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 Intrado’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 misdialed protection and call recording.

Compliant with all 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

1,000+
Trusted to safeguard over 1,000 organizations

60M
Over 60M VoIP records under management

www.intrado.com/Life-Safety
**How It Works**

When your users dial 911, Emergency Gateway (EGW) captures the location of the caller and delivers it to either Intrado Life & Safety’s 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 Intrado’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).
# Specifications and Features

## Software

<table>
<thead>
<tr>
<th>Operating System</th>
<th>• Security-Hardened Enterprise Linux</th>
</tr>
</thead>
</table>
| Supported IP-PBX Systems | • Cisco Unified Communications Manager  
|                        | • Avaya Communications Manager  
|                        | • Avaya Aura Session Manager  
|                        | • MicrosoftSkype for Business Server, Teams Direct Routing  
|                        | • Mitel MiVoice Connect OnSIP, Clearspan  
|                        | • Voicete Platform  
|                        | • Generic SIP-PBX systems |
| Telephony | • Signaling Protocols: SIP/UDP, SIP/TCP, H.323/TCP  
|          | • Payload: RTP/UDP/G.711  
|          | • Capacity: 20 concurrent calls |
| Layer 2 Tracking | • Protocols: SNMP v1, SNMP v2c, SNMP v3  
|                 | • Capacity: 5,000 switches  
|                 | • Supported Switches:  
|                 |  > Cisco Catalyst  
|                 |  > HP Procurve  
|                 |  > Dell PowerConnect  
|                 |  > Juniper EX  
|                 |  > Extreme Networks Summit, BlackDiamond, and Alpine  
|                 |  > Phryngbridge Unipath and PoliRE  
|                 |  > All other switches that support Bridge MIB (RFC 1493), Q-Bridge MIB and IF-MIB  
|                 | • Real-time monitoring progress report available on EGW Dashboard  
|                 | • Automatic endpoint inventory  
|                 | • Supports third-party scanning tools with batch flecon API |
| Layer 3 Tracking | • Supported Protocols: IPv4 |
| Wireless LAN Tracking | • Protocols: SNMP v2c, SNMP v3  
|                     | • Supported Infrastructure:  
|                     |  > Cisco  
|                     |  > Aruba |
| 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 DeskAlert software) |
| 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  
|           | • NENA 2 report generation with ELIN filtering options |
| Provisioning | • Real-Time Address Validation Tool (requires ERS)  
|              | • ERL/Endpoint/Layer 2 and 3/Wireless usingBatch, APIand Dashboard  
|              | • Analog/Digital phones  
|              | • Remote Location Manager (RLM) module for off-site users (requires ERS) |
| Off-site User Tracking | • Updates the off-site user location in real-time  
|                      | • Requires Remote Location Manager  
|                      | • Requires Emergency Routing Service (ERS)  
|                      | • 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)  
|                          | • Web-based management interface  
|                          | • Pre-configured user access levels  
|                          | • Support for LDAP for Microsoft Active Directory |
| Additional Features | • Misdialed protection  
|                    | • Integration with PS-ALI systems  
|                    | • Support for multiple dial plans  
|                    | • Transparent NAT traversal  
|                    | • Configurable digit manipulation for incoming DIDs  
|                    | • Callback support for users without a DID |

## Support for Cisco

| Supported Cisco versions | • Cisco Unified Communications Manager 11x, 12x  
|                          | • Cisco Expressway for Mobile Remote Access X8 or newer |
| Layer 2 Tracking | • Supported Cisco Phones:  
|                  |  > All Unified IP phones (except 3911)  
|                  |  > All Unified IP Conference Stations  
|                  |  > IP Communicator  
|                  |  > Jabber 11x, 12x (for Windows and macOS)  
|                  |  > Webex Teams |
| Layer 3 Tracking | • Supported Cisco Phones:  
|                  |  > All Unified IP phones (except 3911)  
|                  |  > All Unified Wireless IP Phones  
|                  |  > All Unified IP Conference Stations  
|                  |  > IP Communicator  
|                  |  > Jabber 11x, 12x (Windows and macOS)  
|                  |  > Webex Teams |
| Wireless LAN Tracking | • Supported Cisco Phones:  
|                      |  > Wireless IP Phone 792x series  
|                      |  > IP Communicator  
|                      |  > Jabber 11x, 12x (Windows and macOS)  
|                      |  > Webex Teams |
| Off-site User Tracking | • Supported Cisco Phones:  
|                      |  > Unified IP phones 7940 and above  
|                      |  > IP Communicator  
|                      |  > Jabber 11x, 12x (Windows and macOS)  
|                      |  > Webex Teams |
| Maximum Endpoints | • 120,000 |
### Support for Mitel

