



## 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.

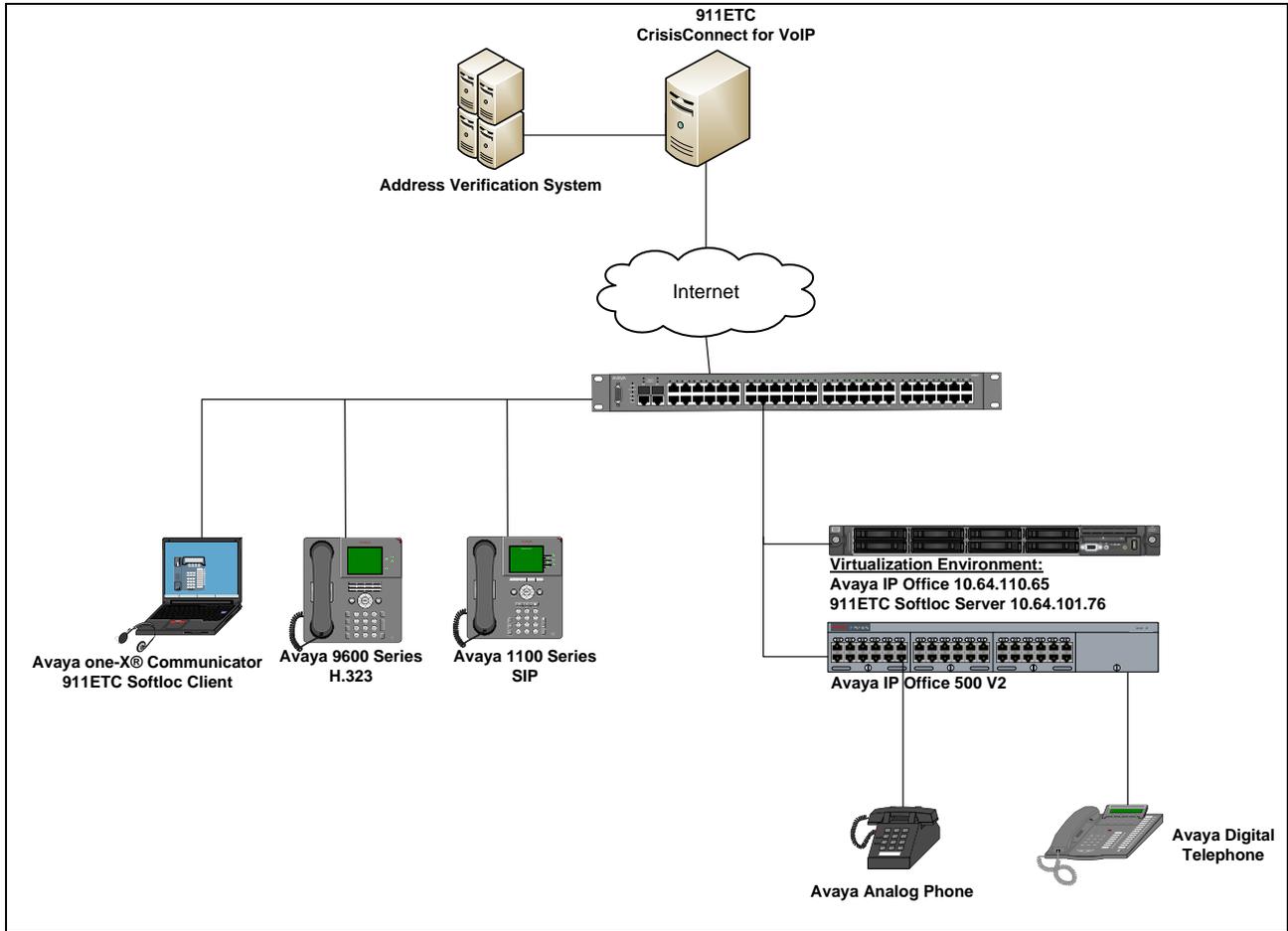
### 2.3. Support

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<sup>®</sup> 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:

<b>Equipment</b>	<b>Release</b>
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**.

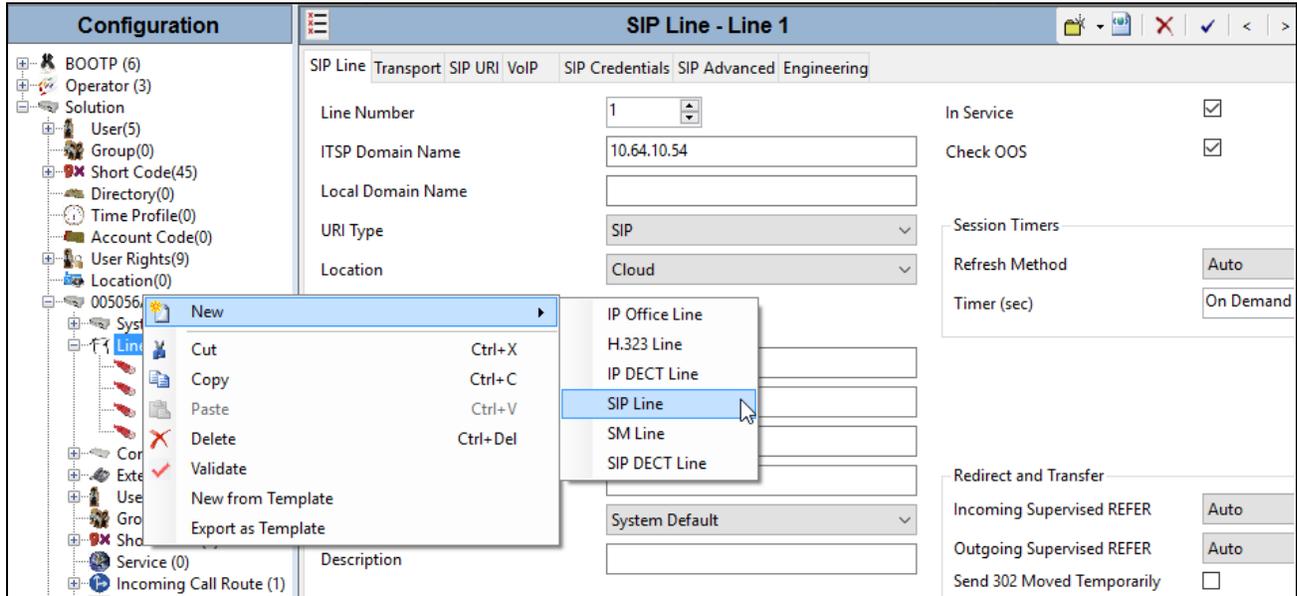
The screenshot shows the Avaya IP Office Manager application window. The title bar reads "Avaya IP Office Manager for Server Edition 005056AB77B6 [10.0.0.1.0 build 53]". The menu bar includes File, Edit, View, Tools, and Help. The main window is divided into three panes:

- Configuration:** A tree view showing the system hierarchy. The "License" folder is selected.
- License:** A pane showing "License Type" and "Status".
- License Remote Server:** A pane showing license details for the selected server. It includes fields for License Mode (License Normal), Licensed Version (10.0), Grace Period Days (10), PLDS Host ID (707822533887), and Grace PLDS Host ID (735609855698). Below this is a table of license features.

