Microsoft

Emergency Calling with Teams Phone

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Agenda

Microsoft Teams Voice Scenarios Overview
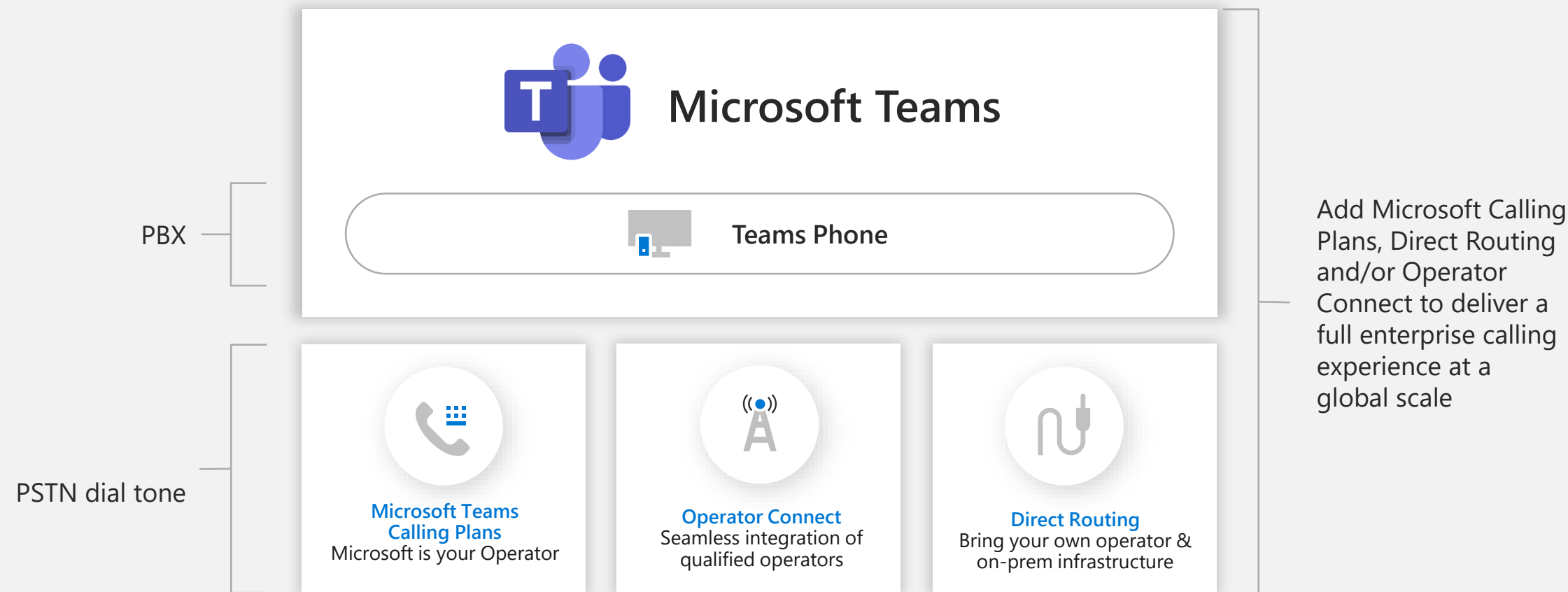
Simplify Calling Enablement and Migration with Microsoft Teams

Microsoft Teams Voice Capabilities

Microsoft Teams Calling Plans
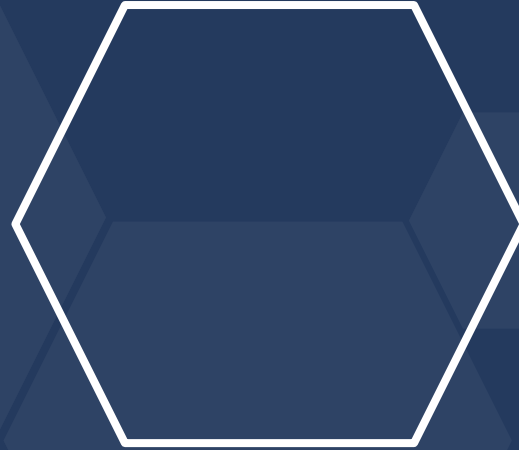Microsoft is your operator