**Supported Mitel versions**
- MVoice Connect ONSITE
- Clearspan

**Layer 2 Tracking**
- Supported MVoice Connect Phones:
  - All IP hard phones
  - Connect Softphone Client (Windows)

**Layer 3 Tracking**
- Supported MVoice Connect Phones:
  - All IP hard phones
  - Connect Softphone Client (Windows)

**Wireless LAN Tracking**
- Supported MVoiceConnect Phones:
  - Connect Softphone Client with ESI, (Windows)

**Remote Location Manager (RLM)**
- Supported MVoiceConnect Phones:
  - Connect Softphone Client (Windows)

**Additional Information**
- ShoreTel Edge Gateway is not supported

**Maximum Endpoints**
- 120,000

### Support for Avaya

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

**Layer 2 Tracking**
- Supported Avaya Phones:
  - H.323:
    - 160B, 1616 firmware r.1.0 and above
    - 4610SW, 4620 firmware r.1.8 and above
    - 6205SW, 6425SW firmware r.2.2 and above
  - 4625SW firmware r.2.5 and above
  - 9608, 9611G, 9621G, 9641G Firmware r.6.0 and above
  - 9610 firmware r.1.2 and above
  - 9620, 9630, 9630G, 9640, 9640G, 9650 firmware r.1.0 and above
  - 9620L, 9620C, 9650C, 9650L firmware 3.0 and above
  - 9670G firmware 2.0 and above
  - SIP:
    - 9620, 9630, 9630G, 9640, 9640G firmware r.2.2, 2.5 and above
    - 9620L, 9620C, 9650, 9650C firmware r.6.0 and above
    - IP Softphone RS.x and above (Windows)
    - One-X Communicator RS.21 and above (Windows)
    - One-X Agent R.2.0 and above (Windows)
    - Equinox 3.x for Windows

**Layer 3 Tracking**
- Supported Avaya Phones:
  - H.323:
    - 160B, 1616 firmware r.1.0 and above
    - 4610SW, 4620 firmware r.1.8 and above
    - 6205SW, 6425SW firmware r.2.2, 2.5 and above
    - 4625SW firmware r.2.5 and above
    - 9608, 9611G, 9621G, 9641G Firmware r.6.0 and above
    - 9610 firmware r.1.2 and above
    - 9620, 9630, 9630G, 9640, 9640G, 9650 firmware r.1.0 and above
    - 9620L, 9620C, 9650C, 9650L firmware 3.0 and above
    - 9670G firmware 2.0 and above
  - SIP:
    - 9620, 9630, 9630G, 9640, 9640G firmware r.2.2, 2.5 and above
    - 9620L, 9620C, 9650, 9650C firmware r.6.0 and above
    - IP Softphone RS.x and above (Windows)
    - One-X Communicator RS.21 and above (Windows)
    - One-X Agent R.2.0 and above (Windows)
    - Equinox 3.x for Windows

### Support for Avaya (cont...)

**Wireless LAN Tracking**
- Supported Avaya Phones:
  - IP Wireless Phones 3681, 3641, 3645
  - IP Softphone RS.x and above (Windows)
  - One-X Agent R.2.0 and above (Windows)
  - Equinox 3.x for Windows

**Remote Location Manager (RLM) (requires ERS)**
- Supported Avaya Phones:
  - 4610SW, 4620/4620SW, 4621SW, 4622SW, 4625SW
  - 9620/9620C/9620L, 9630/9630C, 9640/9640G, 9650/9650C, 9670G
  - IP Softphone RS.x and above (Windows)
  - One-X Communicator RS.21 and above (Windows)
  - One-X Agent R.2.0 and above (Windows)
  - Equinox 3.x for Windows

