



## Avaya Solution & Interoperability Test Lab

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# Application Notes for 911 ETC CrisisConnect<sup>®</sup> for Softphones and CrisisConnect<sup>®</sup> for VoIP with Avaya IP Office – Issue 1.0

### Abstract

These Application Notes describe the procedures for configuring the 911 ETC CrisisConnect<sup>®</sup> for Softphones and CrisisConnect<sup>®</sup> for VoIP with Avaya IP Office.

911 ETCs' CrisisConnect<sup>®</sup> for VoIP solution enables E911 call routing to the correct Public Safety Answering Point (PSAP) and deliver the caller's address directly to the PSAP operator's panel in order to provide immediate emergency assistance.

911 ETCs' CrisisConnect<sup>®</sup> for Softphones forces Avaya one-X<sup>®</sup> communicator users to provision their current location. Locations provisioned by user are stored in 911 ETC VoIP Positioning Center through SoftLoc server for Automation Location Identification (ALI) use, if user were to make an Emergency Call.

Readers should pay attention to section 2, in particular the scope of testing as outlined in **Section 2.1** as well as the observations noted in **Section 2.2**, to ensure that their own use cases are adequately covered by this scope and results.

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

911 ETC provides a VoIP Positioning Center (VPC) Service that is able to deliver Emergency (911) calls to U.S. and Canada PSAPs independent of the region the call originates from; via SIP trunk from Avaya IP Office (IP Office), 911 ETC provides SIP specifications for a primary and secondary Session Border Controller (SBC).

CrisisConnect<sup>®</sup> for Softphones uses the 911 ETC VoIP Positioning Center (VPC) service to allow Avaya one-X<sup>®</sup> Communicator users to provision a location in near real-time. CrisisConnect<sup>®</sup> for VoIP is a required service. 911 ETC provides the SoftLoc server software and a distributable client software package to be installed on computers where the Avaya one-X<sup>®</sup> Communicator is installed.

Suggested work flow for this solution is as follows:

911 ETC provides the SoftLoc Server software package along with requirements. 911 ETC will also aid in the installation and configuration. 911 ETC provides the SoftLoc Client software package. The software package can be distributed using most distribution methods that support MSI files (Active Directory Domain Policy, Windows scripting, etc.).

SoftLoc Client assists/requires users of soft phones to provision their current location to ensure accurate routing of an outgoing 911 call. It was developed because of concerns by 911 ETC's customers that soft phone users will ignore critical location information when logging onto their soft phones.

SoftLoc Client runs as a Windows system-tray application and quietly waits for the user to launch a configured soft phone application. Upon launch, SoftLoc will appear above all other applications and reminds the user to provision an emergency location. Up to three frequently-used locations can be saved to the remote emergency server and quickly provisioned with just a few mouse clicks. If the user chooses not to provision an emergency location, the soft phone application will be forcibly closed. Responsibility, and therefore liability, is placed back upon the user and accurate location information is ensured in the event of an emergency.

## 2. General Test Approach and Test Results

The compliance test focused on verifying that 911 ETC CrisisConnect<sup>®</sup> for VoIP ability to route emergency call and 911 ETC CrisisConnect<sup>®</sup> for Softphone to update addresses.

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

All test cases were successful.

### 2.2. Interoperability Compliance Testing

The compliance test validated the ability of 911 ETC CrisisConnect<sup>®</sup> for Softphone and CrisisConnect<sup>®</sup> for VoIP to update users' address information in near real time, route emergency calls and provide ALI information to PSAP. Feature tests also included the following:

- Call setup using SIP (UDP).
- Codec verification using G.711.
- Call routing based on Locations configured in IP Office.
- Calls from Analog, Digital, one-X Communicator<sup>®</sup> and Avaya 9600 Series IP Endpoints.
- Verification of alerts generated when dialing emergency number from all types of endpoints.

Failover tests were also performed for the cases where the SIP trunk to 911 ETC is down (SIP 408) and a negative response from 911 ETC (SIP 503), which resulted in alternate routing to secondary route.

Due to the nature of emergency calling, calls were placed to 933. 933 is an Address Verification Service provided by 911 ETC.

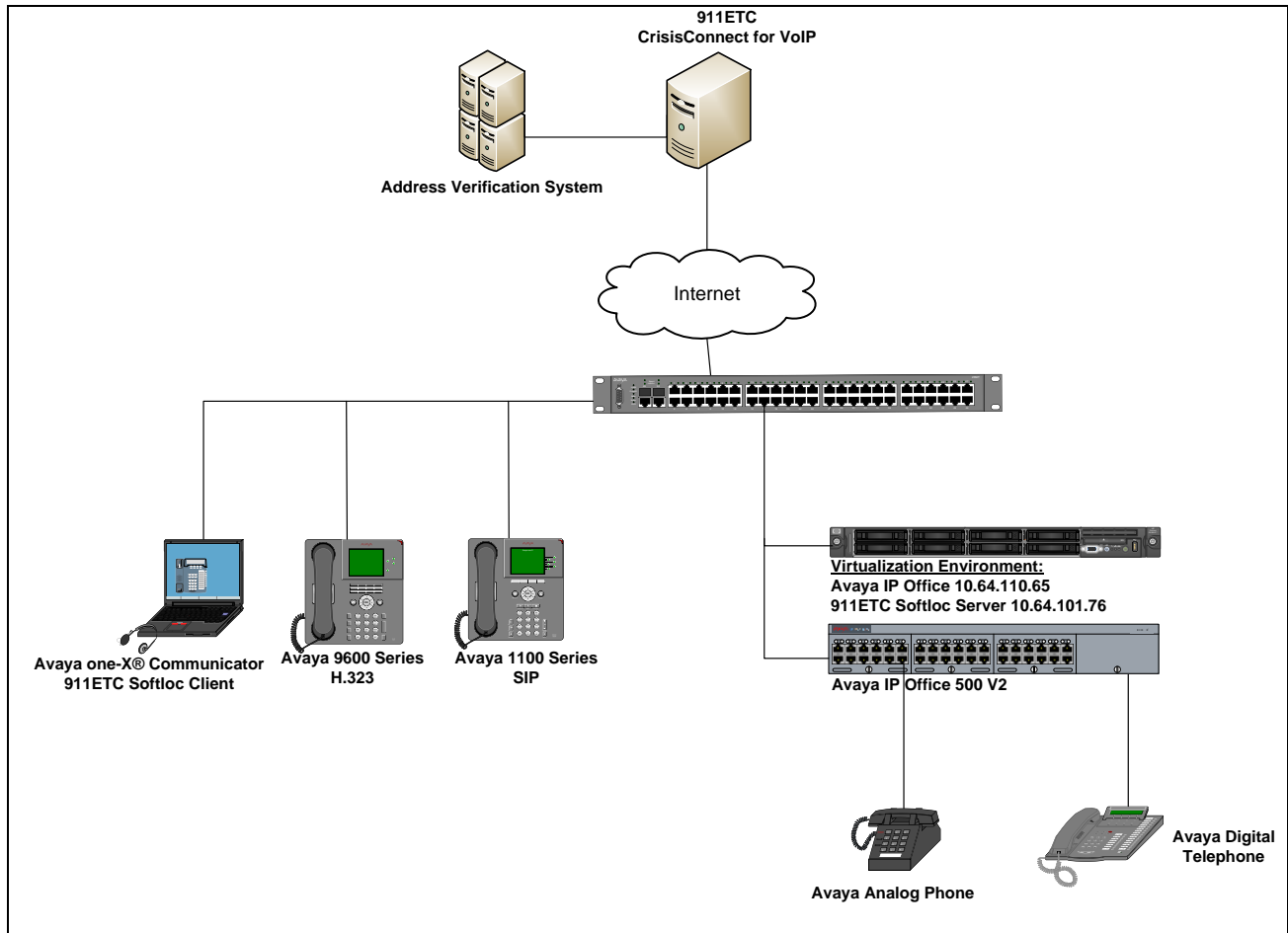
### 2.3. Support

Technical support for 911 ETC can be obtained through the following:

- Web: <http://www.911etc.com/contact-us>
- E-mail: [support@911etc.com](mailto:support@911etc.com)
- Phone: (480) 719-8559

### 3. Reference Configuration

**Figure 1** illustrates the test configuration. The test configuration shows an enterprise site connected to the 911 ETC CrisisConnect® for VoIP and 911 ETC SoftLoc Server and Client. IP Office 500 V2 connects to IP Office Server Edition as an Expansion System.



