Poly Edge V Series Phones E911 Support Feature Profile

SUMMARY

This document provides end-users and administrators the benefits and implementation details of the named feature.

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Document change history E911 Support

This information lists changes made in the most recent software release.

Table **Document change history**

Document version	Software version	Description
1.0	PVOS 8.5.1	Intial release of document.

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1 E911 support on Poly Edge V Series phones

Poly Edge V Series phones support the Enhanced E911 (E911) location-based service. This feature is critical to enable accurate phone routing when users make emergency calls. This feature profile explains how administrators configure the phone to obtain location information for emergency services.

Supported phones

The E911 feature is available on the following Poly Edge V Series phones:

- Poly Edge V200
- Poly Edge V250
- Poly Edge V250 Plus
- Polu Edge V400
- Poly Edge V450
- Poly Edge V650
- Poly Edge V800
- Poly Edge V850
- Poly Edge V Series Expansion Module

Working with Configuration files

The following topics in the *Poly Edge V Series Phones Administrator Guide* offer information and step-by-step instructions for using Configuration files:

- Priority of configuration and provisions methods
- Default Configuration file
- Configure a phone using a USB flash drive
- Configure a phone using the system web interface

Configure location information for emergency services

The Enhanced 911 (E.911) feature enables the phone to obtain location information to share with responders when users dial 911 to report an emergency. This ensures that the operator dispatches emergency services to the correct location.

The phones obtain location information from the following sources:

- LLDP-MED
- LIS compliant with RFC 5985
- DHCP via option 99
- Via XML configuration files

1. Open the configuration file.
2. Enable the E.911 feature.

NOTE: The INVITE sent for emergency calls from the phone includes the geolocation header defined in RFC 6442 and PIDF presence element as specified in RFC 3863 with a GEOPRIV location object specified in RFC 4119 for OpenSIP environments.

```
feature.E911.enabled="1"
```

3. Configure the source of the phone's location information.

   The following values apply:

   - `LLDP` (default) – Use the network switch as the source of location information.
   - `LIS` - Use the location information server as the source of location information.
   - `DHCP` - Use DHCP as the source of location information.
   - `CONFIG` - Use location information defined in the configuration.

```
locInfo.source="<location information source>"
```

4. **Optional:** If using LIS, configure the following parameters:

```
feature.E911.HELD.requestType="<request>"
feature.E911.HELD.identity="<identity>"
feature.E911.HELD.identityValue="<identity value>"
feature.E911.HELD.nai.enable="1"
feature.E911.HELD.server="<server>"
feature.E911.HELD.username="<username>"
feature.E911.HELD.password="<password>"
feature.E911.HELD.secondary.server="<secondary server>"
feature.E911.HELD.secondary.username="<secondary username>"
feature.E911.HELD.secondary.password="<secondary password>"
```

5. **Optional:** If using LLDP or DHCP, configure the following parameter.

   The following values apply:

- HYBRID (default) - SIP invites use an XML schema as per the RFC4119 and RFC5139 standards.
- RFC4119 - SIP invites use an XML schema as per the RFC4119 standards.
- RFC5139 - SIP invites use an XML schema as per the RFC 5139 standards.

```
feature.E911.locationInfoSchema="<location info schema>"
```

6. **Optional:** If using CONFIG, configure the following parameters:

```
locInfo.x.label
locInfo.x.country
locInfo.x.A1
locInfo.x.A3
locInfo.x.PRD
locInfo.x.RD
locInfo.x.STS
locInfo.x.POD
locInfo.x.HNO
locInfo.x.HNS
locInfo.x.LOC
locInfo.x.NAM
locInfo.x.PC
```

7. Save the configuration file.

Enhanced 911 (E.911) Parameters

Use the following parameters to configure E.911.

NOTE: In E.911 configurations that use HELD to determine a phone's location, note that the phone defaults to a 24-hour HELD refresh interval if it can't calculate an expiration interval due to an error, if it doesn't have an SNTP connection, or if the calculated expiration interval is greater than 48 hours.

`feature.E911.enabled`
0 (default) - Disable the E.911 feature.
1 - Enable the E.911 feature.

