**Emergency Gateway (EGW)**

**Simplify and Optimize the Management of 911. Safeguard Your Users.**

Emergency Gateway (EGW) is an on-site appliance that streamlines E911 management. It automates IP phone location updates and notifies on-site security personnel when 911 is dialed from within your enterprise. EGW helps you protect your increasingly mobile end-users while helping you meet E911 regulatory obligations with confidence.

With EGW deployed as a hardware or virtualized appliance, you can:

- **Automatically Track IP Phones**
  Easily track and assign locations to IP hard phones, soft phones and wireless phones as they move on your corporate network (using layer 2, layer 3 or wireless LAN tracking).

- **Support Remote Employees**
  Enable real-time location updates for off-campus users and teleworkers—directly from their IP phones (requires West’s Emergency Routing Services).

- **Manage User and Phone Mobility**
  Provide E911 service availability for employees who move IP phones between locations, share line appearances between multiple devices or log into IP phones on the fly.

- **Alert Your Security Team**
  Instantly trigger 911 call notifications, three-way call monitoring and custom emails to security personnel along with the caller’s location information.

- **Additional Features**
  Improve performance and ease administration using advanced E911 call management and reporting features such as misdial protection and call recording. EGW has been deployed across a variety of complex networks worldwide.

**West’s Safety Services**

- Compliant with major IP-PBX platforms for seamless E911 integration and interoperability
- E911 connectivity to over 6,000 Public Safety Answering Points (PSAPs) across North America
- Reliable support for complex environments such as multiple UC vendors deployed on-premises, hosted, or hybrid environments

**1K** Trusted by over 1,000 organizations to safeguard their organization

**36M** Over 36M VoIP records under management

**24/7/365** Call routing service delivered over a geo-redundant network with no single point of failure
HOW IT WORKS

When your users dial 911, Emergency Gateway (EGW) captures the location of the caller and delivers it to either West’s Safety Services Emergency Routing Service (ERS) or to your local exchange carrier.

1. A 911 call is placed by a user within the enterprise’s private network. The user may be located at corporate headquarters, at a remote branch, on the road or telecommuting from home.

2. The IP-PBX sends the call to the on-site EGW.

3a. For organizations routing calls via West’s Emergency Routing Service (ERS), EGW captures the caller’s location information and forwards the call and location information to ERS using SIP.

3b. For organizations routing calls using local trunking, EGW returns the call to the IP-PBX with instructions to deliver the call to the local exchange carrier.

4. The 911 call and its location information are routed to the appropriate Public Safety Answering Point (PSAP).
## Software

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<th>Operating System</th>
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<td>Supported IP-PBX Systems</td>
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### Telephony

- Signaling Protocols: SIP/UDP SIP/TCP H.323/TCP
- Payload: RTP/UDP, GT11
- Capacity: 50 concurrent calls

### Layer 2 Tracking

- Protocols: SNMP v1, SNMP v2c, SNMP v3
- Capacity: Up to 5000 switches
- Supported Switches: Cisco Catalyst, HP ProCurve, Dell PowerEdge and PowerConnect, Juniper EX, Extreme Networks Summit, BlackDiamond, and Alpine, Brocade FastIron, Phylbridge Uniphyr and PuLRE
- All other switches that support Bridge MIB (RFC 1493), O-Bridge MIB and IF-MIB
- Real-time scanning progress report available on EGW Dashboard
- Automatic endpoint inventory
- Supports third-party scanning tools with batch file interface

### Layer 3 Tracking

- Supported Protocols: IPv4

### Wireless LAN Tracking

- Supported Protocols: SNMP v2c, SNMP v3
- Supported Infrastructure: Cisco, Anubis

### Capacity

- Maximum ERLS: 500,000
- See vendor specifications for maximum endpoints
- Maximum number of IP-PBX servers: 64

### Alerting Capabilities

- Crisis Alert Email – includes time, location, and callback number of caller
- Security Desk Direct Call Delivery
- Three-way call monitoring with PSAP (includes mute/unmute capabilities)
- Pop-up screen (requires Desk Alert software)
- Wireless caller location on map