**Figure 1: Reference Configuration**

## 4. Equipment and Software Validated

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

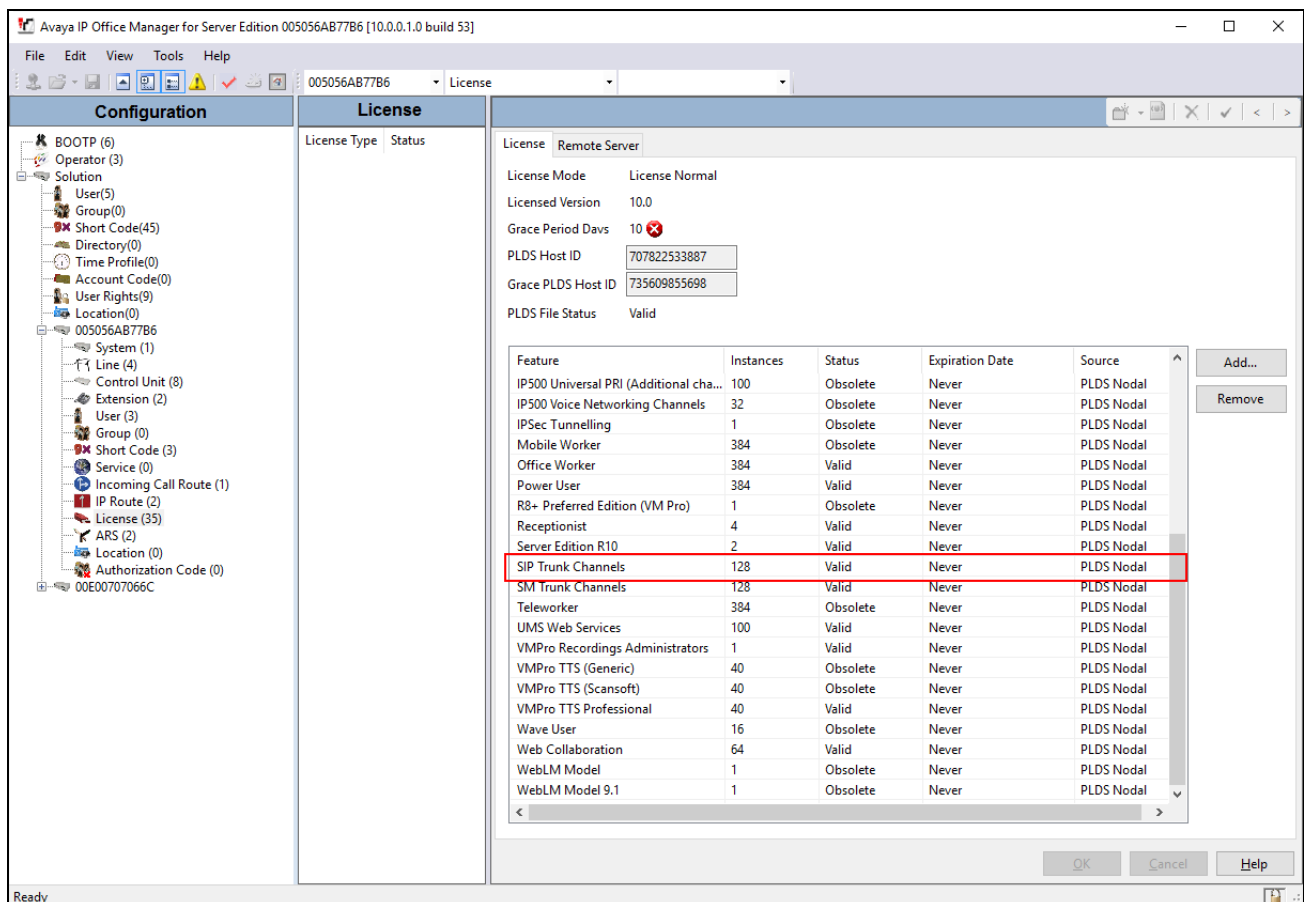
Equipment	Release
Avaya IP Office Server Edition with Avaya IP Office 500 V2 as an Expansion System	10.0.0.1.0 build 53
Avaya IP Office Manager	10.0.0.1.0 build 53
Avaya 9600 Series IP Deskphone (H.323)	6.6302
Avaya 1200 Series IP Deskphone (SIP)	4.4 SP6
Avaya one-X <sup>®</sup> Communicator	6.2 SP12
Avaya 9508 Digital Telephone	N/A
Avaya 6211 Analog Telephone	N/A
911 ETC CrisisConnect <sup>®</sup> for VoIP	5.2.3
911 ETC SoftLoc Server	2.2.2.0
911 ETC SoftLoc Client	2.1.6.0

## 5. Configure Avaya IP Office

This section describes Avaya IP Office configuration to support connectivity to the 911 ETC. 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 **SIP Trunk Channels** are **Valid**.

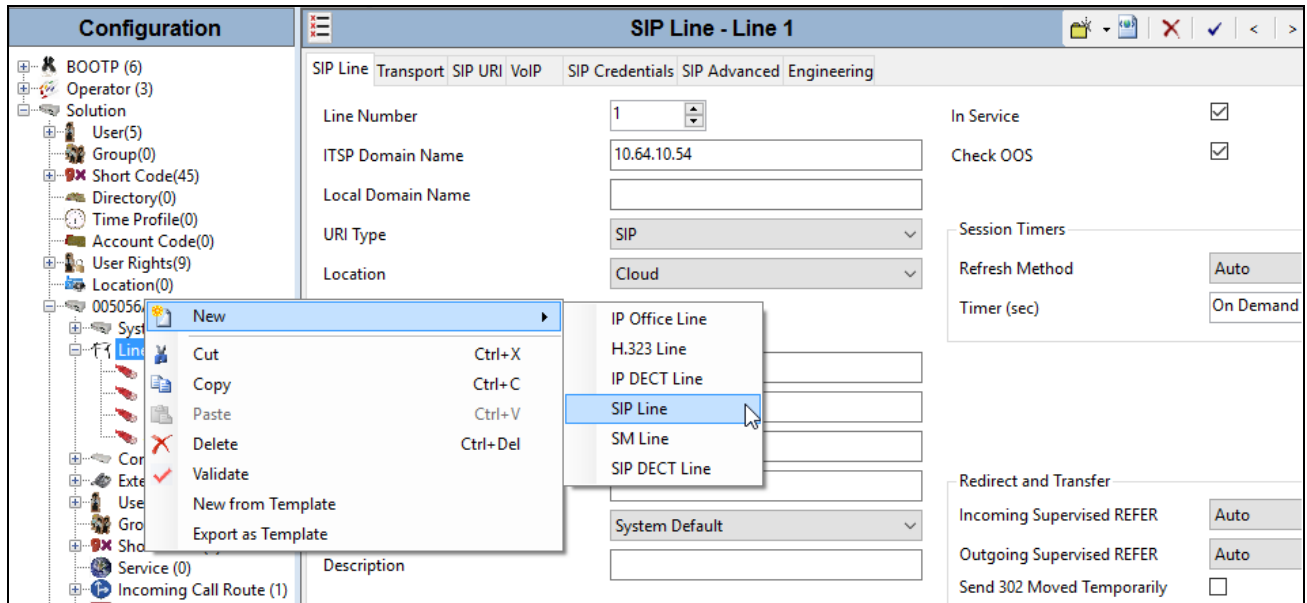


The screenshot displays the Avaya IP Office Manager application window. The left pane shows a configuration tree with 'Licenses' selected. The main pane shows the 'License' tab with a table of features and their status. The 'SIP Trunk Channels' row is highlighted with a red box, indicating a 'Valid' status.

Feature	Instances	Status	Expiration Date	Source
IP500 Universal PRI (Additional cha...	100	Obsolete	Never	PLDS Nodal
IP500 Voice Networking Channels	32	Obsolete	Never	PLDS Nodal
IPSec Tunneling	1	Obsolete	Never	PLDS Nodal
Mobile Worker	384	Obsolete	Never	PLDS Nodal
Office Worker	384	Valid	Never	PLDS Nodal
Power User	384	Valid	Never	PLDS Nodal
R8+ Preferred Edition (VM Pro)	1	Obsolete	Never	PLDS Nodal
Receptionist	4	Valid	Never	PLDS Nodal
Server Edition R10	2	Valid	Never	PLDS Nodal
<b>SIP Trunk Channels</b>	<b>128</b>	<b>Valid</b>	<b>Never</b>	<b>PLDS Nodal</b>
SM Trunk Channels	128	Valid	Never	PLDS Nodal
Teleworker	384	Obsolete	Never	PLDS Nodal
UMS Web Services	100	Valid	Never	PLDS Nodal
VMPro Recordings Administrators	1	Valid	Never	PLDS Nodal
VMPro TTS (Generic)	40	Obsolete	Never	PLDS Nodal
VMPro TTS (Scansoft)	40	Obsolete	Never	PLDS Nodal
VMPro TTS Professional	40	Valid	Never	PLDS Nodal
Wave User	16	Obsolete	Never	PLDS Nodal
Web Collaboration	64	Valid	Never	PLDS Nodal
WebLM Model	1	Obsolete	Never	PLDS Nodal
WebLM Model 9.1	1	Obsolete	Never	PLDS Nodal

## 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 ETC SBC.

Avaya IP Office Manager for Server Edition 005056AB77B6 [10.0.0.1.0 build 53]

File Edit View Tools Help

005056AB77B6 Line 2

**Configuration**

**SIP Line - Line 2\***

SIP Line Transport SIP URI VoIP SIP Credentials SIP Advanced Engineering

Line Number: 2 In Service: ☒

**ITSP Domain Name**: 192.168.213.196 Check OOS: ☒

Local Domain Name:

URI Type: SIP Session Timers: Refresh Method: Auto Timer (sec): On Demand

Location: Cloud

Prefix:

National Prefix: 0

International Prefix: 00

Country Code:

Name Priority: System Default

Description:

Redirect and Transfer: Incoming Supervised REFER: Auto Outgoing Supervised REFER: Auto Send 302 Moved Temporarily: ☐ Outgoing Blind REFER: ☐

OK Cancel Help

Ready

Select **Transport** tab and set **Layer 4 Protocol** to **UDP**

**Configuration**

**SIP Line - Line 2\***

SIP Line Transport SIP URI VoIP SIP Credentials SIP Advanced Engineering

ITSP Proxy Address:

**Network Configuration**

**Layer 4 Protocol**: UDP Send Port: 5060

Use Network Topology Info: None Listen Port: 5060

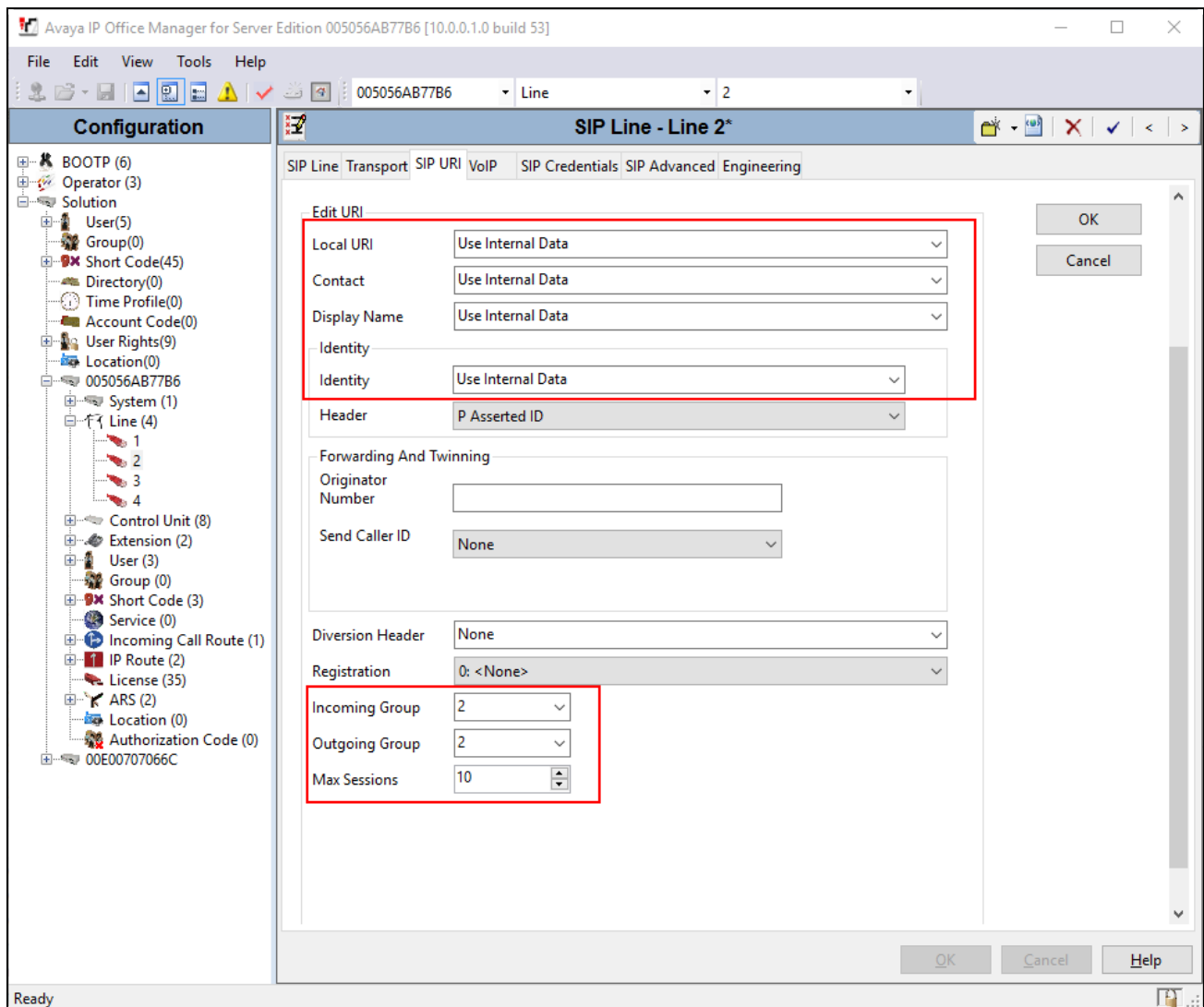


Select **SIP URI** tab and click **Add**.

- Set **Local URI**, **Contact**, **Display Name** and **Identity** to **User Internal Data**.
- Type in the SIP Line number of the line that is being added in **Incoming Group** and **Outgoing Group**, i.e., 18 in this case.
- Type in a value in **Max Sessions**.

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

For Compliance, another SIP line – Line 2 and SIP line – Line 3 was added for failover testing. Repeat this section to add another SIP Line.

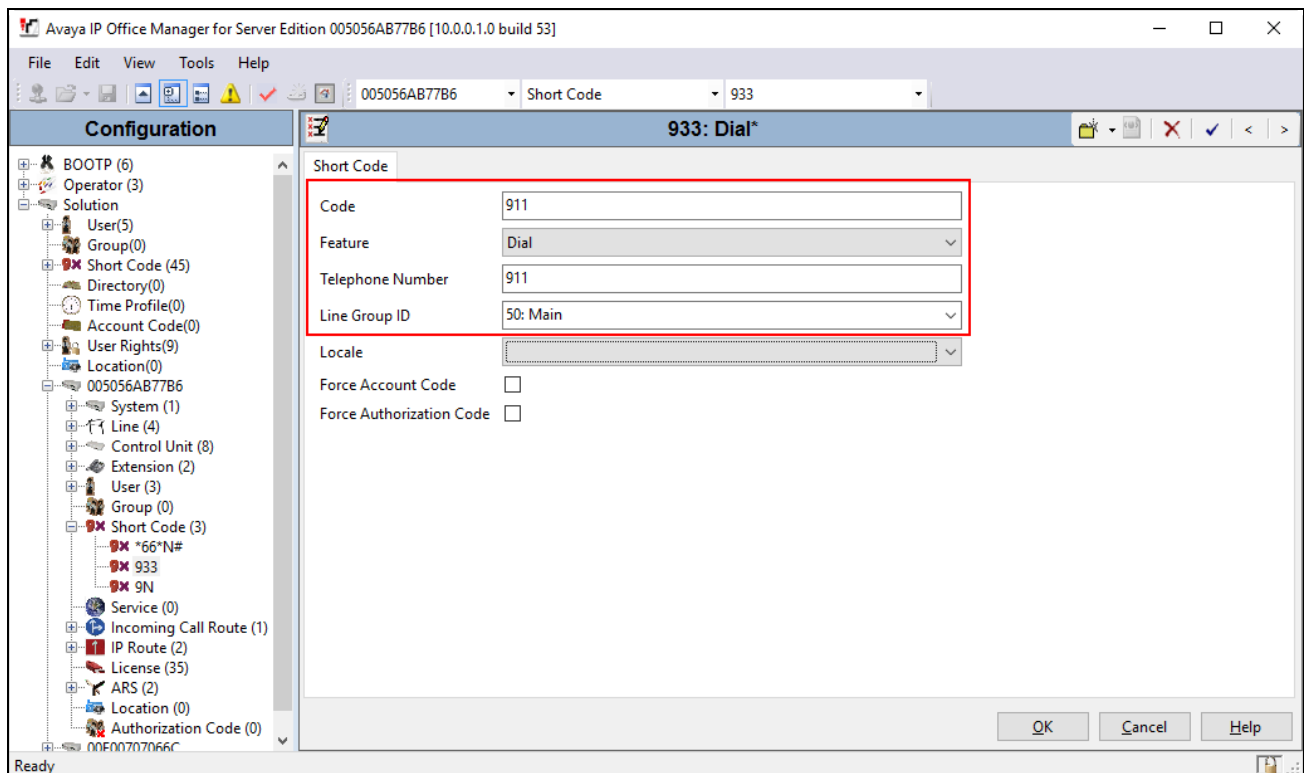


### 5.3. Administer System Short Code For 911

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.



## 5.4. Administer ARS Routing for 911 Calls

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

- In the **Route Name** field (not shown), type in a name, i.e., Failover.
- Edit the short code for **911**, by double clicking on it. In the **Telephone Number** field, type in **911**.
- Select a SIP line that was added as a secondary route, **Line Group ID 3**

The screenshot shows the 'Failover' configuration window. The 'ARS' tab is selected. The 'Dial Delay Time' is set to 'System Default (4)'. The 'Description' field is empty. The 'In Service' checkbox is checked. The 'Time Profile' is set to '<None>'. The 'Out of Service Route' is set to '<None>'. The 'Out of Hours Route' is set to '<None>'. An 'Edit Short Code' dialog box is open, showing the 'Code' field with '911', the 'Feature' dropdown set to 'Dial', the 'Telephone Number' field with '911', and the 'Line Group ID' dropdown set to '3'. The 'OK' button is highlighted in blue. The 'Code' list on the left shows '11', '911', and '933', with '933' selected.

Associate failover route to the **Main** ARS; from the configuration tree on the left pane, select **ARS** → **Main**. Select **Alternate Route** as Failover. Edit the short code for **911**, by double clicking on it; in the **Telephone Number** field, type in **911** and set **Line Group ID** to primary SIP Line.

Also, please note that a code of **11** was also added for access to emergency calls.

The screenshot shows the 'Main\*' configuration window for an ARS. The 'ARS Route ID' is 50, 'Route Name' is 'Main', and 'Dial Delay Time' is 'System Default (4)'. The 'Secondary Dial tone' is set to 'SystemTone' and 'Check User Call Barring' is checked. The 'In Service' checkbox is checked, and the 'Out of Service Route' is set to '<None>'. The 'Time Profile' is set to '<None>', and the 'Out of Hours Route' is also set to '<None>'. Below these settings is a table with columns: Code, Telephone Number, Feature, and Line Group ID. The table contains several rows, with the first and last rows highlighted in red. The first row has Code '11', Telephone Number '911', Feature 'Dial', and Line Group ID '2'. The last row has Code '911', Telephone Number '911', Feature 'Dial', and Line Group ID '2'. To the right of the table are buttons for 'Add...', 'Remove', and 'Edit...'. Below the table, the 'Alternate Route Priority Level' is set to '3'. The 'Alternate Route Wait Time' is set to '30'. The 'Alternate Route' dropdown is set to '51: Failover'. At the bottom right are 'OK', 'Cancel', and 'Help' buttons.