The INVITE sent for emergency calls from the phone includes the geolocation header defined in RFC 6442 and PIDF presence element as specified in RFC3863 with a GEOPRIV location object specified in RFC4119 for in Open SIP environments.

`feature.E911.HELD.identity`
Sets the vendor-specific element to include in a location request message. For example, `'companyID'`.
NULL (default)

String

255 character maximum

`feature.E911.HELD.identityValue`
Sets the value for the vendor-specific element to include in a location request message.
NULL (default)

String

255 character maximum

feature.E911.HELD.nai.enable
0 (default) – The NAI is omitted as a device identity in the location request sent to the LIS.
1 - The NAI is included as a device identity in the location request sent to the LIS.

feature.E911.HELD.password
Sets the password used to authenticate to the LIS.
NULL (default)

0 to 255 characters

feature.E911.HELD.requestType
Any (default) - Send a request to the LIS to return either 'Location by Reference' or 'Location by Value'. Note this is not the 'Any' value referred to in RFC 5985.
Civic - Send a request to the LIS to return a location by value in the form of a civic address for the device as defined in RFC 5985.

RefID - Send a request to the LIS to return a set of Location URIs for the device as defined in RFC 5985.

feature.E911.HELD.secondary.password
Sets a password to authenticate to the secondary LIS.
NULL (default)

String

feature.E911.HELD.secondary.server
Sets to the URL to request the location information from the server. For example, `https://host.domain.com/held/request`.
NULL (default)

0 to 255 characters

feature.E911.HELD.secondary.username
Sets a user name to authenticate to the secondary LIS.
NULL (default)

String

0 to 255 characters

feature.E911.HELD.server
Sets the URL to request the location information from the server. For example, `https://host.domain.com/held/request`.
NULL (default)

0 to 255 characters

feature.E911.HELD.username
Sets the user name used to authenticate to the LIS.
NULL (default)

0 to 255 characters

feature.E911.locationInfoSchema
HYBRID (default) - SIP invites use an XML schema as per the RFC4119 and RFC5139 standards.
RFC 4119 - SIP invites use an XML schema as per the RFC4119 standards.

RFC5139 - SIP invites use an XML schema as per the RFC5139 standards.

feature.E911.locationRetryTimer
Specifies the retry timeout value in seconds for the location request sent to the LIS.
The phone does not retry after receiving location information received through the LIS.

60 seconds (default)

60 to 86400 seconds

feature.E911.usagerule.retransmission
0 (default) - The recipient of this location object is not permitted to share the enclosed location information, or the object as a whole, with other parties.
1 - Distributing this location is permitted.

locInfo.source
Specifies the source of phone location information. This parameter is useful for locating a phone in environments that have multiple sources of location information.
LLDP (default for Generic Base Profile) – Use the network switch as the source of location information.

CONFIG - Use location information defined in the configuration.

LIS – Use the location information server as the source of location information. Generic Base Profile only.

DHCP – Use DHCP as the source of location information. Generic Base Profile only.

locInfo.x.A1
To use this parameter, set `locInfo.source` to `CONFIG`.
The national subdivision where the phone is located. For example, a state or province.

Null (default)

0 to 255 characters

locInfo.x.A3
To use this parameter, set `locInfo.source` to `CONFIG`.
The city where the phone is located.

Null (default)

0 to 255 characters

locInfo.x.country
To use this parameter, set `locInfo.source` to `CONFIG`.
The country where the phone is located.

Null (default)

0 to 255 characters

locInfo.x.HNO
To use this parameter, set `locInfo.source` to `CONFIG`.
The street address number of the phone's location.

Null (default)

0 to 255 characters

locInfo.x.HNS
To use this parameter, set `locInfo.source` to `CONFIG`.
A suffix for the street address used in `locInfo.x.HNS`. For example, A or ½.

Null (default)

0 to 255 characters

locInfo.x.label
To use this parameter, set `locInfo.source` to `CONFIG`.
The label for the location.

Null (default)

0 to 255 characters

locInfo.x.LOC
To use this parameter, set `locInfo.source` to `CONFIG`.
Any additional information that identifies the location.

