PREMIER WIRELESS
BUSINESS TECHNOLOGY SOLUTIONS

T-MOBILE FOR BUSINESS
PINNACLE PARTNER

SIMPLIFI VOICELINK E911

Modernize your POTS connections

Cellular voice. Existing analog equipment.



Connect II + VoiceLink | E911 routing

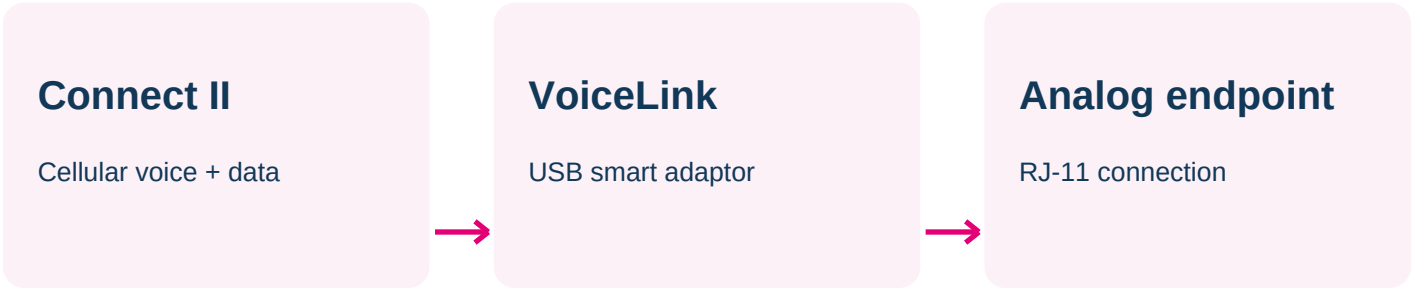
Prepared by Premier Wireless Business Technology Solutions, Inc.

premierwireless.com | (281) 667-0404 | sales@premierwireless.com

SIMPLIFI VOICELINK SOLUTION

A practical path from copper to LTE

Retain analog equipment with a VoiceLink Smart Adaptor and Connect II router. VoiceLink carries calls over the carrier-managed VoLTE network.



Cellular service feeds Connect II; VoiceLink supplies the analog dial tone.

Keep familiar endpoints

Elevator phones, emergency call boxes, fire panels, access systems and fax machines.

Connect through the router

USB-A connects VoiceLink to Connect II; RJ-11 connects your analog endpoint.

Pair with E911 routing

Premier pairs the solution with E911 service. The following Intrado pages explain Emergency Routing Service.

Maintain visibility

Simplifi Cloud provides remote line and device monitoring across locations.

SOLUTION SPECIFICATIONS

Connect II + VoiceLink

Router + smart adaptor.
Analog endpoints retained.

Cellular voice	VoLTE via the Connect II router
Router connection	Full-speed USB-A
Endpoint connection	Standard RJ-11
Maximum line load	3 REN
Maximum RJ-11 distance	Up to 1,000 feet
Audio processing	Up to 16 kHz HD audio; echo cancellation
Signaling	DTMF tone stabilization
SIM arrangement	Router supplies voice and data; no separate adaptor SIM
Local status	Line Load Status LED
Remote monitoring	Line current, voltage and impedance

SIMPLIFI CLOUD REMOTE MANAGEMENT

Visibility beyond the dial tone

See your VoiceLink lines and Connect routers in one portal. Review the details that matter to POTS replacement and investigate issues remotely.



01 **Check line health**
View current, voltage, impedance and alarm state.

02 **Review calling and E911 details**
See voice minutes and the E911 address on file.

03 **Monitor connection health**
Review signal and device status; receive alerts when conditions change.

04 **Maintain the deployment**
Apply remote configuration and firmware updates across locations.

Central visibility helps your team identify line issues and coordinate support with fewer site visits.

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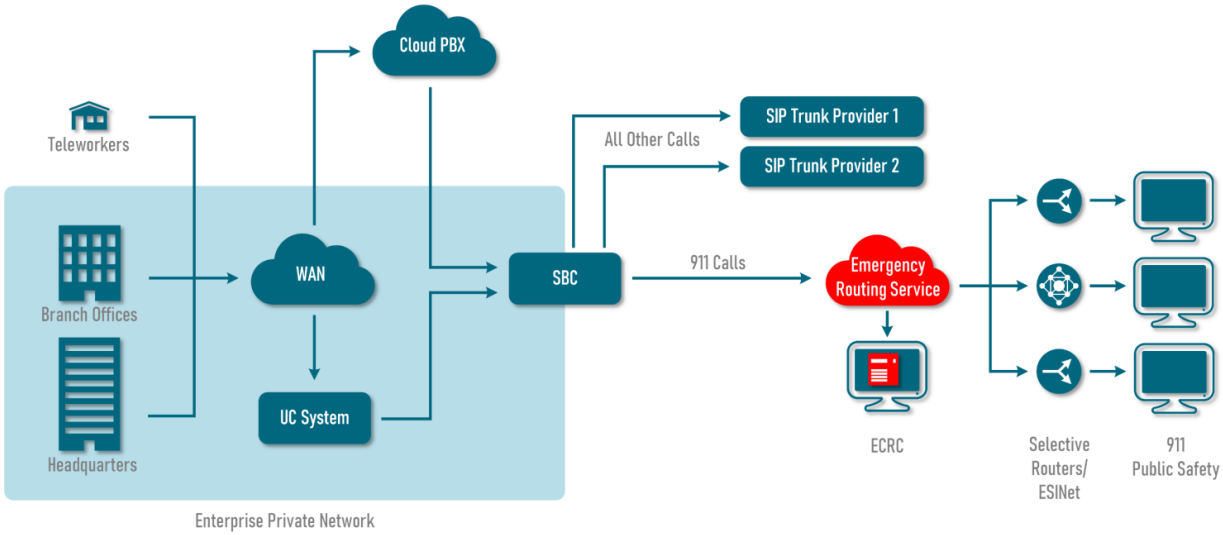
Emergency Routing Service

E911 call routing and enhanced location delivery to keep your workforce safe and your business compliant.