Code	Telephone Number	Feature	Line Group ID
11	911	Dial	2
911	911	Dial Emergency	0
0N;	0N	Dial 3K1	0
1N;	1N	Dial 3K1	0
XN;	N	Dial 3K1	0
XXXXXXXXXXN	N	Dial 3K1	0
911	911	Dial	2

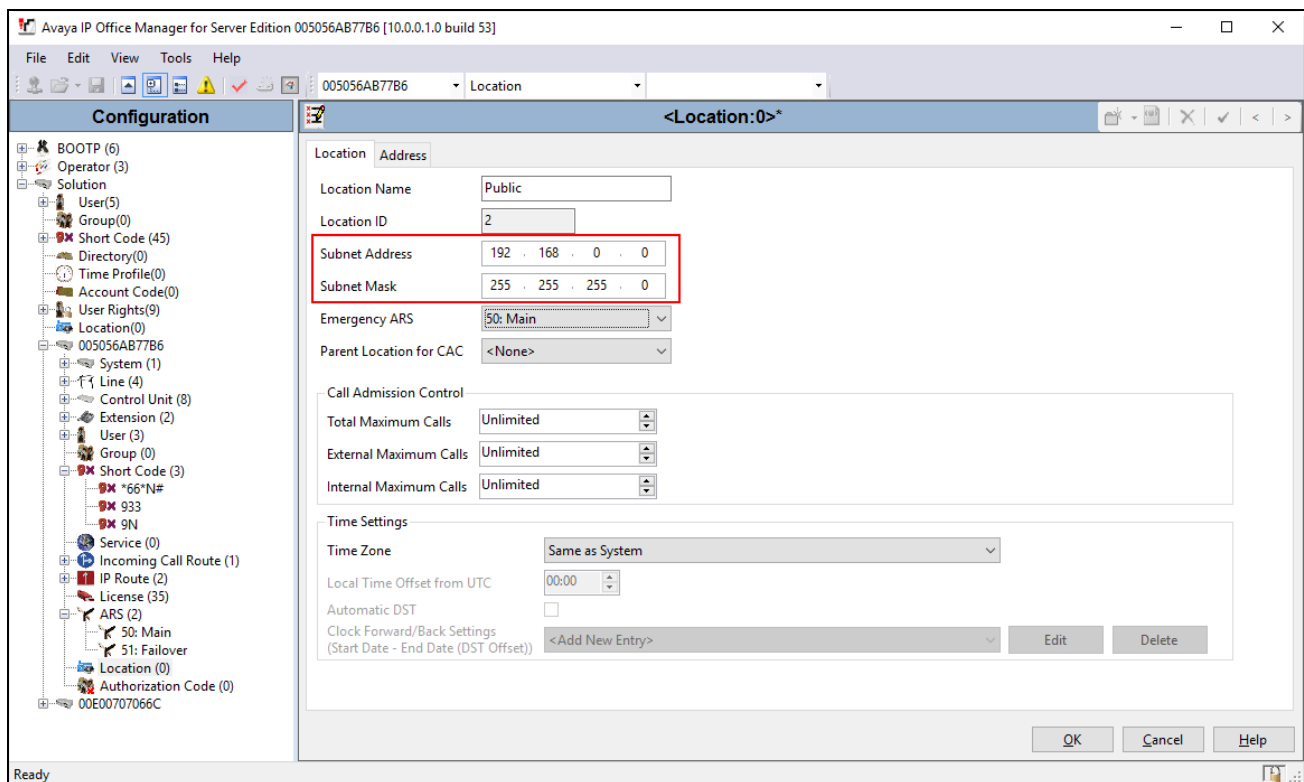
## 5.5. Configure Locations

From the configuration tree on the left, select **Location**. Right click **Location** and select **New** to add a new location, (not shown). Configure the **Subnet Address** and **Subnet Mask** of the network region where the phones will reside. Select **Emergency ARS** of **Main** as configured in **Section 5.4**.

Configuring locations allows for specifying named locations for groups of phones, IP Office systems, or IP Trunks. The IP Office system must also be assigned a location. Multiple systems in a Small Community Network (SCN) or Server Edition group of systems may reside in the same location. In an SCN environment, locations must be configured at the top level and therefore, all systems must be configured with the same settings, except when the emergency ARS needs to be set at the system level.

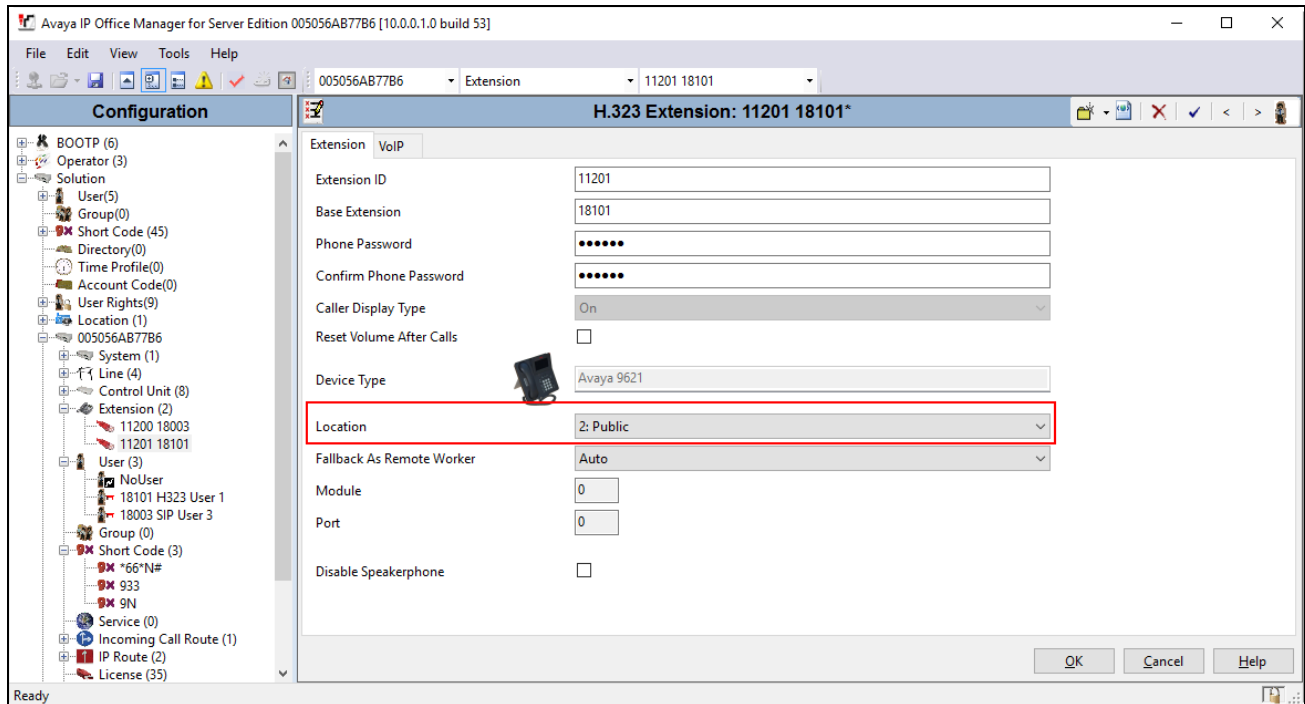
Once locations have been defined, extensions can be allocated to them in the extension configuration. IP phones can be identified by the IP address that they register from. Each location can have only one subnet defined, but phones outside that subnet can be explicitly assigned that location. During compliance testing, extensions were configured to use the location as mentioned in this section.

For more information regarding locations, please refer to the **Help** section.



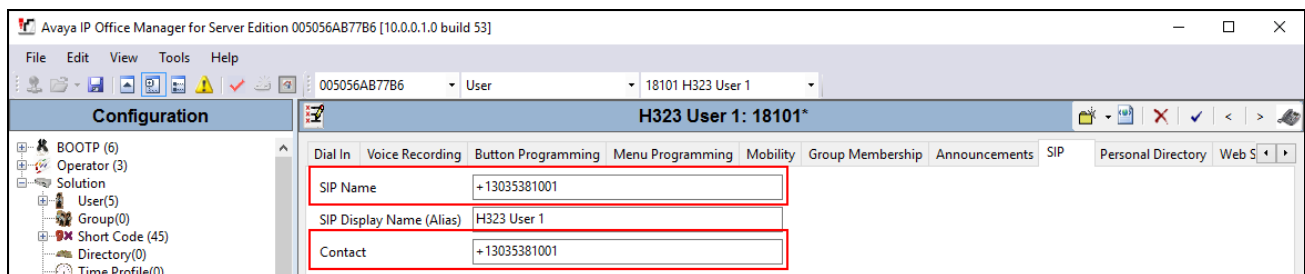
## 5.6. Configure Extensions

From the configuration tree on the left, select **Extension**. Select an extension and under the **Extension** tab, select the location configured in previous section from the **Location** drop down menu.



## 5.7. Configure User

From the configuration tree on the left, select **User**. Select a user and click **SIP** tab. Type in a 10 digit number in +CCNPANXXXXXX format in **SIP Name** and **Contact** fields. Type in a name in **SIP Display Name (Alias)**. Please note that the number configured in SIP Name and Contact will be used by 911 ETC to provision a location against it.



## 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 911 ETC CrisisConnect® for VoIP

Customer and 911 ETC need to exchange SIP peering information. 911 ETC will configure their Session Border Controllers based on peering information provided by customer. 911 ETC can provide dashboard access to the customer on request. Data needs to be provisioned prior to testing. Below are the steps to provision data via 911 ETC dashboard.

1. 911 ETC will setup customer and dashboard.
2. Via the 911 ETC dashboard, configure endpoint: Select **Endpoints** → **Create Endpoint**; Type in Telephone No and Caller Name and click **Save and Add Address**.

The screenshot shows the 911 ETC dashboard with the 'Endpoints' tab selected. A dropdown menu is open, showing 'Create Endpoint', 'List/Edit Endpoint', and 'Delete Endpoint'. The 'Create Endpoint' form is displayed, titled 'Create Endpoint'. It includes a section 'Create new endpoint on selected dashboard' with the following fields: 'Dashboard Name' (set to 'Demo'), 'Telephone No \*' (with a '1-' prefix and an input field), and 'Caller Name \*' (with an input field). At the bottom, there are two buttons: 'Save' and 'Save and Add Address'.