Null (default)

0 to 255 characters

locInfo.x.NAM
To use this parameter, set `locInfo.source` to `CONFIG`.
A proper name to associate with the location.

Null (default)

0 to 255 characters

locInfo.x.PC
To use this parameter, set `locInfo.source` to `CONFIG`.
The ZIP or postal code of the phone's location.

Null (default)

0 to 255 characters

locInfo.x.POD
To use this parameter, set `locInfo.source` to `CONFIG`.
Enter the trailing street direction. For example, southwest.

Null (default)

0 to 255 characters

locInfo.x.PRD
To use this parameter, set `locInfo.source` to `CONFIG`.
The leading direction of the street location.

Null (default)

0 to 255 characters

locInfo.x.RD
To use this parameter, set `locInfo.source` to `CONFIG`.
The name of road or street where the phone is located.

Null (default)

0 to 255 characters

locInfo.x.STS
To use this parameter, set `locInfo.source` to `CONFIG`.
The suffix of the name used in `locInfo.x.RD`. For example, street or avenue.

Null (default)

0 to 255 characters

voIpProt.SIP.header.geolocation-routing.enable
0 (default) - Do not include the geolocation-routing header in the E.911 INVITE message.
1 - Include the geolocation-routing header in the E.911 INVITE message.

voIpProt.SIP.header.priority.enable
0 (default) – Don't include a priority header in the E.911 INVITE message.
1 - Include a priority header in the E.911 INVITE message.

voIpProt.SIP.header.switchInfo.enable
The phone gathers the MAC address and port information from LLDP and sends that data to the server, which determines phone location based on "Location" configurations.
0 (default) - The register message does not include the custom header `X-switch-info`.

1 - Register messages include the custom header `X-switch-info` that contains the MAC address and port information.

Emergency number definition parameters

Use the following parameters to define emergency numbers.

You can configure up to 100 emergency numbers. By default, the first (x=1) emergency numbered configured is 911.

dialplan.routing.emergency.x.value
Sets the emergency URL values that should be watched for. When the user dials one of the URLs, the call is directed to the emergency server defined by `dialplan.routing.server.x.address`.
x=1: 911

x is the index of the emergency entry description where *x* must use sequential numbering starting at 1.

Others: Null (default)

dialplan.routing.emergency.x.description
Sets the label or description for the emergency contact address.

IMPORTANT: Configuring this parameter causes the phone to reboot.

x=1: Emergency

x is the index of the emergency entry description where x must use sequential numbering starting at 1.

Others: Null (default)

dialplan.routing.emergency.x.server.y
Sets the emergency server to use for emergency routing (`dialplan.routing.server.x.address` where *x* is the index).
x is the index of the emergency entry and *y* is the index of the server associated with emergency entry *x*. For each emergency entry (x), one or more server entries (x,y) can be configured. x and y must both use sequential numbering starting at 1.

1 (default)

Positive integer, 0-3

Set the custom emergency call server

Configure the phone to send emergency calls to custom call servers if you don't want to send them to the call server used for regular calls.

These parameters apply only when you haven't enabled the re-registration on failover (RROFO) feature using any of the following parameters:

- `voIpProt.server.X.failOver.reRegisterOn`
- `voIpProt.SIP.outboundProxy.failOver.reRegisterOn`
- `reg.X.outboundProxy.failOver.reRegisterOn`
- `reg.X.server.Y.failOver.reRegisterOn`

When RROFO is enabled, the routing rules for emergency calls follow the same failover rules as regular calls.

IMPORTANT: Configuring the following parameter(s) causes the phone to reboot. For more information, review the parameter reference topic(s) in the

1. Open the configuration file.
2. Set the IP address or hostname of a SIP server to use for routing calls. List multiple servers starting with x=1 to 3 for fault tolerance. The default is `Null`.

   NOTE: Blind transfer for 911 or other emergency calls may not work if registration and emergency servers are different entities.

