Horizon Mobility® User Guide

Version 7.14 | July 1, 2021

RedSky Technologies, Inc.

333 North Michigan Avenue, Suite 1600
Chicago, IL 60601
www.redskye911.com

Table of Contents

Revision History

Date	Version	Revision	Made By
12/30/2019	-	Initial Draft	Chelsea Bumpus
1/13/2020	-	Revision for external review	Chelsea Bumpus
2/7/2020	7.3	Revisions include updates from v7.3 - SSP, Import functionality, and Alert Redesign	Chelsea Bumpus
4/22/2020	7.6	Revisions include updates from v7.6	Chelsea Bumpus
6/9/2020	7.7	Revisions include updates from v7.7	Chelsea Bumpus
9/23/2020	7.9	Revisions include updates from v7.9	Chelsea Bumpus
10/12/2020	7.10	Revisions include updates from v7.10	Chelsea Bumpus
12/14/2020	7.11	Revisions include updates from v7.11	Chelsea Bumpus
4/15/2021	7.13	Revisions include updated from v7.12 & v7.13	Chelsea Bumpus
6/30/2021	7.14	Revisions span across 7.12, 7.13, 7.13.1, and 7.14 releases	Katrina Vlasich

Introduction

About Us

RedSky Technologies is the leading provider of on-premises and cloud-based E911 solutions. In 1999, we developed and patented the first automated software application to manage 911 location data. As technology has evolved, we have kept pace with emerging voice technology to meet the requirements of modern enterprises. Our E911 enterprise-class software is used by 50 of the Fortune 500 companies. Using state-of-the-art software development languages and frameworks, our solutions are designed to run in the most secure enterprise, government, and virtual environments.

Scope

Overview

This guide is intended to provide an overview of the RedSky Horizon Mobility portal. Organization Administrators should refer to this guide for questions about basic management, configuration of users and locations, monitoring of alerts and call history, and installation of MyE911 and EON.

Point of Contact

To submit recommendations for comments and changes to this manual or the Horizon Mobility portal, please contact us at:

RedSky Technologies, Inc.

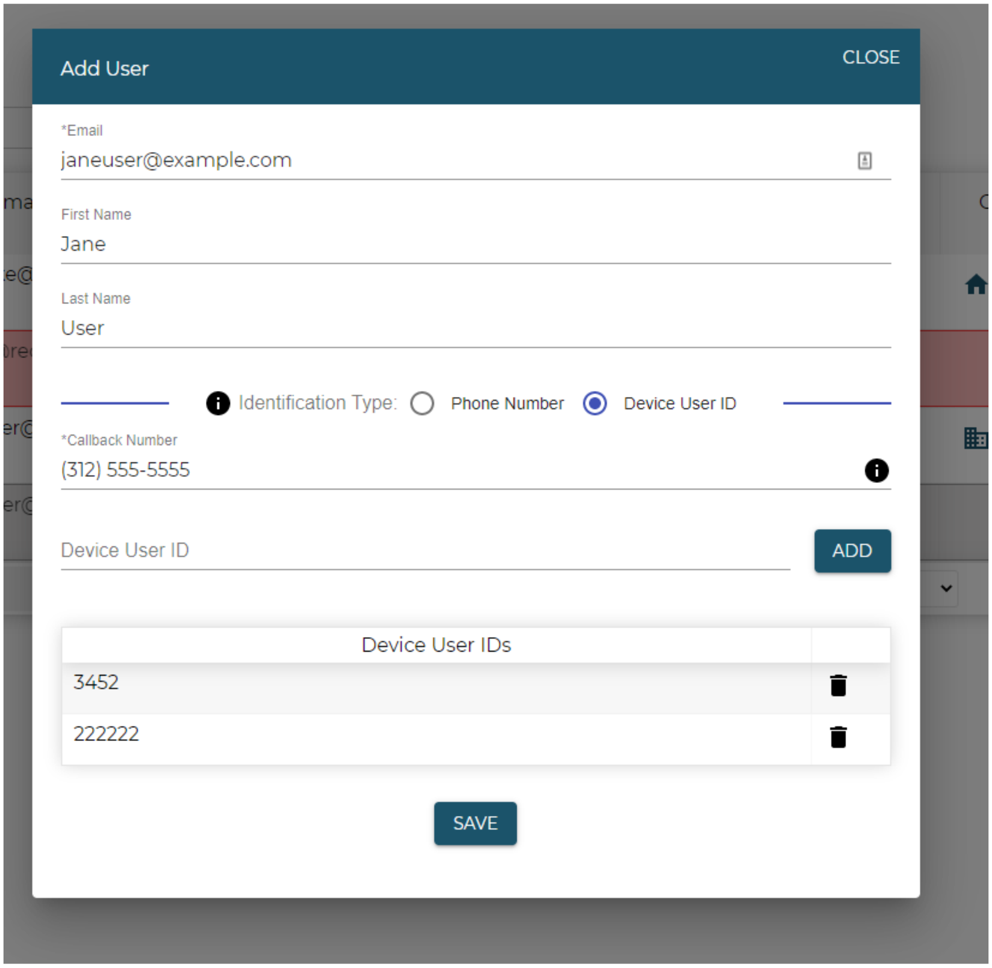
333 North Michigan Avenue, Suite 1600
Chicago, IL 60601
Toll Free: 866-778-2435
Email: support@redskytech.com

What's New for Horizon Mobility v7.14

New Features

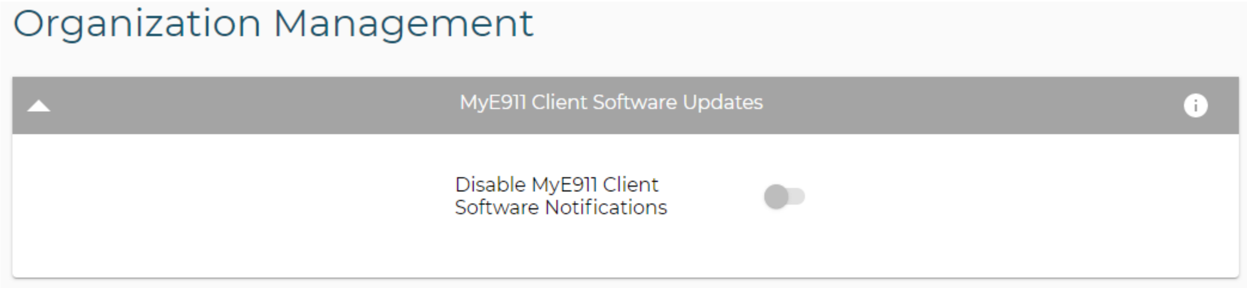
Multiple Alternate Device User Identifiers Support

Version 7.11 of Horizon Mobility added support to identify a User by an alternate user identifier, such as extension. In some configurations an Organization may need to use multiple identifiers for a User, depending on the user profile that is active or the outgoing line when that User dials 9-1-1. Multiple identifiers can now be assigned to a User with this release.



Ability to Disable MyE911 Client Update Notifications

For Organizations that do not permit their Users to install or update software themselves, they can disable the update notification messages that popup via the MyE911 Client. Notifications are enabled by default.



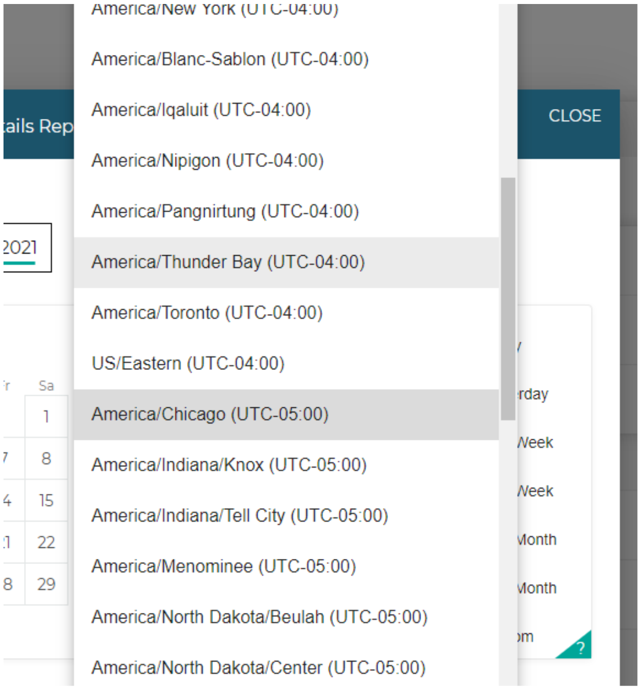
Improvements

Added Pagination to the 'Call Monitoring' Page

The Call Monitoring listing page now supports displaying more than 25 Call Monitoring configuration entries.

Improved Time Zone Selection

Additional time zone selections are made available in the Portal mainly to support areas in North America that do not observe Daylight Savings Time.



Improved Usability When Entering Data Where Fields Have Limits on the Number of Characters Entered

Many fields on the administrative portal have limits on the number of characters that can be entered. When this max limit is hit, an error message will be presented to the user they have reached the number of allowable characters.

Full Address Displayed in Recent Call and ERC Call Dashboard Widgets

The Recent Calls and ERC Calls Dashboard widgets now additionally display city, state and, postal/zip code with the address of the call. Previously only the address line itself was shown.

Organization User Guide for End Users

Overview

This Organization Administration Guide is meant to provide a comprehensive manual for End Users navigating RedSky's Horizon Mobility portal.

If you are logging in as an End User, RedSky Technologies or your Reseller has added and configured the following for you in the Horizon Mobility portal:

- Your Organization
- Your Initial Organization Administrator
- Licenses
- Your SIP Peer

RedSky Technologies or your Reseller has also provided you with a secure link to the Horizon Mobility portal, as well as a temporary login.

To accomplish the steps below, the User must be logged in as an Organization Administrator. If you have not received your temporary login information, please contact your Reseller, or if you purchased directly, please contact RedSky support at support@redskytech.com.

Responsibilities

As an End User, you are responsible for completing the following steps of implementation. If you have purchased through a Reseller, they are responsible for either completing these steps, or instructing your Organization how to complete the following steps:

- Add Administrators
- Add Locations
- Add Device Users
  - Device Users are those who will download the MyE911 Client application onto their own device
- Configure Network Discovery
- Configure Alerts
- Test 9-1-1 Calls

Initial Set Up

The Organization Administrator can access the portal via the secured Horizon Mobility link sent to you by RedSky Technologies.

Use the Temporary Login information provided to you by RedSky Technologies to login to the portal.

Once logged in, change your password by navigating to ‘My Account’ found by clicking on the circle with your initials at the top right of the screen.

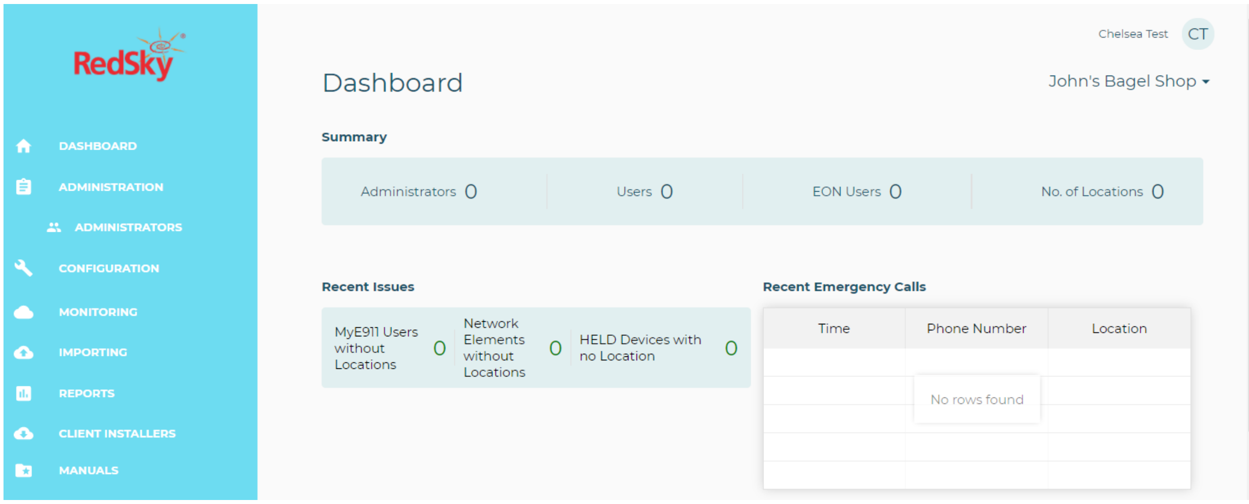
1. Dashboard & Menus

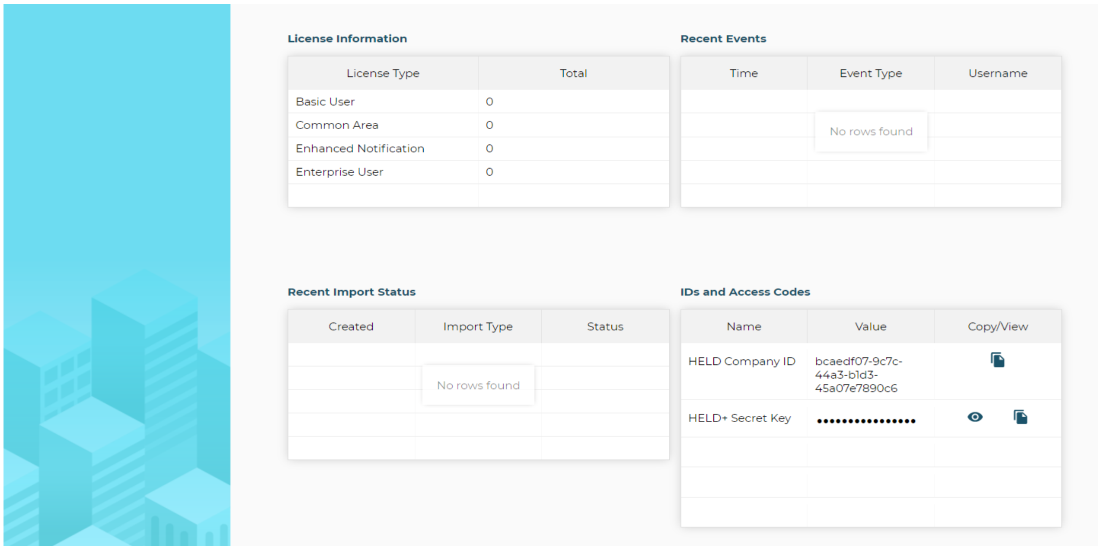
When Organization Administrator logs in, they will be navigated to the Dashboard. The Dashboard provides a snapshot of the latest organization information, including the following sections.

- Summary
- Recent Issues
- Recent Emergency Calls
- License Information
- Recent Events
- Recent Import Status
- IDs and Access Codes

The Organization Administrator can also navigate to the various pages and information available on the portal, using the following menus.

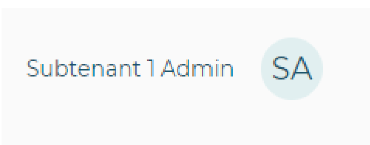
- Admin User Menu
- Navigation Menu





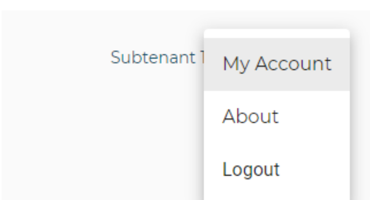
Admin User Menu

The Admin User Menu can be accessed by simply clicking on one's initials, just above the organization name. This menu allows the administrator the ability to view their account information, application version information, and to log out of the application.

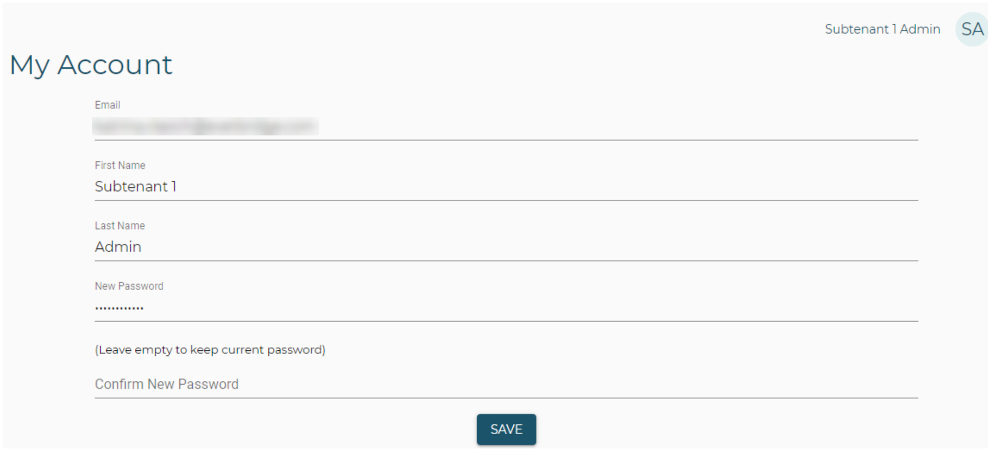


To view and edit account information:

1. Click on the Admin User Menu and select the 'My Account' option. (See image below)



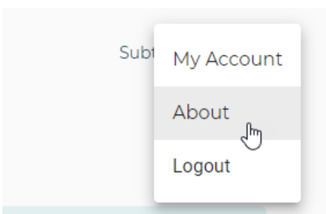
2. The Organization Administrator can edit Email, First Name, Last Name, and Password. (See image below). If the Administrator changes either their email or password, they will be logged out and will need to log back in with their new credentials.

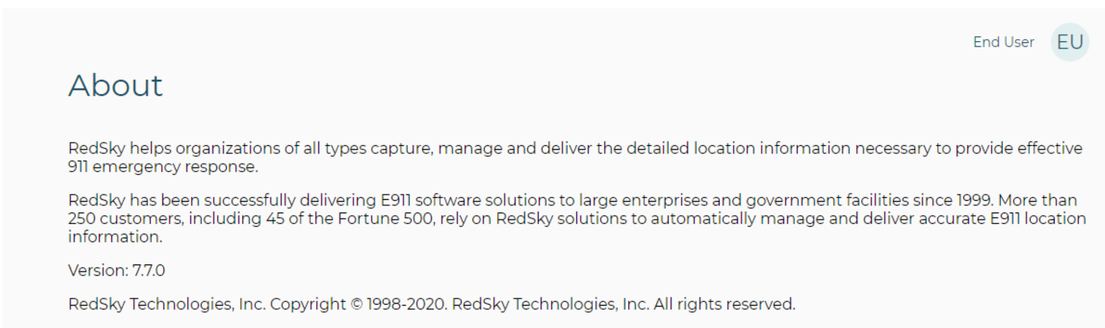


3. Click 'Save'

To view Horizon Mobility application information:

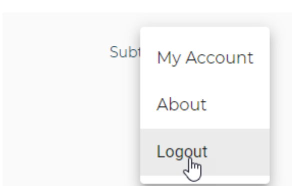
Click on the 'About' menu option. (see image below)





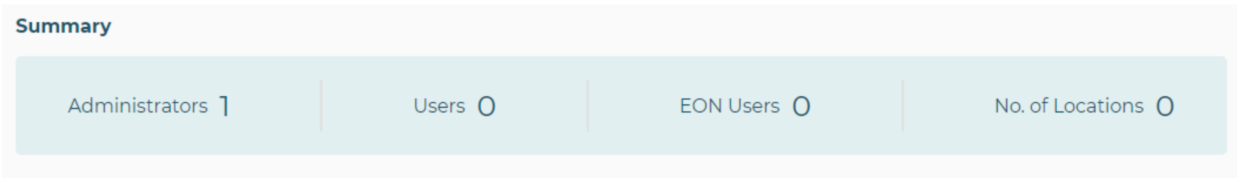
To log out of the Horizon Mobility portal:

Click on the 'Logout' menu option. (see image below)



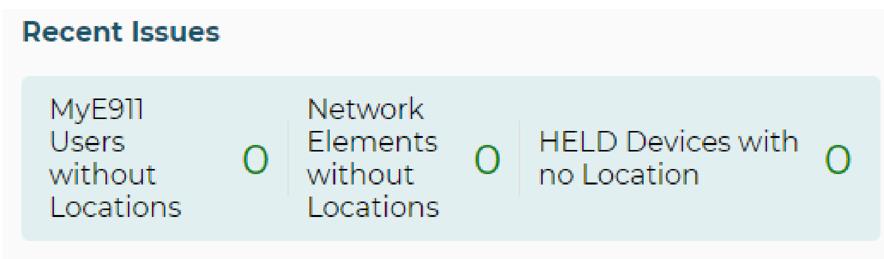
Summary

Summary provides Administrators, Users, EON Users, and No. of Locations. (See example image below)



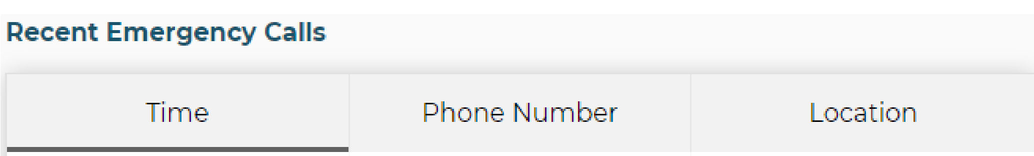
Recent Issues

Recent Issues provides a quick view of the number of MyE911 Users without Locations, Network Elements without Locations, and HELD Devices with no Location. When the Organization Administrator clicks on any of these items, it will take you to the corresponding pages (Users page, Network Discovery page, and HELD Devices page respectively) which provide more detail. (See image below)



Recent Emergency Calls

Recent Emergency Calls provides the Time 9-1-1 was dialed, the Phone Number which dialed 9-1-1, and the Location which the call was made from. (See image below).