3. Enter Address Line1 and Address Line2, Community, Select State and enter Postal Code and click **Submit**.

Note: Address line2 contains all the additional information pertaining to an address, i.e., Suite 109. Address line-2 is an optional parameter.

The screenshot shows the 911 ETC dashboard with the 'Endpoints' tab selected. A dropdown menu is open, showing 'Create Endpoint', 'List/Edit Endpoint', and 'Delete Endpoint'. The 'Create Address' form is displayed, titled 'Create Address'. It includes a section 'Address for Endpoint (Telephone No: 1-562-985-4333, Caller Name: TEST)' with the following fields: 'Address Line1 \*' (with the value '15655 W Roosevelt St' and a search icon), 'Address Line2' (with the value 'Suite# 109'), 'Community \*' (with the value 'GOODYEAR'), 'State \*' (with a dropdown menu showing 'ARIZONA'), and 'Postal Code \*' (with the value '85338'). At the bottom, there are two buttons: 'Submit' and 'Cancel'.

4. In order to create a recipient for Text and Email notification, select **Notifications → Create Recipient**. Provision First and Last Name, Email, Notification Type, Mobile Number and Carrier.

Customer Management	User Management	Dashboard	SIP Peer	User Request	Endpoints	Notification	Batches	Summary	Reports
Notification > Edit Recipient									
<b>Edit Recipient</b>						<a href="#">Create Recipient</a> <a href="#">Manage Recipient</a> <a href="#">Configure Endpoints</a> <a href="#">Delete Recipient</a>			
<b>Recipient Details</b>									
<b>First Name *</b>		<input type="text"/>							
<b>Last Name</b>		<input type="text"/>							
<b>Email *</b>		<input type="text"/>							
<b>Notification Type</b>		<input type="checkbox"/> Network <input checked="" type="checkbox"/> Emergency (911) Calls <input checked="" type="checkbox"/> Test (933) Calls <input type="checkbox"/> Unprovisioned Calls <input type="checkbox"/> Dashboard							
<b>Mobile Number</b>		<input type="text"/>							
<b>Carrier</b>		<input type="text"/>							

**Note:**

- Notifications may be truncated when using SMS as carriers generally limit SMS messages to 160 characters. If possible, select an MMS enabled carrier.
- SMS and MMS notifications make use of the carrier's email-to-SMS gateway. Carriers may limit usage or place other restrictions on messages.
- Carriers may apply a fee for received SMS/MMS messages. Consult carrier for fees associated with received SMS/MMS messages.



5. To link a recipient to a specific endpoints in the dashboard, so that the recipient receives notifications only when specific endpoints make an emergency call, Select **Notification** → **Configure Endpoints** and then click **Link** at the bottom.

The screenshot displays the Avaya dashboard with the following components:

- Navigation Bar:** Customer Management, User Management, Dashboard, SIP Peer, User Request, Endpoints, Notification (selected), Batches, Summary, Reports.
- Breadcrumb:** Notification > Configure Recipient
- Section Header:** Configure Endpoints with Recipient
- Search Criteria:** A section containing a 'Recipient List' dropdown menu and a 'Search' button.
- Endpoints linked to recipient:** A section with the message: 'No linked endpoints found for the selected recipient. Click **Link** below to begin linking endpoints.'
- Buttons:** 'Unlink' and 'Link' buttons are located at the bottom. A callout box labeled 'click on Link' points to the 'Link' button.

6. Select the endpoints that need to be configured for receiving notifications; click **Save**.

**Note:** If the recipient is not linked to an endpoint or endpoints, it will receive notification for every endpoint in the dashboard that makes an emergency call.

Customer Management

User Management

Dashboard

SIP Peer

User Request

Endpoints

Notification

Batches

Summary

Reports

Notification > Configure Recipient > Link Endpoints

Link Endpoints

Recipient Name:

Search Criteria:

Telephone No:

Caller Name:

Status Type: All

Search

Clear

Endpoints List:

<input type="checkbox"/> Select All	Telephone Number	Caller Name	Status Type
<input type="checkbox"/>			PROVISIONED
<input type="checkbox"/>			PROVISIONED
<input type="checkbox"/>			PROVISIONED
<input checked="" type="checkbox"/>			PROVISIONED
<input checked="" type="checkbox"/>			PROVISIONED

Save

Close

7. Select all the endpoints and click **Link** at the bottom.

Customer Management

User Management

Dashboard

SIP Peer

User Request

Endpoints

Notification

Batches

Summary

Reports

Notification > Configure Recipient

Configure Endpoints with Recipient

Search Criteria:

Recipient List:

Search

Endpoints linked to recipient:

<input checked="" type="checkbox"/> Select All	Telephone Number	Caller Name	Status Type
<input checked="" type="checkbox"/>			PROVISIONED
<input checked="" type="checkbox"/>			PROVISIONED