Operator Connect
Simply and seamlessly integrate qualified operators

Direct Routing
Use your existing infrastructure, supported in >180 countries

Teams Dynamic (911) Emergency Calling

Overview: Dynamic Emergency Calling

Route emergency calls based on the known location of the Teams client

Call Routing Service included for Calling Plan Users

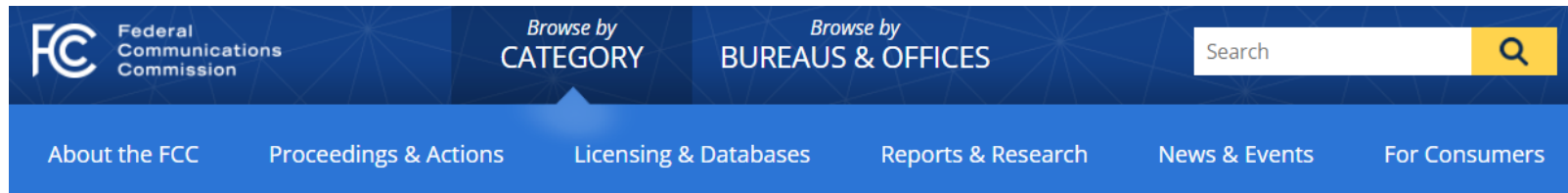Direct Routing users must obtain additional service [Emergency Routing Service Providers – see https://aka.ms/dr-sbc]

Direct Routing can also leverage Emergency Location Identification Number [ELIN] gateways [upcoming support – see https://aka.ms/dr-sbc]

Configure security desk notifications

Legislation: Dynamic Emergency Calling (source FCC)

Federal Communications Commission

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Home / Public Safety / Policy and Licensing Division / 911 Services /

Multi-line Telephone Systems – Kari's Law and RAY BAUM'S Act 911 Direct Dialing, Notification, and Dispatchable Location Requirements

911 Services

- Annual 911 Fee Reports
- 911 Strike Force
- 911 Master PSAP Registry
- Dispatchable Location
- PSAP Text-to-911 Readiness and Certification Form
- Task Force on Optimal Public Safety Answering Point Architecture (TFOPA)
- Indoor Location Accuracy Timeline and Live Call Data Reporting

In August 2019, the Commission adopted rules implementing two federal laws that strengthen emergency calling: Kari's Law and Section 506 of RAY BAUM'S Act.