NOTE: If the Organization Administrator clicks 'Recent Emergency Calls', it directs them to the 'Call History Page', which is primarily found under the Monitoring menu item.

License Information

License Information provides the License Type and Total amounts of license types provided to your Organization by RedSky. (See image below).

- Basic User License – one of these licenses allows you to add one Device User (that will download the MyE911 Client for only ONE device) into the Horizon Mobility portal
- Common Area License – one of these licenses allows you to add one static hardphone in the Horizon Mobility portal
- Enterprise User License – one of these licenses allows you to add one Device User (that will download the MyE911 Client for only MULTIPLE devices) into the Horizon Mobility portal
- Enhanced Notification License – one of these licenses allows you to add one EON (Emergency On-Site Notification) User in the Horizon Mobility portal, and provide both the Call Monitoring and Call Recording abilities

License Information

License Type	Total
Basic User	0
Common Area	0
Enhanced Notification	0
Enterprise User	0

Recent Events

Recent Events provides the Time of an event that occurred within the Horizon Mobility portal, the Event Type for example COMPANY_DELETED or LOGIN, and the logged in Username when the event occurred. (See image below).

Recent Events

Time	Event Type	Username

NOTE: If the Organization Administrator clicks on ‘Recent Events’, it directs them to the ‘Events’ page usually found under the ‘Monitoring’ menu item.

Recent Import Status

Recent Import Status provides the time the import was ‘Created’, the ‘Import Type’, and ‘Status’ of any data imported into the Horizon Mobility portal. (See image below).

Recent Import Status

Time	Import Type	Status

NOTE: If the Organization Administrator clicks on ‘Recent Import Status’, it directs them to the ‘Importing’ page.

IDs and Access Codes

IDs and Access Codes shows the Organization’s unique identification code. A copy to clipboard button is located on the right of the ID. (See example image below).

IDs and Access Codes

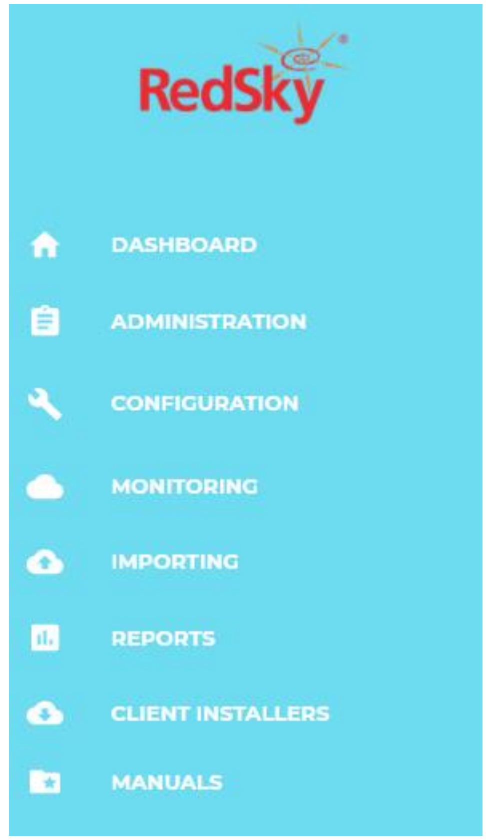
Name	Value	Copy
HELD Company ID	d66b7830-75e6-4674-adea-e8ebaf266029	

NOTE: The Self Provisioning Access Code will be available here and can be shared with employees that must gain access to the Self Provisioning Portal (SPP) to update the locations of static phones within the organization. More information about SPP is located in section 6.

Navigation Menu

The navigation menu is located on the left-hand side of screen. Some menu items are grouped under a category and can be accessed by expanding the category.

- Dashboard
- Administration
    - Organization Management
    - Administrators
    - Notification Integrations
- Configuration
    - Alerts & Emails
    - Locations
    - Users
    - Network Discovery
    - Call Monitoring
- Monitoring
    - Test Call Generator
    - Call History
    - Events
    - HELD Devices
- Importing
- Reports
    - Create Reports
    - Scheduled Reports
- Client Installers
- Manuals



2. Administration

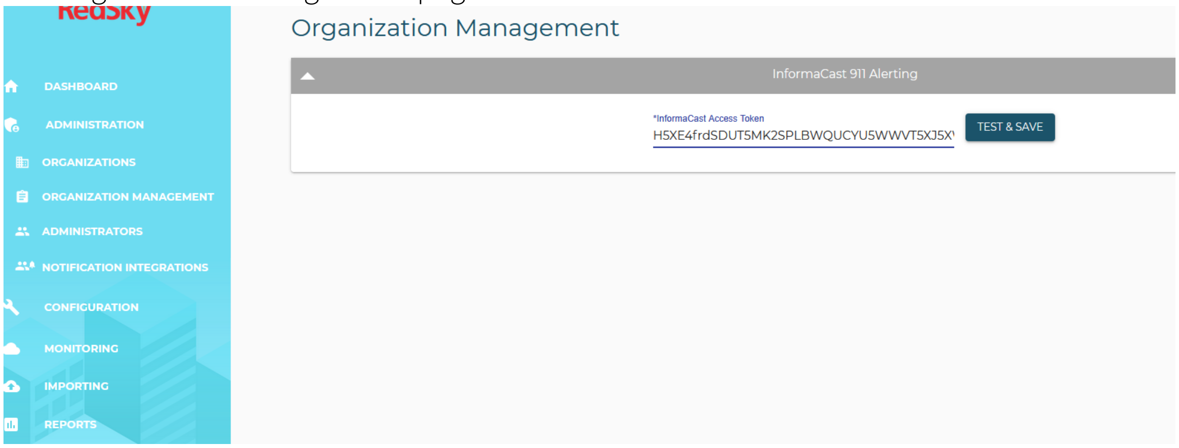
2.1 Organization Management

The Organization Management page is nested under the Administration navigation category. On this page, an Organization Administrator can manage feature configurations, dependent on how their organization was configured.

2.1.1 Integration with Singlewire® InformaCast® for Notifications

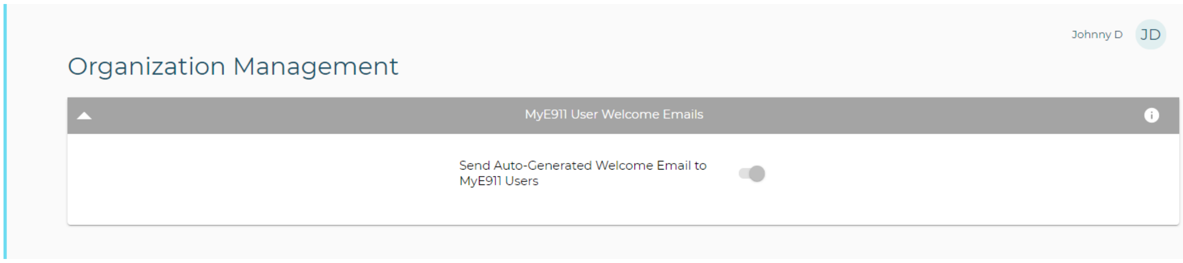
Horizon Mobility adds support for Singlewire's InformaCast Notification solution. Horizon Mobility is now capable of sending notifications to the InformaCast system when an emergency call is made.

The access token allowing communication with the InformaCast system, should be entered via the 'Organization Management' page.



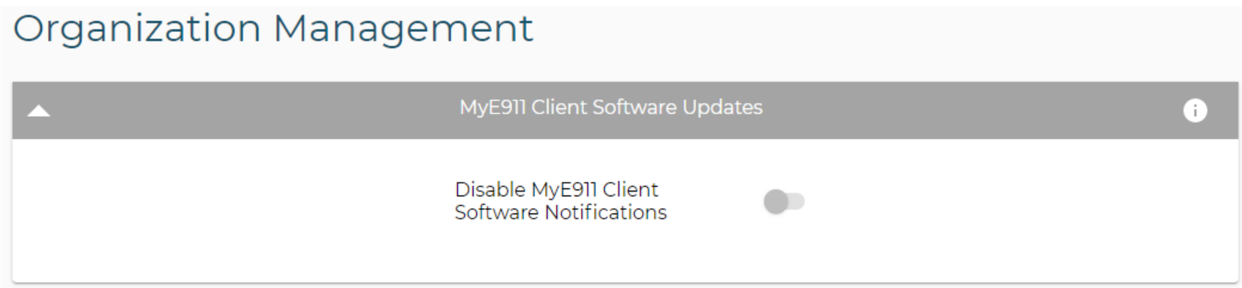
2.1.2 MyE911 User Welcome Emails

If your organization would like auto-generated welcome emails to be sent to newly onboarded MyE911 users, your Organization Administrator can toggle this feature on or off from the Organization Management page. If your organization has purchased through a service provider or reseller, this feature will be controlled at their level; however, the Organization Administrator will still be able to see from this page whether it has been turned on or off. (See image below)



2.1.3 Disable MyE911Client Software Update Notifications

For Organizations that do not permit their Users to install or update software themselves, they can disable the update notification messages that popup via the MyE911 Client. Notifications are enabled by default. This can be accomplished via the *Organization Management* page. (See image below)

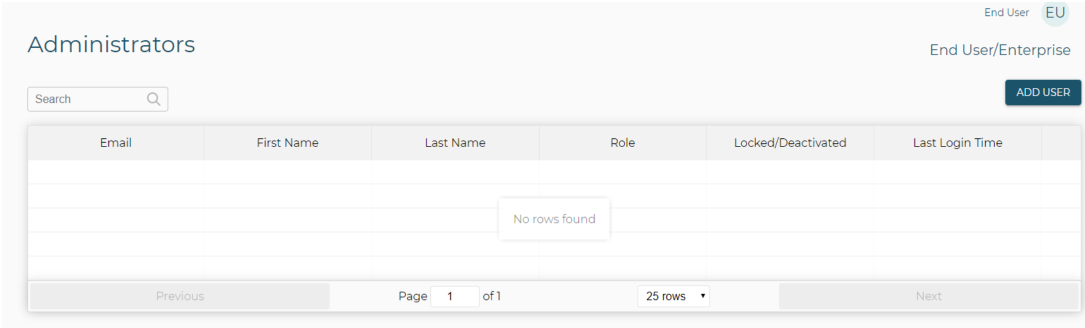


2.2 Administrators

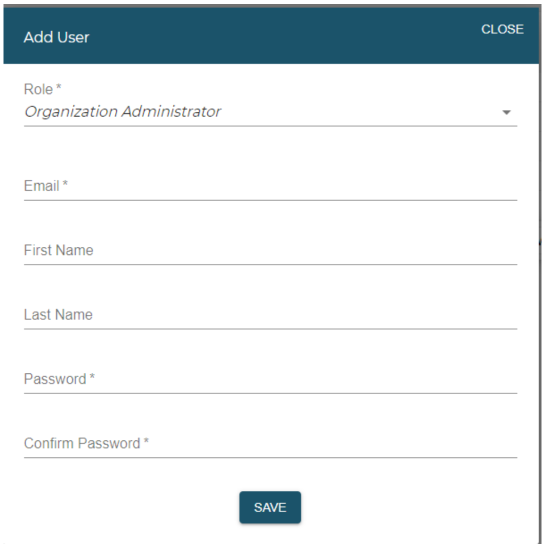
The Administrators page is housed under the Administration menu item. An Organization Administrator can add additional types of administrators for their Organization via the Administrators page.

To Add an Administrator User or EON User:

1. Navigate to the Administrators page
2. The Organization Administrator will see a table of Administrators including the Email, First Name, Last Name, Role, Locked/Deactivated status, and the Last Login Time of each Administrator. To add a new administrator, click the ‘Add User’ button on the top right of the table. (See image below)



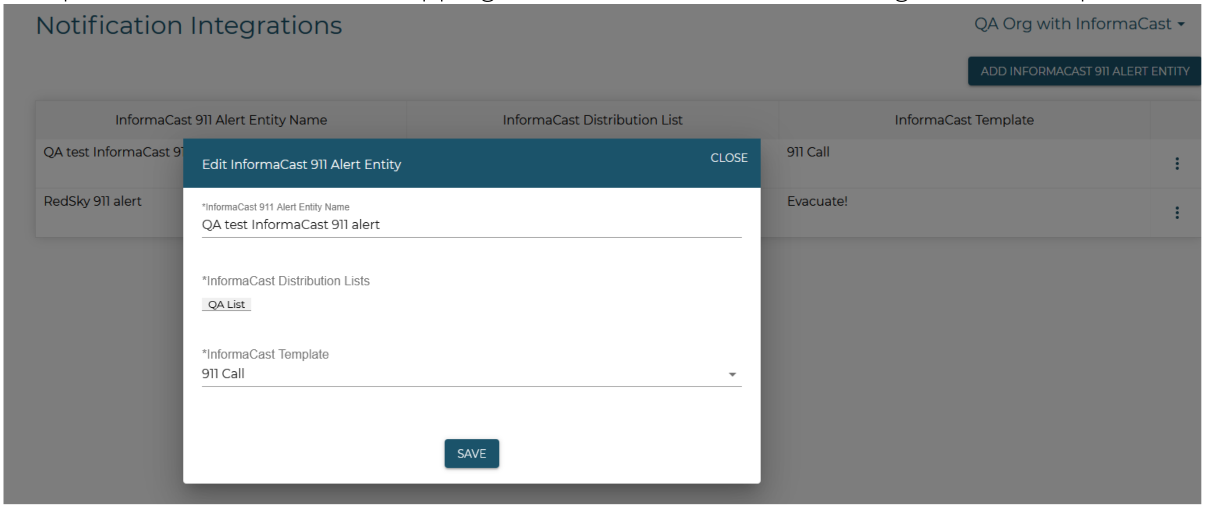
3. An Add User dialog will appear. (See image below)

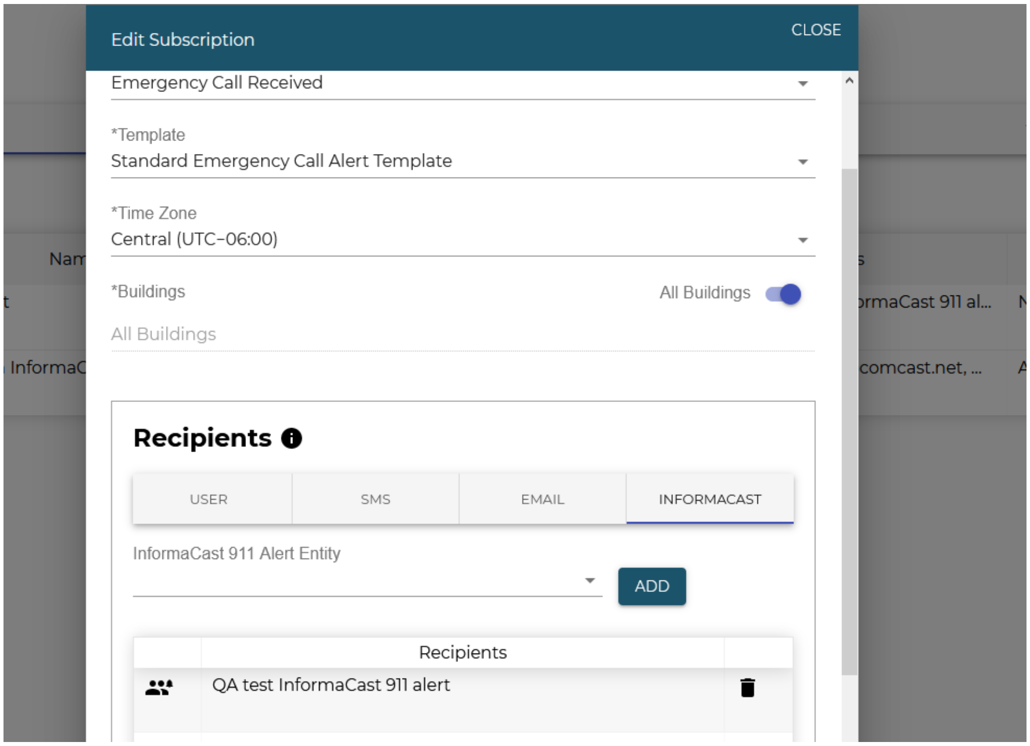


4. Fill out the following information:
    - Role
    - Organization Administrator – an Organization Administrator has full access to provision and monitor all information within the Organization's portal
        - EON User – an EON User can install and manage the EON client, as well as receive Alerts. An EON User can only be added if your Enterprise has purchased an Enhanced Notification License.
    - Email of individual to be Administrator/EON User
    - First Name and Last Name of individual to be Administrator/EON User
    - Password – set a temporary password for the Administrator you are provisioning, inform them to change this password upon initial log in
5. Click 'Save'

2.3 Notification Integrations

The ‘Notification Integrations’ page is where the mapping to InformaCast Distribution Lists and Templates will be done. This mapping will then be used when defining Alert Subscriptions.





3. Configuration

As an End User, you will be responsible for configuring Alerts, Locations, Device Users, Network Discovery, and Call Monitoring for your own environment.

Use the following steps to configure Alerts & Emails, Locations, Device Users, Network Discovery, and Call Monitoring.

3.1 Alerts & Emails

Responsibilities

If your Organization has purchased an Enhanced Notification license, your Organization Administrator can follow the below steps to set up alert/notification capabilities. Additionally, your Organization can choose to send and customize Auto-Generated Welcome Emails to MyE911 Users. If you have purchased through a service provider, this capability must be enabled by them.