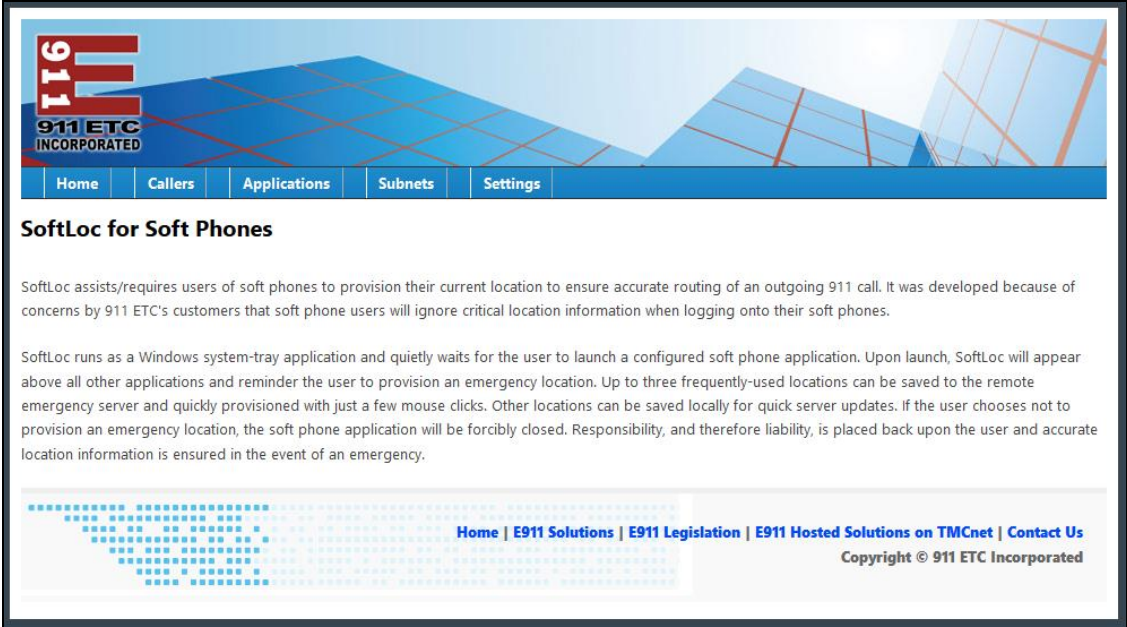
Unlink

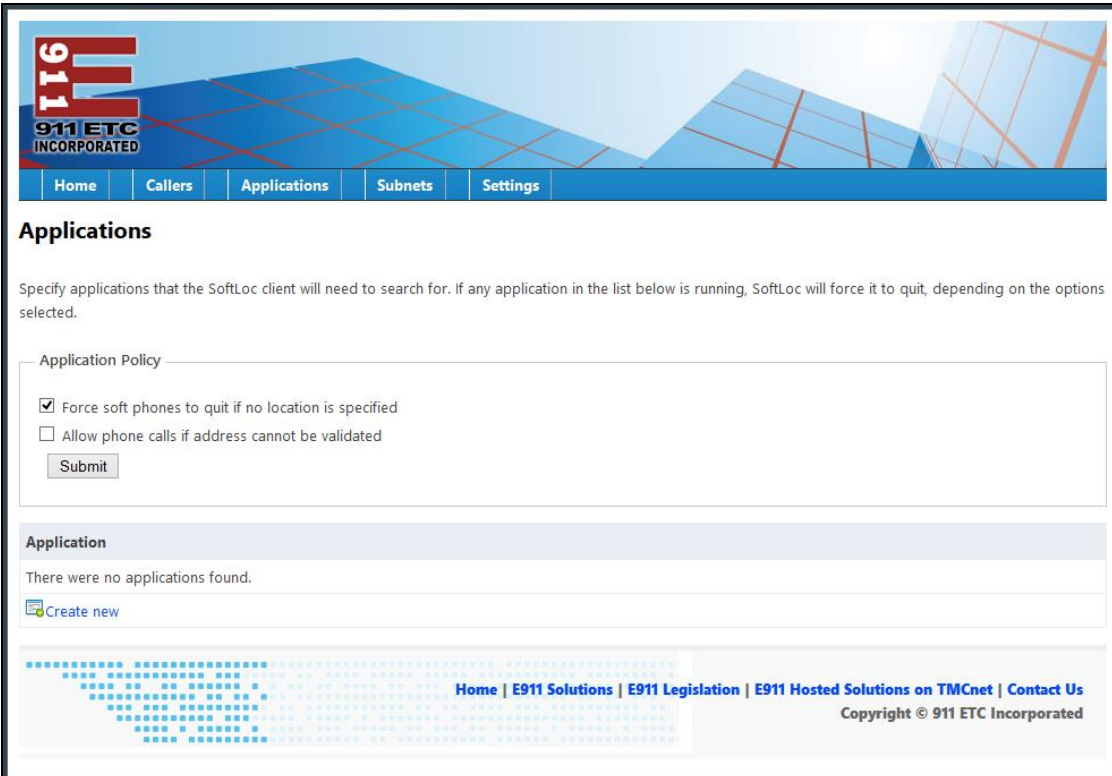

Link

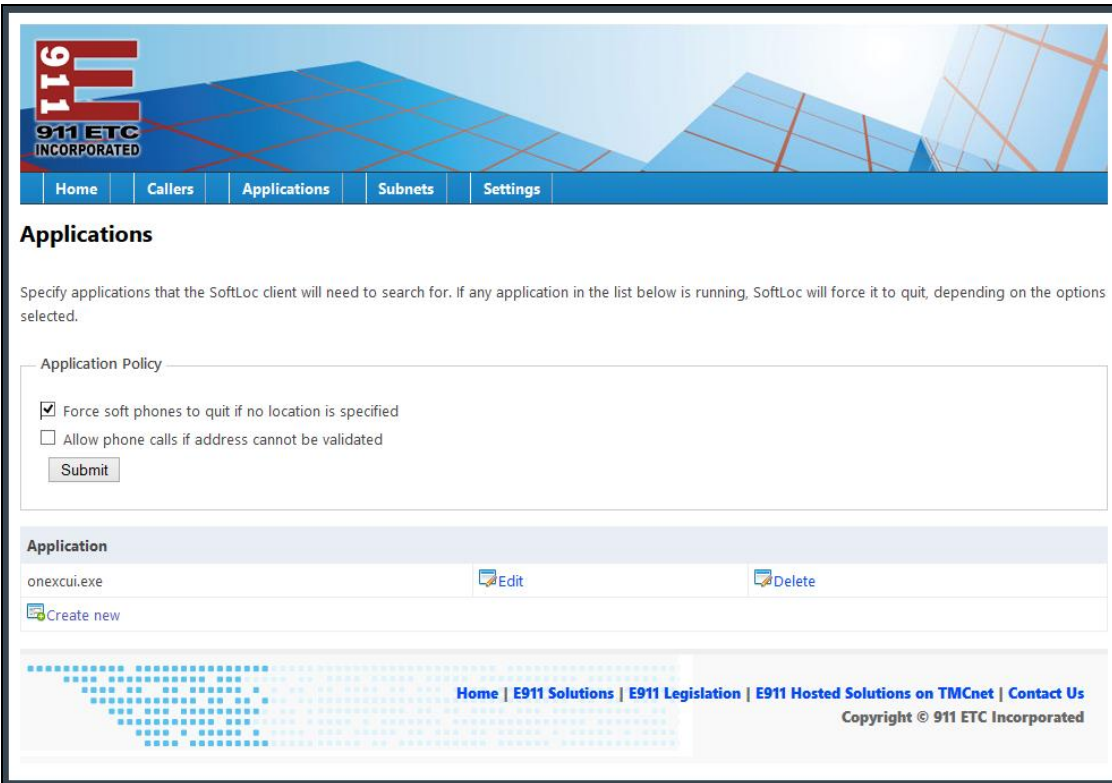
Click on Link

## 7. Configure 911 ETC CrisisConnect® for SoftPhones

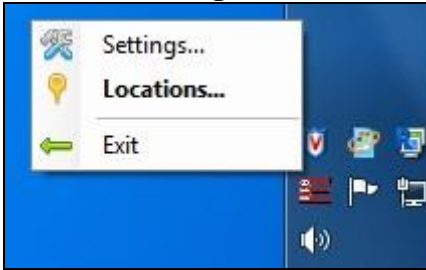
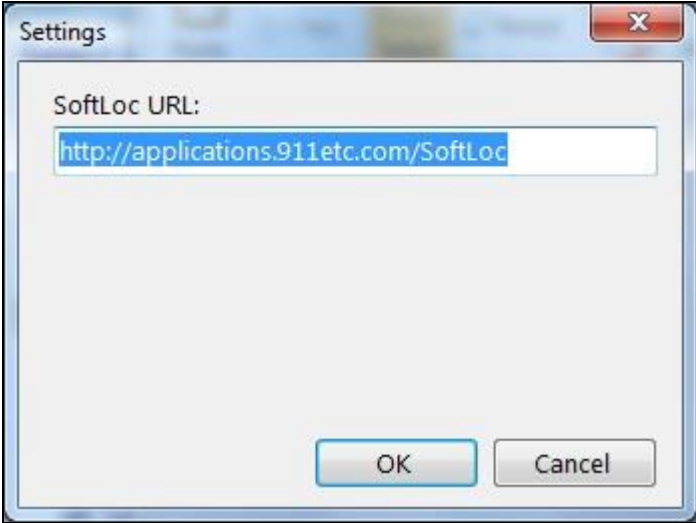
### 7.1. Configure SoftLoc Server

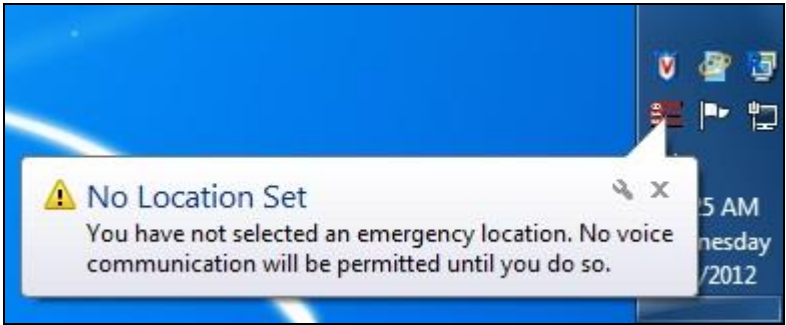
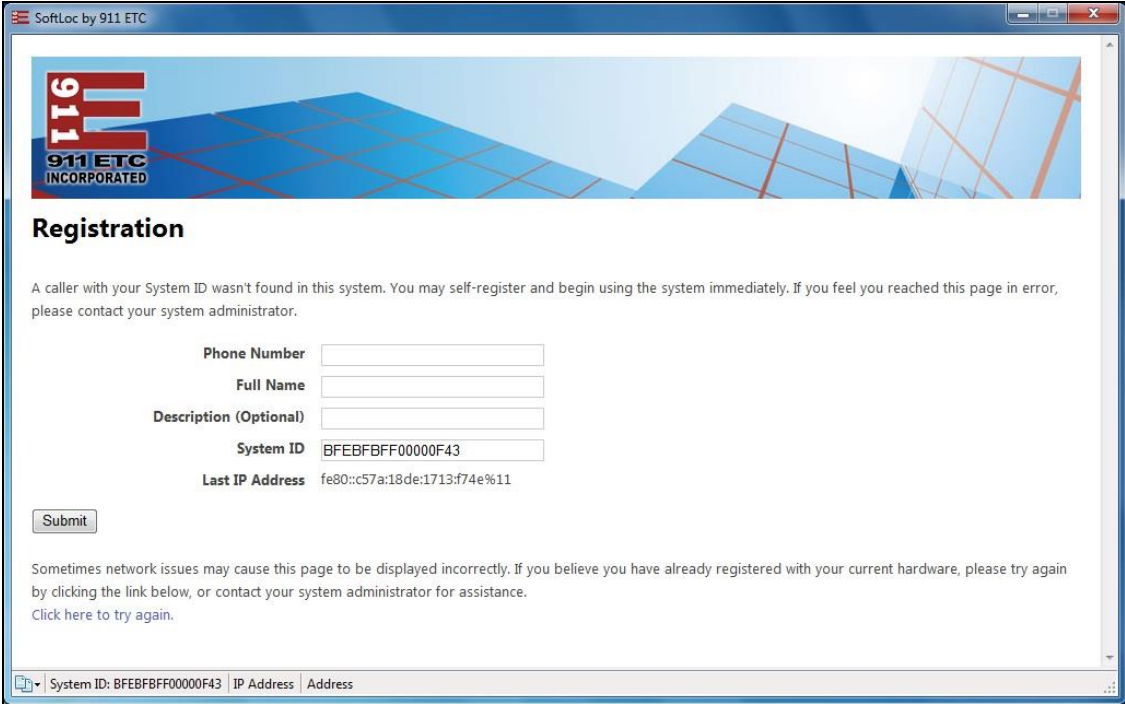
Step	Description
1.	<p>SoftLoc server is configured using browser. Enter the URL of SoftLoc server such as <a href="http://&lt;hostname&gt;/SoftLoc">http://&lt;hostname&gt;/SoftLoc</a> where &lt;hostname&gt; is the IP address or qualified domain name of the SoftLoc server. Log in using appropriate credentials.</p>  <p>The screenshot shows the 'SoftLoc for Soft Phones' web application. At the top is a blue header with the 911 ETC INCORPORATED logo on the left and a navigation menu with links: Home, Callers, Applications, Subnets, and Settings. Below the header, the title 'SoftLoc for Soft Phones' is displayed. The main content area contains two paragraphs of text explaining the purpose and usage of SoftLoc. At the bottom, there is a footer with a decorative graphic of blue squares on the left and navigation links: Home   E911 Solutions   E911 Legislation   E911 Hosted Solutions on TMCnet   Contact Us, followed by the copyright notice: Copyright © 911 ETC Incorporated.</p>

Step	Description
2.	<p>Click on the <b>Applications</b> tab, and ensure that <b>Force soft phone to quit if no location is specified</b> box is checked</p> 
3.	<p>On the <b>Applications</b> page, click on <b>Create new</b></p> <ul style="list-style-type: none"> <li>Type in <b>onexcui.exe</b> and click on <b>Create new</b></li> </ul> 