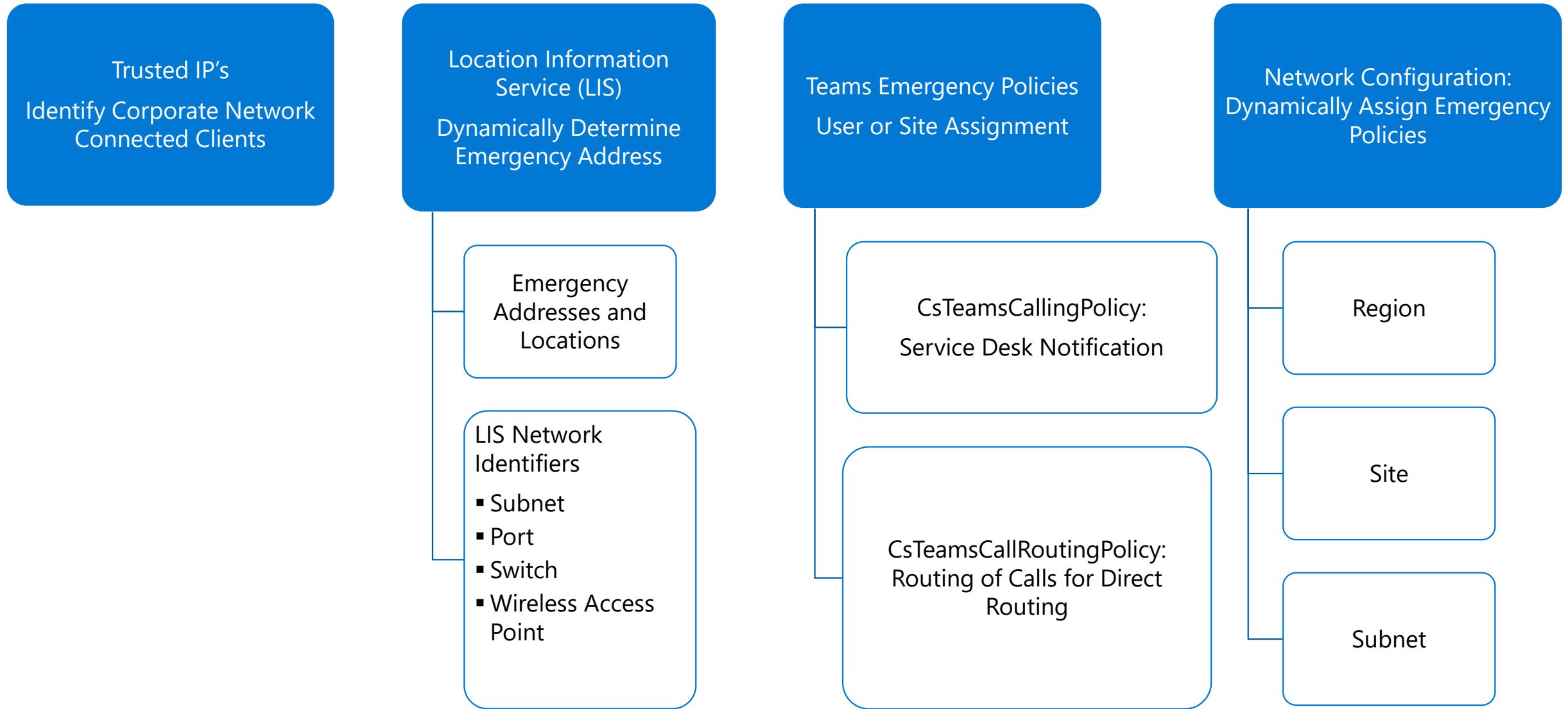**Kari's Law – Direct Dialing and Notification for MLTS**

Kari's Law is named in honor of Kari Hunt, who was killed by her estranged husband in a motel room in Marshall, Texas in 2013. Ms. Hunt's 9-year-old daughter tried to call 911 for help four times from the motel room phone, but the call never went through because she did not know that the motel's phone system required dialing "9" for an outbound line before dialing 911.

Congress responded by enacting Kari's Law in 2018. Kari's Law requires direct 911 dialing and notification capabilities in multi-line telephone systems (MLTS), which are typically found in enterprises such as office buildings, campuses, and hotels. The statute provides that these requirements take effect on February 16, 2020, two years after the enactment date of Kari's Law. In addition, Kari's Law and the federal rules are forward-looking and apply only with respect to MLTS that are manufactured, imported, offered for first sale or lease, first sold or leased, or installed after February 16, 2020.