### Redundancy

- Deployed in redundant pairs
- Active/Active Mode
- Load Balancing Mode

### Reporting

- Call Detail Records – includes location data information, exportable as CSV or flat text file
- Call Recording (wav file format)
- Emergency Response Location Reports
- Endpoint Status Reports
- Test Call status
- Integration with third-party private ALI systems
- NENA 2 report generation with ELIN filtering options

### Provisioning

- Real-time Address Validation Tool (requires ERS)
- ERL batch file provisioning (FTP)
- ERL/Endpoint/Layer 2 and 3/Wireless using real time web services (SOAP/XML) and Dashboard
- Analog/Digital phone batch provisioning (FTP)
- Remote Location Manager (RLM) module for off-campus users (requires ERS)

### Remote Location Manager (RLM)

- Used for remote workers
- Updates the EGW database in real-time
- Requires West’s ERS for PSAP connectivity
- See vendor specifications below for supported endpoints

### Operation and Maintenance

- Email alerts and alarms
- Syslog support
- Active monitoring
- SNMP v2c/v3 traps
- Test mode (standalone and ERS end-to-end)
- Encrypted web-based interface
- Pre-configured user access levels
- Support for secure LDAP for Microsoft Active Directory

### Additional Features

- MoD (Mode of Operation)
- Support for multiple dial plans
- Transparent NAT traversal
- Configurable digit manipulation for incoming DIDs
- Extension-Bind callback for non-DID extensions
- International dialing plan

## Support for Cisco

### Supported Cisco versions

- Cisco Unified Communications Manager 9.x, 10.x, 11.x, 12.x
- All Unified IP phones (except 3911)
- All Unified Wireless IP phones
- All Unified IP Conference Stations
- IP Communicator
- UC Integration™ for Microsoft Office Communicator
- UC Integration™ for Microsoft Lync
- Jabber 10.x, 11.x, 12.x for Windows
- Jabber 10.x, 11.x, 12.x for MAC OSX

### Layer 2 Tracking

- Supported Cisco Phones: All Unified IP phones (except 3911)
- All Unified Wireless IP phones
- All Unified IP Conference Stations
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- UC Integration™ for Microsoft Office Communicator
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- Jabber 10.x, 11.x, 12.x for MAC OSX

### Wireless LAN Tracking

- Compatible with Cisco Wireless Solutions
- Supported Cisco Phones: Wireless IP Phone 7900 series
- IP Communicator
- UC Integration™ for Microsoft Office Communicator
- UC Integration™ for Microsoft Lync
- Jabber 10.x, 11.x, 12.x for Windows
- Jabber 10.x, 11.x, 12.x for MAC OSX

### Maximum Endpoints

- 120,000

### Remote Location Manager (RLM) (requires ERS)

- Supported Cisco Endpoints: Unified IP phones 7940 and above
- IP Communicator
- UC Integration™ for Microsoft Office Communicator
- UC Integration™ for Microsoft Lync
- Jabber 10.x, 11.x, 12.x for Windows
- Jabber 10.x, 11.x, 12.x for MAC OSX

### Support for Mitel

### Supported Mitel versions

- MiVoice Connect ONSITE
- Clearspan R14

### Layer 2 Tracking

- Supported MiVoice Connect Phones: All IP hard phones
- Connect Softphone Client (Windows)
- Supported Clearspan R14 Phones: All Aastra IP Phones

### Layer 3 Tracking

- Supported MiVoice Connect Phones: All IP hard phones
- Connect Softphone Client (Windows)

### Wireless LAN Tracking

- Supported MiVoice Connect Phones: All IP hard phones
- Connect Softphone Client (Windows)

### Remote Location Manager (requires ERS)

- Supported MiVoice Connect Phones: Connect Softphone Client (Windows)

### Maximum Endpoints

- 120,000

### Additional Information

- ShoreTel Edge Gateway is not supported
### Support for Avaya

**Supported Avaya versions**
- Avaya Communication Manager 4.x, 5.x, 6.x, 7.x, 8.x
- Avaya Aura Session Manager 5.x, 6.x, 7.x, 8.x