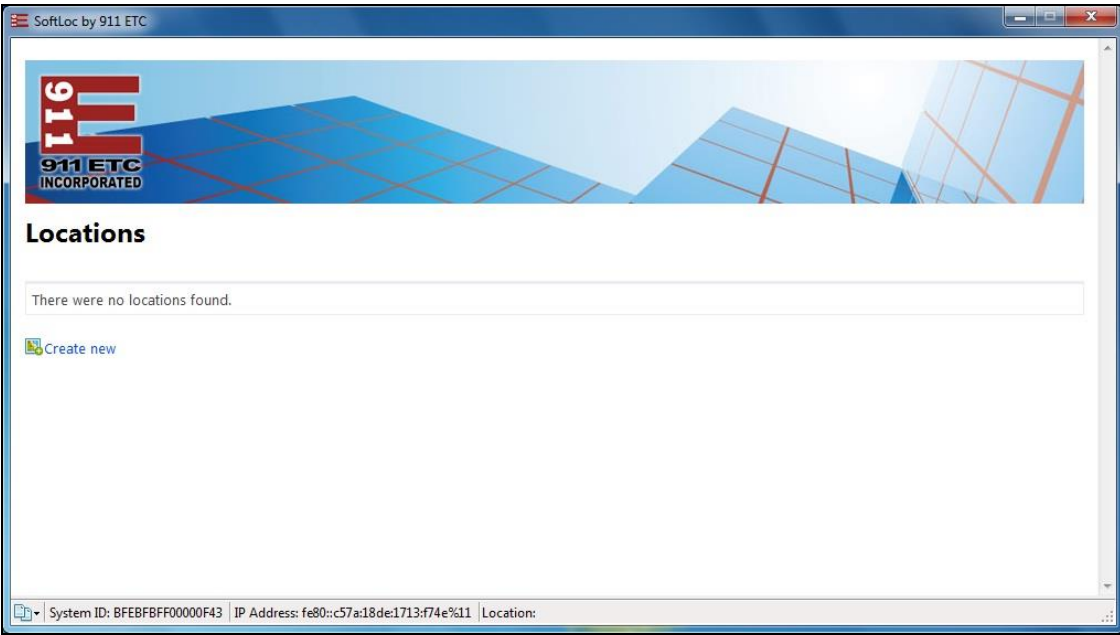
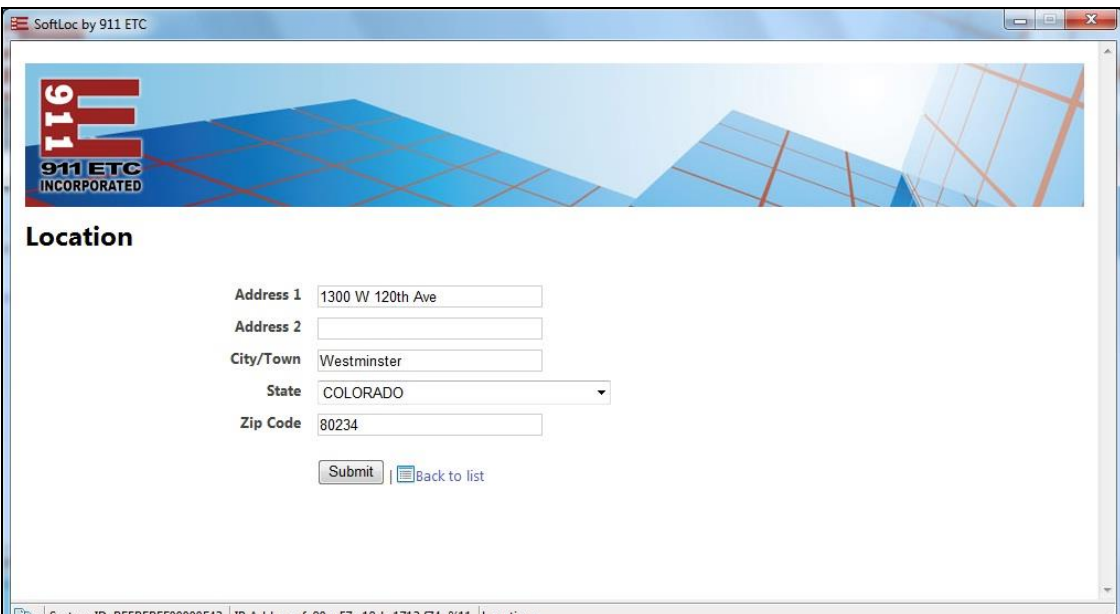
Step	Description
4.	<p>Newly added Application will show on the <b>Application</b> page</p>  <p>The screenshot displays the 'Applications' page of the 911 ETC web interface. At the top, there is a navigation menu with links to Home, Callers, Applications, Subnets, and Settings. The 'Applications' section is highlighted. Below the navigation bar, there is a heading 'Applications' followed by a descriptive text: 'Specify applications that the SoftLoc client will need to search for. If any application in the list below is running, SoftLoc will force it to quit, depending on the options selected.' Below this text is a form titled 'Application Policy' containing two checkboxes: 'Force soft phones to quit if no location is specified' (checked) and 'Allow phone calls if address cannot be validated' (unchecked). A 'Submit' button is located below the checkboxes. Below the policy form is a table titled 'Application' with one row containing the application name 'onexcui.exe'. To the right of the application name are 'Edit' and 'Delete' buttons. Below the table is a 'Create new' button. The footer of the page includes a navigation bar with links to Home, E911 Solutions, E911 Legislation, E911 Hosted Solutions on TMCnet, and Contact Us, along with a copyright notice for 911 ETC Incorporated.</p>

## 7.2. Configure SoftLoc Client

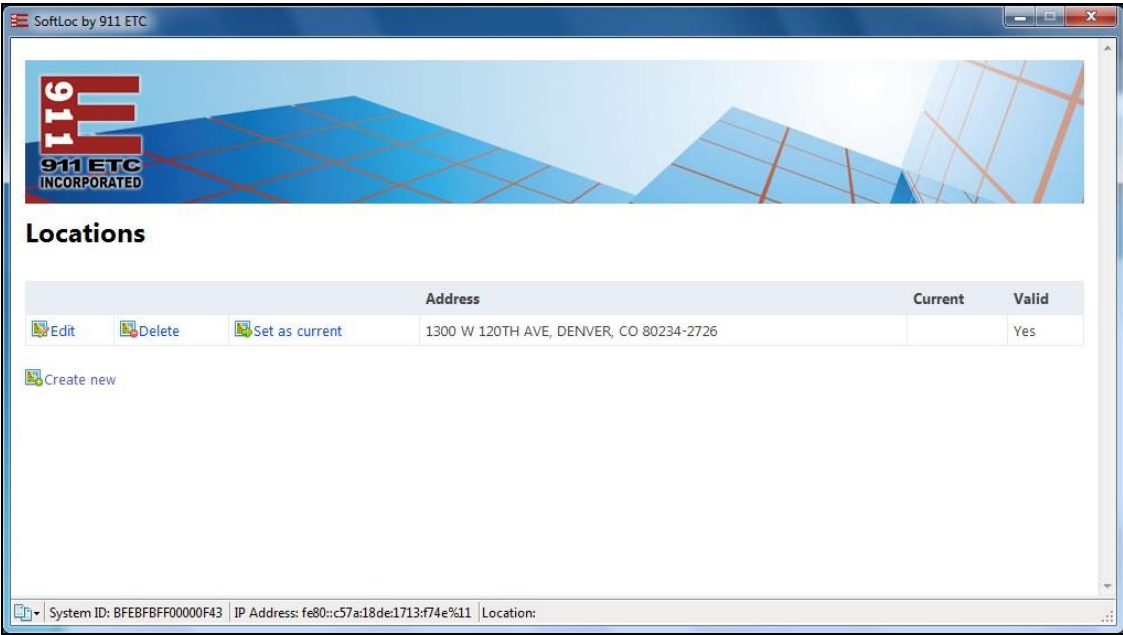
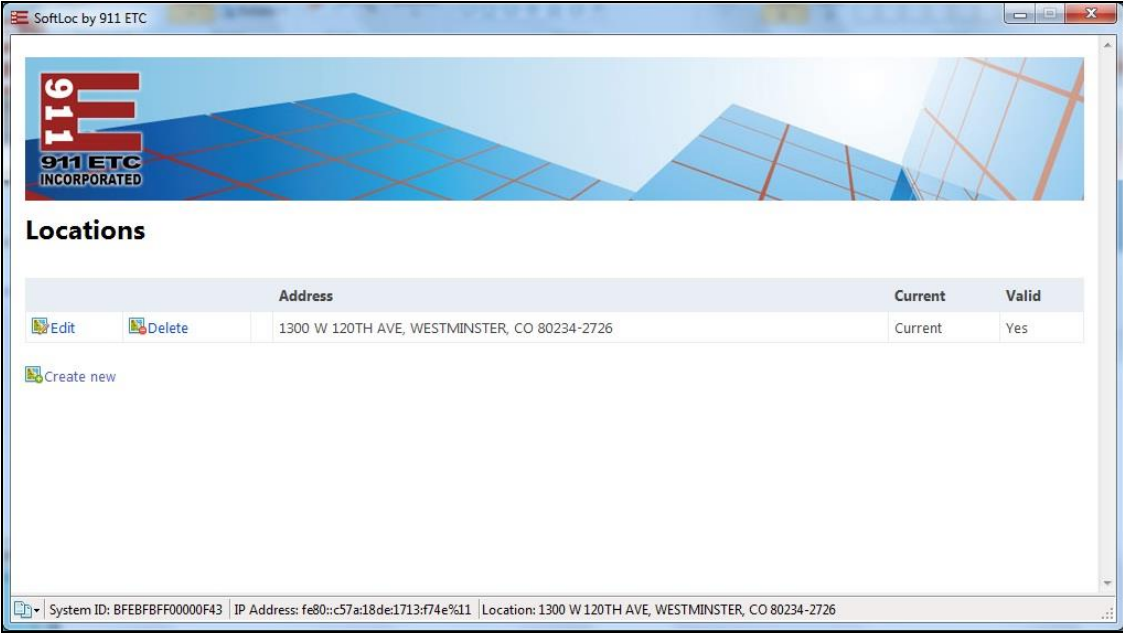
Step	Description
1.	<p>After a SoftLoc Client is installed on a workstation that has Avaya one-X<sup>®</sup> client installed, 911 ETC icon will appear in the task bar area of Windows desktop.</p> <ul style="list-style-type: none"><li>Right click on the icon, and click on <b>Settings</b></li></ul> 
2.	<p>A pop up window will appear; type in the URL of SoftLoc server. E.g., <a href="http://&lt;hostname&gt;/SoftLoc">http://&lt;hostname&gt;/SoftLoc</a> where &lt;hostname&gt; is the IP address or fully qualified domain name of the SoftLoc server.</p> 