Under the statute and the Commission's rules, MLTS manufacturers and vendors must pre-configure these systems to support direct dialing of 911—that is, to enable the user to dial 911 without having to dial any prefix or access code, such as the number 9. In addition, MLTS installers, managers, and operators must ensure that the systems support

https://www.fcc.gov/mlts-911-requirements

Dynamic Emergency Calling Configuration Components

Trusted IP's
Identify Corporate Network Connected Clients

Location Information Service (LIS)
Dynamically Determine Emergency Address

Teams Emergency Policies
User or Site Assignment

Network Configuration:
Dynamically Assign Emergency Policies

- Emergency Addresses and Locations

- LIS Network Identifiers
  - Subnet
  - Port
  - Switch
  - Wireless Access Point

- CsTeamsCallingPolicy: Service Desk Notification

- CsTeamsCallRoutingPolicy: Routing of Calls for Direct Routing

- Region

- Site

- Subnet

For additional details, please refer to: https://learn.microsoft.com/en-us/microsoftteams/configure-dynamic-emergency-calling

Dynamic Emergency Calling Considerations: Direct Routing

For Direct Routing, an Emergency Routing Service Provider is required for integration so that emergency calls with a dynamically acquired location will be automatically routed to the Public Safety Answering Point (PSAP) serving that location.

With Direct Routing, you must further define:

- Emergency calling policy**
- Emergency call routing policy
- Dialplan supporting emergency number routing
- Additional configuration as required for routing emergency calls with certified 911 Provider

Certified 911 Providers for Direct Routing

- Bandwidth Dynamic Location Routing
- Intrado Emergency Routing Service (ERS)
- Intrado Emergency Gateway (EGW)
- Inteliquent