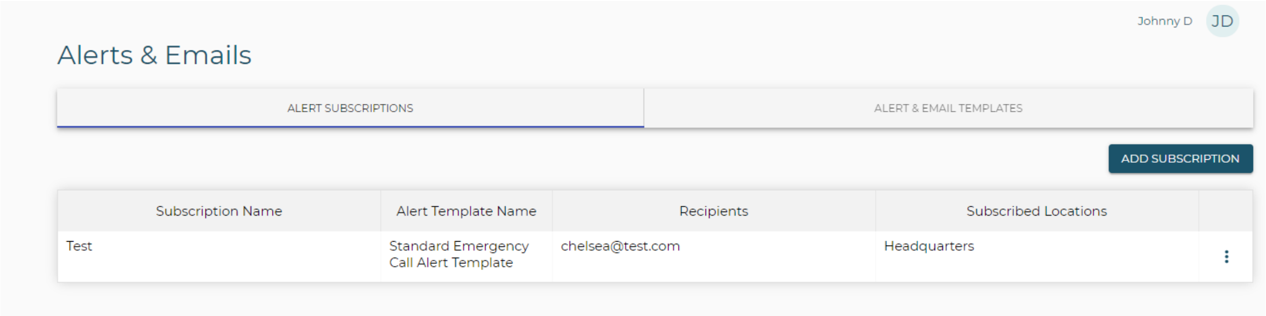
Requirements

- User must be logged in as Organization Administrator
- An EON User must already be configured in Horizon Mobility portal to receive alerts (refer to 2.2)
- Auto-Generated Welcome Emails to MyE911 Users must be toggled 'on' via the Organization Management page (refer to 2.1)

3.1.1 Alerts

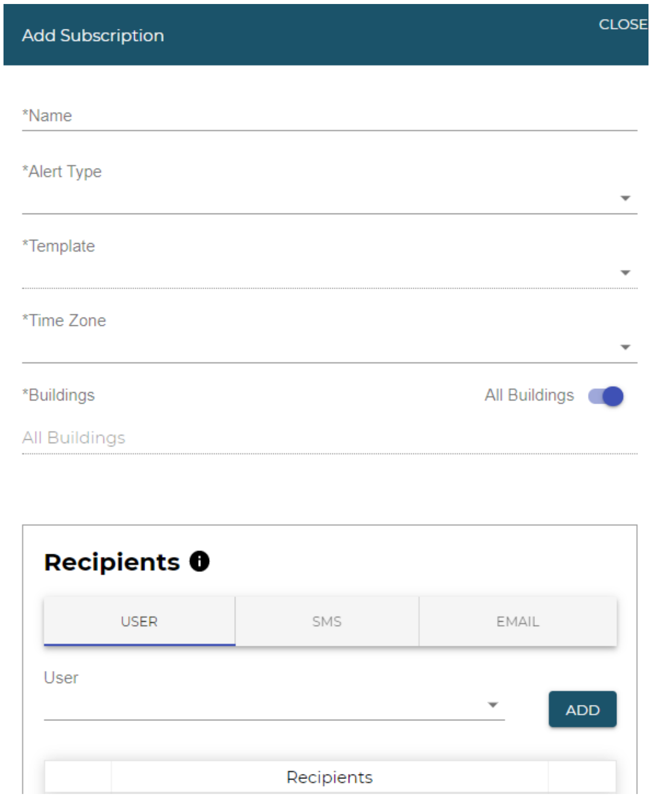
Add Alert Subscription

1. Navigate to the Alerts & Emails page
2. The Organization Administrator should see two tabs 'Alert Subscriptions' and 'Alert & Email Templates'. Make sure you are under the Alert Subscriptions tab. (See image below)



3. Under the tabs, the Organization Administrator should see a table of Alerts Subscriptions with Subscription Name, Alert Template Name, Recipients, and Subscribed Locations.

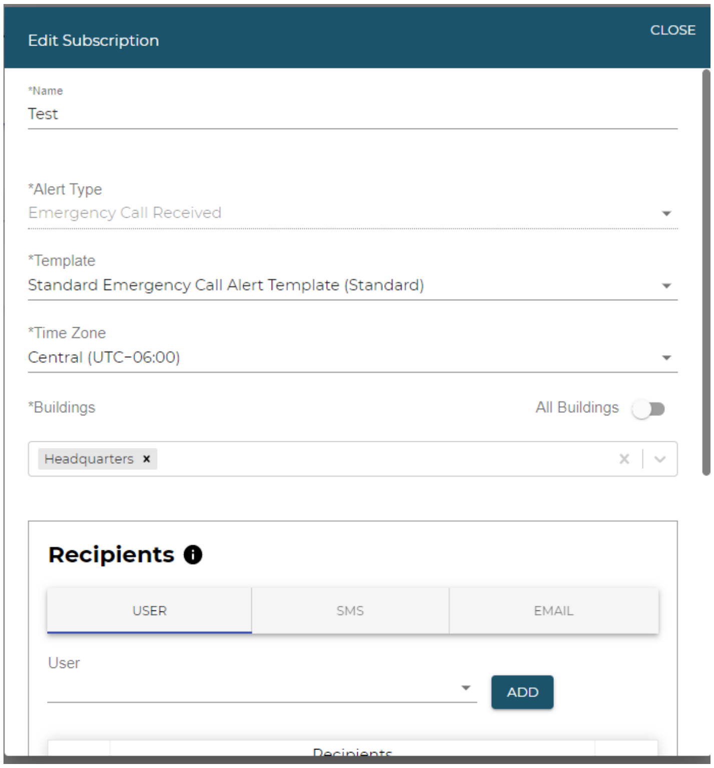
4. Click 'Add Subscription' at top right-hand corner of table
5. Add Subscription dialog will appear. Fill out the following information:
    - Name – enter in a unique name for the alert subscription you are creating
    - Alert Type – select the type of alert that is being subscribed to
        - 933 Test Call Received – alerts subscribers that RedSky received an emergency call test from the Organization's network
        - Undefined Network Location – alerts subscribers that a HELD device connected to the Organization's network and has not defined its location
        - ECRC Emergency Call Received – alerts subscribers that RedSky received an emergency call from the Organization's network that did not have an attached location. These calls must then be sent to an emergency call relay center, which will result in the Organization being billed.
        - Emergency Call Received – alerts subscribers that an emergency call was made from the network.
    - Template – choose the alert template that will be used as the body of the alert notification. Standard templates have been provided, or you can create your own template (see Add Template instructions below)
    - Time Zone – select the time zone you would like the alert information to be conveyed in
    - Buildings/Locations – A toggle and field combo
        - The toggle and field only appear when either '933 Test Call Received' or 'Emergency Call Received' are selected as the Alert Type.
        - The organization's Location Hierarchy Type will determine if the field is Building or Location centric.
        - If the toggle is toggled 'ON' (default) an alert notification will be sent to all subscribers when an emergency call is made from ANY of the organization's Buildings/Locations.
        - If the toggle is toggled 'OFF', specific Buildings/Locations can be selected, so that only when an emergency call is made from the specified Buildings/Locations, will the alert be sent to subscribers.
    - Recipients – Add EON Users, SMS numbers, or email address of to where this alert will be delivered by selecting the related tab.
        - User Tab - Select an EON User from the dropdown list and click 'Add'. For an EON User to appear in the dropdown list, they must already be added in the portal as such (refer to section 2.1).
        - SMS Tab – Enter a recipient's SMS phone number, then click add.
        - Email Tab – Enter out recipient's email address, then click 'Add'



6. Click ‘Save’

Edit Alert Subscription

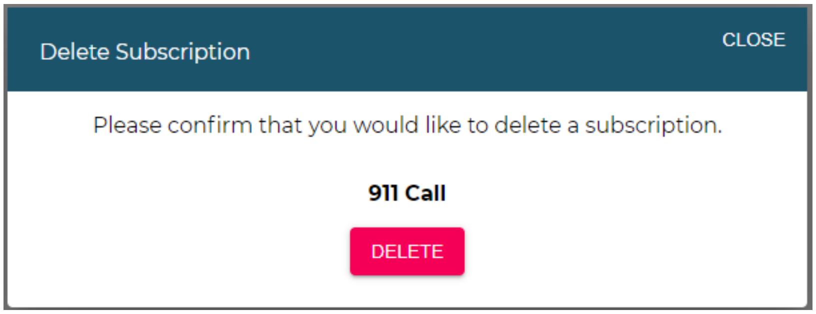
1. Select ‘Edit’ from the action menu on right side of Alert Subscription you’d like to edit
2. Edit Subscription dialog will appear. The Organization Administrator can edit Name, Template, Time Zone, Buildings/Locations, and add/delete User, SMS, or Email recipients. Alert Type cannot be edited. (See example image below)



3. Click 'Save'

Delete Alert Subscription

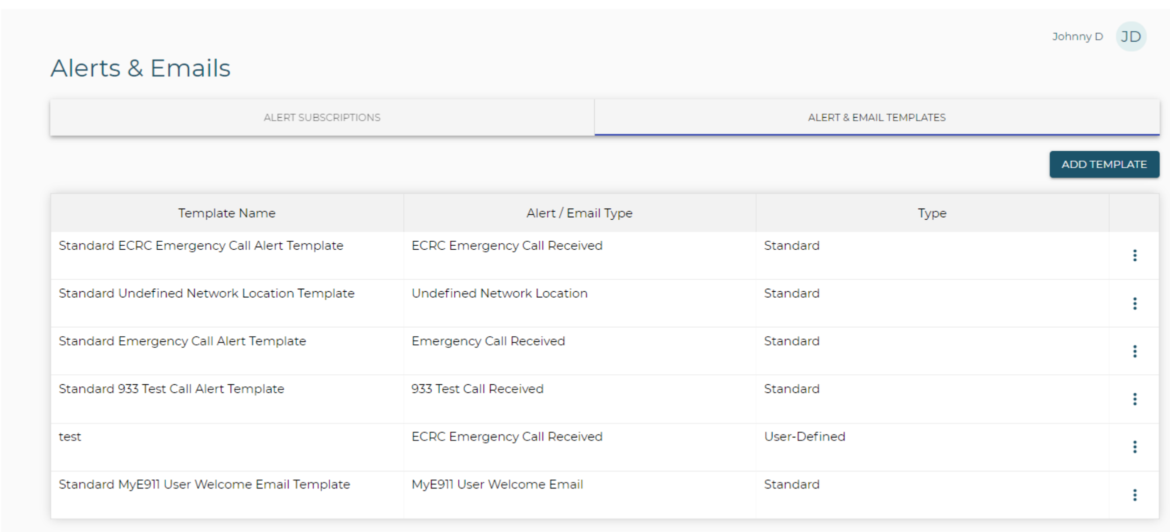
1. Select 'Delete' from the action menu on right side of Alert Subscription you'd like to delete
2. Delete Subscription dialog box will appear. Click 'Delete' to confirm. (See example image below)



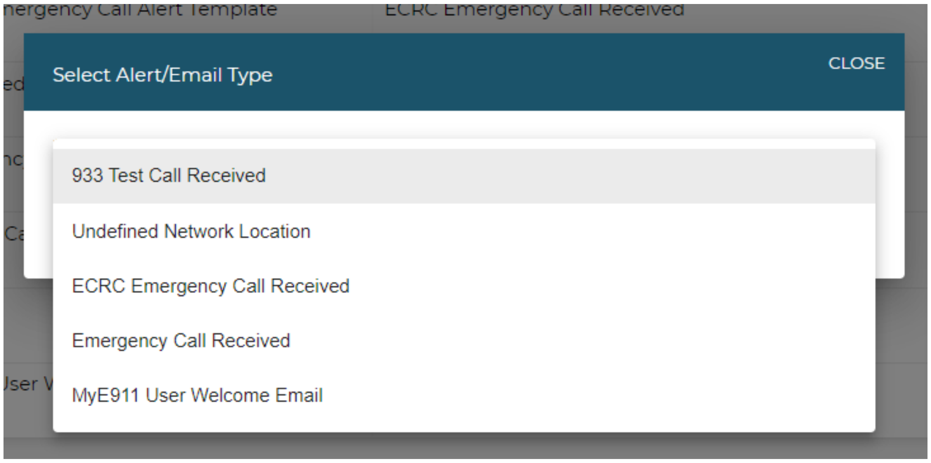
3.1.2 Alert & Email Templates

Create New Alert/Email Template

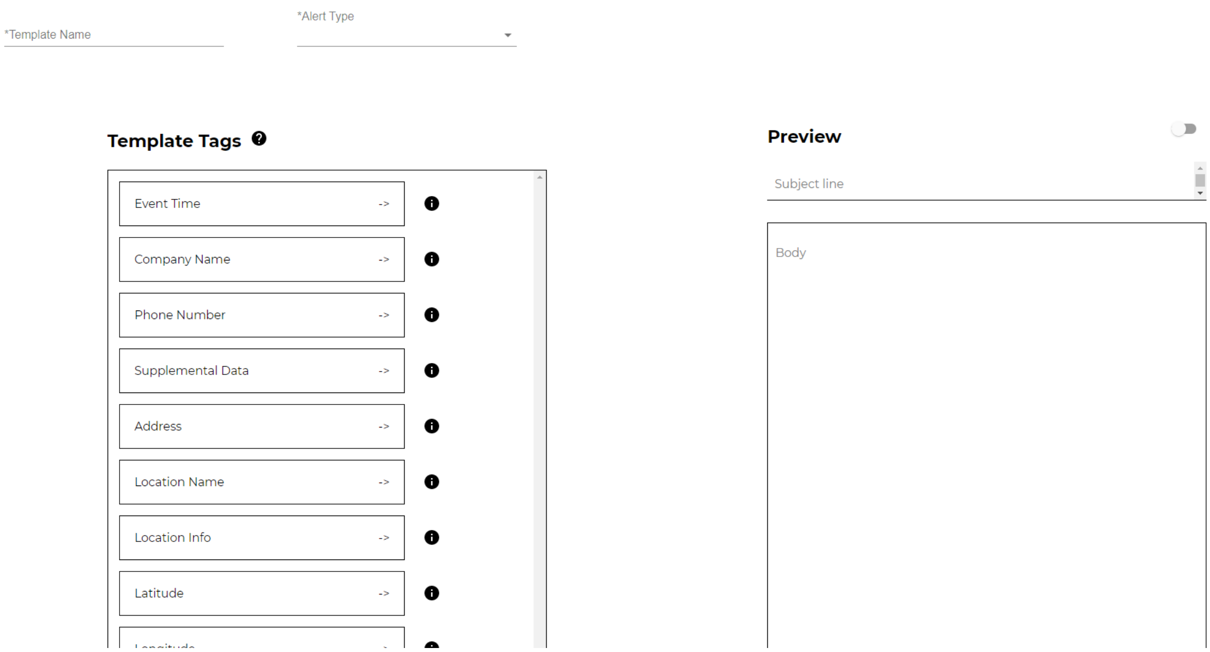
1. Select Alert & Email Templates tab at top of the page
2. Organization Administrator will see a list of alert and email templates with Template Name, Alert/Email Type, and Type shown for each template. The following default Alert and Welcome Email templates will be available:
    a. Standard ECRC Emergency Call Alert Template
    b. Standard Undefined Network Location Template
    c. Standard Emergency Call Alert Template
    d. Standard 933 Test Call Alert Template
    e. Standard MyE911 User Welcome Email Template
        i. NOTE: When the 'Send Auto-Generated Welcome Email to MyE911 Users' configuration, found on the 'Organization Management' page, is toggled on, the standard MyE911 User Welcome Email template will be sent unless a customized/user-defined template is available. Only one user-defined template of this type will be allowed.



3. If you would like to create an entirely new template, click 'Add Template'. A 'Select Alert/Email Type' dialog box will pop up. Select the type of alert or email for which you will be creating a new template. Click save. (See image below):



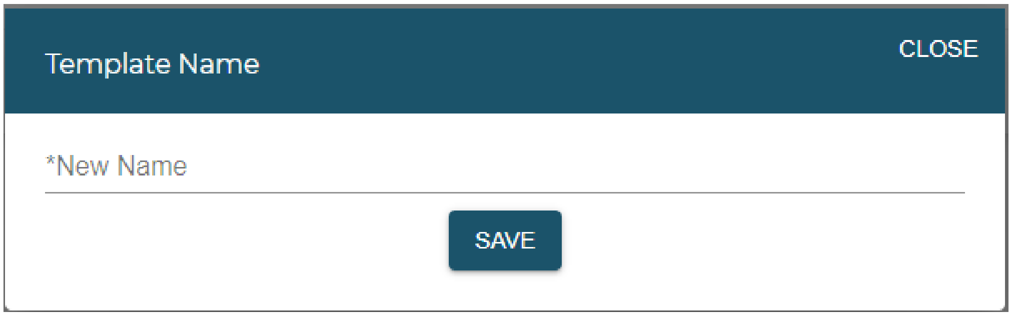
4. Template diagram will appear. (See image below)



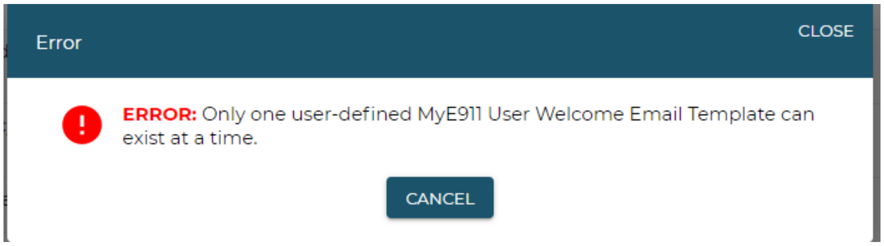
5. Fill in Name of Template. Then drag and drop the information which you'd like to appear in the Alert or Email from the Template Tags to the Body of the template. If you want to see a demonstration, hover your mouse over the question mark next to 'Template Tags'.
    a. NOTE: Each Alert Type has pre-defined Template Tags for which you can use in the template you are creating. You will only be able to select tags from the pre-defined list.
6. Fill out Subject line, and also add any additional text Body of the template.
7. To preview what your new alert or email using this template will look like, toggle the 'Preview' switch above the subject line.
8. Click 'Save'

Copy a Template

1. If you do not want to create a new template from scratch, you can select 'Copy' from the action menu for RedSky's template. You can also copy any other templates you create.
2. Template Name dialog will appear. Provide new name for the copied template and click 'Save'. (See image below)



3. The copied template will appear in the list of templates and be specified as 'User-Defined' under Type. You can further edit by selecting 'Edit' from its action menu.
   a. NOTE: Only one user-defined MyE911 User Welcome Email template will be allowed to be created at a time:

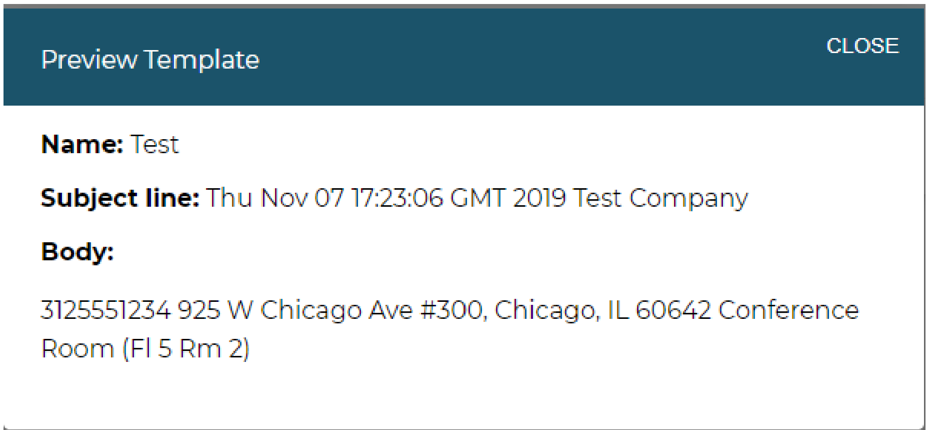


Edit a Template

1. Select 'Edit' from the action menu of the template you want to edit
2. The Template Name, Subject line, and body of the alert template can be updated.