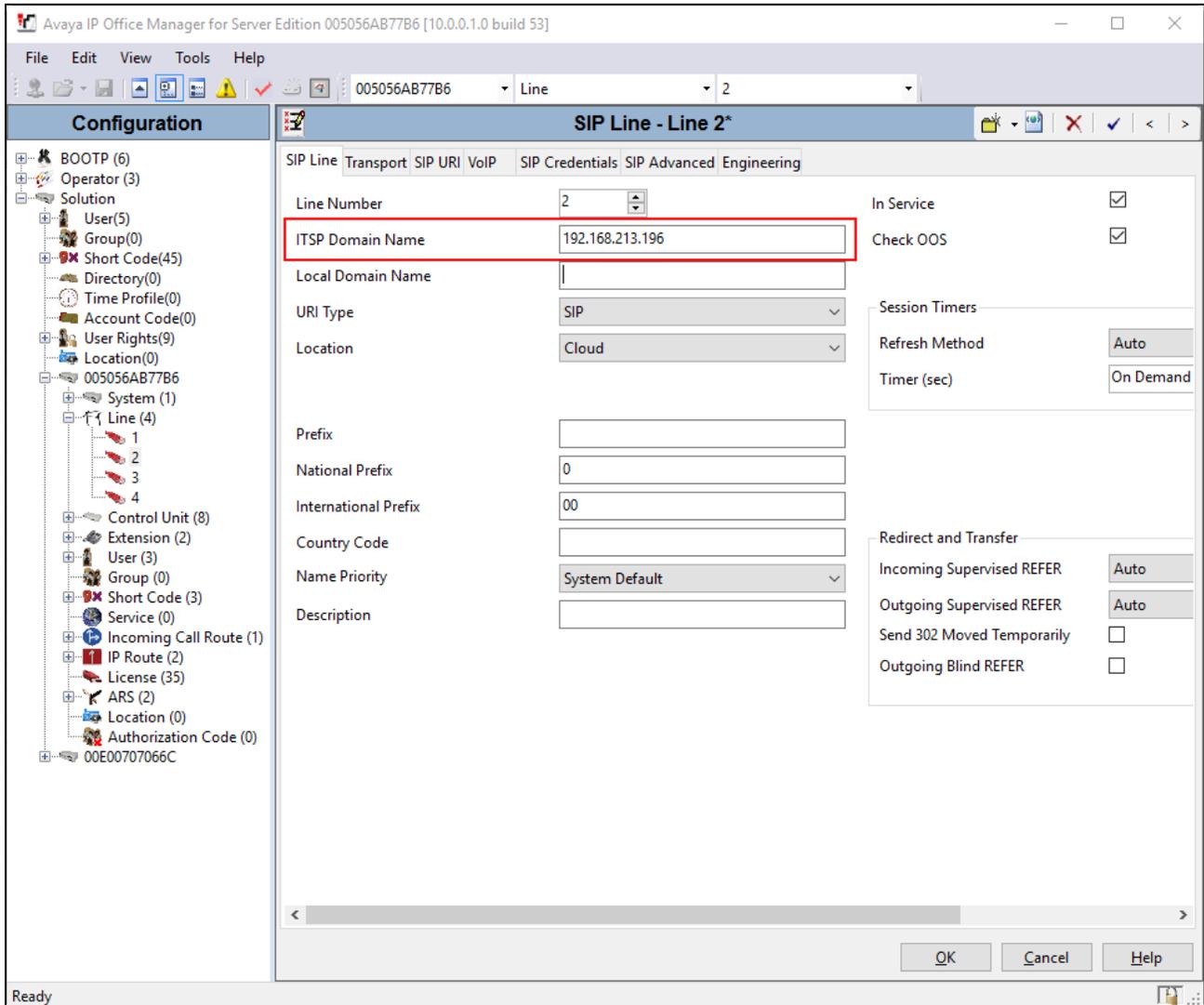
Feature	Instances	Status	Expiration Date	Source
IP500 Universal PRI (Additional cha...	100	Obsolete	Never	PLDS Nodal
IP500 Voice Networking Channels	32	Obsolete	Never	PLDS Nodal
IPSec Tunnelling	1	Obsolete	Never	PLDS Nodal
Mobile Worker	384	Obsolete	Never	PLDS Nodal
Office Worker	384	Valid	Never	PLDS 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>	128	<b>Valid</b>	Never	PLDS Nodal
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

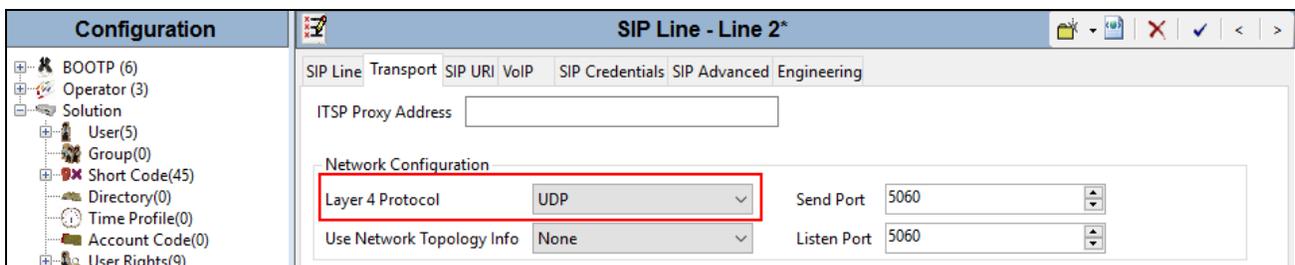
From the configuration tree in the left pane, select **Line**. Right click on **Line** → **New** → **SIP Line**.



In the **ITSP Domain Name**, type in the IP Address of 911 ETC SBC.



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

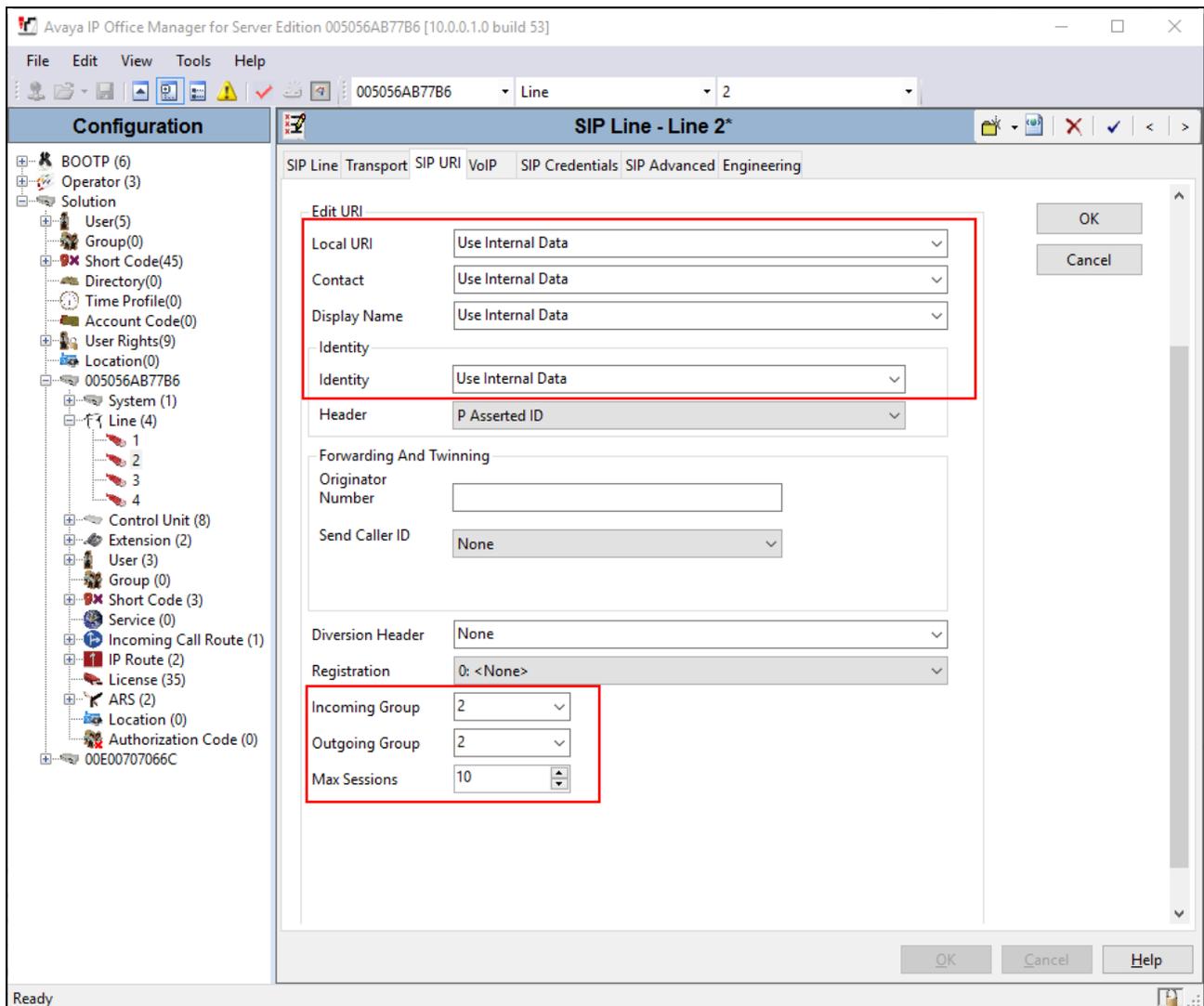


Select **SIP URI** tab and click **Add**.