**Layer 2 Tracking**
Supported Avaya Phones:
- H.323:
  - 1608, 1616 firmware r1.0 and above
  - 4610SW, 4620 firmware r1.8 and above
  - 4620SW, 4621SW, 4622SW firmware r2.2, 2.5 and above
  - 4608, 4611G, 4621G, 4641G firmware r6.0 and above
  - 9610 firmware r1.2 and above
  - 9620, 9630, 9639G, 9640, 9640G, 9650 firmware r1.0 and above
  - 9620L, 9620C, 9650C, 9650L firmware 3.0 and above
  - 9970G firmware 2.0 and above
- SIP:
  - 9620, 9630, 9630G, 9640, 9640G firmware r2.2, 2.5 and above
  - 9608, 9611G, 9621G, 9641G firmware r6.0 and above
  - 9610 firmware r1.2 and above
  - 9620, 9630, 9639G, 9640, 9640G, 9650 firmware r1.0 and above
  - 9620L, 9620C, 9650C, 9650L firmware 3.0 and above
  - 9970G firmware 2.0 and above
- IP Softphone R5.x and above (Windows)
- One-X Communicator R5.21 and above (Windows)
- One-X Agent R2.0 and above (Windows)
- Equinox 3.x for Windows

**Layer 3 Tracking**
Supported Avaya Phones:
- H.323:
  - 1608, 1616 firmware r1.0 and above
  - 4610SW, 4620 firmware r1.8 and above
  - 4620SW, 4621SW, 4622SW firmware r2.2, 2.5 and above
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- One-X Communicator R5.21 and above (Windows)
- One-X Agent R2.0 and above (Windows)
- Equinox 3.x for Windows

**Wireless LAN Tracking**
- Supported Skype for Business Phones:
  - Windows client
  - MAC client
- Supported Lync Server Phones:
  - Lync 2010 client and attendant
  - Lync 2013 client
- Lync Phone Edition
- Qualified or Optimized for Microsoft Lync devices:
  - Aastra 6721ip, 6725ip
  - Polycom CX500, CX600, CX700
  - Polycom VVX500
  - Snom 300 UC edition, 821 UC edition, 370 UC edition
  - HP 4110 IP Phone Optimized for Microsoft Lync, 4120 IP Phone Optimized for Microsoft Lync

**Maximum Endpoints**
- 60,000
- 120,000 with load balancer

### Support for Microsoft

**Supported Microsoft versions**
- Lync Server 2010
- Lync Server 2013
- Skype for Business on-premises

**Layer 2 Tracking**
Supported Skype for Business Phones:
- Windows client
- MAC client
- Lync 2010 client and attendant
- Lync 2013 client
- Lync Phone Edition
- Qualified or Optimized for Microsoft Lync devices:
  - Aastra 6721ip, 6725ip
  - Polycom CX500, CX600, CX700
  - Polycom VVX500
  - Snom 300 UC edition, 821 UC edition, 370 UC edition
  - HP 4110 IP Phone Optimized for Microsoft Lync, 4120 IP Phone Optimized for Microsoft Lync

**Layer 3 Tracking**
Supported Skype for Business Phones:
- Windows client
- MAC client
- Lync 2010 client and attendant
- Lync 2013 client
- Lync Phone Edition
- Qualified or Optimized for Microsoft Lync devices:
  - Polycom SpectraLink 8440, 8450, 8452

**Maximum Endpoints**
- 60,000
- 120,000 with load balancer

### Support for Genesys

**Supported Genesys versions**
- SIP Server 8.x

**Layer 3 Tracking**
Supported Phones:
- Third-party IP phones
- CounterPath soft phones

**Maximum Endpoints**
- 120,000
**Other**

**Product Number**
- HW91-EGWPC - EGW hardware plus 2,500 user license
- SW91-EGWALF - 2,500 additional user license
- HW91-EGWRAC - Optional Management Network Adapter
- SW91-EGWEVA - Virtual EGW appliance (enterprise) plus 2,500 user license
- SW91-EGWEVL - 2,500 additional user license for Virtual EGW appliance (enterprise)
- HW91-EGWVAP - Virtual EGW appliance (SMB) plus 500 user license
- SW91-EGWVAL - 250 additional user license for Virtual EGW appliance (SMB)