Emergency Routing Service connects your workforce to emergency services and keeps your business compliant with dynamic E911 call routing and enhanced location delivery to over 6000 public safety answering points across the U.S. and Canada. With Emergency Routing Service, 911 calls are delivered to the right PSAP with the caller's dispatchable location included, from any device and no matter where they work.

How It Works: Data and Call Flow

1. The enterprise validates user and location records in the Emergency Routing Service Provisioning Server using the Emergency Routing Service Portal or Emergency Routing Service. These records are then stored in the Emergency Routing Service National ALI Database.
2. A user makes a 911 call. The call is routed from the enterprise's IP-PBX or UC system via SIP or PSTN to the Emergency Routing Service 911 Call Server.
3. The 911 Call Server retrieves the location of the caller from the National ALI Database and routes the call to the 911 Call Routing Network.
4. The 911 Call Routing Network directs the call to the appropriate selective router, which then delivers the call to the local PSAP.
5. The PSAP retrieves the user's location record from the National ALI Database using a connection through the Regional ALI Database.
6. In a failover/unprovisioned call scenario, the 911 Call Server directs the call to Intrado's Emergency Call Relay Center (ECRC) for location verification and routing.



intrado.com

Specifications

Data Centers	• Geo-redundant data centers • Active-Active load-balanced call servers • Flexible connectivity via Internet, VPN, NNI
Call Delivery	• SIP and PSTN connectivity • Network monitoring with SIP options • SIP UDP/TCP protocols • RTP/UDP with G.711 • Configurable dial plans for emergency and test calls • Individual PSTN number for routing contingency on failover
Integrations	• Intrado Emergency Gateway(EGW) • Microsoft Phone System Direct Routing, Operator Connect • Certified with Skype for Business • Cisco Emergency Responder with native integration for provisioning • Certified with Avaya Aura Communication and Session Managers • Mitel MiVoice Business, MiVoice Connect, MiVoice Office • Webex App for Broadworks • Most IP-PBX/UC platforms and softswitches using SIP trunking
911 Call Routing Network	• U.S. and Canada 911 coverage • E911 connectivity to over 6,000 PSAPs
Emergency Call Response Center (ECRC)	• U.S.-based and operated by Intrado • APCO-trained 911 call takers • 24/7/365 operations • Enhanced transfers to PSAPs using emergency lines with location (ALI) delivery • Support for unprovisioned calls and remote workers; back-up answering point for contingency routing
Test Calls	• Built-in testing with configurable test call number • Playback of call details including address and 911 coverage • Two-way audio verification • Email confirmation of every test call with results
911 Call Notification	• Email alert with location details • SMS-formatted alerts • Support for Skype for Business Notification URI
Security Desk Call Monitoring	• Conference security personnel for real-time call monitoring • Security phone number configurable per location • Configurable one-way or two-way audio • Support for Skype for Business Security Desk URI
Location Manager	• PC Application to manage 911 location for softphones • Compatible with most softphones • Location Manager Client: Windows 10, MacOS • Offsite tracking with real-time validation, remembers previous locations • Onsite tracking with automated location updates and Emergency Response Location (ERL) network maps (subnets, wireless)
Dynamic Routing	• Dynamic routing of 911 calls based on caller location information provided with the SIP call • Configurable ERL network maps (subnets)
Supported Applications	• Support for HELD interface for phones and softphones • Location database with associated network elements (switches, Wireless Access Points subnet) • Support for user specified remote locations • Tested with Cisco, Poly, Mitel phones, Webex app

Address Validation and Provisioning	• Real-time address validation and geo-coding • Link with geo-coordinates for address mapping • Simplified error correction process
Administrative ERS Portal	• Secure portal for service administration • Easy provisioning of records • Batch files for bulk provisioning • User profiles for managing access levels • Individual sub-accounts for separating access to records and reports • Comprehensive reporting – call records, locations and subscriber, provisioning audits • Portal branding for service providers
Provisioning ERS API	• SOAP XML API for address validation and provisioning • Real-time provisioning of records • Secured with TLS encryption • Customer Lab for API development
Documentation	• ERS Technical Support Policies • ERS Network Interface Guide • ERS Portal User Guide • API guides • Location Manager deployment and user guides
Subscription	• Monthly subscription • Fee based on the number of endpoint records
Regulatory Compliance	• Compliant with current state E911 legislation • Compliant with current FCC E911 regulations
Standards Compliance	• NENA i2 (08-001) • RFC: SIP 2543, 3261, 2976, 3265, 3262, 3325, 4119, 5139 • RFC: RTSP 2326, RTP 1889, SOAP 3902, PIDF-LO 5139 • TLS 1.2
Support	• Customer support and troubleshooting included with the service • 24/7/365 emergency number • Email and web support portal
Solution Applicability	• Enterprises • Small and medium businesses • Government agencies and educational institutions • VoIP Service Providers • Unified Communication as a Service (UCaaS) providers • SIP Trunk Providers

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