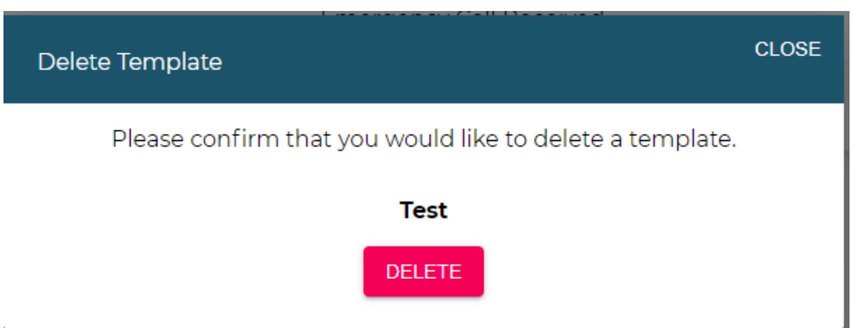
Preview a Template

1. Select 'Preview' from the action menu of the template you want to preview
2. A window will appear that displays a preview of the alert notification. (See image below)

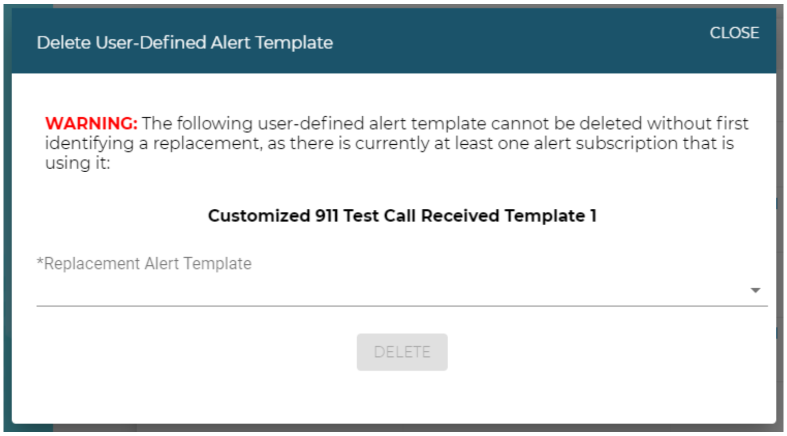


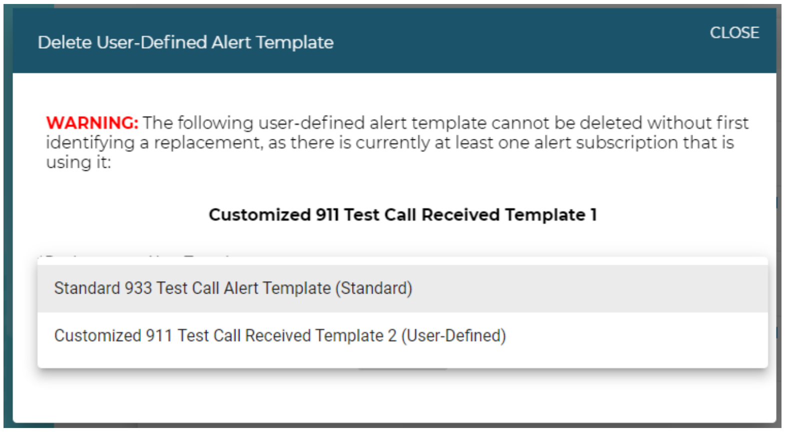
Delete a Template

3. Select 'Delete' from the action menu of the template you want to delete
4. Delete Template confirmation dialog will appear. Click 'Delete' to confirm. (See example image below)



a. NOTE: If the user-defined template, selected for deletion, is currently being used in an alert subscription, a replacement template will need to be selected for the alert subscription that was using it.





3.2 Locations

Responsibilities

In order for your Organization's 911 calls to automatically send the proper location alongside the call, you need to provision your Organization's Locations within the Horizon Mobility portal.

RedSky has provisioned your Organization with a specific Location Hierarchy Type, either 'Building and Location' or 'Location Only'. RedSky or your Reseller will inform you of this information. Follow the below steps according to your specific Location Hierarchy type.

Requirements

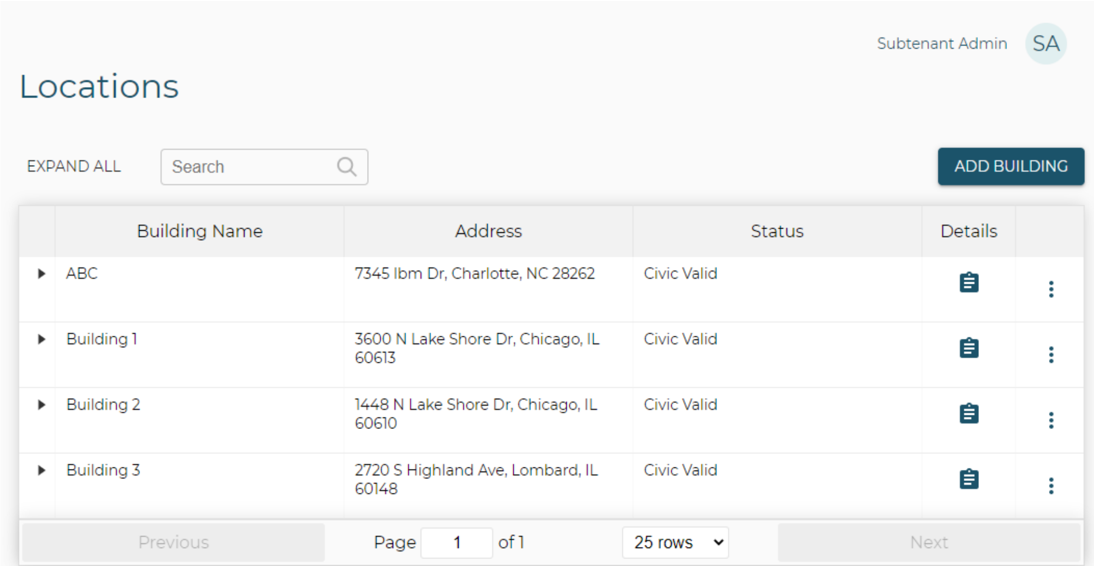
You must be logged in as an Organization Administrator to view, add, edit, or delete any Building or Location

3.2.1 'Building and Location' Location Hierarchy Type

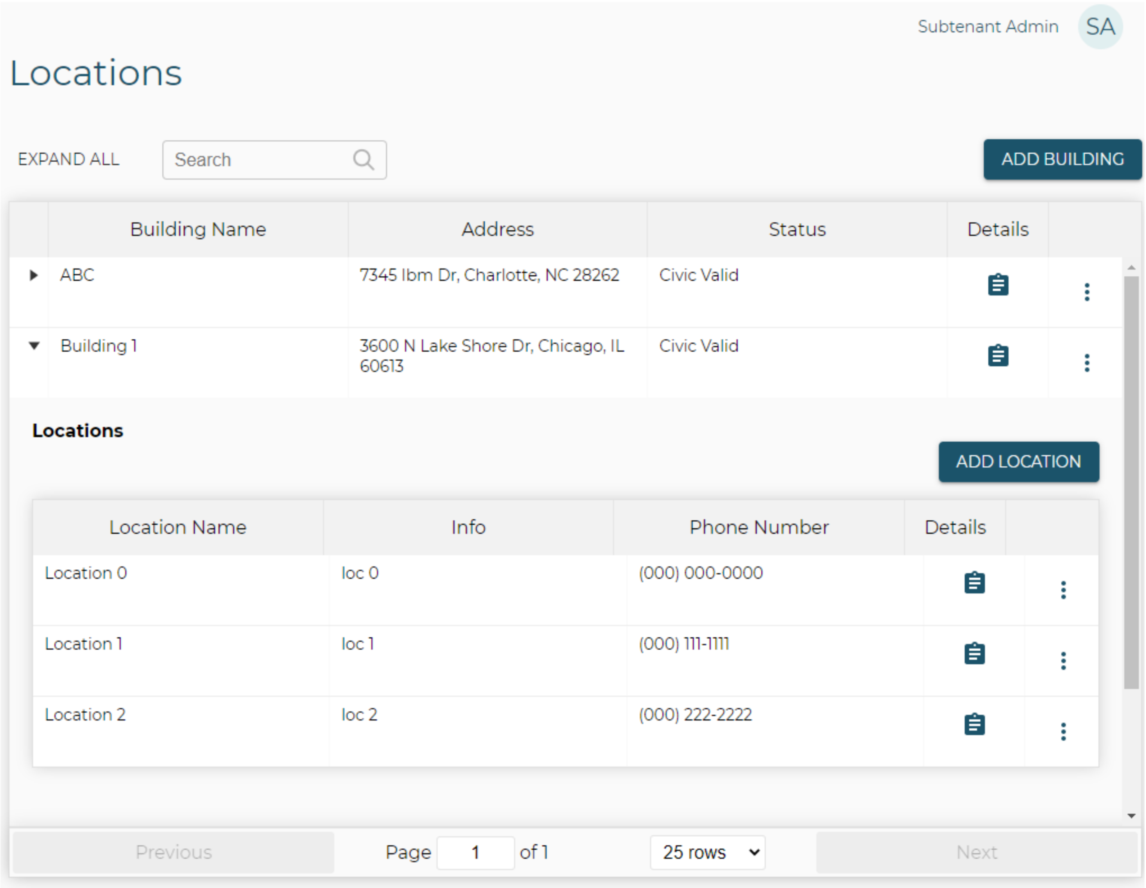
To View, Add, Edit, and Delete a Building

View Buildings:

1. Navigate to the Locations page
2. A table will show the Name, Address, and Status of each Building that has been provisioned. More details about a Building can be viewed by selecting the details icon (See example image below)



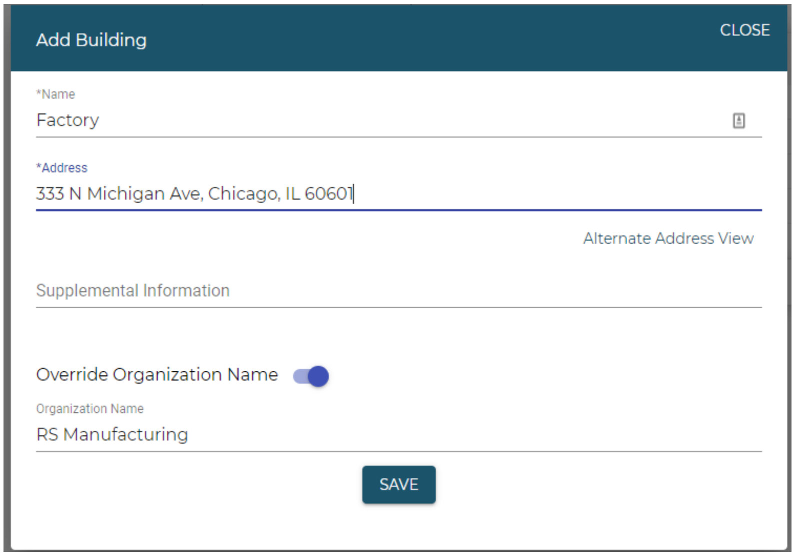
3. The Organization Administrator can expand each Building to see all Locations associated with that Building. (See example image below)



To Add a Building:

Note: A Building houses Locations that have a common civic address. Create a building for each civic address where a specific location(s) will need to be provisioned.

1. Click the 'Add Building' button at the top right-hand corner of the Locations page.
2. Fill out the Name, Address, and Supplemental Information. Overriding the Organization Name allows you to provide a different name for the building, or additional information, that will appear at the PSAP when a 9-1-1 call is placed from any of its locations.



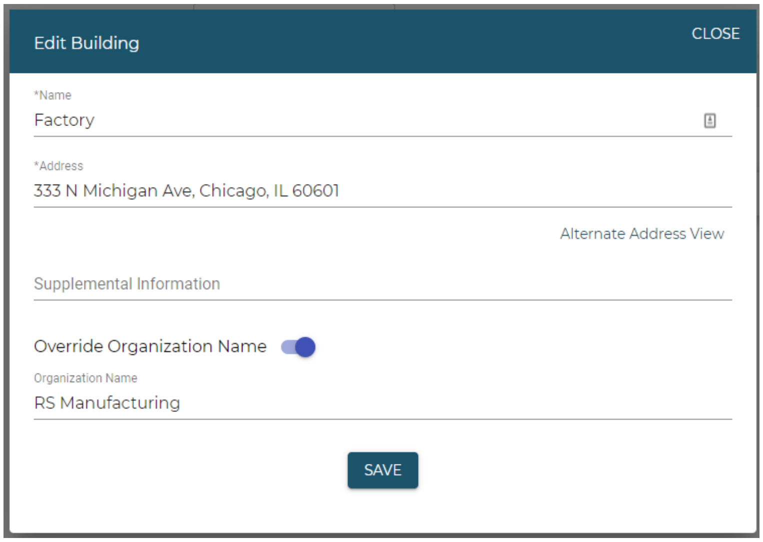
3. Click 'Save'

Edit and Delete a Building:

Each Building's action menu, on the right side of each building, includes 'Edit' and 'Delete' options.

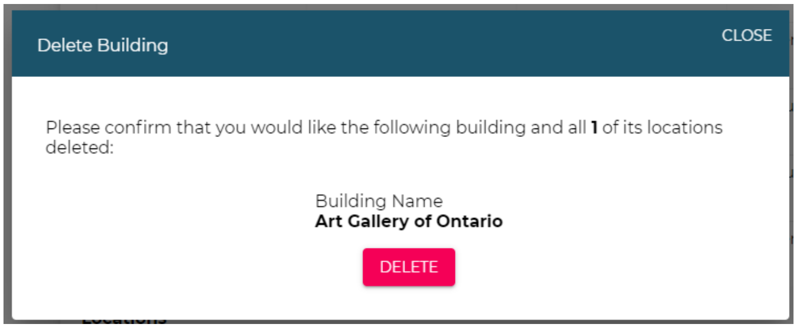
To Edit a Building:

1. Click 'Edit' from the Building's action menu
2. The Organization Administrator can edit the Name, Address, Supplemental Information, and the Organization Name Override value. (See example image below)



To Delete a Building:

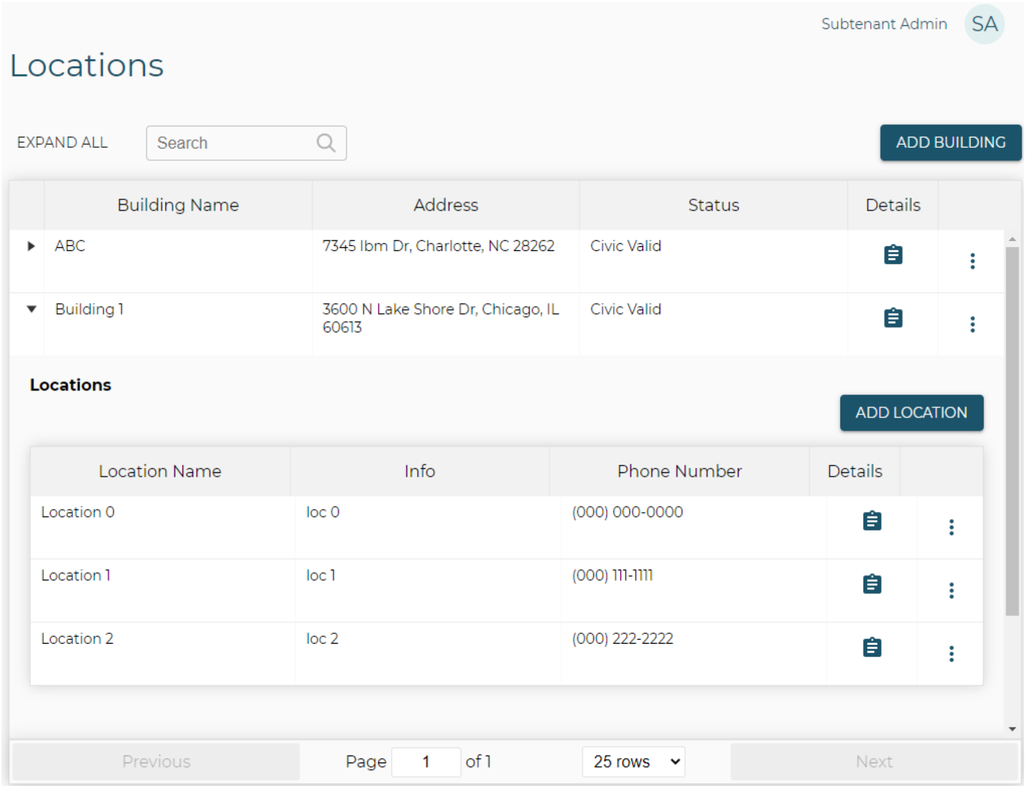
1. Click 'Delete' from the Building's action menu
2. A confirmation dialog will appear. Click 'Delete' to confirm.



View, Add, Edit, and Delete a Location

View Locations

1. Navigate to the Locations page
2. Locations will appear with the following information once a building is expanded: Location Name, Info, and Phone Number. More details about the Location can be viewed by selecting the details icon. (See image below):

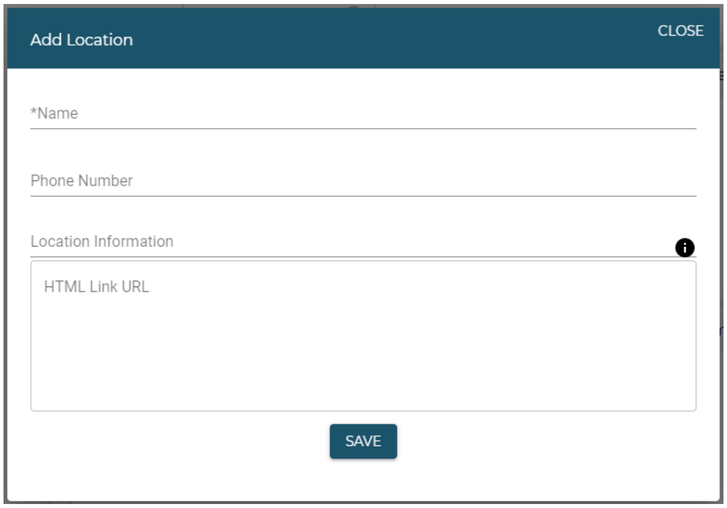


Add Location

Click the 'Add Location' button at the top right-hand corner of the Locations page.

- A form will appear. (See image below)
- Fill out the form with the following information, then click 'Save':
  - Name – Name of Location; e.g. Front Desk, Kitchen, Common Area
  - Identification Type – Select either Phone Number or Alternate ID
    - Select and provide a phone number for a Location if the location is tied to a common phone. If you add a phone number to a Location, this will use up one Common Area License.
    - Select and provide an alternate ID if the device does not have a traditional direct inward dial number (DID)
    - Do NOT provide a phone number or alternate ID for a Location if the Location will be tied to a Network Discovery element
  - Location Information – Provide the dispatchable location information in this field, e.g., Room, Floor, Apartment, Suite
  - HTML Link – HTLM Link will provide additional notification information. This link can be used to provide a mapping display, an image, or a URL to additional information about this specific location. If a value is provided for this field, the option to provide a name for the link will become available.

NOTE: You will not have to fill out a civic address for each Location, as you have already defined that when creating the Building.

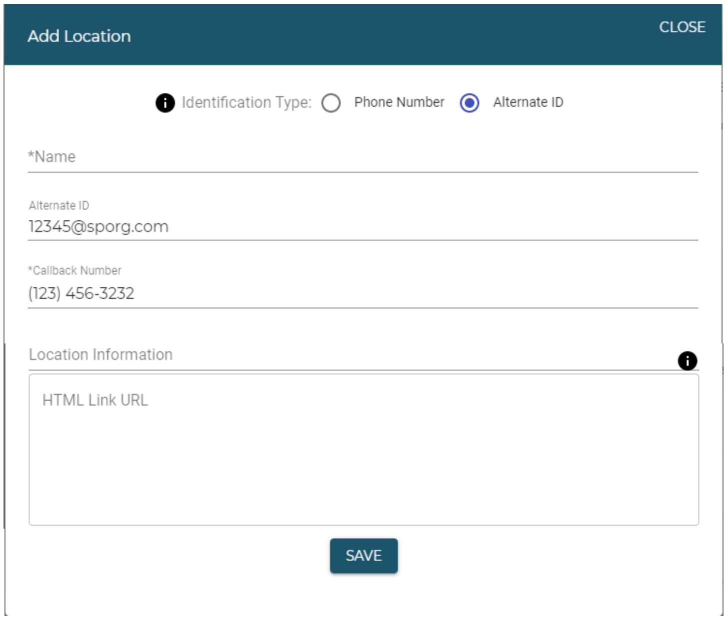


Alternate Location Identification:

If your organization is configured to use alternate Location identifiers, in lieu of a traditional direct inward dial number (10-digit DID), additional fields will be made available on the 'Add Location' form. See image below.

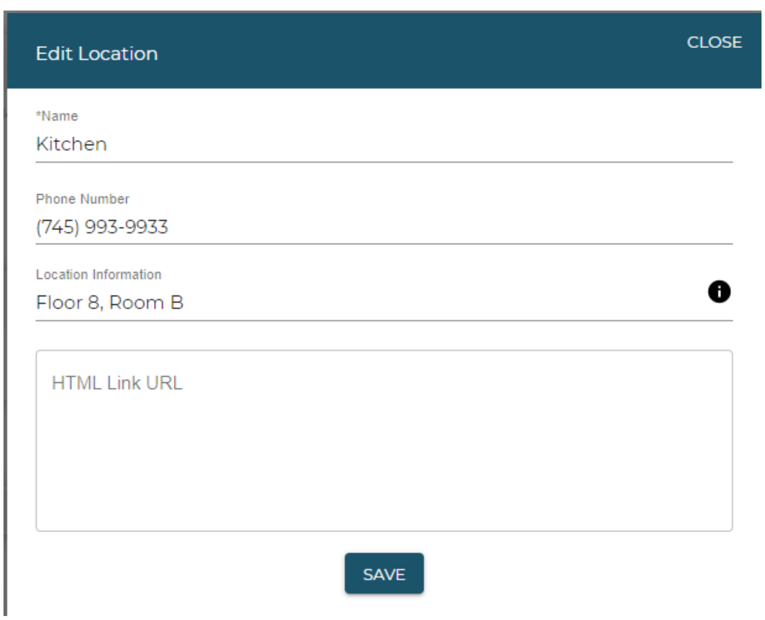
An administrator can now choose to add a Location with a Phone Number or Alternate ID. By selecting 'Phone Number' as the Identification Type, a Location can be configured with a Phone Number, which is the default option.