**Maximum Endpoints**
- 80,000

### Support for Microsoft

**Supported Microsoft versions**
- Skype for Business Server 2015, 2019
- Teams Direct Routing

**Layer 2 Tracking**
- Teams Direct Routing
  - All Microsoft certified Teams clients
- Supported Skype for Business Server:
  - Windows and macOS Skype Client
- CertifiedMicrosoft Skype for Business devices:
  - Aastra 6721ip, 6725ip
  - Polycom CX600, CX600C, CX700
  - Polycom VX500
  - Snom 300 UC edition, 821 UC edition, 370 UC edition

**Layer 3 Tracking**
- Teams Direct Routing
  - All Microsoft certified Teams clients
- Supported Skype for Business Server:
  - Windows and macOS Skype Client
- CertifiedMicrosoft Skype for Business devices:
  - Aastra 6721ip, 6725ip
  - Polycom CX600, CX600C, CX700
  - Polycom VX500
  - Snom 300 UC edition, 821 UC edition, 370 UC edition

**Wireless LAN Tracking**
- Teams Direct Routing
  - All Microsoft certified Teams clients
- Supported Skype for Business Phones:
  - Windows and macOS Skype Client
- Qualified or Optimized for Microsoft Lync devices:
  - Polycom SpectraLink 8440, 8450, 8452

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

<table>
<thead>
<tr>
<th>Product Number</th>
<th>Hardware Appliance</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>HW911-EGWVPC - EGW hardware plus 2,500 user license</td>
</tr>
<tr>
<td></td>
<td>SW911-EGWALF - 2,500 additional user license</td>
</tr>
<tr>
<td></td>
<td>HW911-EGWRAC - Optional Management Network Adapter</td>
</tr>
<tr>
<td></td>
<td>Virtual Appliance</td>
</tr>
<tr>
<td></td>
<td>SW911-EGWEVA - Virtual EGW appliance (enterprise) plus 2,500 user license</td>
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<tr>
<td></td>
<td>SW911-EGWEVL - 2,500 additional user license for Virtual EGW appliance (enterprise)</td>
</tr>
<tr>
<td></td>
<td>SW911-EGWAP - Virtual EGW appliance (SMB) plus 500 user license</td>
</tr>
<tr>
<td></td>
<td>SW911-EGWVAl - 250 additional user license for Virtual EGW appliance (SMB)</td>
</tr>
</tbody>
</table>

| Package Contents (Hardware Appliance) | • Two (2) EGW appliances                                                                 |
|                                      | • Two (2) rack mount hardware kits                                                  |
|                                      | • Two (2) Intrado/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                                              |
|                  | • Intrado Product Support Policies                                                  |
|                  | • Intrado Software Support Policies                                                 |
|                  | • EGW Troubleshooting Guide                                                        |

## Hardware

| Appliance       | • Dual hard drives in RAID 1 configuration                                          |
|                | • 4x Gigabit Ethernet network interface ports (RJ45 connectors)                     |
|                | • (Optional) Remote Management card (RJ45 Ethernet connector)                       |
|                | • Dual 110-220V AC 550W hot-plug power supplies                                     |

| Chassis         | • 1U Rack-mountable chassis                                                        |
|                | • 25.29” (642.3mm) D x 17.09” (434.0mm) W x 1.69” (42.8mm) H without bezel attached|
|                | • Rack Weight 35.8 lbs (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

* Increase 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: 3455.5 KB/s Peak
  - Network I/O: 131 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: 3871.8 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: 1764.6 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.

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### About Intrado

Intrado, formerly West, is an innovative, cloud-based, global technology partner to clients around the world. Intrado Life & Safety connects people and organizations at the right time and in the right ways to the nearest emergency assistance, and provides thousands of public safety agencies and first responders with critical data points to coordinate the best emergency response. Our end-to-end 911 solutions help enterprises keep their users safe and meet 911 regulations.

For more information, please call 1-877-862-2835, email safety@intrado.com, or visit www.intrado.com/Life-Safety