**Package Contents**
- (Hardware Appliance)
  - Two (2) EGW appliances
  - Two (2) rack mount hardware kits
  - Two (2) West Safety Services red front bezels
  - Two (2) power cords

**Licensing**
- Perpetual License
- Base user license plus additional user licenses to an unlimited number of users
- Custom licensing model for service providers

**Maintenance/Support**
- Includes one (1) year maintenance and support

**Documentation**
- EGW System Guide (Planning and Configuration)
- EGW Appliance Standard Operating Procedures
- EGW Networking Interface Description
- West Safety Services Product Support Policies
- West Safety Services Software Support Policies
- EGW Troubleshooting Guide

**Hardware**

**Appliance**
- Dual hard drives in RAID 1 configuration
- 4x Gigabit Ethernet network interface ports (RJ-45 connectors)
- (Optional) Remote Management card (RJ-45 Ethernet connector)
- Dual 110-200V AC 550W hot-plug power supplies

**Chassis**
- 1U Rack-mountable chassis
- 29.59" (749.9mm) × 17.09" (434.0mm) W × 1.69" (42.8mm) H without bezel attached
- Rack Weight 35.8lbs (16.3kg)

**Regulatory**
- FCC Class A
- ICES Class A
- CE Class A

**Redundancy**
- Deployed as an active-active pair
- Can be deployed at separate data centers

**VMware**

**VMware version**
- ESXi 4.x or later

**Supported Options**
- vMotion: Yes
- Site Recovery Manager: Yes*
- High Availability: Yes
- Snapshot: Yes*
- Consolidated Backup and Data Recovery Manager: No
- Fault Tolerance: Yes

* In case of recovery, database synchronization may be required

**Hardware Requirements**
- Processor: 2.00 GHz or faster
- Memory: 2 GB RAM
- Disk Space: 110 GB
- Network Connection: Two network interfaces 100/1000 Mbps
- Supported Format: OVF
- Supported Hardware: Intel Xeon 64 bit architecture CPU

**Application Sizing - up to 5,000 endpoints**
- Capacity:
  - Maximum three simultaneous calls
  - 50 simultaneous soft phone registrations in any given second
  - 5 Desk Alert Clients
  - CPU: 2 x 2.33 GHz (min) processing cores
  - RAM: 2 GB
  - HD: 110 GB (min)
  - Disk I/O: 3495.5 KB/s Peak
  - Network I/O: 191 KB/s

**Application Sizing - 5,001 to 10,000 endpoints**
- Capacity:
  - Maximum five simultaneous calls
  - 100 simultaneous soft phone registrations in any given second
  - 10 Desk Alert Clients
  - 4 x 2.33 GHz (min) processing cores
  - RAM: 4 GB
  - HD: 110 GB (min)
  - Disk I/O: 3811.8 KB/s Peak
  - Network I/O: 199 KB/s

**Application Sizing - 10,001 to 30,000 endpoints**
- Capacity:
  - Maximum ten simultaneous calls
  - 300 simultaneous soft phone registrations in any given second
  - 20 Desk Alert Clients
  - 8 x 2.33 GHz (min) processing cores
  - RAM: 8 GB
  - HD: 110 GB (min)
  - Disk I/O: 71416.6 KB/s Peak
  - Network I/O: 257 KB/s

**Application Sizing - > 30,000 endpoints**
- Capacity sizing for 30,000 endpoints and above depend on feature set used and IP-PBX platforms.
- Specifications shall be provided by Professional Services as part of system design.
WHY CHOOSE WEST

West Safety Services is in the business of 911, but it's also personal. After all, we're potential consumers of the most essential service anyone requires. We help carriers, alarm companies and organizations of all sizes connect millions of subscribers, employees, students and end users to the nearest emergency assistance, and we arm thousands of public safety agencies and first responders with critical data points to locate those individuals and coordinate the best response. As innovations emerge to make our lives more connected and convenient, we focus on the ones that make us all safer.

READY TO LEARN MORE?

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