"> Misdiad protection Integration with PS-ALI systems Support for multiple dial plans Transparent NAT traversal Configurable digit manipulation for incoming DIDs Callback support for users without a DID

Support for Cisco

Supported Cisco versions	<ul style="list-style-type: none"> Cisco Unified Communications Manager 11.x, 12.x Cisco Expressway for Mobile Remote Access X8 or newer
Layer 2 Tracking	<ul style="list-style-type: none"> Supported Cisco Phones: <ul style="list-style-type: none"> All Unified IP phones (except 3911) All Unified IP Conference Stations IP Communicator Jabber 12.x, 14x (Windows, MacOS) Webex app for UCM (Windows, MacOS)
Layer 3 Tracking	<ul style="list-style-type: none"> Supported Cisco Phones: <ul style="list-style-type: none"> All Unified IP phones (except 3911) All Unified Wireless IP Phones All Unified IP Conference Stations IP Communicator Jabber 12.x, 14x (Windows, MacOS) Webex app for UCM (Windows, MacOS)
Wireless LAN Tracking	<ul style="list-style-type: none"> Supported Cisco Phones: <ul style="list-style-type: none"> Wireless IP Phone 792x series IP Communicator Jabber 12.x, 14x (Windows, MacOS) Webex app for UCM (Windows, MacOS)
Remote Location Manager (requires ERS)	<ul style="list-style-type: none"> Supported Cisco Phones: <ul style="list-style-type: none"> Unified IP phones 7940 and above IP Communicator Jabber 12.x, 14x (Windows, MacOS) Webex app for UCM (Windows, MacOS)
Maximum Endpoints	<ul style="list-style-type: none"> 120,000

Support for Avaya

Supported Avaya versions	<ul style="list-style-type: none"> Avaya Communication Manager 7.x, 8.x Avaya Aura Session Manager 7.x, 8.x
Layer 2 Tracking	<p>Supported Avaya Phones:</p> <ul style="list-style-type: none"> H.323: <ul style="list-style-type: none"> 1608, 1616 firmware r1.0 and above 4610SW, 4620 firmware r1.8 and above 620SW, 4621SW, 4622SW firmware r2.2, 2.5 and above 4625SW firmware r2.5 and above 9608, 9611G, 9621G, 9641G firmware r6.0 and above 9610 firmware r1.2 and above 9620, 9630, 9639G, 9640, 9640G, 9650 firmware r1.0 and above 9620L, 9620C, 9650C, 9650L firmware 3.0 and above 9670G firmware 2.0 and above SIP: <ul style="list-style-type: none"> 9620, 9630, 9630G, 9640, 9640G firmware r2.2, 2.5 and above 9620L, 9620C, 9650, 9650C firmware r2.5 and above 9608, 9611G, 9621G, 9641G firmware r6.0 and above J Series IP Softphone R5.x and above (Windows) One-X Communicator R5.21 and above (Windows) One-X Agent R2.0 and above (Windows) Equinox and Workplace 3.x for Windows
Layer 3 Tracking	<p>Supported Avaya Phones:</p> <ul style="list-style-type: none"> H.323: <ul style="list-style-type: none"> 1608, 1616 firmware r1.0 and above 4610SW, 4620 firmware r1.8 and above 4620SW, 4621SW, 4622SW firmware r2.2, 2.5 and above 4625SW firmware r2.5 and above 9608, 9611G, 9621G, 9641G firmware r6.0 and above 9610 firmware r1.2 and above 9620, 9630, 9639G, 9640, 9640G, 9650 firmware r1.0 and above 620L, 9620C, 9650C, 9650L firmware 3.0 and above 9670G firmware 2.0 and above SIP: <ul style="list-style-type: none"> 9620, 9630, 9630G, 9640, 9640G firmware r2.2, 2.5 and above 9620L, 9620C, 9650, 9650C firmware r2.5 and above 9608, 9611G, 9621G, 9641G firmware r6.0 and above J Series IP Softphone R5.x and above (Windows) One-X Communicator R5.21 and above (Windows) One-X Agent R2.0 and above (Windows) Equinox and Workplace 3.x for Windows
Wireless LAN Tracking	<p>Supported Avaya Phones:</p> <ul style="list-style-type: none"> IP Wireless Phones 3631, 3641, 3645 IP Softphone R5.x and above (Windows) One-X Communicator R5.21 and above (Windows) One-X Agent R2.0 and above (Windows) Equinox and Workplace 3.x for Windows
Remote Location Manager (requires ERS)	<p>Supported Avaya Phones:</p> <ul style="list-style-type: none"> 4610SW, 4620/4620SW, 4621SW, 4622SW, 4625SW 9620/9620C/9620L, 9630/9630G, 9640/9640G, 9650/9650C, 9670G IP Softphone R5.x and above (Windows) One-X Communicator R5.21 and above (Windows) One-X Agent R2.0 and above (Windows) Equinox and Workplace 3.x for Windows
Maximum Endpoints	<ul style="list-style-type: none"> 80,000