   ```
   dialplan.routing.server.x.address="<SIP_server_address>"
   ```

3. Set the port of a SIP server to use for routing calls. The value range is 1 to 65535. The default is `5060`.

   ```
   dialplan.routing.server.x.port="<SIP_server_port>"
   ```

4. Set the transport method the phone uses to communicate with the SIP server.

   Permitted values:

   - DNSnaptr (default)
   - TCPpreferred
   - UDPOnly
   - TLS
   - TCPOnly

   ```
   dialplan.routing.server.x.transport="<transport_method>"
   ```

5. Save the configuration file.

Set the P-Asserted-Identity transmitted in emergency calls

Configure phones to use an Emergency Location Identification Number (ELIN). Use this option when a user has several lines, and you want to set the outbound identity of the call to a unique phone number or always appear as if the call originates from the primary line.

1. Open the configuration file.
2. Set the precedence of the source of emergency outbound identities.

   Permitted values:

   - ELIN (default) - The outbound identity used in the SIP P-Asserted-Identity header is taken from the network using an LLDP-MED Emergency Location Identifier Number.
   - Config - The parameter `dialplan.routing.emergency.outboundIdentity` has priority when enabled, and the LLDP-MED ELIN value is used if `dialplan.routing.emergency.outboundIdentity` is `Null`.

```
dialplan.routing.emergency.preferredSource="<outbound_identity_source>"
```

3. Choose how your phone is identified when you place an emergency call. The phone inserts the outbound identity in the P-Asserted-Identity header for the emergency call.

   The TEL and SIP URI outbound identity is only used when dialing emergency numbers through one of the servers configured in `dialplan.routing.server.x.address`.

   Permitted values:

   - Null (default)
   - 10-25 digit number
   - SIP URI
   - TEL URI

```
dialplan.routing.emergency.outboundIdentity="<phone_emergency_ID>"
```

   If using a URI, the full URI is included verbatim in the P-A-I header. For example:

```
 dialplan.routing.emergency.outboundIdentity="5551238000"
dialplan.routing.emergency.outboundIdentity="sip:john@emergency.com"
dialplan.routing.emergency.outboundIdentity="tel:+16045558000"
```

4. Save the configuration file.

Emergency Call P-Asserted Identity Transmission Parameters

The phone can be configured to use an Emergency Location Identification Number, or ELIN. This is typically desired when a user has several lines, and the outbound identity of the call should be set to a unique phone number or always appear as if the call originates from the primary line.

`dialplan.routing.emergency.preferredSource`
Set the precedence of the source of emergency outbound identities.
ELIN (default) - the outbound identity used in the SIP P-Asserted-Identity header is taken from the network using an LLDP-MED Emergency Location Identifier Number (ELIN).

Config - the parameter dialplan.routing.emergency.outboundIdentity has priority when enabled, and the LLDP-MED ELIN value is used if dialplan.routing.emergency.outboundIdentity is NULL.

`dialplan.routing.emergency.outboundIdentity`
Choose how your phone is identified when you place an emergency call. The phone inserts the outbound identity in the P-Asserted-Identity header for the emergency call.
The TEL and SIP URI outbound identity is only used when dialing emergency numbers through one of the servers configured in dialplan.routing.server.x.address.

NULL (default)

10-25 digit number

SIP URI

TEL URI

If using a URI, the full URI is included verbatim in the P-A-I header. For example:

```
dialplan.routing.emergency.outboundIdentity="5551238000"
dialplan.routing.emergency.outboundIdentity="sip:john@emergency.com"
dialplan.routing.emergency.outboundIdentity="tel:+16045558000"
```

Mandatory message confirmation for outbound calls

Add a custom message that users must confirm before making an outbound call. This is helpful for reminding users that they must update their registered emergency location in situations when they physically move their phone.

Mandatory Message Confirmation Parameters

Use the parameters in the following list to set the phone lock mode, create a custom confirmation message, and specify when the custom confirmation message displays.

NOTE: The `phoneLock.enabled` parameter must be set to 1 to configure this feature. For more information on this parameter and on other phone lock configuration options, see Phone Lock Parameters.

`phoneLock.Allow.AnswerOnLock`
`phoneLock.mode`
Configure the mode to use for the phone lock feature.
userPassword (default) - The user must enter the user password to unlock the phone.

