

# e911, location information, and overriding Caller ID for emergency calls

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## Feature first available:

iPECS Cloud version 7.0.

## Description:

The iPECS Cloud has always had the ability to send the user's programmed outbound Caller ID when placing calls to emergency numbers, which, system-wide, include both 911 and 933 (911 address validation service).

However, new in the 7.0 release, it now has the ability for calls placed under context of the user, to send a specified Caller ID for designated Emergency calls whilst sending the user's normally programmed Outbound Caller ID for all other calls placed as that user.

**NOTE:** Please see additional information at the end of the article to define 'how a call is placed under the user's context.

## Programmability:

Once logged into the Customer Manager interface, go to Users -> User Setup, and select the user you wish to program.

Outgoing Caller ID *	Company Outgoing Caller ID	▼	6025559898	▼
<del>PAID number for emergency Call</del>				
PAID number for emergency Call only	Select PAID	▼	-- NONE --	▼

Please note the following fields from the screenshot above.

- Outgoing Caller ID - This field has been around since the start and if neither of the fields below are programmed, this is what will be presented when a designated emergency number is dialed.
- PAID number for emergency Call - Although similarly named to the next field, this field is purposefully struck out here as Technical Support does not recommend programming this for any reason at this time. A request has been made to rename & better define this field in the manual in a future release.
- PAID number for emergency Call only - This field has two modes of programming, both of which will override the Outgoing Caller ID when a designated emergency call is placed.
  - Input PAID - NOT recommended at this time. This is a freeform method to manually input a specific DDI for emergency calls.
  - Select PAID - RECOMMENDED. This method allows you to select from a list of the DDIs assigned to your tenant to use when dialing emergency calls from this extension.
    - **IMPORTANT:** Currently, only those trunks registered to your tenant can be properly assigned a location with the carrier. This is the location that would be transmitted on 911 calls. Hence, why at this time, this is the only supported method to ensure calls placed under a user's context are

ted to the proper physical location.

## Other Related Features:

- Emergency Alert - when programmed on a LIP phone, this button will alert during an active emergency call. This consists of both an audible alert during an active emergency call as well as a log of emergency call events that can be accessed via the button which will allow you to scroll through these events via the display and erase them afterwards.
  1. Ensure that the "Emergency Call Alert" Feature code is programmed on your tenant under CM -> Company -> Feature Codes. For most customers, this is already done and shows up as Feature Code 547.
  2. Program this as a digit key using the feature code.
  3. **NOTE:** The list of emergency calls on phones programmed with this button is SHARED amongst ALL phones with this button. Thus, if one phone deletes the logged calls, then it will be deleted off the other phones as well. That said, there is a permission that needs to be enabled to allow deletion. CM -> User -> User setup, select the desired user, click Modify, go under 'Features' tab and set 'Emergency Call Log Delete' to 'Allow'. **RECOMMENDATION:** Allow only one user to delete these logs when possible.

## Additional Information:

What is a call placed under the user's context?

While at first glance it would seem apparent that "all" calls a user places is under the user's context, there are currently two features that if used for outbound calls will place the call under a separate context which will use the Outbound Caller ID assigned that that context whether the call is a designated Emergency call or not. These features include those listed below.

**IMPORTANT:** When you press a button configured as one of these features and place a call, you are placing a call as that device, not as your user.

- Multiple Lines
- Shared Lines

Further Assistance:

- End customers - Please contact your reseller for additional assistance.
- Resellers - Please contact Technical Support for additional assistance.