- 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.

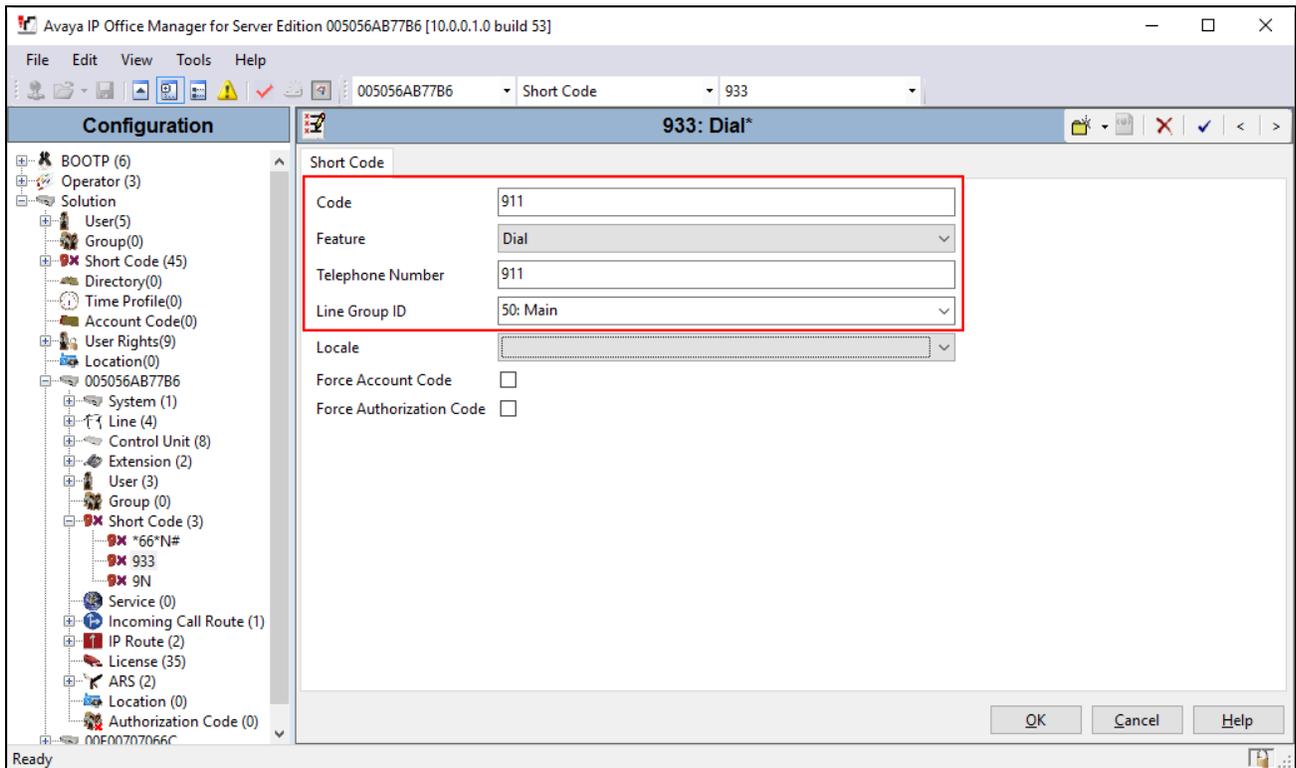


### 5.3. Administer System Short Code For 911

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:

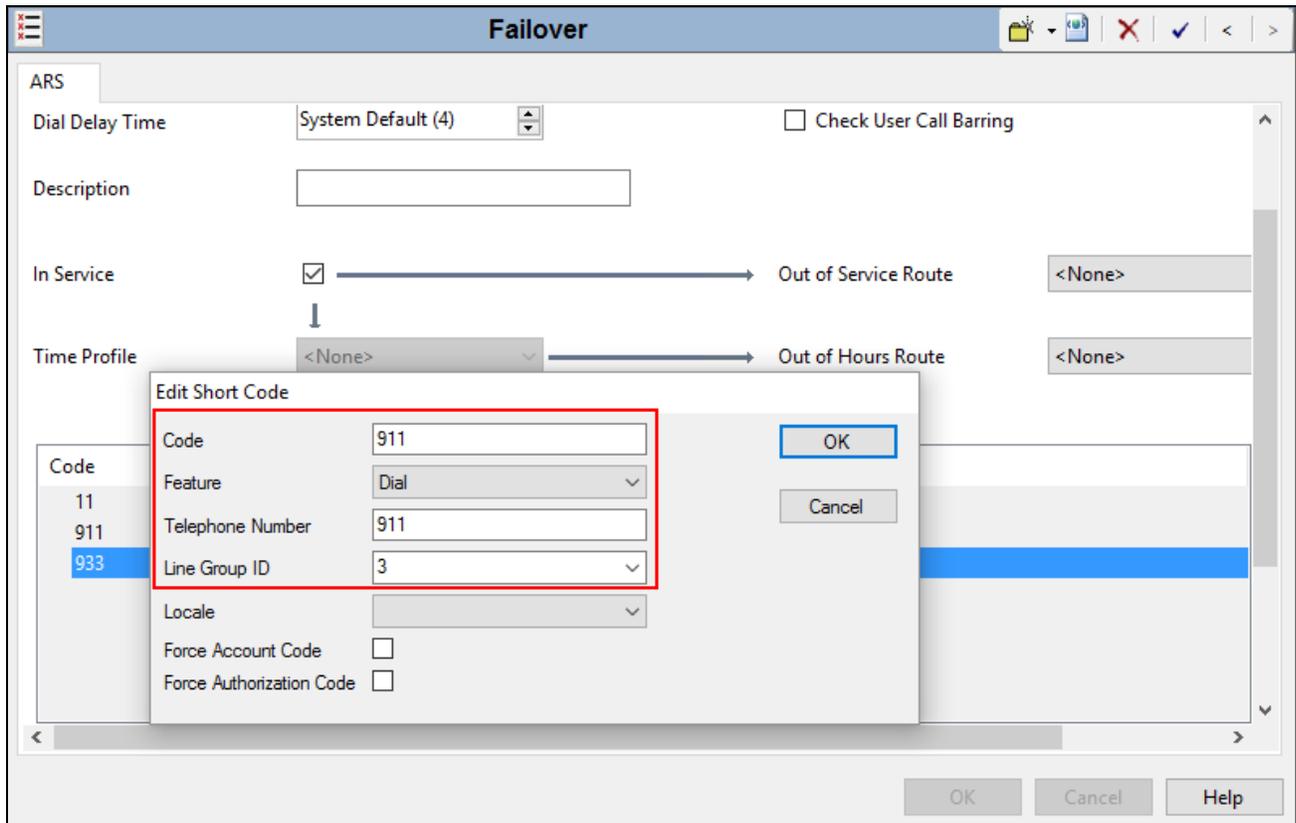
- In the **Code** field, enter the dial string which will trigger this short code. In this case, **911**.
- Set the **Feature** field to **Dial** since the purpose of this short code is to dial a number.
- In the **Telephone Number** field, enter the number the system should dial when the user dials 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**



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 configuration window for the 'Main' ARS. The 'ARS Route ID' is 50 and the 'Route Name' is 'Main'. 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 of alternate routes:

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

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'. The window has 'OK', 'Cancel', and 'Help' buttons at the bottom.