If 'Alternate ID' is selected as the Identification Type, then a Location can be configured with an alternate identifier, such as an extension. This alternate identifier will be passed in the SIP Invite to Horizon Mobility in a special 9-1-1 SIP Invite header. Horizon Mobility will use this alternate identifier to discover which telephony device placed the call, determine the caller's current location, and route the call to the appropriate PSAP. Additionally, if a Location is provisioned with an alternate identifier, a callback number will need to be configured. The callback number will be sent to the PSAP to be used in the event the initial 9-1-1 call becomes disconnected.



Edit a Location:

1. Click 'Edit' from the Location's action menu
2. The Organization Administrator can edit Name, Phone Number, Location Information, and HTML Link/URL. (See example image below)

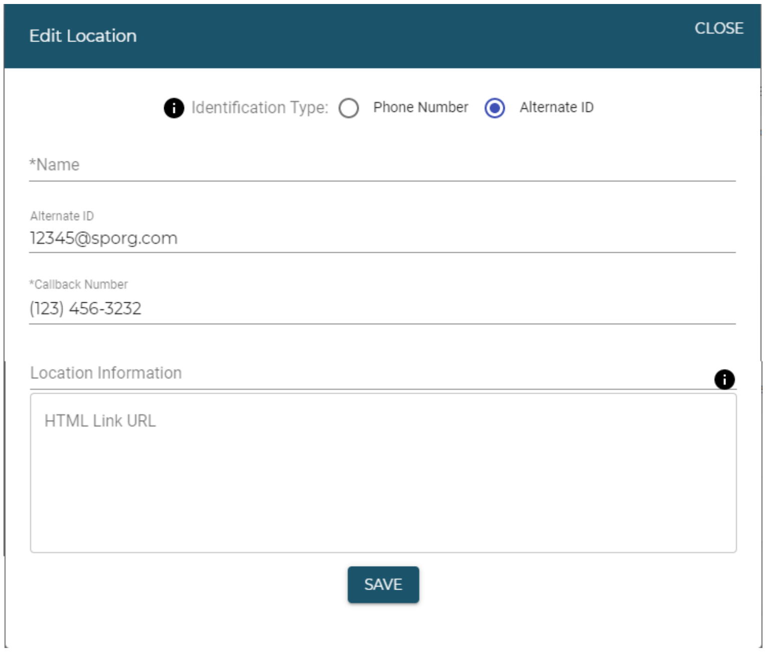


Alternate Location Identification:

If your organization is configured to use alternate Location identifiers, in lieu of a traditional direct inward dial number (10-digit DID), additional fields will be made available on the 'Edit Location' form. See image below.

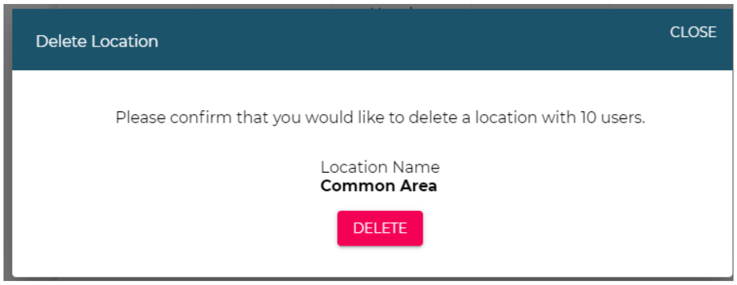
An administrator can now choose to add a Location with a Phone Number or Alternate ID. By selecting 'Phone Number' as the Identification Type, a Location can be configured with a Phone Number, which is the default option.

If 'Alternate ID' is selected as the Identification Type, then a Location can be configured with an alternate identifier, such as an extension.



To Delete a Location:

1. Click 'Delete' from the action menu of the Location you want to delete
2. A confirmation dialog box will appear. Click 'Delete' to confirm. (See example image below)

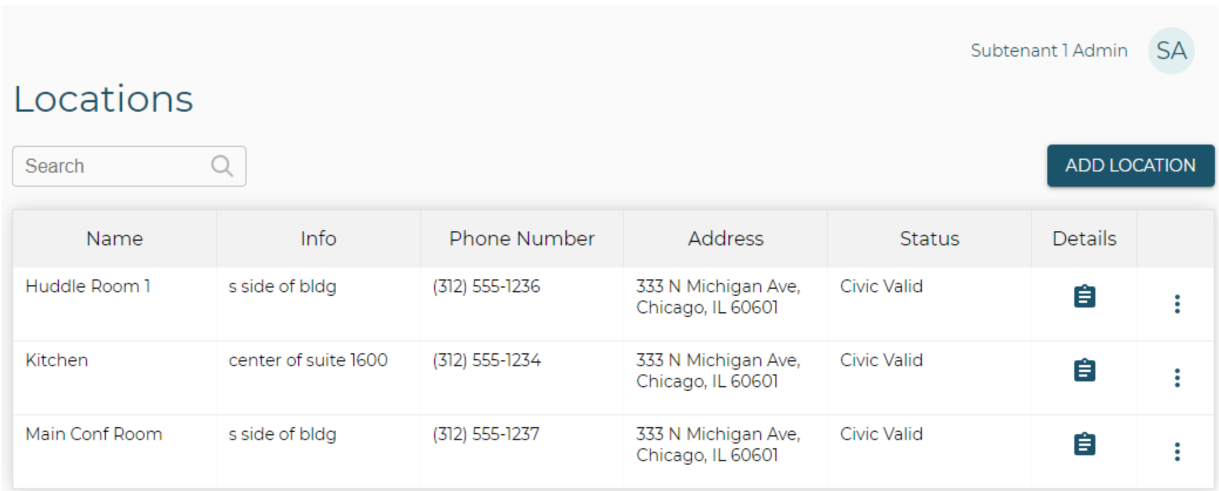


NOTE: The dialog box will warn you how many users will be left without a location once this location is deleted. Please ensure these users can be found using a different location.

3.2.2 'Location Only' Location Hierarchy Type

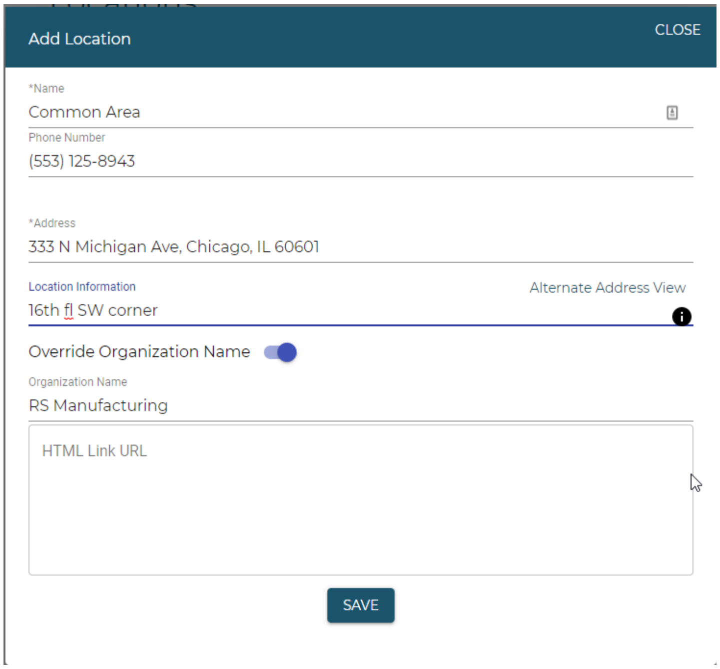
View Locations

Locations will appear with the following information: Name, Info, Phone Number, Address, and Status. More details about the Location can be viewed by selecting the details icon. (See example image below)



Add Location

1. Click the 'Add Location' button on top right corner of the Locations page
2. The below Add Location dialog will appear. (See image below)



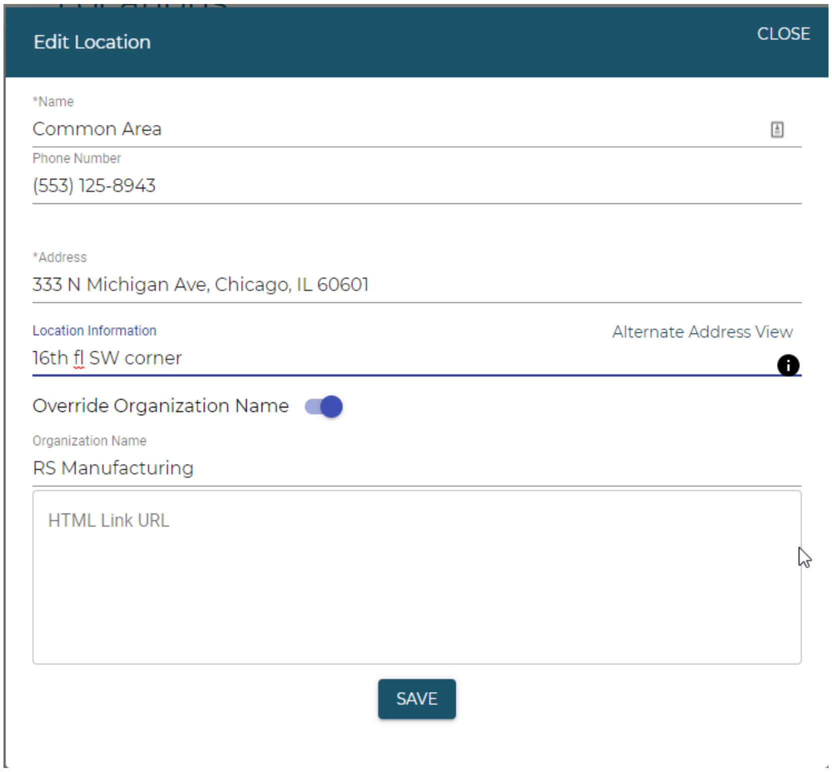
3. Fill out the above dialog with the following information, then click ‘Save’:
   - Name – Name of Location; e.g. Front Desk, Kitchen, Common Area
   - Phone Number
     - Provide a phone number for a Location if the location is tied to a common phone. If you add a phone number to a Location, this will use up one Common Area License.
     - Do NOT provide a phone number for a Location if the location will be tied to a Network Discovery element
   - Address – Provide the civic address of the Location
   - Location Information – Provide the dispatchable location information in this section, e.g., Room, Floor, Apartment, Suite
   - Override Organization Name - Allows you to provide a different name for the building, or additional information, that will appear at the PSAP when a 9-1-1 call is placed from any of its locations.
   - HTML Link – HTLM Link will provide additional notification information. This link can be used to provide a mapping display, an image, or a URL to additional information about this specific location. If a value is provided for this field, the option to provide a name for the link will become available.

Edit and Delete Location

Each Location's action menu, indicated by three vertical dots to the right of each location, includes an 'Edit' and 'Delete' option. The below Edit Location form will appear. (See image below)

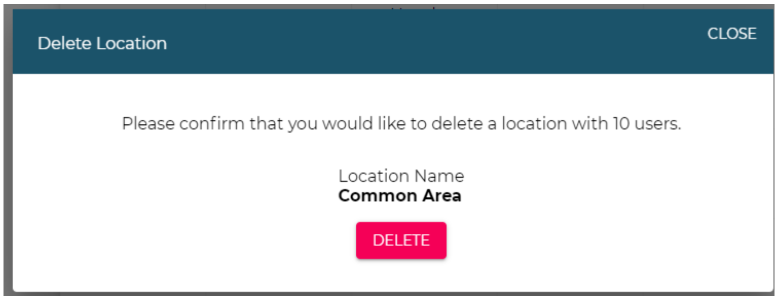
To Edit a Location:

1. Click 'Edit' from the Location's action menu
2. The Organization Administrator can edit Name, Phone Number, Address, Location Information, HTML Link URL, and the Organization Name Override. (See example image below)



To Delete a Location:

1. Click 'Delete from the action menu for the Location you want to delete
2. A confirmation dialog box will appear. Click 'Delete' to confirm. (See example image below)



NOTE: The dialog box will warn you how many users will be left without a location once this location is deleted. Please ensure these users can be found using a different location.

3.3 Users

Responsibilities

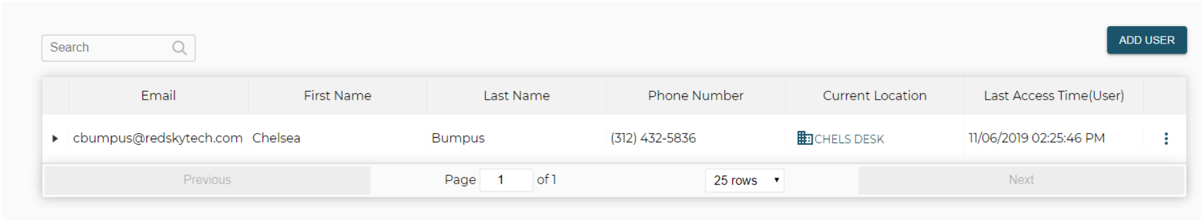
Softphone users that will be using MyE911 must be provisioned as a Device User in the Horizon Mobility portal. Each Device User provisioned uses one User license (Basic or Enterprise).

Requirements

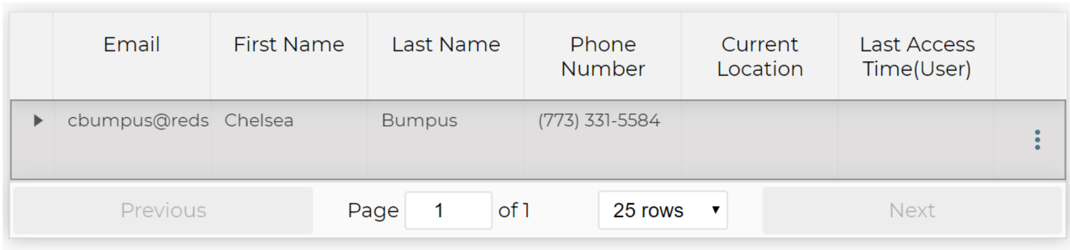
You must be logged in as an Organization Administrator to view, add, edit, or delete any building or location

View Device Users

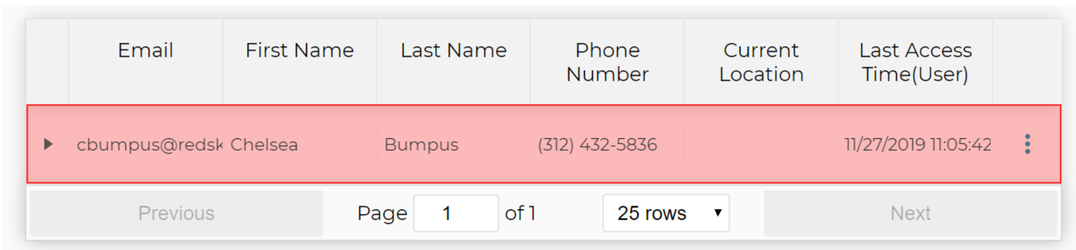
1. Navigate to the Users page
2. The list of Device Users should appear with the following details: Email, First Name, Last Name, Phone Number, Current Location, and Last Access Time (User). (See example image below)



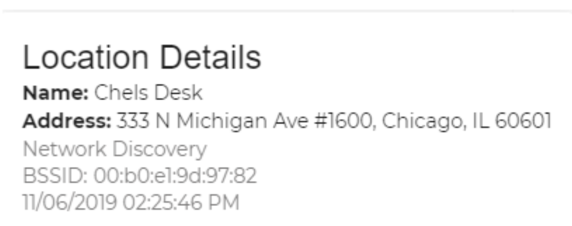
   a. If the Device User has yet to register themselves via the client or web interface, the Device User will be highlighted in gray. (See example image below)



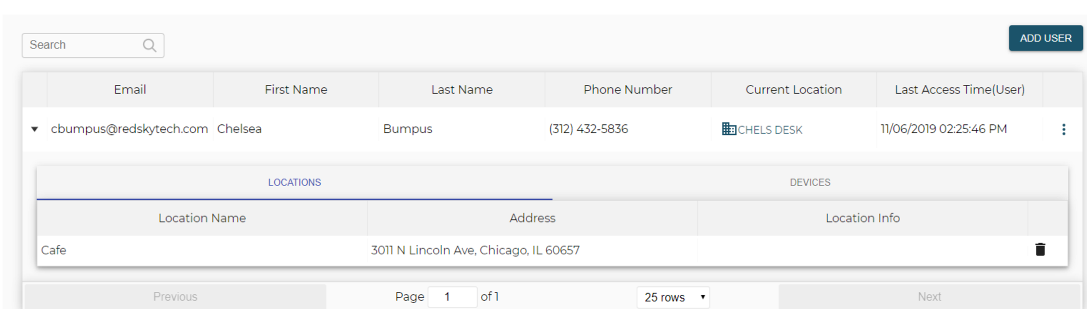
b. If a Device User has registered via the MyE911 client or web interface, but did not set their current location, the Device User will be highlighted in red. (See image below)



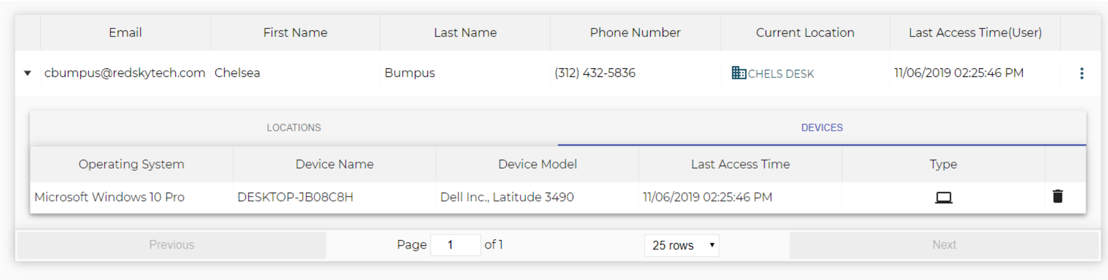
3. The Organization Administrator can click on the Current Location hyperlink to view more location details; i.e., Name, Address, how the Device User is being located, and the most recent time of discovery. (See image below)



4. The Organization Administrator can also expand each Device User and toggle between their Locations and Devices. (See images below)
   a. Location information shows the Location Name, Address, and Location Info of the personal Locations of the Device User:



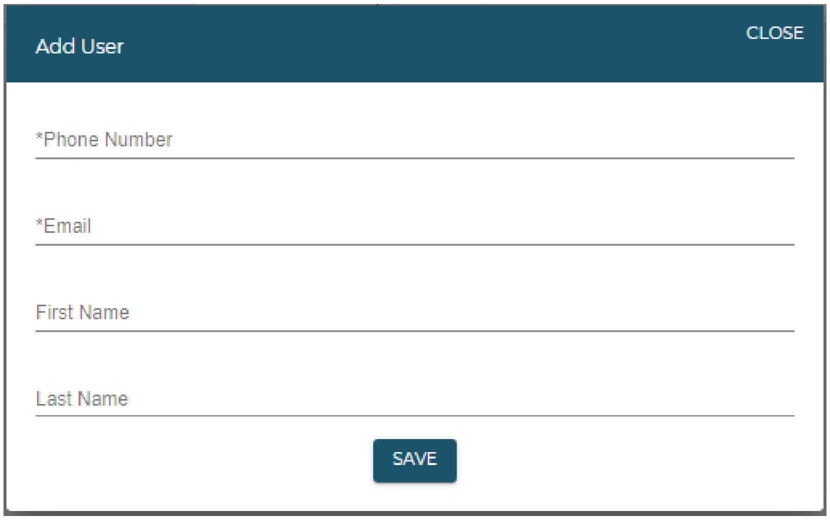
b. Device Information shows the Operating System, the Device Name, the Device Model, the Last Access Time, and the Type of Device:



NOTE: The Location and Device information will only population once the Device User has registered via the MyE911 client or web interface on their device.

