



Remote Worker Emergency Calling

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Remote Worker Emergency Calling Overview

The Remote Worker Emergency Calling feature enables customers to provide reliable emergency calling support to remote workers by using remote Virtual Private Network (VPN) connections. Emergency calls from off-premises users are routed to the Public Safety Answering Point (PSAP), and user-provided location information is delivered with each call.

To use this feature, remote workers must confirm or update their location whenever their device registration is interrupted. A customizable disclaimer notice is first displayed on the devices that are designated for off-premises (connected remotely to the customer network), which advises the users to provide correct location information. After the location information is provided, the off-premises location that is currently associated with the designated device is displayed. Users can confirm their current location or select another previously stored location from their device display; if their location is new, they are directed to the Cisco Emergency Responder Off-Premises User web page to create a new location.

Before completing this process, the administrator may restrict the device to calling a single configured destination. This action ensures that the device user has acknowledged the disclaimer and provided current location information before the device is enabled for normal use.

Remote Worker Emergency Calling Prerequisites

You must configure Intrado (a third party application) on the Cisco Emergency Responder before you configure the Remote Worker Emergency Calling feature. For information about configuring Intrado on the Cisco Emergency Responder, see [Cisco Emergency Responder Administration Guide](#)

Remote Worker Emergency Calling Configuration Task Flow

Before you begin

Procedure

| | Command or Action | Purpose |
|---------------|--|--|
| Step 1 | Configure User As a Remote Worker, on page 2 | Associate the off-premises device with the owner of the device. |
| Step 2 | Specify Alternate Routing for Emergency Calling, on page 3 | These parameters specify the calling search space and destination number that are used to restrict the routing of any call that is made from a registered off-premises device where the user chose not to set a location. If these parameters are not configured, calls are routed normally. |
| Step 3 | Configure the Application Server, on page 3 | Direct end users to the application server where they enter the location of the device. |
| Step 4 | Configure E911 Messages, on page 3 | Configure the E911 messages that appear on an off-premises end-user phone. |

Configure User As a Remote Worker

Before you begin

Ensure that you have configured Intrado on the Cisco Emergency Responder. For more information about configuring Intrado on the Cisco Emergency Responder, see [Cisco Emergency Responder Administration Guide](#).

Procedure

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- Step 1** From Cisco Unified CM Administration, choose **Device > Phone**.
 - Step 2** Enter the appropriate search criteria to find the phone and click **Find**.
A list of phones that match the search criteria is displayed.
 - Step 3** Choose the phone for which you want to configure Remote Worker Emergency Calling.
The **Phone Configuration** window is displayed.
 - Step 4** From the **Device Information** section, select the appropriate user ID from the **Owner User ID** drop-down list and check the **Require off-premise location** check box.
 - Step 5** Click **Save**.
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Specify Alternate Routing for Emergency Calling

Perform the following steps to configure calling search space and destination number. These parameters are used to restrict the routing of any call made from a registered off-premises device where the user has not set a location. If you do not configure these parameters, the calls are routed normally.

Procedure

- Step 1** From Cisco Unified CM Administration, choose **System > Service Parameters**.
 - Step 2** From the **Server** drop-down list, choose a server.
 - Step 3** From the **Service** drop-down list, choose **Cisco CallManager**.
The **Service Parameter Configuration** window appears.
 - Step 4** In the **Clusterwide Parameters (Emergency Calling for Required Off-premise Location)** section, specify **Alternate Destination for Emergency Call**.
 - Step 5** Specify **Alternate Calling Search Space for Emergency Call**.
 - Step 6** Click **Save**.
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Configure the Application Server

You must configure the application server to enable the E911 Proxy to communicate with the Cisco Emergency Responder. E911 proxy is used to direct the users to the application server where they enter the location of the device.

Procedure

- Step 1** From Cisco Unified CM Administration, choose **System > Application Server**.
 - Step 2** Click **Add New**.
The **Application Server** window appears.
 - Step 3** From the **Application Server Type** drop-down list, select **CER Location Management**.
 - Step 4** Click **Next**.
 - Step 5** In the **Name** field, specify a name to identify the application server that you are configuring.
 - Step 6** In the **IP address** field, specify the IP address of the server that you are configuring.
 - Step 7** From the list of **Available Application Users**, select the application user and click the **Down** arrow.
 - Step 8** In the **End User URL** field, enter a URL for the end users that are associated with this application server.
 - Step 9** Click **Save**.
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Configure E911 Messages

Use the following procedure to select and edit E911 messages for off-premises devices.

Procedure

- Step 1** From Cisco Unified CM Administration, choose **System > E911 Messages**.
- Step 2** Select the required language link of the E911 messages.
The **E911 Messages Configuration** page displays the Agreement, Disclaimer, and Error messages.
- Step 3** (Optional) Edit the E911 messages to be displayed on off-premises devices.
- Step 4** Click **Save**.
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