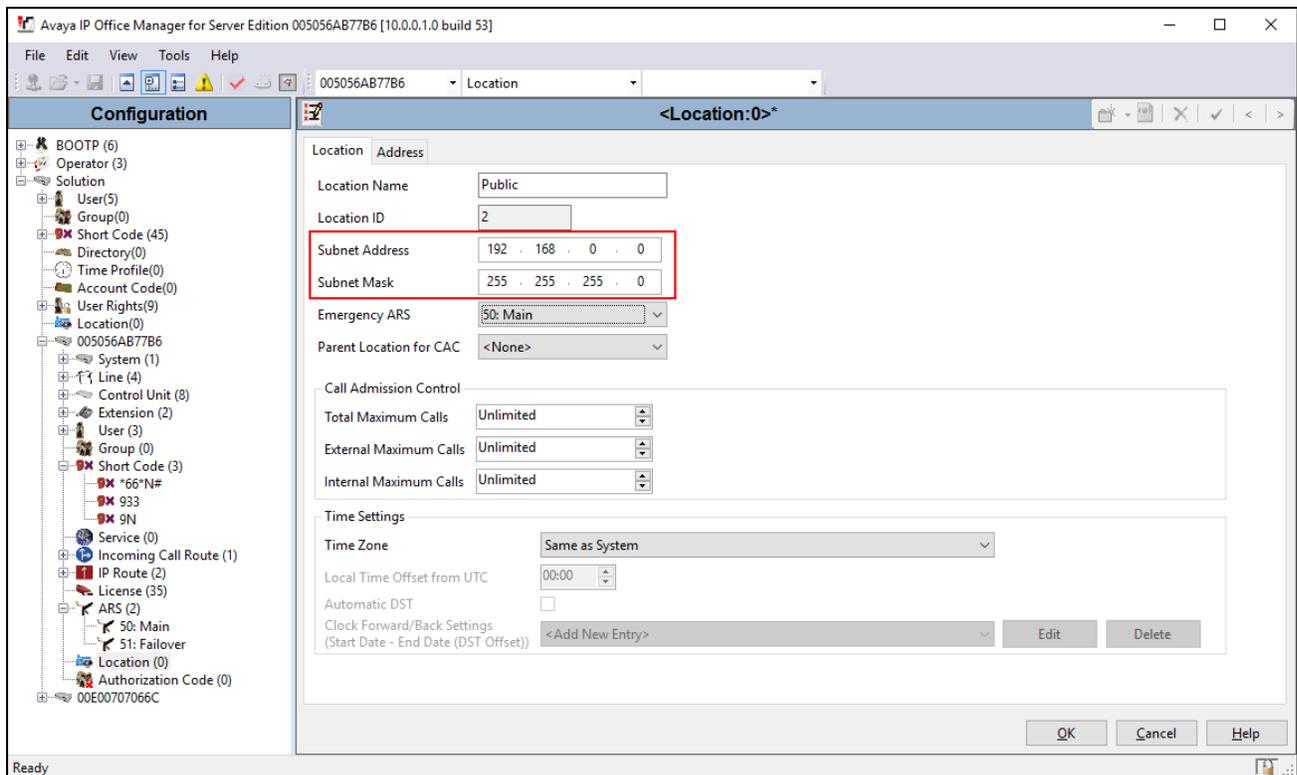
## 5.5. Configure Locations

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.

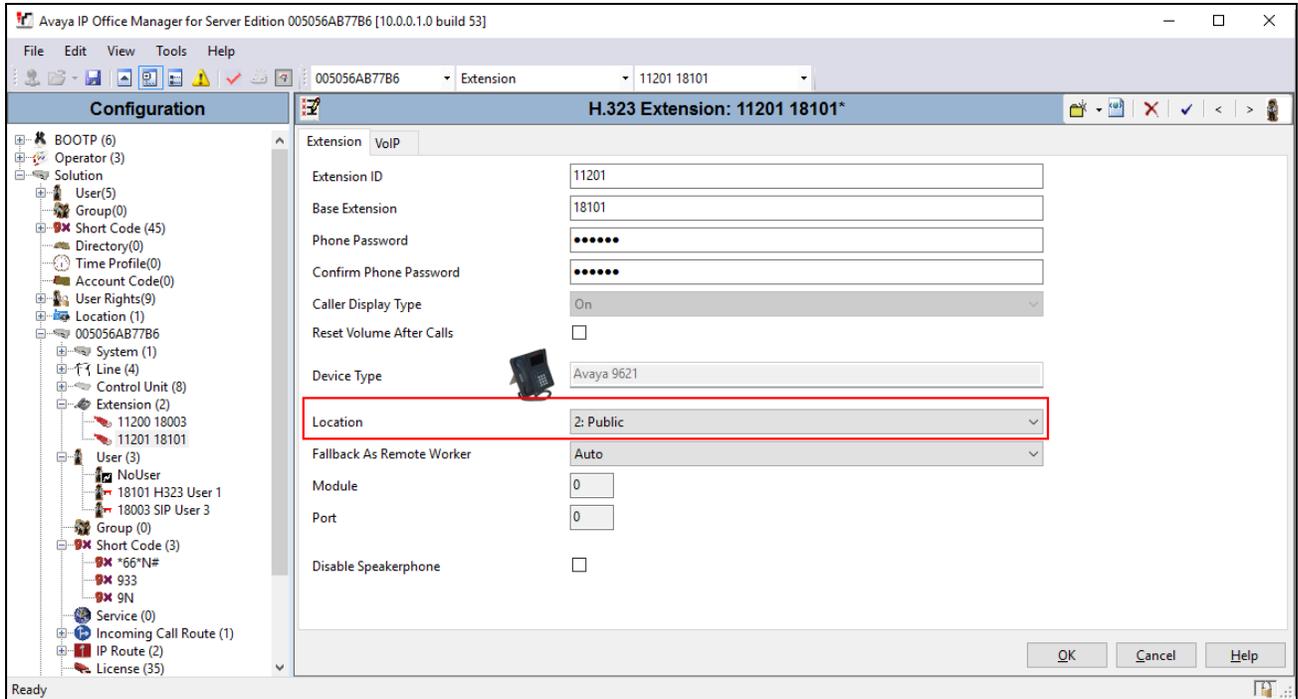
Once locations have been defined, extensions can be allocated to them in the extension configuration. IP phones can be identified by the IP address that they register from. Each location can have only one subnet defined, but phones outside that subnet can be explicitly assigned that location. During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



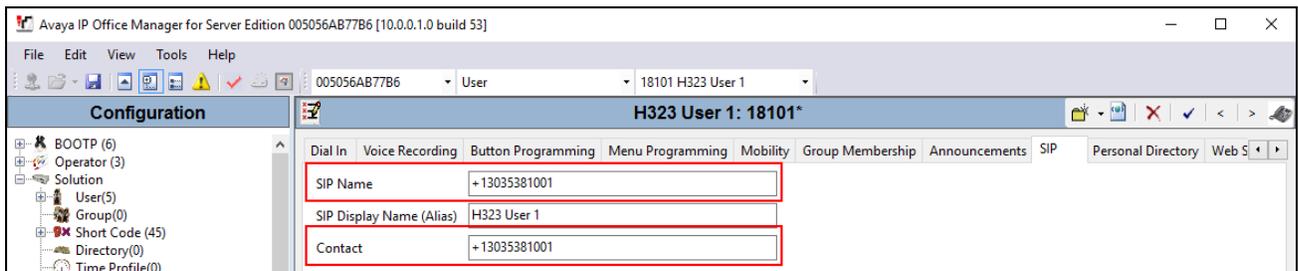
## 5.6. Configure Extensions

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.



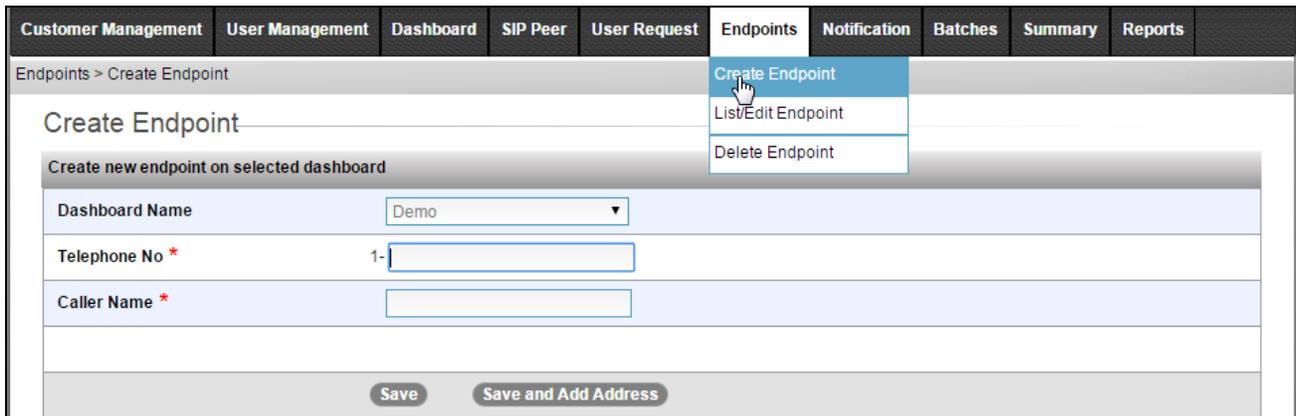
## 5.8. Save Configuration

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**.