MessageConfirmation - The user must confirm the message displayed on the screen in order to unlock the phone.

userPasswordAndMessageConfirmation - The user must enter the user password and confirm the message displayed on the screen in order to unlock the phone after power loss or reboot. If the phone is locked again, but not as a result of a power loss or reboot, the user only needs to enter the user password to unlock the phone.

`phoneLock.confirmationMessage`
(Default) *This phone rebooted and may have been relocated. Before confirming, please ensure this phone's registered emergency location is correct. To do this, you may require access to an online service portal. Contact your phone service provider for details.*
0 -255 characters

`phoneLock.confirmationMessage.onlyOnPowerLoss`
Determine if the customized confirmation message appears after every reboot or only after the phone loses power.
1 (default) - The confirmation message only appears when the phone starts up after a power loss.

0 - The confirmation message appears after every reboot.

Phone lock parameters

Use the parameters in the following list to enable the phone lock feature, set authorized numbers for users to call when a phone is locked, and set scenarios when the phone must be locked.

`phoneLock.Allow.AnswerOnLock`
0 (default) - Users must confirm the message before answering an incoming call.
1 - Users can answer any incoming call without needing to confirm the message

`phoneLock.authorized.x.description`
The name or description of an authorized number.
Null (default)

String

Up to five (x=1 to 5) authorized contacts that a user can call while their phone is locked. Each contact needs a description to display on the screen, and a phone number or address value for the phone to dial.

phoneLock.authorized.x.value
The number or address for an authorized contact.
Null (default)

String

Up to five (x=1 to 5) authorized contacts that a user can call while their phone is locked. Each contact needs a description to display on the screen, and a phone number or address value for the phone to dial.

phoneLock.browserEnabled
0 (default) - The microbrowser or browser is not displayed while the phone is locked.
1 - The microbrowser or browser is displayed while the phone is locked.

phoneLock.confirmationMessage
(Default) **This phone rebooted and may have been relocated. Before confirming, please ensure this phone's registered emergency location is correct. To do this, you may require access to an online service portal. Contact your phone service provider for details.**
0 -255 characters

phoneLock.confirmationMessage.onlyOnPowerLoss
Determine if the customized confirmation message appears after every reboot or only after the phone loses power.
1 (default) - The confirmation message only appears when the phone starts up after a power loss.

0 - The confirmation message appears after every reboot.

phoneLock.dndWhenLocked
0 (default) - The phone can receive calls while it is locked
1 - The phone enters Do-Not-Disturb mode while it is locked

phoneLock.enabled
0 (default) - The phone lock feature is disabled
1 - The phone lock feature is enabled.

phoneLock.idleTimeout
The amount of time (in seconds) the phone can be idle before it automatically locks. If 0, automatic locking is disabled.
0 (default)

0 to 65535

phoneLock.lockState
0 (default) - The phone is unlocked.
1 - The phone is locked.

The phone stores and uploads the value each time it changes via the `MAC-phone.cfg` file. You can set this parameter remotely using the system web interface.

phoneLock.mode
Configure the mode to use for the phone lock feature.
userPassword (default) - The user must enter the user password to unlock the phone.

MessageConfirmation - The user must confirm the message displayed on the screen in order to unlock the phone.

userPasswordAndMessageConfirmation - The user must enter the user password and confirm the message displayed on the screen in order to unlock the phone after power loss or reboot. If the phone is locked again, but not as a result of a power loss or reboot, the user only needs to enter the user password to unlock the phone.

phoneLock.powerUpUnlocked
Overrides the `phoneLock.lockState` parameter.
0 (default) - The phone retains the value in `phoneLock.lockState` parameter.

1 - You can restart, reboot, or power cycle the phone to override the value for `phoneLock.lockState` in the `MAC-phone.cfg` file and start the phone in an unlocked state.

You can then lock or unlock the phone locally. Poly recommends that you do not leave this parameter enabled.

1 Getting help

Poly is now a part of HP. The joining of Poly and HP paves the way for the hybrid work experiences of the future.

- To access the latest documentation for your HP Poly product, visit HP Support and follow the instructions to find your product.
- The HP Community provides additional tips and solutions from other HP product users.
- Review the Poly Regulatory and Safety Information for compliance documentation about your product.
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Email us at documentation.feedback@hp.com with queries or suggestions related to this document.