Add Device User

1. Click 'Add User' at the top right-hand corner of the Device User table
2. A dialog will appear. Fill out the following information for the Device User you are provisioning:
   - Phone Number
   - Email
   - First Name and Last Name

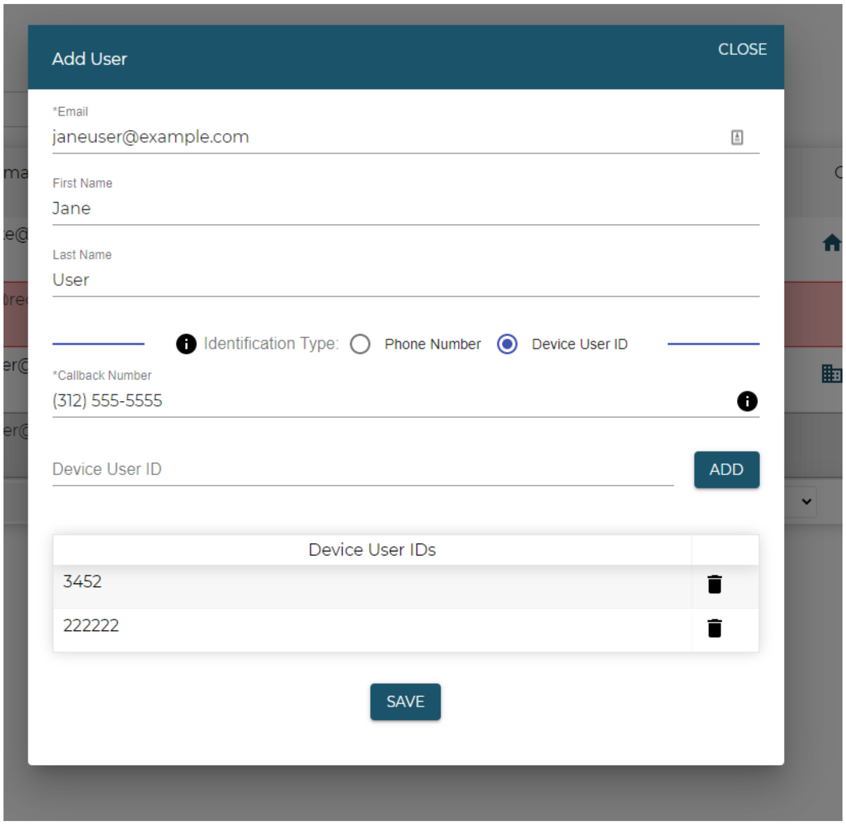


3. Click 'Save'

Alternate Device User Identification: If your organization is configured to use alternate User identifiers, in lieu of a traditional direct inward dial number (10-digit DID), additional fields will be made available on the 'Add User' form. See image below.

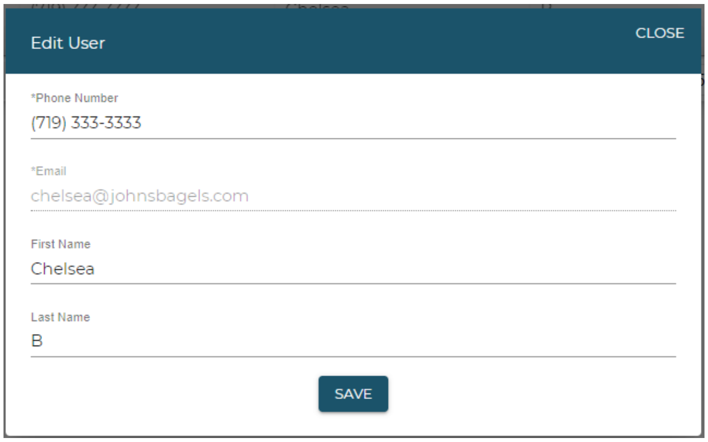
An administrator can now choose to add a User with a Phone Number or Device User ID. By selecting 'Phone Number' as the Identification Type, a User can be configured with a Phone Number, which is the default option.

If 'Device User ID' is selected as the Identification Type, then a User can be configured with one or more Device User IDs, such as an extension. This alternate identifier will be passed in the SIP Invite to Horizon Mobility in a special 9-1-1 SIP Invite header. In some configurations an organization may need to use multiple identifiers for a User, depending on the user profile that is active or the outgoing line when that User dials 9-1-1. If a User is provisioned with a Device User ID, a 10-digit callback number (such as a cell phone number) will need to be provided. The PSAP will use this number to call back the 9-1-1 caller in the case where a call has been dropped.



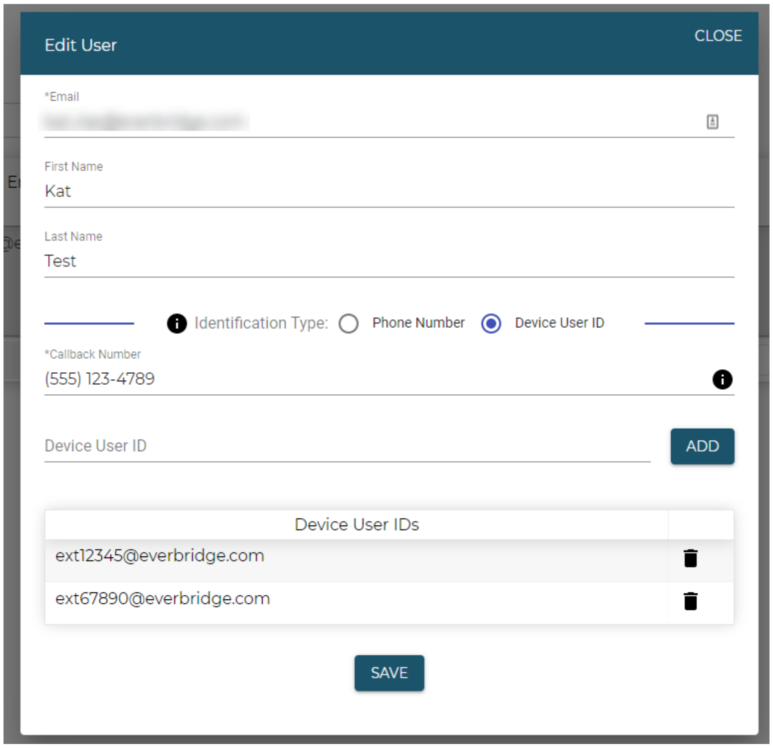
Edit Device User

1. Click 'Edit' from the Action Item menu on the right side of the User you wish to edit
2. A dialog will appear. The Organization Administrator can edit the Phone Number, First and Last name of the Device User. If the Organization Administrator would like to change the email of the Device User, a new Device User must be created. (See image below)



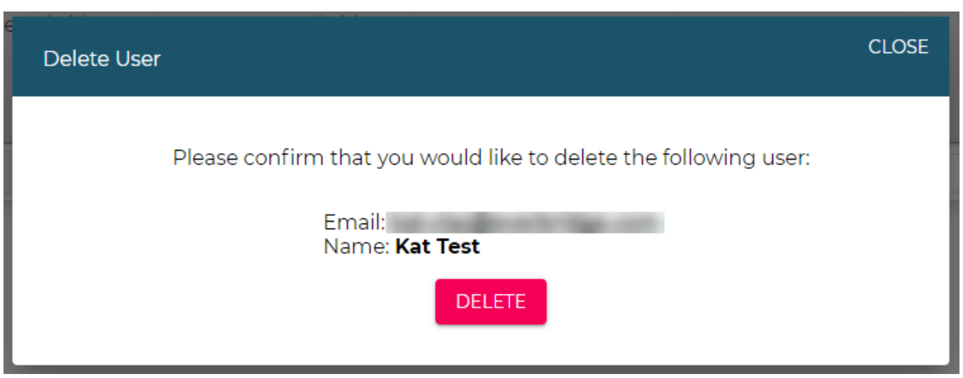
3. Click 'Save'

NOTE: If your organization has been configured to allow alternate device user identifiers, the Organization Administrator can edit the Device User IDs, First Name, Last Name, and Callback Number. If the Organization Administrator would like to change the email of the Device User, a new Device User must be created. (See image below):



Delete Device User

1. Click ‘Delete’ from Action Item menu on the right side of the Device User you wish to delete
2. A confirmation dialog will appear with the Device User’s information. Click ‘Delete’ to confirm.



3.4 Network Discovery

Responsibilities

In order for your Organization's employees to be properly located as they move about the enterprise, each Location must be mapped to a network element, such as IP Subnet, Network Switch, or Access Point. This Network Discovery, or wire mapping, must be provisioned in the Horizon Mobility portal.

Your Organization Administrator is responsible for setting up your Network Discovery.

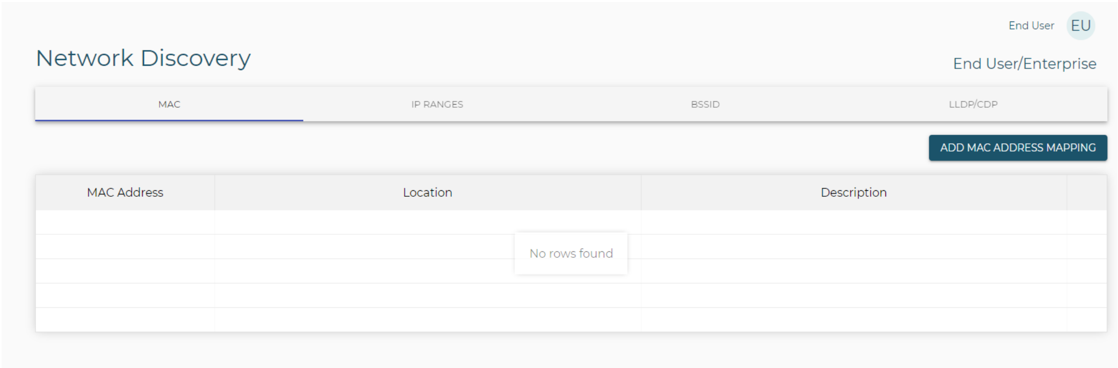
NOTE: The Organization Administrator can only quick-add a location from a network discovery page if the Organization is configured as 'Locations Only'. If the Organization or Sub-Tenant is configured as 'Building and Locations' the option to quick-add a location will not appear. (See more on Building and Location hierarchies in section 3.2 Locations)

Requirements

You must be logged in as an Organization Administrator to view, add, edit, or delete any network elements

View Network Discovery

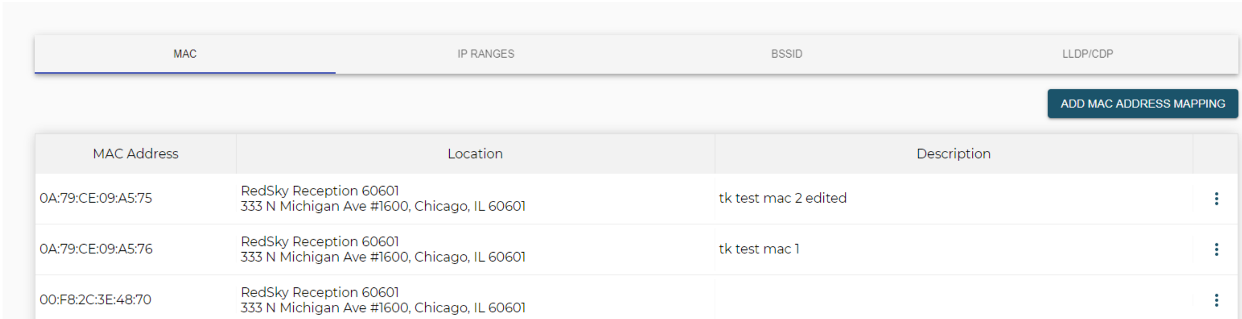
1. Navigate to the Network Discovery page
2. The Organization Administrator can view MAC Address, IP Ranges, BSSID, and LLDP/CDP network elements by selecting a tab from the bar at top of screen. (See image below)



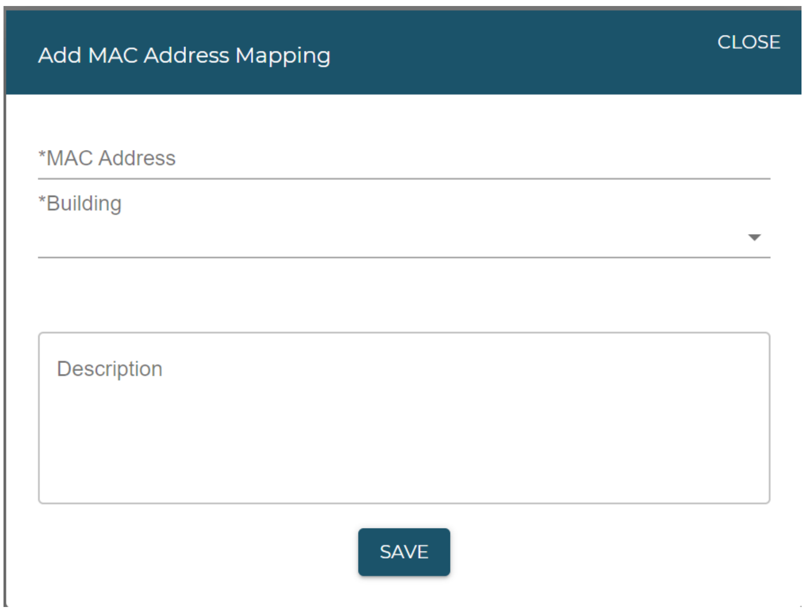
Add, Edit, and Delete MAC Address Mapping

Add MAC Address Mapping

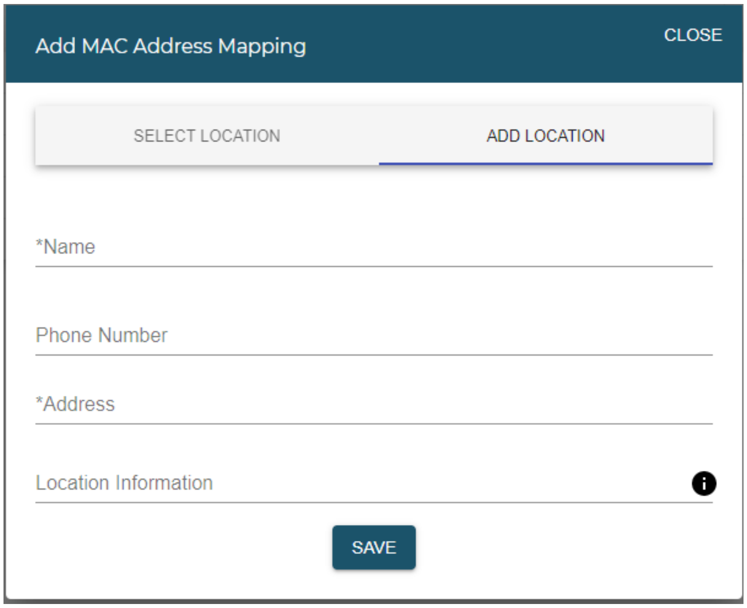
1. Select MAC tab from network elements bar
2. The Organization Administrator should see a list of MAC addresses, their Location, and Description. (See example image below)



3. Click ‘Add MAC Address Mapping’ at top right-hand corner of table
4. Add MAC Address Mapping dialog will appear.
5. Fill out MAC Address, Select Building and Location from the dropdown menus, and add Description. Click ‘Save’. (See image below)



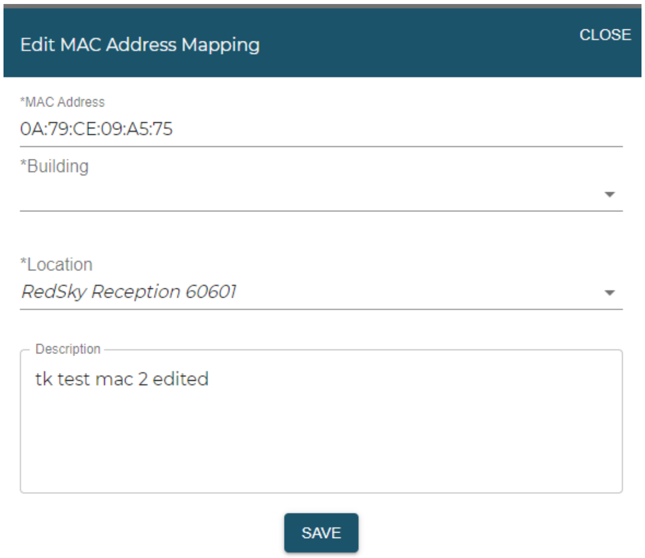
NOTE: If the Building/Location you want to select does not appear in the dropdown, you will need to add it as a new building/location (refer to Section 3.1 to add new building/location). However, if you have been provisioned as a ‘Locations Only’ Organization, you will be able to add a location, which will be added into the portal, on the fly. This will appear as tab option ‘Add Location’. This function will not appear if the Organization or Sub-Tenant you are provisioning is configured as ‘Building and Locations’ (See more on Building and Location hierarchies in section 3.2 Locations). (See image below)



6. Fill out Name, Address, and Location Information to provision new Location.
7. Click 'Save' and return to Select Location tab where your added location should now be available from the dropdown menu.

Edit MAC Address Mapping

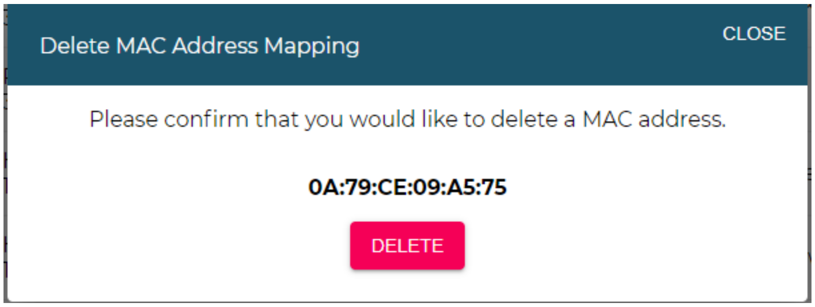
1. Select 'Edit' from the Action Item menu to the right of the MAC Address you want to edit
2. A dialog will appear. The Organization Administrator can edit MAC Address, Building, Location, and Description. (See image below)



3. Click 'Save'

Delete MAC Address Mapping

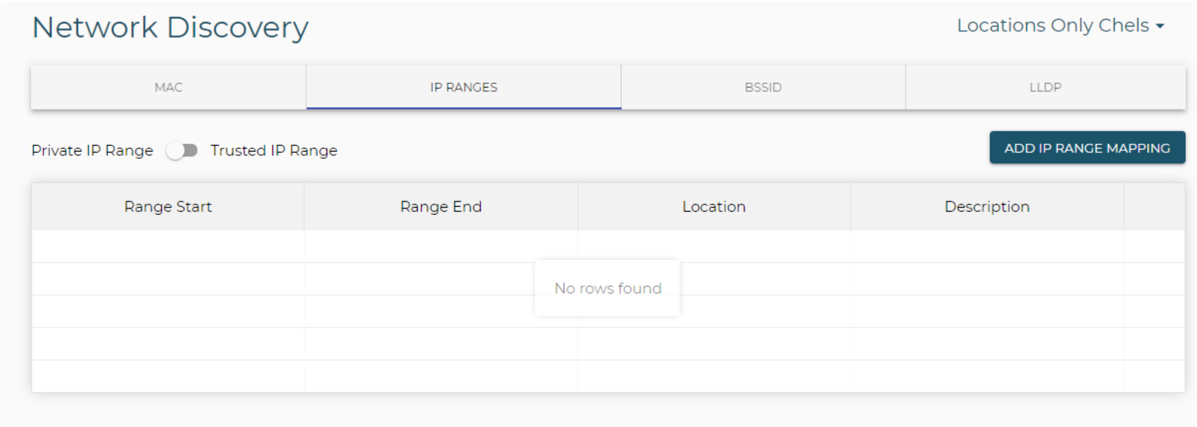
1. Select 'Delete' from Action Item menu of MAC Address you want to delete
2. A confirmation dialog will appear. Click 'Delete' to confirm. (See example image below)



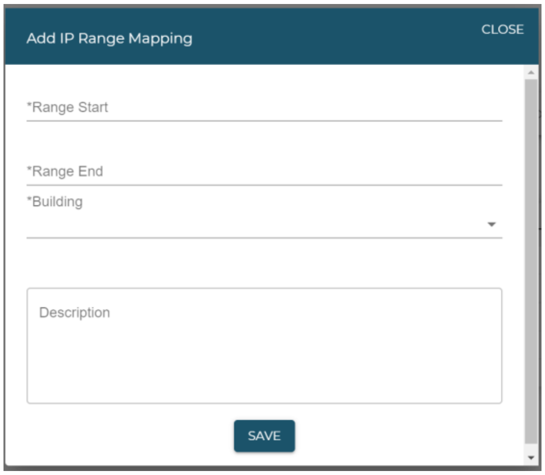
Add, Edit, and Delete IP Range Mapping

Add IP Range Mapping

1. Select IP Ranges tab from network elements bar
2. The Organization Administrator should see a list of IP Ranges, Range Start, Range End, Location, and Description. (See example image below)



3. Click 'Add IP Range Mapping' at top right-hand corner of table
4. An Add IP Range Mapping dialog will appear. Fill out Range Start, Range End, Select Building and Location from the dropdown menus, and add Description. (See image below)

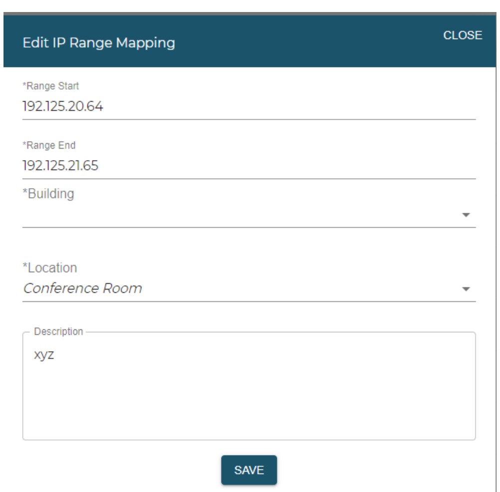


5. Click ‘Save’.

NOTE: If the Building/Location you want to select does not appear in the dropdown, you will need to add it as a new building/location (refer to Section 3.1 to add new building/location). However, if you have been provisioned as a ‘Locations Only’ Organization, you will be able to add a location, which will be added into the portal, on the fly. This will appear as tab option ‘Add Location’. This function will not appear if the Organization or Sub-Tenant you are provisioning is configured as ‘Building and Locations’ (See more on Building and Location hierarchies in section 3.2 Locations).