For additional details, please refer to: https://aka.ms/tec

Dynamic 911 Emergency Banner Notification

Dynamic Emergency Work From Home Considerations
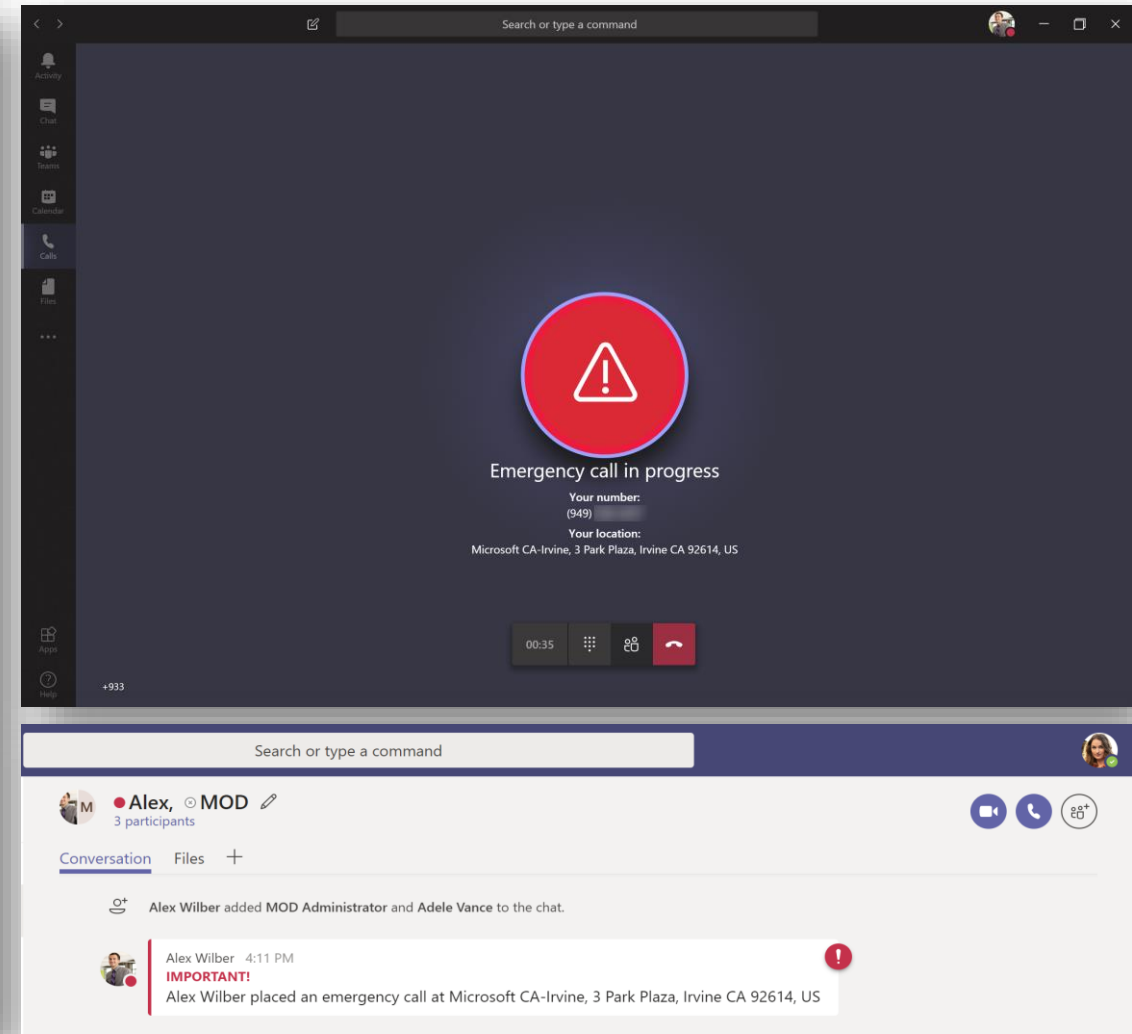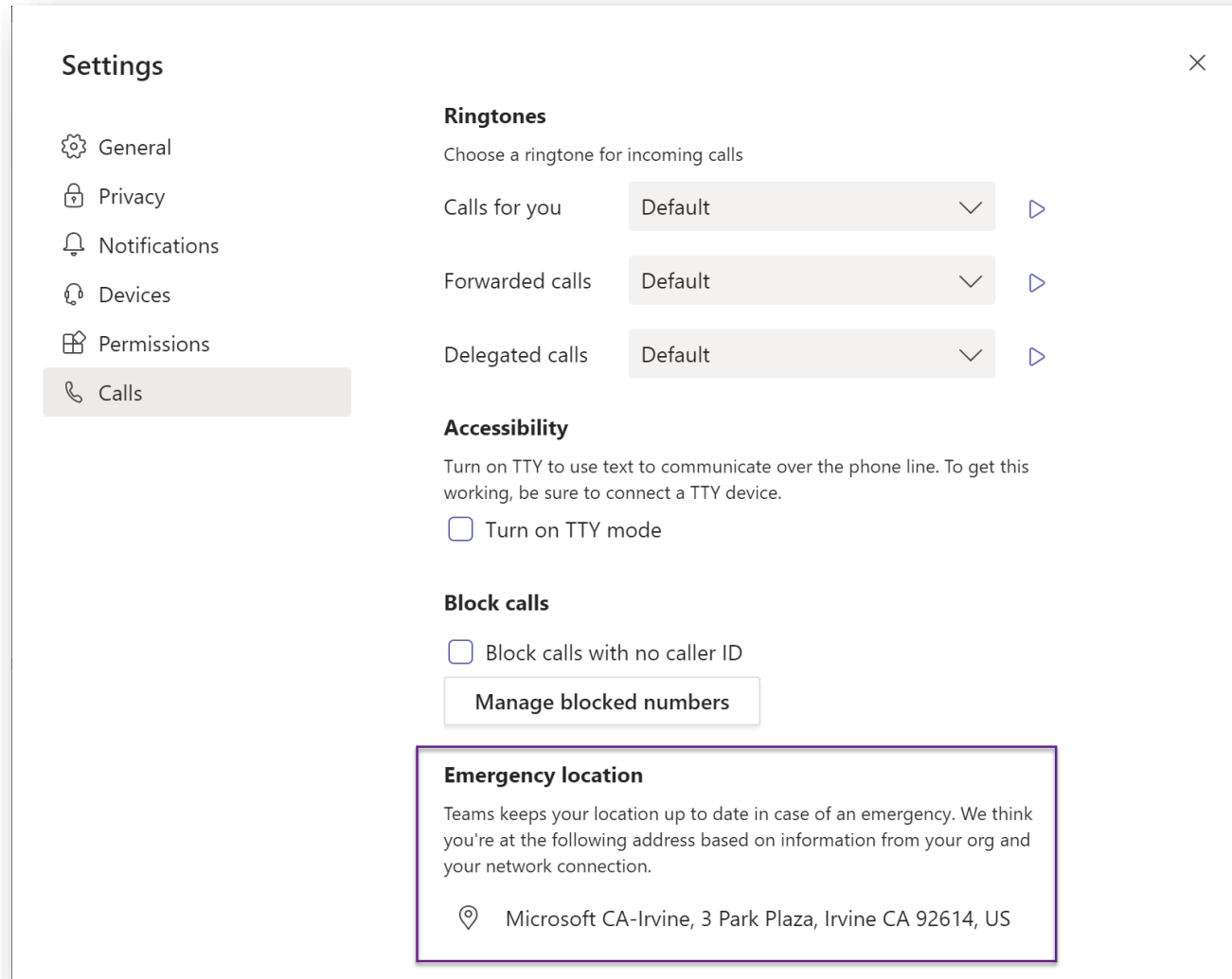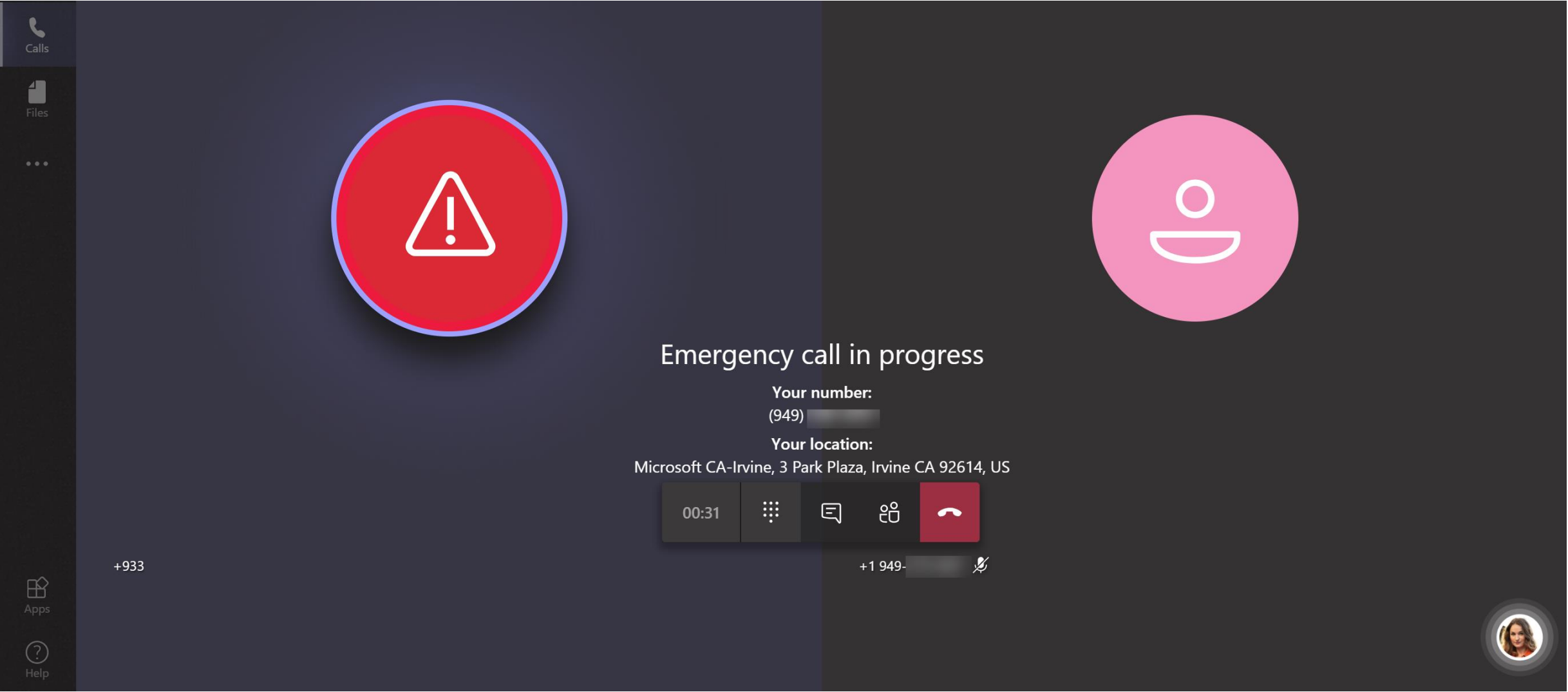
Dynamic Emergency Calling User Experience

