

E911 Notification

The E911 On-site Notification service allows on-site individuals to be notified in real-time when someone dials an emergency number from a local extension. The service supports multiple notifications and multiple emergency numbers. The notification will include the caller's extension and the emergency number dialed.

To access the configuration page for this service, perform the following steps:

1. Open the UC^X Web-based Configuration Utility
2. From the **PBX** tab, select **PBX Configuration**
3. From the left side column, under **Applications**, select **E911 Notification**

Overview

When the service is disabled, a message will be displayed at the top to indicate that Notification is disabled.

Links to the configuration pages together with any configured emergency numbers and notification recipients are listed at the top right corner of the page.

E911 On-site Notification

E911 On-site Notification is currently Disabled!

E911 On-site Notification informs others when someone places a call to one or more configurable emergency numbers using an extension on the UCx. The system supports both multiple automated call and multiple email notifications. Notifications are generated in real-time while the emergency call is in progress.

Both Call and Email notifications indicate to the receiver the caller's extension and the emergency number being called.

Each emergency call and associated notifications are logged in the ucx/e911_calls.log. The log file can be viewed on the [Support](#) page.

The following configuration options are available:

- Click [General Settings](#) to enable and disable the feature
- Click [Add Notification](#) to add new call or email notification
- Click [Add Emergency Number](#) to add a new emergency number
- Click one of the configured [Notifications](#) or [Emergency Numbers](#) to modify or delete it

- Overview
- General Settings
- Add Notification
- Add Emergency Number
- Emergency Numbers**
- 911
- Notifications

General Settings


The General Settings page allows you to enable or disable the notification service.

The service is **Disabled** by default, to enable the service:

1. Toggle the **Status** to **Enabled**
2. Press the **Save** button

E911 On-site Notification Settings

General Setting

Status  Enabled Disabled

Add Emergency Number

The emergency number **911** is created by default. This page allows you to add multiple emergency numbers and delete existing ones.


To add an emergency number:


1. Click on the **Add Emergency Number** link at the top right corner.

2. Enter the **Emergency Number** that will trigger the notification
3. The **Description** field is optional
4. Press the **Save** button

Add Emergency Number

Add Emergency Number

Emergency Number 

Description 



A valid outgoing route must be setup for the emergency number. Notifications only work for trunk calls.

Add Notification

To add a call notification recipient:

1. Click on the **Add Notification** link at the top right corner
2. Select notification **Type Call**
3. Enter the extension number in the **Value** field
4. The **Description** is optional
5. Press the **Save** button

Add Notification

Add Notification

Type [?]

Call ▾

Value [?]

601

Description [?]

Optional description

Save

To add an email notification recipient:

1. Click on the **Add Notification** link at the top right corner
2. Select notification **Type Email**
3. Enter a valid email address in the **Value** field
4. The **Description** is optional
5. Press the **Save** button

Add Notification

Add Notification

Type [?]

Email ▾

Value [?]

recipient@example.com

Description [?]

Optional description

Save


Modify/Delete Emergency Number

To modify or delete an emergency number select the desired number from the list on the top right corner of the page.


- To modify, make the desired changes and press the **Save** button.


- To delete, click on the **Delete Number** link at the top of the page.

Emergency Number: 911

 Delete Number 911

Edit Emergency Number

Emergency Number 


Description 

Modify/Delete Notification


To modify or delete a notification, select the desired notification from the list on the top right corner of the page.


- To modify, make the desired changes and press the **Save** button.
- To delete, click on the **Delete** link at the top of the page.


Notification: recipient@example.com

 Delete recipient@example.com

Edit Notification

Type 

Value 

Description 

Usage

With the E911 Notification service enabled, when a user calls one of the emergency numbers from a phone connected to the UC^X, the following will take place:

1. Email Notification

If an email notification recipient address recipient@example.com is configured and extension 301 calls 911, the recipient will receive an email similar to the example shown below.

```
From: "E911 Notification Application " <no-reply@uc-x.org>  
Subject: E911 Notification for caller 301  
Date: August 6, 2015 at 11:03:58 AM EDT  
To: <recipient@example.com>  
Reply-To: "no-reply@uc-x.org" <no-reply@uc-x.org>
```

Attention!

A call from extension 301 has just been placed to emergency phone number 911.

This is an automated message.

E-MetroTel UCx E911 On-site Notification Service

2. Phone Notification

If a phone recipient 601 is configured and extension 301 calls 911, the extension 601 will receive a call from the UC^X system. On answering the call, a message similar to the example below will be played back.

```
Attention! This is an emergency call alert.  
A call from extension 301 has been placed to emergency phone number 911.
```

The recipient will then be prompted to press **1** to replay the message.

3. Log Messages

If a phone recipient 601 and email recipient recipient@example.com are configured, and extension 301 calls 911, messages similar to the example shown below will be entered into the **e911_calls.log** file. To view the log file, navigate to the **Support - System Log Files** page and select the **ucx/e911_calls.log** file from the pull-down list.

```
E911 notification. Caller 301 dialed emergency number 911
```

Initiating email notification to recipient@example.com
Initiating call notification to Local/[601@from](#)-internal