Edit IP Range Mapping

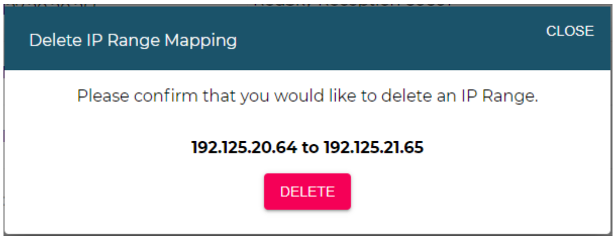
1. Select ‘Edit’ from the Action Item menu to the right of the IP Range you want to edit
2. A dialog will appear. The Organization Administrator can edit Range Start, Range End, Building, Location, and Description. (See example image below)



3. Click 'Save'.

Delete IP Range Mapping

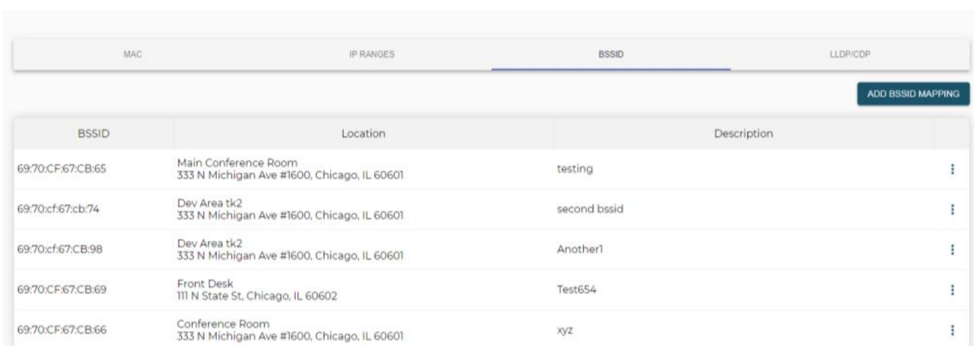
1. Select 'Delete' from Action Item menu of IP Range you want to delete
2. A confirmation dialog will appear. Click 'Delete' to confirm. (See example image below)



Add, Edit, and Delete BSSID Mapping

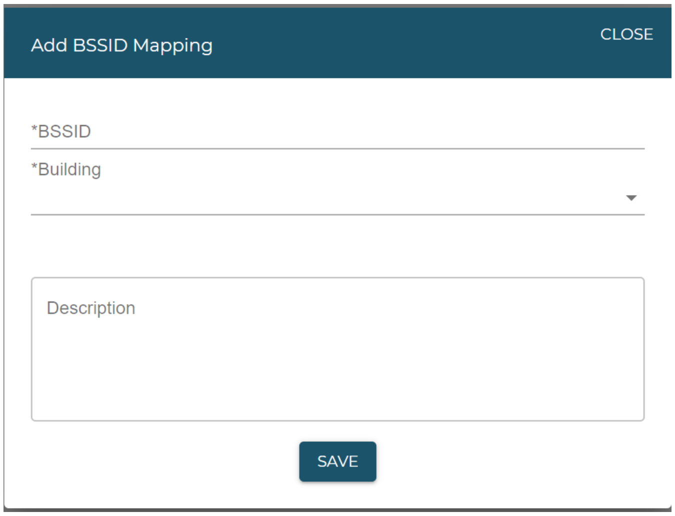
Add BSSID Mapping

1. Select BSSID tab from network elements bar
2. The Organization Administrator should see a list of BSSIDs, their Location, and Description. (See example image below)



BSSID	Location	Description
69:70:CF:67:CB:65	Main Conference Room 333 N Michigan Ave #1600, Chicago, IL 60601	testing
69:70:cf:67:cb:74	Dev Area tk2 333 N Michigan Ave #1600, Chicago, IL 60601	second bssid
69:70:cf:67:CB:98	Dev Area tk2 333 N Michigan Ave #1600, Chicago, IL 60601	Another1
69:70:CF:67:CB:69	Front Desk 111 N State St, Chicago, IL 60602	Test654
69:70:CF:67:CB:66	Conference Room 333 N Michigan Ave #1600, Chicago, IL 60601	xyz

3. Click 'Add BSSID Mapping' at top right-hand corner of table
4. An Add BSSID Mapping dialog will appear. Fill out BSSID, Select Building and Location from the dropdown menus, and add Description. (See image below)

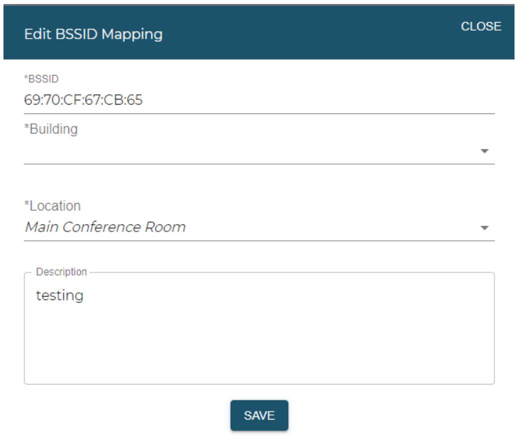


5. Click ‘Save’.

NOTE: If the Building/Location you want to select does not appear in the dropdown, you will need to add it as a new building/location (refer to Section 3.1 to add new building/location). However, if you have been provisioned as a ‘Locations Only’ Organization, you will be able to add a location, which will be added into the portal, on the fly. This will appear as tab option ‘Add Location’. This function will not appear if the Organization or Sub-Tenant you are provisioning is configured as ‘Building and Locations’ (See more on Building and Location hierarchies in section 3.2 Locations).

Edit BSSID Mapping

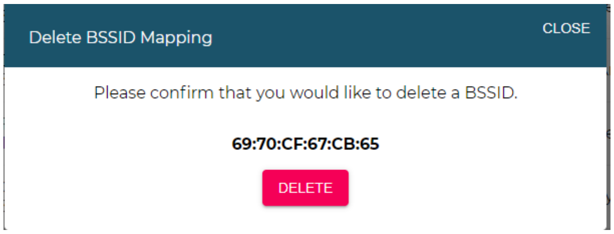
1. Select ‘Edit’ from the Action Item menu to the right of the BSSID you want to edit
2. A dialog will appear. The Organization Administrator can edit BSSID, Building, Location, and Description. (See example image below)



3. Click ‘Save’

Delete BSSID Mapping

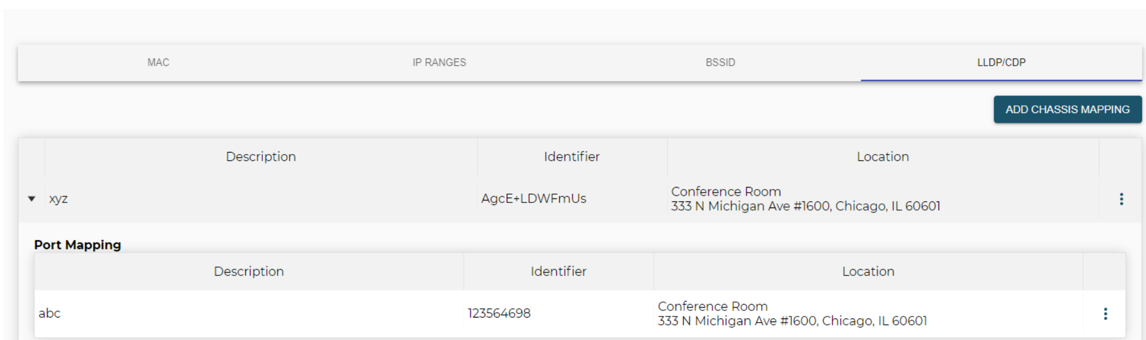
1. Select ‘Delete’ from Action Item menu of the BSSID you want to delete
2. A confirmation dialog will appear. Click ‘Delete’ to confirm. (See example image below)



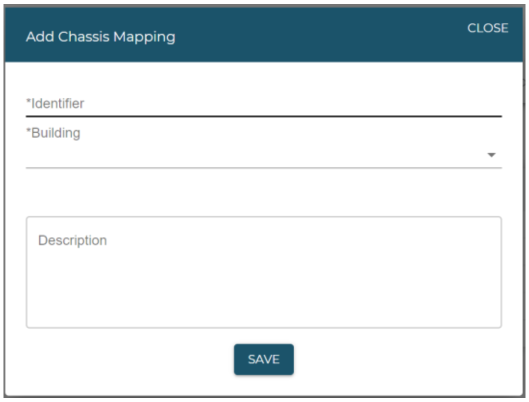
Add, Edit, Delete Chassis Mapping (LLDP/CDP)

Add Chassis Mapping

1. Select LLDP/CDP tab from network elements bar
2. The Organization Administrator should see a list of Chassis IDs, their Description, and Location. A Chassis ID can be expanded to see its ports. (See example image below)



3. Click ‘Add Chassis Mapping’ at top right-hand corner of table
4. An Add Chassis Mapping dialog will appear. Fill out Identifier (to be entered in the form of MAC address), Select Building and Location from the dropdown menus, and add Description. (See image below)

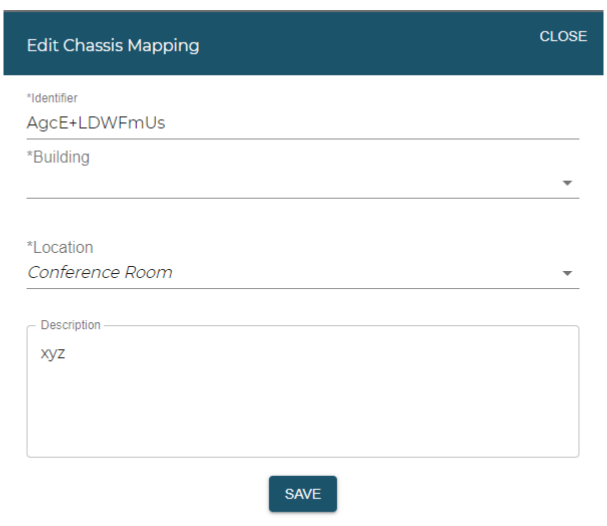


5. Click 'Save'.

NOTE: If the Building/Location you want to select does not appear in the dropdown, you will need to add it as a new building/location (refer to Section 3.1 to add new building/location). However, if you have been provisioned as a 'Locations Only' Organization, you will be able to add a location, which will be added into the portal, on the fly. This will appear as tab option 'Add Location'. This function will not appear if the Organization or Sub-Tenant you are provisioning is configured as 'Building and Locations' (See more on Building and Location hierarchies in section 3.2 Locations).

Edit Chassis Mapping

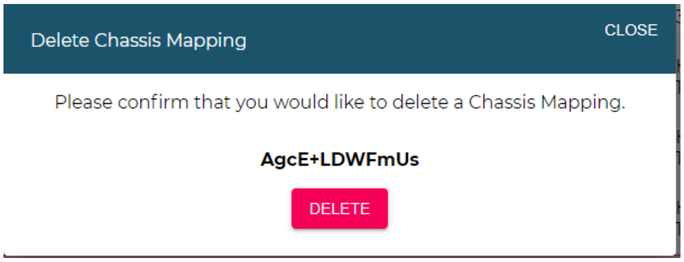
1. Select 'Edit' from the Action Item menu to the right of the chassis you want to edit
2. A dialog will appear. The Organization Administrator can edit Chassis Identifier (to be entered in the form of MAC address), Building, Location, and Description.



3. Click 'Save'

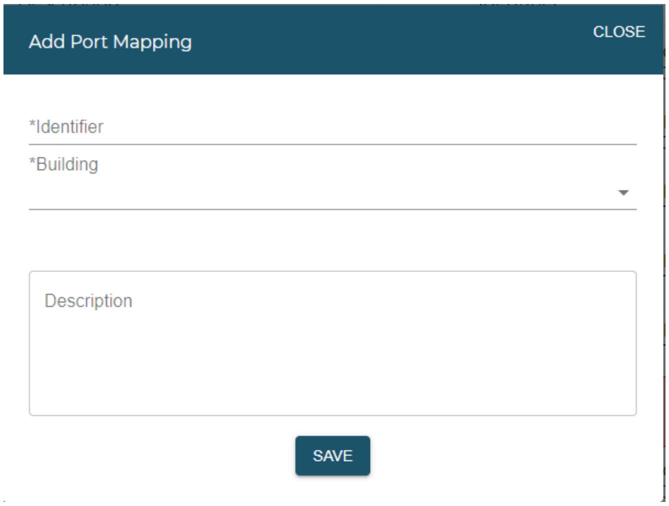
Delete Chassis Mapping

1. Select 'Delete' from Action Item menu of the chassis you want to delete
2. A confirmation dialog will appear. Click 'Delete' to confirm. (See example image below)



Add Port Mapping

3. Select 'Add Port Mapping' from the Action Item menu to the right of the Chassis ID to which you want to add a port
4. An Add Port Mapping dialog will appear. Fill out Identifier (to be entered in the form of digits), Select Building and Location from the dropdown menus, and add Description. (See image below)

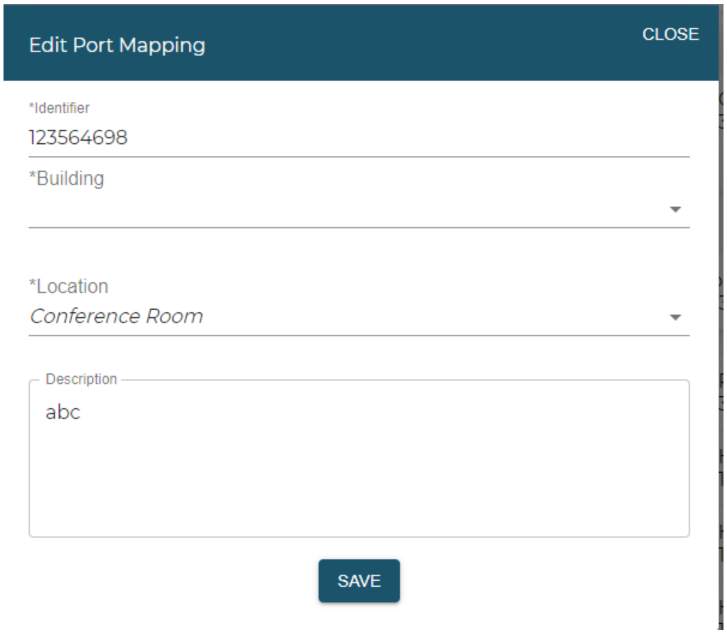


5. Click 'Save'

NOTE: If the Building/Location you want to select does not appear in the dropdown, you will need to add it as a new building/location (refer to Section 3.1 to add new building/location). However, if you have been provisioned as a 'Locations Only' Organization, you will be able to add a location, which will be added into the portal, on the fly. This will appear as tab option 'Add Location'. This function will not appear if the Organization or Sub-Tenant you are provisioning is configured as 'Building and Locations' (See more on Building and Location hierarchies in section 3.2 Locations).

Edit Port Mapping

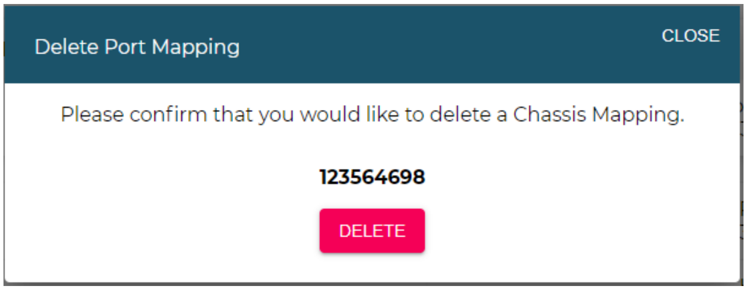
1. Select 'Edit' from the Action Item menu to the right of the Port you want to edit
2. A dialog will appear. The Organization Administrator can edit Port Identifier (to be entered in the form of digits), Building, Location, and Description.



3. Click 'Save'

Delete Port Mapping

1. Select 'Delete' from Action Item menu of the port you want to delete
2. A confirmation dialog will appear. Click 'Delete' to confirm. (See example image below)



3.5 Call Monitoring

If your organization has purchased an Enhanced Notification license, an Organization Administrator will have the ability to configure Call Monitoring.

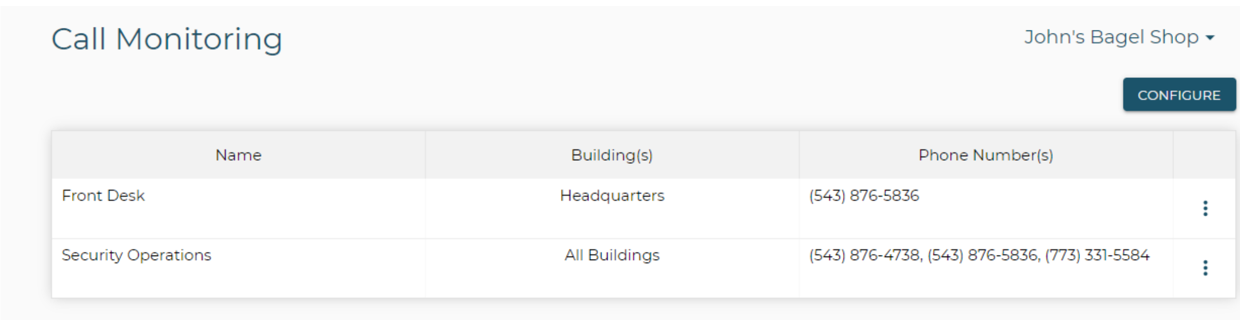
Call Monitoring allows an Organization Administrator to designate a phone number which will then be conferenced into an emergency call at the time it is occurring. This allows security desks, or other personnel, to listen into the emergency call as it is happening.

Additionally, once the phone number has been conferenced into the call, and an individual answers, they can choose to barge into the call by dialing *1. This allows the person to speak as well as listen into the emergency call.