Support for Microsoft

Supported Microsoft versions	<ul style="list-style-type: none"> Skype for Business Server 2015, 2019 Teams Direct Routing
Layer 2 Tracking	<ul style="list-style-type: none"> Teams Direct Routing <ul style="list-style-type: none"> As supported by the Microsoft LIS Skype for Business Server <ul style="list-style-type: none"> Windows and macOS Skype for Business Clients Certified Microsoft Skype for Business devices
Layer 3 Tracking	<ul style="list-style-type: none"> Teams Direct Routing <ul style="list-style-type: none"> As supported by Microsoft LIS Skype for Business Server: <ul style="list-style-type: none"> Windows and macOS Skype Client Certified Microsoft Skype for Business devices
Wireless LAN Tracking	<ul style="list-style-type: none"> Teams Direct Routing <ul style="list-style-type: none"> All Microsoft certified Teams clients Supported Skype for Business Phones: <ul style="list-style-type: none"> Windows and macOS Skype Client
Maximum Endpoints	<ul style="list-style-type: none"> 60,000 120,000 with load balancer

Other

Product Number	<ul style="list-style-type: none">• Hardware Appliance<ul style="list-style-type: none">• HW911-EGWVPC - EGW hardware plus 2,500 user license• SW911-EGWALF - 2,500 additional user license• HW911-EGWRAC - Optional Management Network Adapter• Virtual Appliance<ul style="list-style-type: none">• SW911-EGWEVA - Virtual EGW appliance (enterprise) plus 2,500 user licenses• SW911-EGWEVL - 2,500 additional user license for Virtual EGW appliance (enterprise)• SW911-EGWVAP - Virtual EGW appliance (SMB) plus 500 user licenses• SW911-EGWVAL - 250 additional user license for Virtual EGW appliance (SMB)
Package Contents (Hardware Appliance)	<ul style="list-style-type: none">• S Two (2) EGW appliances• Two (2) rack mount hardware kits• Two (2) Intrado red front bezels• Two (2) power cords
Licensing	<ul style="list-style-type: none">• Perpetual License• Base user license plus additional user licenses to an unlimited number of users• Custom licensing model for service providers
Maintenance/Support	<ul style="list-style-type: none">• Includes one (1) year maintenance and support
Documentation	<ul style="list-style-type: none">• EGW System Guide (Planning and Configuration)• EGW Networking Interface Description• Intrado Product Support Policies• VMWare EXS Host EGW Installation Guide

Hardware

Appliance	<ul style="list-style-type: none">• Dual hard drives in RAID 1 configuration• 4x Gigabit Ethernet network interface ports (RJ-45 connectors)• (Optional) Remote Management card (RJ-45 Ethernet connector)• Dual 110-220V AC 550W hot-plug power supplies
Chassis	<ul style="list-style-type: none">• 1U Rack-mountable chassis• 25.29" (642.3mm) D x 17.09" (434.0mm) W x 1.69" (42.8mm) H without bezel attached• Rack Weight 35.8lbs (16.3kg)
Regulatory	<ul style="list-style-type: none">• FCC Class A• ICES Class A• CE Class A
Redundancy	<ul style="list-style-type: none">• Deployed as an active-active pair• Can be deployed at separate data centers

VMware Sizing

VMWare version	<ul style="list-style-type: none">• ESX 4.x or later
Supported Options	<ul style="list-style-type: none">• vMotion: Yes• Site Recovery manager: Yes*• High Availability: Yes• Snapshot: Yes*• Consolidated Backup and Data Recovery Manager: No• Fault Tolerance: Yes
Virtual Appliance Server Resources	<p>*In case of recovery, database synchronization may be required</p> <ul style="list-style-type: none">• Allocation of server resources is dependent on the number of endpoints• Refer to the EGW VMWare configuration guide for details

About Intrado

Intrado is an innovative, cloud-based, global technology partner to clients around the world. We connect people and organizations at the right time and in the right ways to the nearest emergency assistance, and provides thousands of public safety agencies and first responders with critical data points to coordinate the best emergency response. Our end-to-end 911 solutions help enterprises keep their users safe and meet 911 regulations.

For more information, please call 1-877-262-3775, email safety@intrado.com, or visit intrado.com.