Customer Management | User Management | Dashboard | SIP Peer | User Request | Endpoints | Notification | Batches | Summary | Reports

Endpoints > Create Endpoint

Create Endpoint

Create new endpoint on selected dashboard

Dashboard Name: Demo

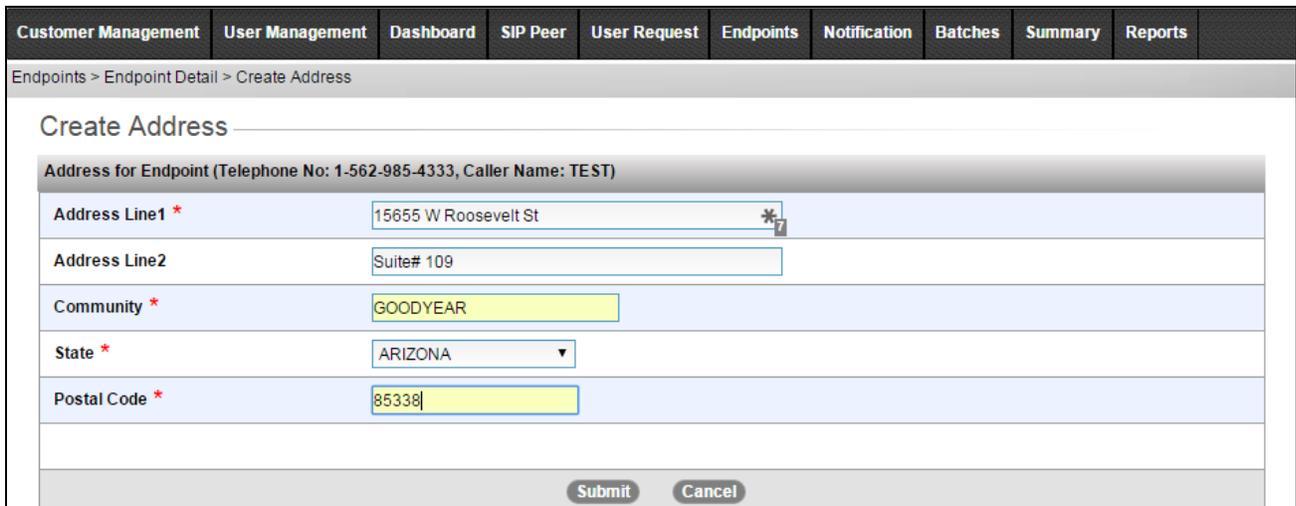
Telephone No \*: 1- [ ]

Caller Name \*: [ ]

Save 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.



Customer Management | User Management | Dashboard | SIP Peer | User Request | Endpoints | Notification | Batches | Summary | Reports

Endpoints > EndpointDetail > Create Address

Create Address

Address for Endpoint (Telephone No: 1-562-985-4333, Caller Name: TEST)

Address Line1 \*: 15655 W Roosevelt St

Address Line2: Suite# 109

Community \*: GOODYEAR

State \*: ARIZONA

Postal Code \*: 85338

Submit 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						Create Recipient			
Edit Recipient						Manage Recipient			
Recipient Details						Configure Endpoints			
First Name *						Delete Recipient			
Last Name									
Email *									
Notification Type									
<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									
Mobile Number									
Carrier									

**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.

Customer Management | User Management | Dashboard | SIP Peer | User Request | Endpoints | Notification | Batches | Summary | Reports

Notification > Configure Recipient

Create Recipient  
Manage Recipient  
Configure Endpoints  
Delete Recipient

Configure Endpoints with Recipient

Search Criteria:

Recipient List: [Dropdown] Search

Endpoints linked to recipient:

No linked endpoints found for the selected recipient. Click **Link** below to begin linking endpoints.

Unlink Link click on Link

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.

Notification > Configure Recipient > Link Endpoints

### Link Endpoints

Recipient Name: [REDACTED]

Search Criteria:

Telephone No: [REDACTED] Caller Name: [REDACTED] Status Type: All [v] [Search] [Clear]

Endpoints List:

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

[Save] [Close]

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

Notification > Configure Recipient

### Configure Endpoints with Recipient

Search Criteria:

Recipient List: [REDACTED] [v] [Search]

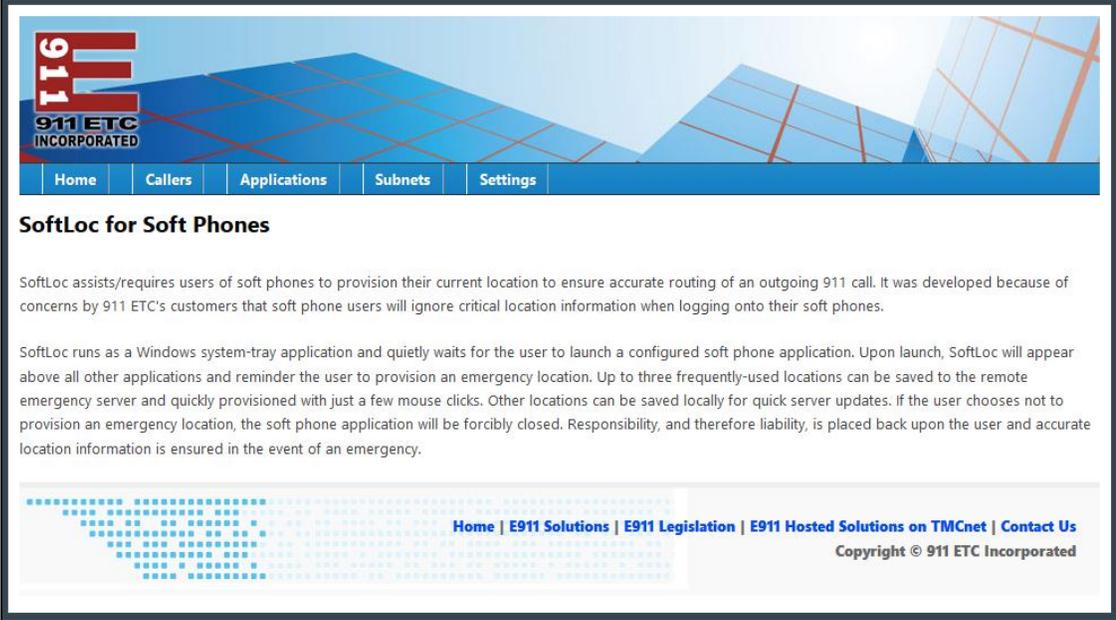
Endpoints linked to recipient:

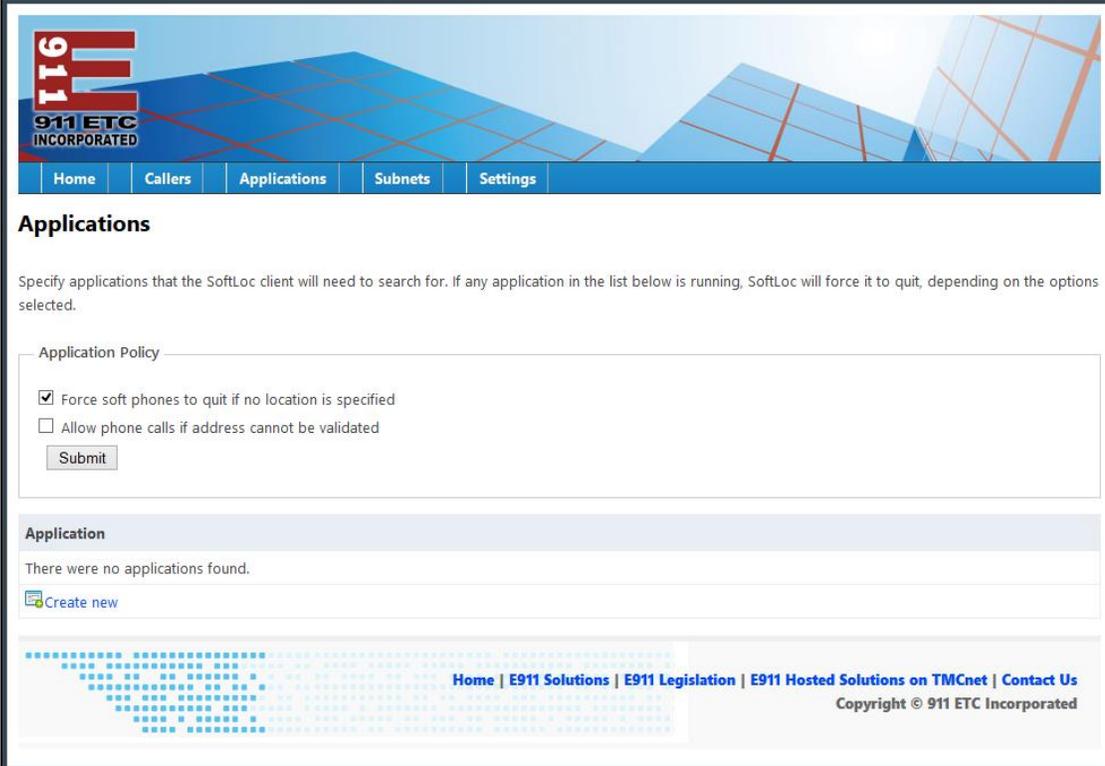
<input checked="" type="checkbox"/> Select All	Telephone Number	Caller Name	Status Type
<input checked="" type="checkbox"/>	[REDACTED]	[REDACTED]	PROVISIONED
<input checked="" type="checkbox"/>	[REDACTED]	[REDACTED]	PROVISIONED

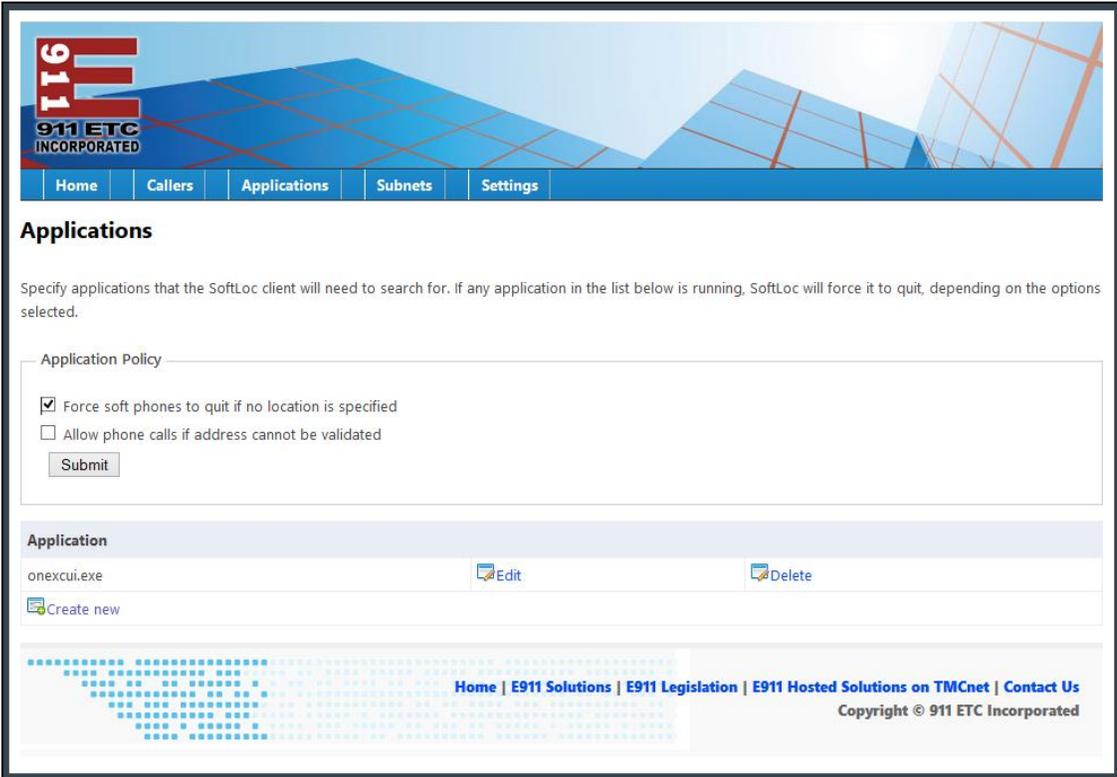
[Unlink] [Link] [Click on Link]

# 7. Configure 911 ETC CrisisConnect® for SoftPhones

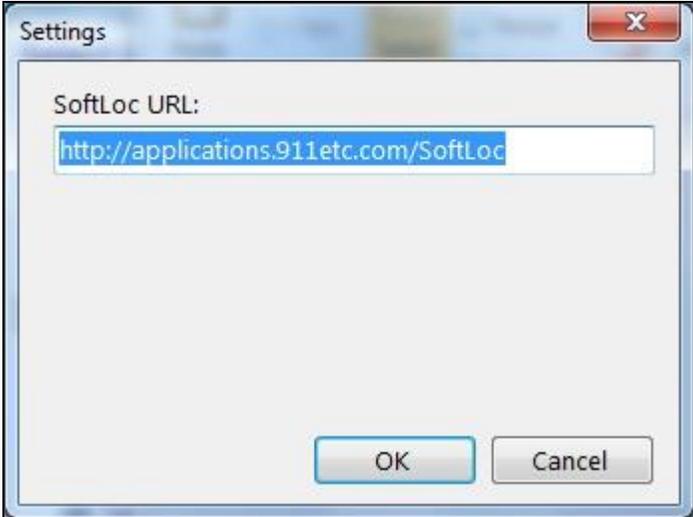
## 7.1. Configure SoftLoc Server

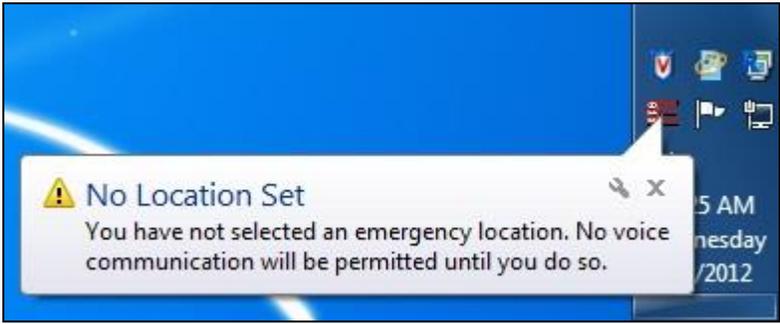
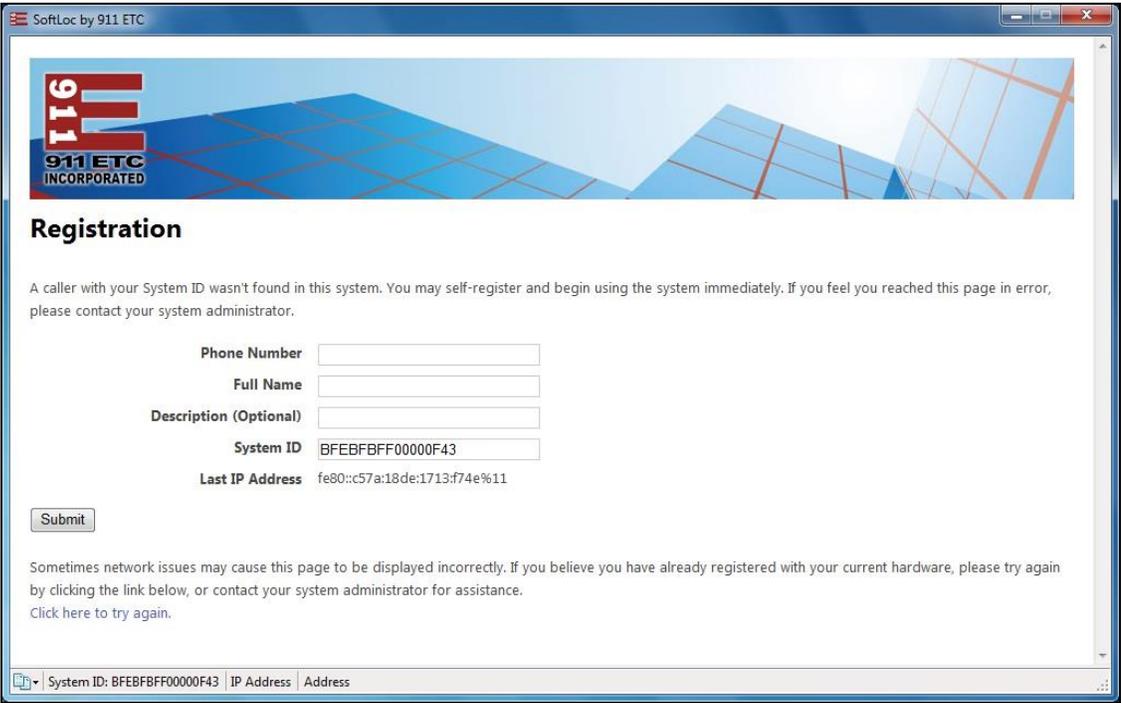
Step	Description
1.	<p>SoftLoc server is configured using browser. Enter the URL of SoftLoc server such as <a href="http://&lt;hostname&gt;/SoftLoc">http://&lt;hostname&gt;/SoftLoc</a> where &lt;hostname&gt; is the IP address or qualified domain name of the SoftLoc server. Log in using appropriate credentials.</p> 

