

# Overview



**Understanding emergency locations**

**Compare emergency calling**

- Static and dynamic

**Define Location Information Services database**

**Create emergency calling policies**

**Test Emergency Calling**



# Emergency Addresses

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# Terminology



Emergency Address: Physical address (60 State st, Brooklyn, NY, 12345)



Place: Floor, building, wing, office number (Suite 800)



Emergency Location: Emergency Address and optional Place



Registered Address: Emergency Address assigned to a use



# Managing Emergency Addresses

**Validation ensures address is legitimate**

**GEO codes (longitude and latitude)**

- Used in some countries to help route emergency calls

**Registered emergency address required for phone number management**

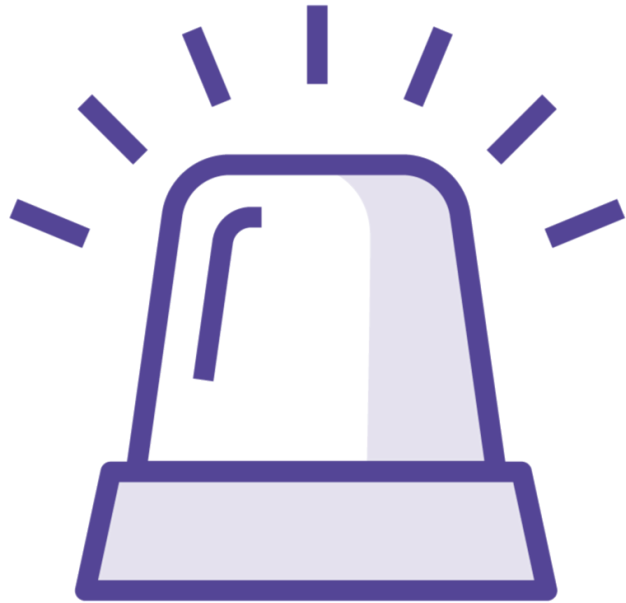


# Static Emergency Calling

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# Static Emergency Calling



**Applies to Calling Plans and Operator Connect**

**Automatically enabled**

**Required for assigning or procuring phone numbers**

**Emergency address included in emergency calls**



# Static Emergency Routing

## **Public Safety Answering Point (PSAP)**

**Emergency calling routing depends on the country calling network**

- Calls can be screened to determine user location



# Demo



## **Create and manage emergency addresses**

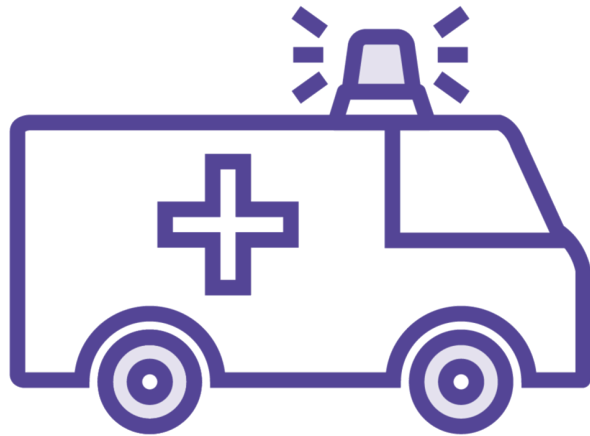
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# Dynamic Emergency Calling

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**Applies to Calling Plans, Operator Connect, and Direct Routing**

**Dynamically determining location based on Teams client**

**Overrides any static, registered address**

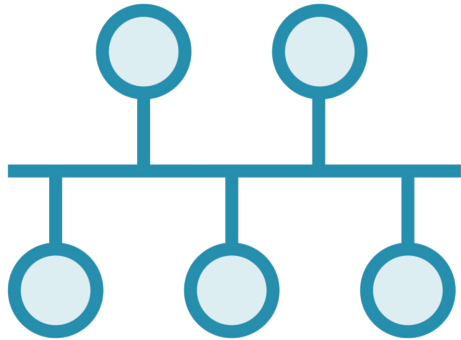
**Used to determine appropriate PSAP**

**Requires Location Information Service (LIS) database**

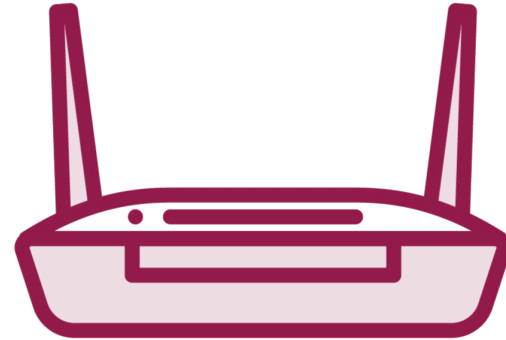
**Add trusted IP Addresses for corporate network**



# LIS Components



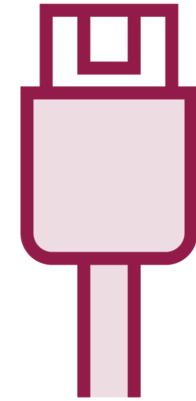
**Subnet**



**Wireless Access  
Point**



**Switches**



**Ports**



# Direct Routing Configuration

## **ELIN Application**

**Emergency Location Identification Number**

**Configured on SBC**

**Associate numbers and addresses in  
ELIN application**

**Uploaded records to the PSTN carrier**

**Teams emergency locations must  
match application**

## **ERSP**

**Emergency Routing Service Providers**

**Provider automatically routes based  
on caller location**

**Static locations are screened first,  
dynamic locations are directly routed  
to PSAP**

**U.S. Only**



# Demo



## **Populate LIS Database with subnets**

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# Emergency Policies

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# Policies

## Emergency Calling Policy

**What happens when a Teams user make an emergency call**

## Emergency Call Routing for Direct Routing

**Control How Emergency Calls are routed**



# Demo



**Create emergency Calling Policy**

**Review emergency call routing policy**

**Test Emergency Calling**



# Summary



**Understanding emergency location**

**Compare emergency calling**

- Static and dynamic

**Define Location Information Services database**

**Create emergency calling policies**

**Test emergency calling**



Up Next:

Managing Microsoft Teams Phone Numbers

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