Step	Description
3.	<p>A notification will pop up in the notification area of windows desktop, alerting user that a Location needs to be set. Click on the Notification.</p> 
4.	<p>A pop up window with <b>Registration</b> page will appear, prompting user to register. Fill in the registration information and click <b>Submit</b>.</p> 



Step	Description
5.	<p>After registration is completed, <b>Locations</b> page is displayed. Click on <b>Create new</b>.</p> 
6.	<p>Fill in users' address information. Click <b>Submit</b> once done.</p> 

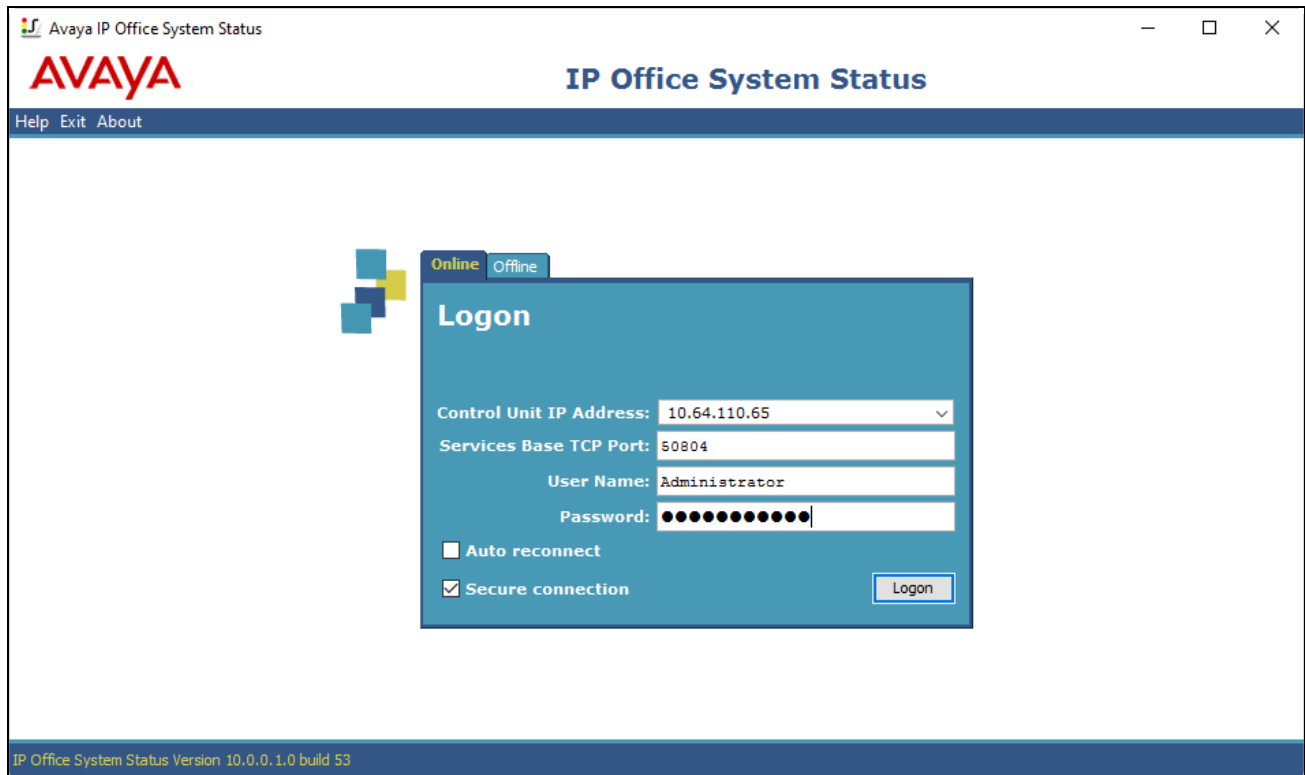


Step	Description
7.	<p>Users' address will now be displayed in <b>Locations</b> page. Click on <b>Set as current</b> to make the address as user's current address.</p> 
8.	<p>Current address will show up under <b>Address</b> column confirming that the address has been set as user's current address. User can add up to 3 addresses.</p> 

## 8. Verification Steps

The following steps may be used to verify the configuration:

- Open the **Avaya IP Office System Status** application.
- Fill-in Login information and click **Logon**.



The screenshot displays the Avaya IP Office System Status application window. The title bar reads "Avaya IP Office System Status". The main window features the Avaya logo and the title "IP Office System Status". A menu bar at the top includes "Help", "Exit", and "About". In the center, a "Logon" dialog box is open, showing fields for "Control Unit IP Address" (10.64.110.65), "Services Base TCP Port" (50804), "User Name" (Administrator), and "Password" (masked with dots). There are checkboxes for "Auto reconnect" and "Secure connection", and a "Logon" button.

Avaya IP Office System Status

AVAYA

IP Office System Status

Help Exit About

Online Offline

Logon

Control Unit IP Address: 10.64.110.65

Services Base TCP Port: 50804

User Name: Administrator

Password: ●●●●●●●●

☐ Auto reconnect

☒ Secure connection

Logon

IP Office System Status Version 10.0.0.1.0 build 53

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

Avaya IP Office System Status - 005056AB77B6 (10.64.110.65) - IP Office Linux PC 10.0.0.1.0 build 53

## IP Office System Status

Help Snapshot LogOff Exit About

- System
- Alarms (7)
- Extensions (1)
- Trunks (4)
  - Line: 1
  - Line: 2**
  - Line: 3
  - Line: 4
- Active Calls
- Resources
- Voicemail
- IP Networking Locations

**SIP Trunk Summary**

Line Service State: In Service

Peer Domain Name:

Resolved Address:

Line Number: 2

Number of Administered Channels: 10

Number of Channels in Use: 0

Administered Compression: G711 Mu, G711 A, G729 A

Enable Faststart: Off

Silence Suppression: Off

Media Stream: RTP

Layer 4 Protocol: UDP

SIP Trunk Channel Licenses: 128

SIP Trunk Channel Licenses in Use: 0

SIP Device Features: REFER (Incoming and Outgoing)

Channel Number	URI G...	Call Ref	Current State	Time in State	Remote Media Addr...	Codec	Connection Type	Caller ID or Other Party on Call	Direction of Round Trip Call	Delay	Receive Jitter	Receive Packet L...	Transmit Jitter	Transmit Packet L...
1			Idle	09:21:43										
2			Idle	09:21:43										
3			Idle	09:21:43										
4			Idle	09:21:43										
5			Idle	09:21:43										
6			Idle	09:21:43										
7			Idle	09:21:43										
8			Idle	09:21:43										
9			Idle	09:21:43										
10			Idle	09:21:43										

Trace Trace All Pause Ping Call Details Graceful Shutdown Force Out of Service Print... Save As...

4:34:09 PM Online

Once 911 CrisisConnect® for VoIP is configured place a test call. Verify that an email or SMS notification is received. Below are the screen captures of Email and SMS notifications.

Email:



**Test (933) Call Started**

Good Day,

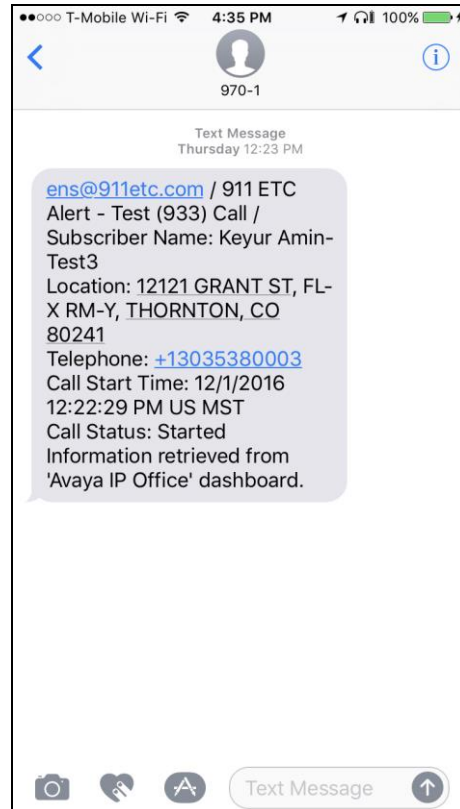
This is to advise you that a 933 test call was initiated from an ANI, Source IP address and/or PSTN access number associated with your account.

Calling number:	<b>+13035380003</b>
Caller Name:	<b>Keyur Amin-Test3</b>
Location:	<b>12121 GRANT ST, FL-X RM-Y</b>
Community:	<b>THORNTON</b>
State:	<b>CO</b>
Postal Code:	<b>80241</b>
Date and time the call started:	<b>12/1/2016 12:24:32 PM US MST</b>
Dashboard Name:	<b>Avaya IP Office</b>

If you have questions please contact us at (480) 719-8556 or by email at [customerservice@911etc.com](mailto:customerservice@911etc.com) and we will be happy to assist.

Thank you,  
Customer Care  
911 Emergency Telecom Company  
(480)719-8556  
[customercare@911etc.com](mailto:customercare@911etc.com)

SMS:



## 9. Conclusion

911 ETC's CrisisConnect® successfully completed compliance testing. These Application Notes describe the procedures required to configure the connectivity between Avaya IP Office and the 911 ETC CrisisConnect® as shown in **Figure 1**.

## 10. Additional References

Product documentation for Avaya IP Office may be obtained via the following link.

<http://marketingtools.avaya.com/knowledgebase>

Product documentation for the CrisisConnect® is available from 911 ETC.

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