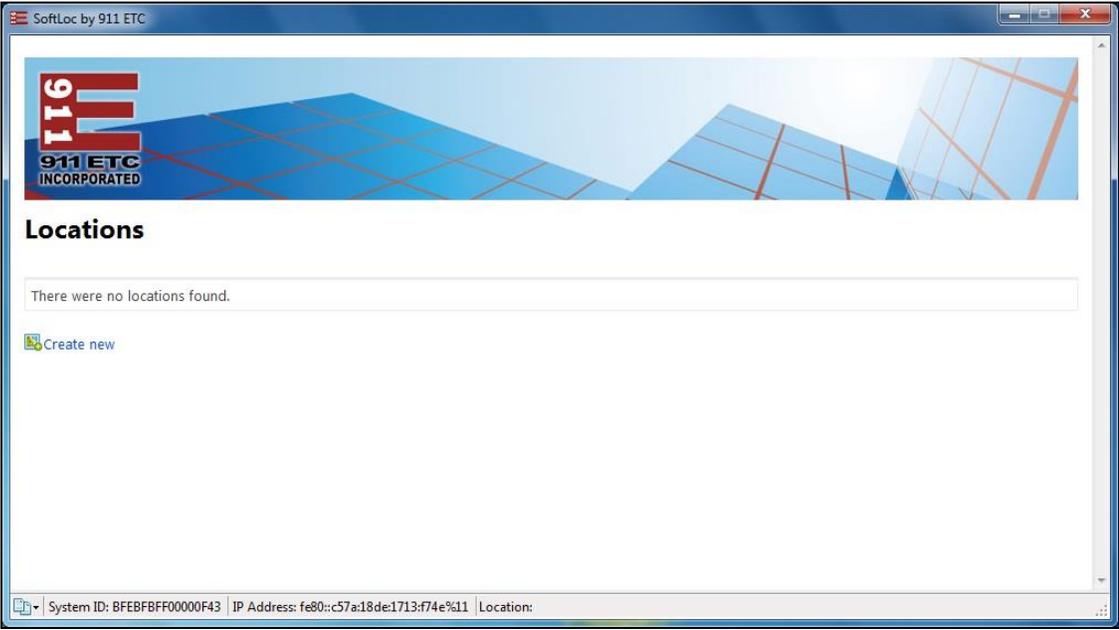
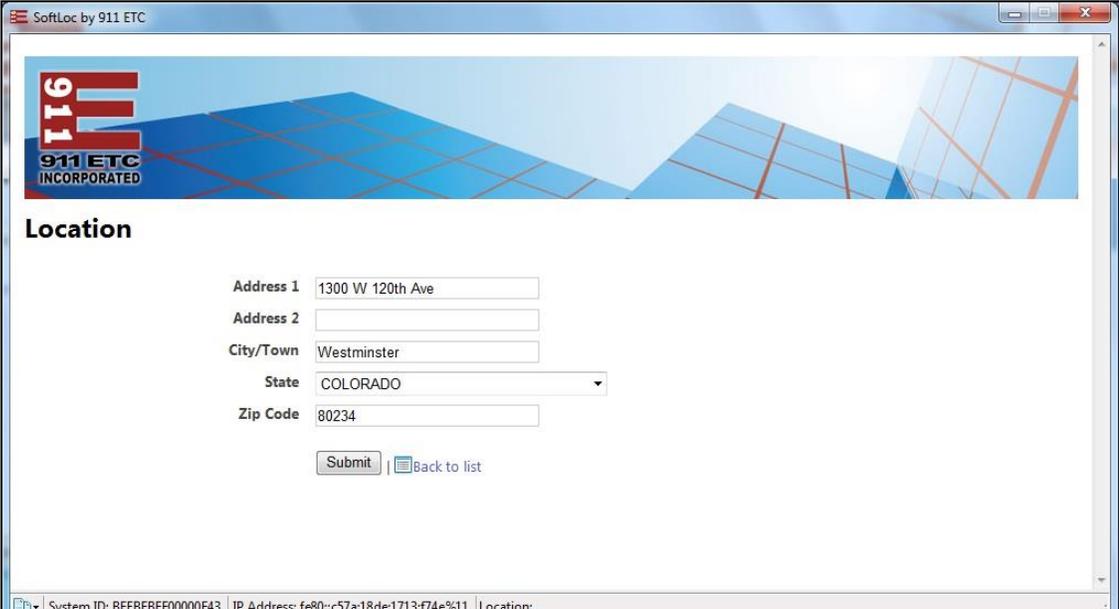
Step	Description
2.	<p>Click on the <b>Applications</b> tab, and ensure that <b>Force soft phone to quit if no location is specified</b> box is checked</p> 
3.	<p>On the <b>Applications</b> page, click on <b>Create new</b></p> <ul style="list-style-type: none"> <li>Type in <b>onexcui.exe</b> and click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

