Current Technologies
Computer Learning Centers

CISCO Partner
Platinum Learning

Installing, Deploying and Configuring Cisco Emergency Responder v12.5 (CER)

WHERE GREAT TRAINING HAPPENS EVERYDAY!

CISCO
Partner

Platinum Learning

WHERE GREAT TRAINING HAPPENS EVERYDAY!

Installing, Deploying and Configuring Cisco Emergency Responder v12.5 (CER)

Course Duration

2 days

Course Price

$2,995.00

Methods of Delivery

In-Person ILT
Virtual ILT
Onsite ILT

About this Class

This is a two day instructor-led course, students will Install, Configure, and Implement Cisco Emergency Responder (Cisco ER). Student will also integrate emergency communication system with Cisco Unified Communications Manager. Students will learn how Cisco ER automatically notifies and routes calls to the local public safety answering point (PSAP) operator. Students will configure emergency response locations (ERLs) and emergency location identification numbers (ELINs) in CER to properly route enhanced 911 (E911) calls. You will also examine CER disaster recovery and user management.

WHERE GREAT TRAINING HAPPENS EVERYDAY!

2025 CURRENT TECHNOLOGIES CLC

+1 (219) 764-3800

6210 Central Ave, Portage IN

sales@ctclc.com

www.ctclc.com

CISCO
Partner

Platinum Learning

WHERE GREAT TRAINING HAPPENS EVERYDAY!

Installing, Deploying and Configuring Cisco Emergency Responder v12.5 (CER)

How you will benefit

This class will help you:

- Learn how to Install, Configure, and Implement Cisco Emergency Responder (Cisco ER)
- Understand how to configure Emergency Location Identification Numbers (ELINs)
- Learn how to Configure CUCM for CER

Why Attend with Current Technologies CLC

- Our Instructors are the top 10% rated by Cisco
- Our Lab has a dedicated 1 Gig Fiber Connection for our Labs
- Our Labs run up to Date Code for all our courses

Who Should Attend

The job roles best suited to the material in this course are:

- Network Video Engineer
- Voice / UC / Collaboration / Communications Engineer
- Collaboration Tools Engineer
- Collaboration Sales / Systems Engineer

WHERE GREAT TRAINING HAPPENS EVERYDAY!

Installing, Deploying and Configuring Cisco Emergency Responder v12.5 (CER)

Objectives

After taking this course, you should be able to:

- Install, Configure, and Implement Cisco Emergency Responder (Cisco ER)
- Configure CUCM for CER
- Configure Emergency Response Locations (ERLs)
- Configure Emergency Location Identification Numbers (ELINs)
- Configure PSAP calls and PSAP CallBack
- Configure Users and onsite Security Management

Installing, Deploying and Configuring Cisco Emergency Responder v12.5 (CER)

Course Outline

Module 0: Introduction
- Introduction
- Cisco Endpoints Overview
- Locating Documentation

Module 1: Cisco Emergency Responder Overview
- PSAP/ Emergency Calling Overview
- National Emergency Number Association
- Legislation and Regulation
  - Service Provider ALI
  - Automatic Number Identification (ANI)
  - Automatic Location Identification (ALI)
  - NENA Emergency Response Location
  - NENA Guidelines for ERLs
  - NENA Emergency Location Identification Number (ELIN)
  - E911 Preparation
  - Cisco Emergency Call Handler
  - Cisco Emergency Responder 11.x Enhancements
  - License Management
  - Emergency Responder Redundancy
  - Clustering CER over the WAN
  - Integration with UC Manager
  - Intrado Architecture
  - CER Wireless Features Overview

Module 2: Installing Cisco Emergency Responder
- Supported Hardware Platforms
- CER Virtual Server Requirements
- Deploy Cisco CER OVF/OVA
  - Installation of CER
  - CER CLI Interface
  - Reset Application Administrator Password
  - Add 2nd CER Server – Subscriber
  - Upgrade VMware Tools on Cisco Emergency Responder Server
  - CER Backup and Restore
  - CER PLM Licensing

WHERE GREAT TRAINING HAPPENS EVERYDAY!

Installing, Deploying and Configuring Cisco Emergency Responder v12.5 (CER)

Course Outline

Module 3: Unified Communication Manager CER Configuration
- Cisco Unified Communications Manager Administrator Interfaces
- Cisco Unified Communications Manager Required Services for CER
- CUCM SNMP Settings Phone Partition and Calling Search Spaces
  - Partitions for 911 Services
  - CER CUCM Configuration for CTI Route Points and CTI Ports
  - Configure CER Route Patterns for 911 and Security Personal
  - Create Translation Patterns for ELINs
  - Create Emergency Responder Cisco Unified Communications Manager User
  - Location Awareness Overview
  - Configure Wireless Endpoint Tracking Feature on UCM 11.5

Module 4: Cisco Emergency Responder (CER) Configuration
- Emergency Responder Interface
- E.164 Dial Plan Support
- Cisco Emergency Responder Groups
  - Setup CER Groups
  - CER Telephony Settings for CER
  - Cisco CER License Manager
  - Cisco CER Email Settings
  - Cisco CER – Add Subscriber
  - Onsite Security Alerts for Security Personnel
  - Pager Alert Configuration
  - Configure Emergency Response Location (ERL)
  - Configure Emergency Location Identification Number (ELIN)
  - ERL Migration Tool
  - Configure SNMP
  - Configure Phone Tracking
  - Configure LAN Switch Tracking
  - Configuring IP Subnet-based ERLs
  - Configuring Manual Phone Tracking
  - Emergency Responder User Management
  - Manage Onsite Alerts, ERLs, and ALI Data
  - User and Security Logins
  - CER – Web Alerts
  - CER – ERL Audit Trail
  - Export PS-ALI Records
  - ERL Debug Tool

CISCO Partner Platinum Learning

Installing, Deploying and Configuring Cisco Emergency Responder v12.5 (CER)

Lab Outline

Lab 1: Configure Cisco Unified Communications Manager Initial Settings for CER

Lab 2: Deploying Endpoints

Lab 3: Create Emergency Call Route Points

Lab 4: Provision Gateway

Lab 5: Configuring Cisco Emergency Responder (CER)
- License CER
- CER Cisco ER Groups
- CER Cisco ER Group Settings
- CER Telephony Settings
- CER Server Settings
- CER Email Alert Settings
- CER Add Subscriber
- CER User Accounts and Groups
- Security Roles
- CER and Cisco UCM Integration
- Verify CER and Cisco UCM Integration on UCM
- CER Onsite Alert Personnel
- Configure Default CER ERL
- Add a New ERL
- Configure CER SNMP
- Configure CER Phone Tracking Schedule
- Configure CER LAN Switch Details
- Run Switch-Port & Phone Update
- Configure CER LAN Switch Details
- Configure Tracking by IP Subnet
- Exporting ALI for PSTN Carrier
- Testing the 911
- System and Troubleshooting
- System Backups with the Disaster Recovery Systems