Dynamic Emergency Calling Security Desk Notification (e.g. Conferenced in, but muted)

Emergency Calling Device Considerations

Teamwork across spaces and devices

United by Microsoft Teams

Individual workspaces

Individual office or dedicated workspace

On the go or in transit at home

Group workspaces

Small, medium and large meeting rooms

huddle/focus spaces and touchdown spaces

collaboration workspaces

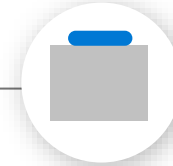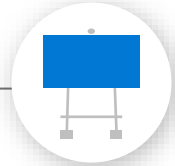**Personal devices**

Audio & video peripherals

PCs and Mobile

Phones

Shared devices

Conference phones

Teams Rooms

Surface Hub

3PIP Gateway (Available today)   EoL: July 31st 2023

Features Supported

Authentication
Sign in with user credentials/Web Sign-in
Modern Authentication
Phone lock/unlock
Hot Desking Support

Calling
Incoming/Outgoing P2P calls from/to Teams users
In-call controls via UI (Mute/unmute, hold/resume, blind transfer, end call)
PSTN calls
Visual Voicemail
Static 911 support (e.g. Dynamic 911 not supported)

Device Update and Management
Device Update
In-band provisioning
QoE & Log Upload
Common Area Phone Support

Meetings
One-click Join for Pre-Scheduled Teams Meeting
Meeting Call controls (Mute/unmute, hold/resume, hang up, Add/remove participant)
Meeting Reminders
Add Skype for Business participant to ongoing meeting

Calendar and Presence
Calendar Access and Meeting Details
Presence Integration
Exchange Calendar Integration
Contact Picture Integration
Corporate Directory Access
Visual Voicemail

Features Not-Supported

Native Teams Device Features (e.g. Examples)
Call forwarding*
Setting presence
DND (calls will still land on 3PIP)
Anything not listed as supported is unsupported

For additional information, please refer to : https://techcommunity.microsoft.com/t5/microsoft-teams-blog/skype-for-business-phones-3pip-support-with-microsoft-teams/ba-p/789351

SIP Gateway

Leverage your existing SIP phone investments

User authentication

Core calling features

- Inbound / outbound calls to Teams or PSTN (hold/resume with music, mute/unmute, DTMF)

- Call transfer (single step/blind, consulted transfer)

- Dial in/out from a meeting (audio conferencing)

- Device-only "do not disturb"

- Voicemail and message waiting indicator

Integrated into Teams routing policies/regulations

Device inventory management in Teams admin center

Static emergency calling, static emergency location support with security desk notifications

Compatible SIP phones

Cisco IP Phones with MPP firmware (6821, 6901, 7800 series, 8800 series)

Polycom SIP phones (VVX series 100, 200, 300, 400, 500, 600 etc.)

Yealink (T20 series, T30 series, T40 series, T50 series)

AudioCodes 400 HD series

For additional information, please refer to: https://docs.microsoft.com/en-us/microsoftteams/sip-gateway-plan

Microsoft

Thank you.