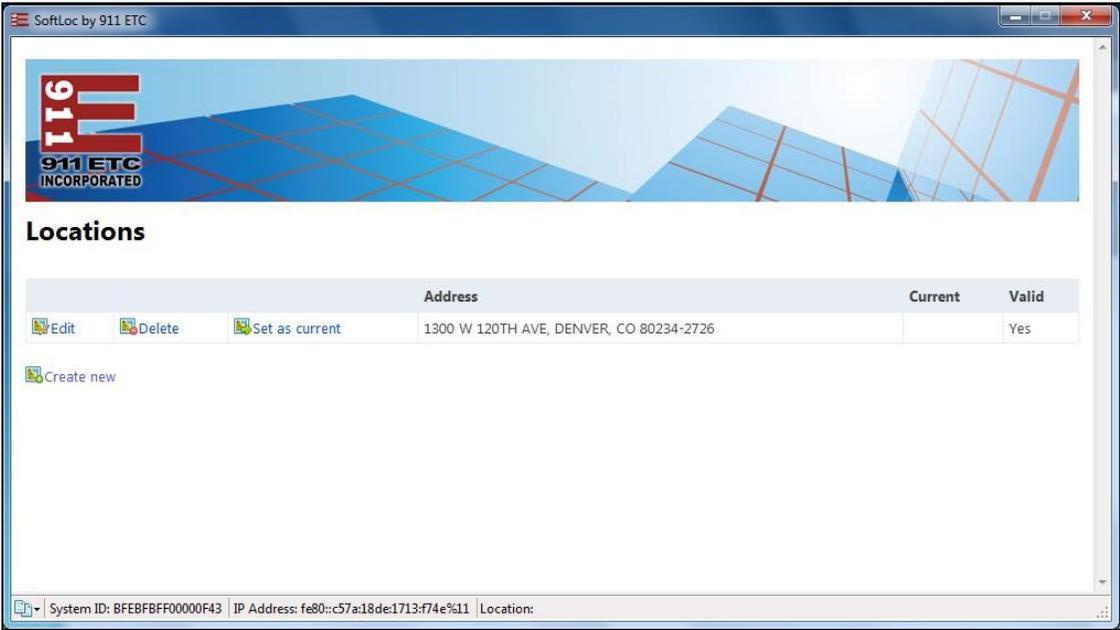
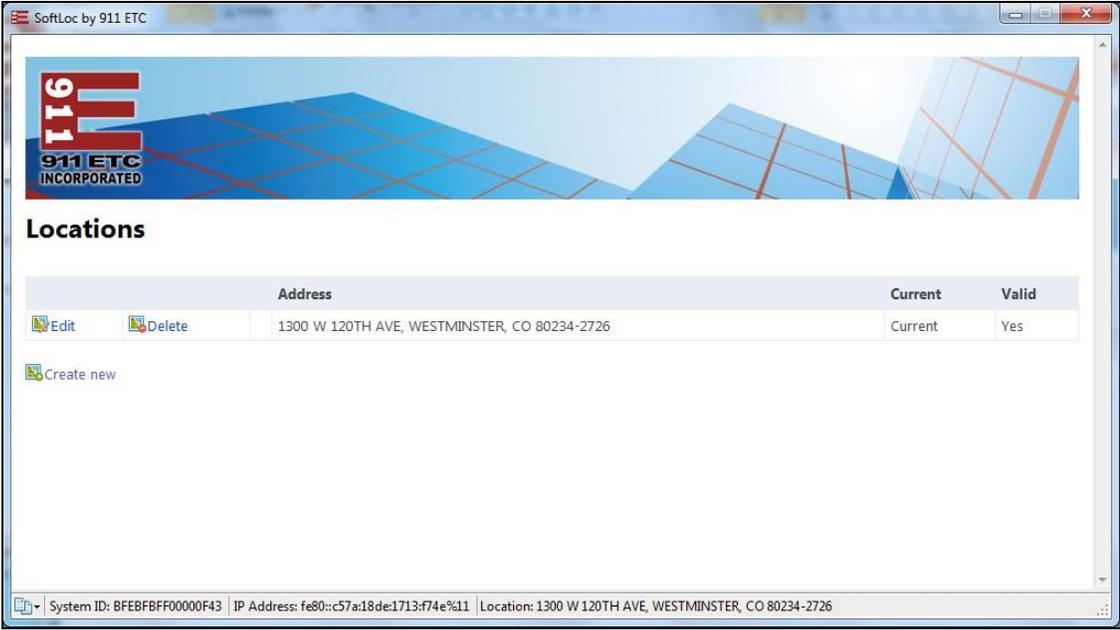
Step	Description
4.	<p>Newly added Application will show on the <b>Application</b> page</p> 

## 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> 

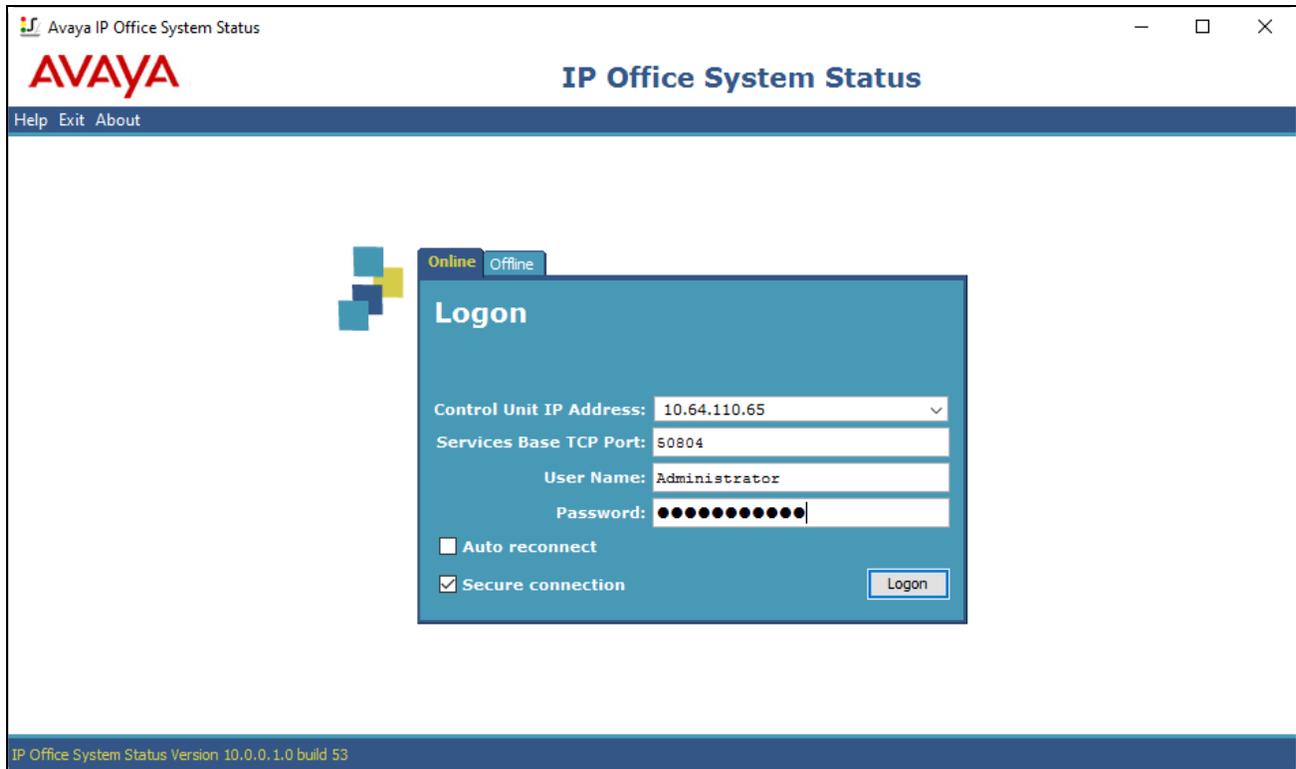
Step	Description
5.	<p>After registration is completed, <b>Locations</b> page is displayed. Click on <b>Create new</b>.</p> 
6.	<p>Fill in users' address information. Click <b>Submit</b> once done.</p> 

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**.



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**

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

Status Utilization Summary Alarms

**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)

0%

Channel Number	URI G... Ref	Call Ref	Current State	Time in State	Remote Media Addr...	Codec	Connection Type	Caller ID or Dialed Di...	Other Party on Call	Direction of Round Trip Call	Round Trip 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,

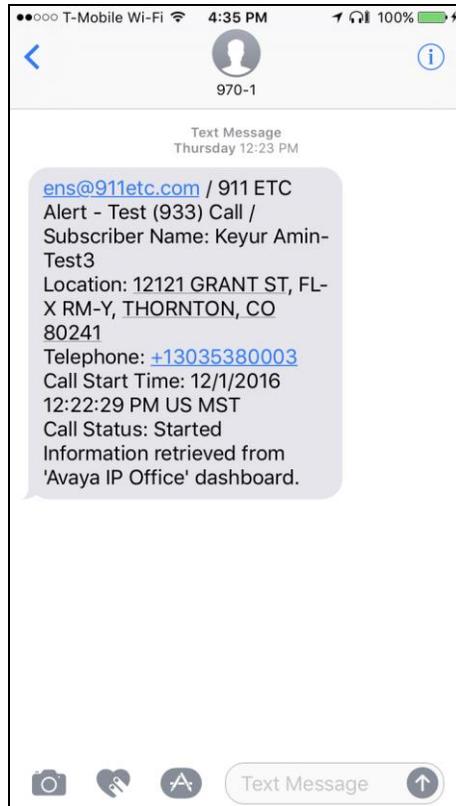
This is to advise you that a 933 test call was initiated from an ANI, Source IP address and/or PSTN access number associated with your account.

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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Please e-mail any questions or comments pertaining to these Application Notes along with the full title name and filename, located in the lower right corner, directly to the Avaya DevConnect Program at [devconnect@avaya.com](mailto:devconnect@avaya.com).