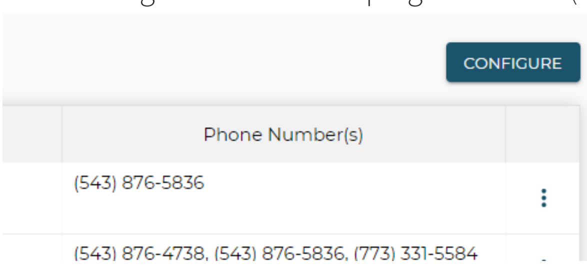
Configuring a Phone Number for Conference Calling During 9-1-1 Call

To configure a phone number that will be conferenced in during emergency calls coming from your network, follow the below steps:

1. Navigate to the Call Monitoring page
2. The Call Monitoring page shows Name, Building, and Phone Numbers. (See image below):



3. Click Configure button on top right of table. (See image below):



4. A dialog box will appear. Fill out the following information and click Save. (See image below):

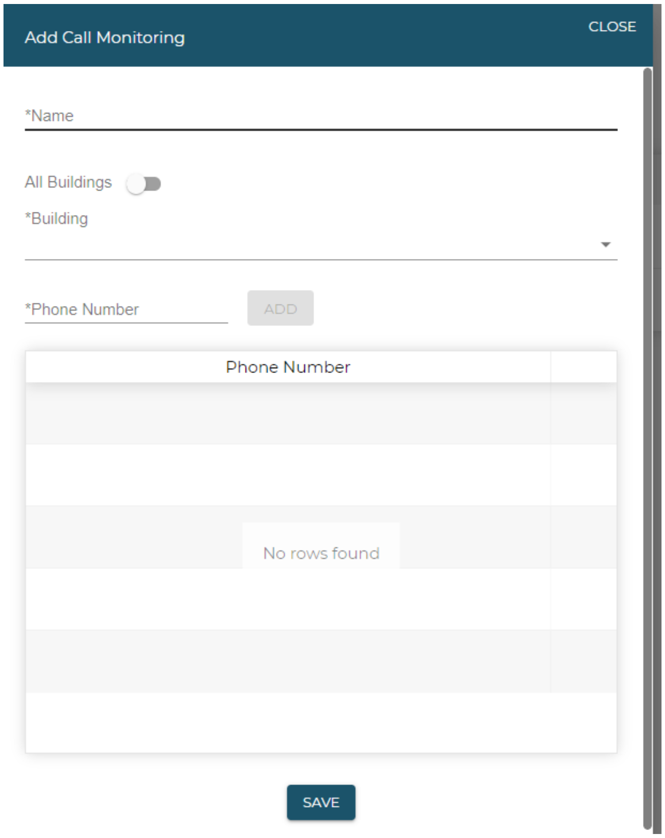
a. Name – input name of the entity that will be conferenced into an emergency call

b. Buildings/All Buildings

   i. Toggle 'All Buildings' on if you would like the designated phone number(s) on this list to be conferenced into ALL 9-1-1 calls originating from ANY and ALL buildings/locations in your organization.

   ii. Keep 'All Buildings' toggled off if you would like the designated phone number(s) on this list to be conferenced into ALL 9-1-1 calls originating from ONLY one specific building. Then, select the building from the drop down list.

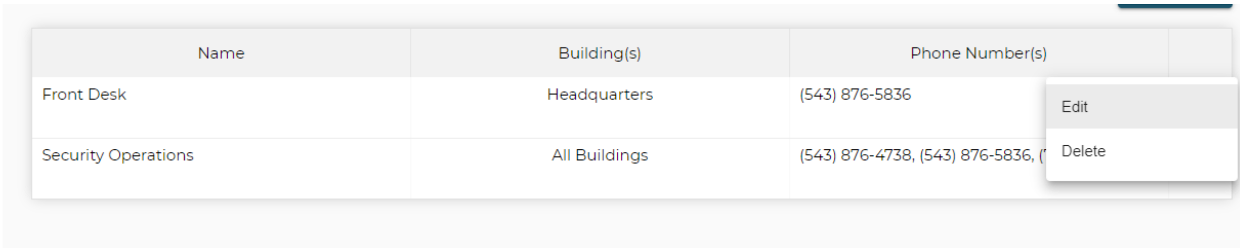
c. Phone Number – input the phone number that you would like to be conferenced in to any 9-1-1 call originating from the location(s) specified above. Click Add. You can add multiple phone numbers to be conferenced in for any given 9-1-1 call. All added phone numbers will be listed in the Phone Number table.



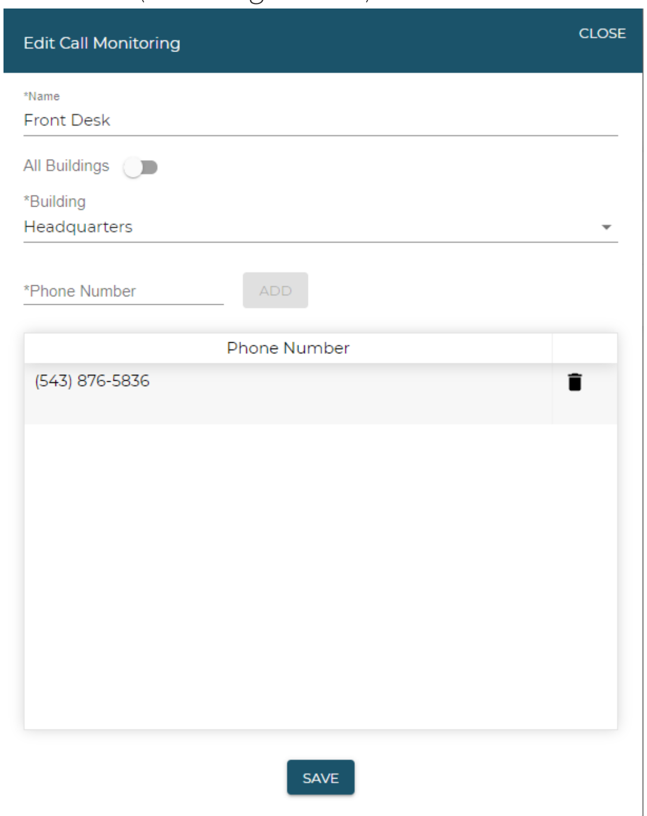
Edit Call Monitoring Configuration

To edit a call monitoring configuration, follow the below steps:

1. Select Edit from the menu to the right of the call monitoring configuration you would like to edit. (See image below):



2. A dialog box will appear. An Organization Administrator can edit the Name, toggle on/off All Buildings, select a new Building, Add Phone Numbers, or Delete already added Phone Numbers. (See image below):

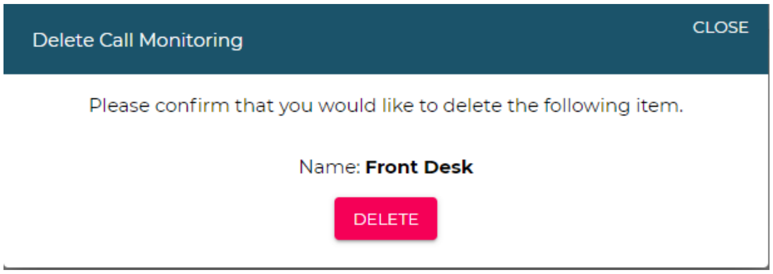


3. Click 'Save' to save all new edits

Delete a Call Monitoring Configuration

To delete a call monitoring configuration, follow the below steps:

1. Select Delete from the menu to the right of the call monitoring configuration you would like to delete.
2. A Delete Call Monitoring dialog box will appear. (See image below):



3. Click Delete to confirm deletion of the named call monitoring configuration

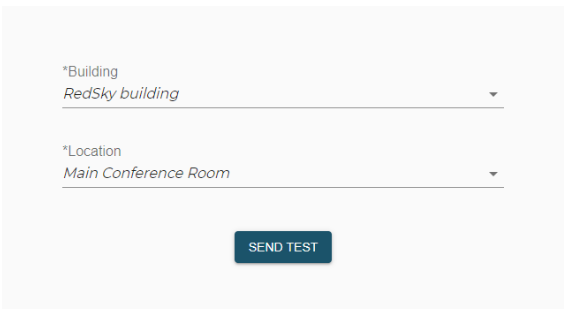
4. Monitoring

As an Organization Administrator you have access to various monitoring capabilities outlined below.

4.1 Test Call Generator

An Organization Administrator can ensure a Location is provisioned correctly by sending a test call from the Horizon Mobility portal.

1. Navigate to the Test Call Generator page
2. Select Building and Location from dropdown menu. (See example image below)

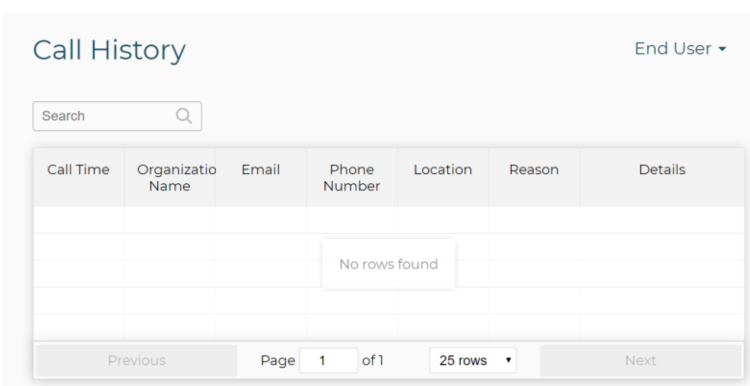


3. Click 'Send Test'

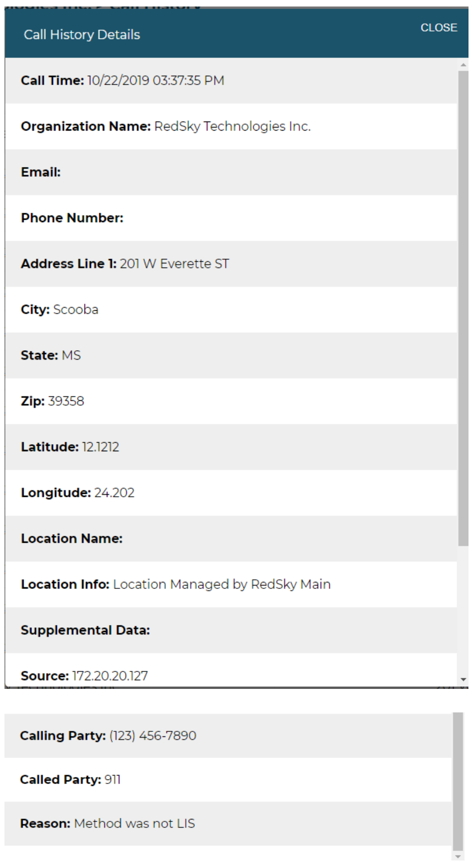
4.2 Call History

An Organization Administrator can view all 911 calls that have taken place from the Organization's network in the Call History Page.

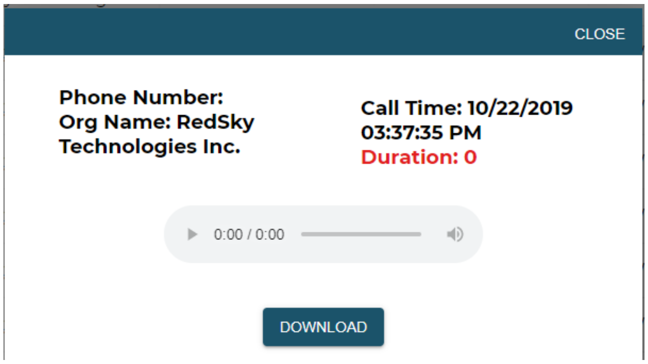
1. Navigate to the Call History page
2. The Organization Administrator can see the Call Time, Organization Name, Email, Phone Number, Location, and Reason for all 911 calls placed. (See image below)



3. More details about a call can be viewed by clicking on the icons made available in the 'Details' column:
    a. Clicking on the 'Detailed Info' icon for a 911 call will display detailed information about the call. (See example image below)



    b. Clicking on the 'Call Recording' icon will allow an Organization Administrator to listen to and download the recorded 911 call. A dialog like the one below appears when play button is clicked:

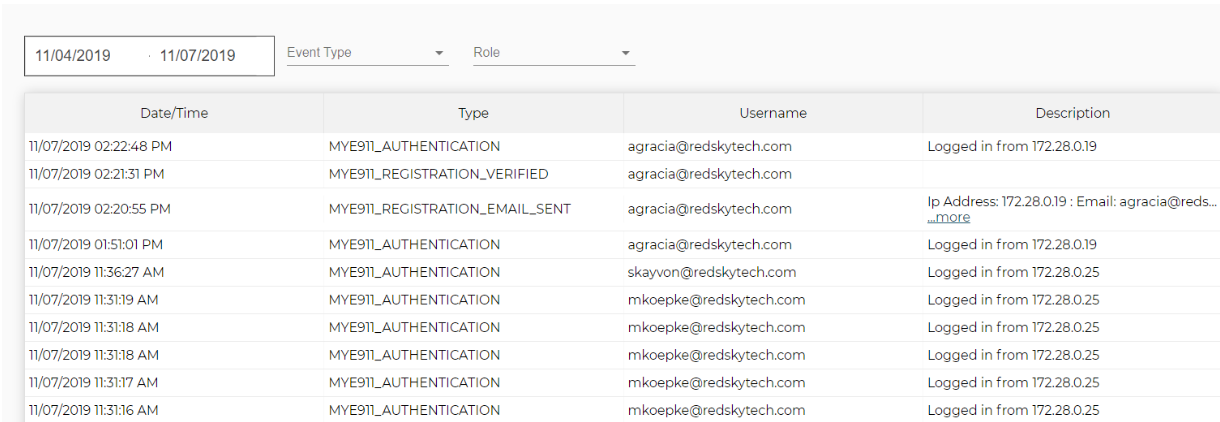


c. Clicking on the 'SIP Invite' icon will show the actual SIP Invite of the 911 call. (See example image below)

4.3 Events

An Organization Administrator can view all Events that have taken place within the Organization's Horizon Mobility portal.

1. Navigate to the Events page
2. The Events page will show the Date/Time of Event performed, the Type of Event performed, The Username of the User who performed the event, and Description of the Event. (See example image below)



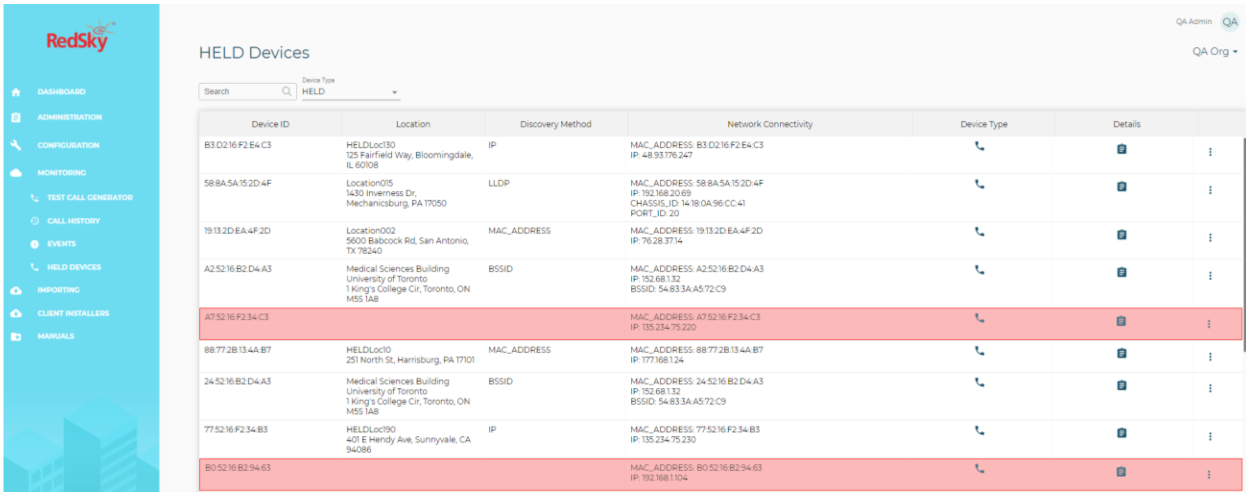
Date/Time	Type	Username	Description
11/07/2019 02:22:48 PM	MYE911_AUTHENTICATION	agracia@redskytech.com	Logged in from 172.28.0.19
11/07/2019 02:21:31 PM	MYE911_REGISTRATION_VERIFIED	agracia@redskytech.com	
11/07/2019 02:20:55 PM	MYE911_REGISTRATION_EMAIL_SENT	agracia@redskytech.com	Ip Address: 172.28.0.19 : Email: agracia@reds... ...more
11/07/2019 01:51:01 PM	MYE911_AUTHENTICATION	agracia@redskytech.com	Logged in from 172.28.0.19
11/07/2019 11:36:27 AM	MYE911_AUTHENTICATION	skayvon@redskytech.com	Logged in from 172.28.0.25
11/07/2019 11:31:19 AM	MYE911_AUTHENTICATION	mkoepke@redskytech.com	Logged in from 172.28.0.25
11/07/2019 11:31:18 AM	MYE911_AUTHENTICATION	mkoepke@redskytech.com	Logged in from 172.28.0.25
11/07/2019 11:31:18 AM	MYE911_AUTHENTICATION	mkoepke@redskytech.com	Logged in from 172.28.0.25
11/07/2019 11:31:17 AM	MYE911_AUTHENTICATION	mkoepke@redskytech.com	Logged in from 172.28.0.25
11/07/2019 11:31:16 AM	MYE911_AUTHENTICATION	mkoepke@redskytech.com	Logged in from 172.28.0.25

3. The Organization Administrator can also search by Event Type and Role at top of page
4. The list of event types is as follows:
   a. ADD_LICENSE: This occurs if RedSky adds a license for your Organization
   b. ALLOCATE_LICENSE: This occurs if RedSky allocates a license for your Organization
   c. CALL_ROUTE_DEFAULT: This occurs if a 9-1-1 call is made from a device with an attached location which is then properly routed to a PSAP
   d. CALL_ROUTE_RSRC: This occurs if a 9-1-1 call is made from a device without a location, and is sent to the RedSky Relay Center
   e. COMPANY_DELETED: This occurs if a Sub-Tenant is deleted
   f. DEVICE_USER_ADDED/DELETED: This occurs if a Device User is either added or deleted

4.4 Held Devices

An Organization Administrator can view all HELD Devices, or hardphones that are connected to Horizon Mobility, within an Organization.

1. Navigate to the Held Devices page
2. The HELD Devices page will show the Device ID, IP Address, NAI, Location, Discovery Method, and Last Access Time of all HELD Devices. (See image below)



HELD Page Information

- Any device highlighted in red does not have a known location. If someone should dial 9-1-1 from this device the call will be routed to an Emergency Call Relay Center, which results in a fee.
- Under 'Device Type' the icon will show you whether this device is HELD or HELD Plus. (See image below)


HELD


HELD+

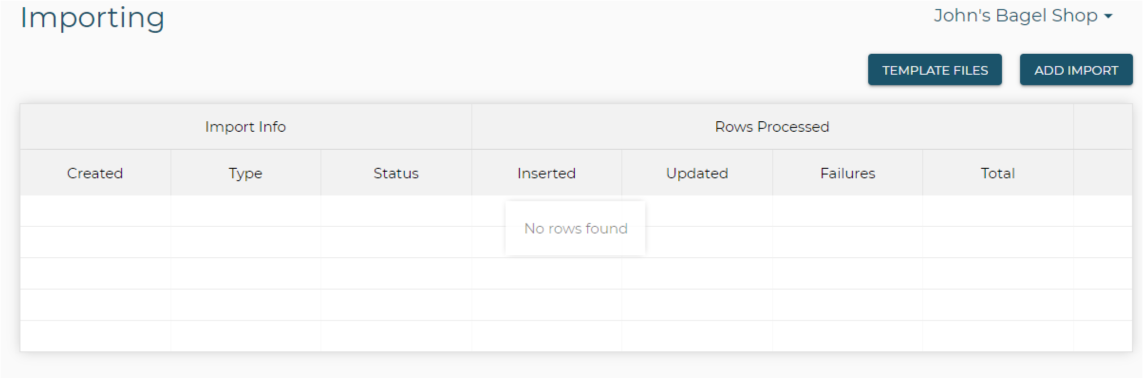
- Discovery Method shows how RedSky discovered this device, eg. BSSID

5. Importing

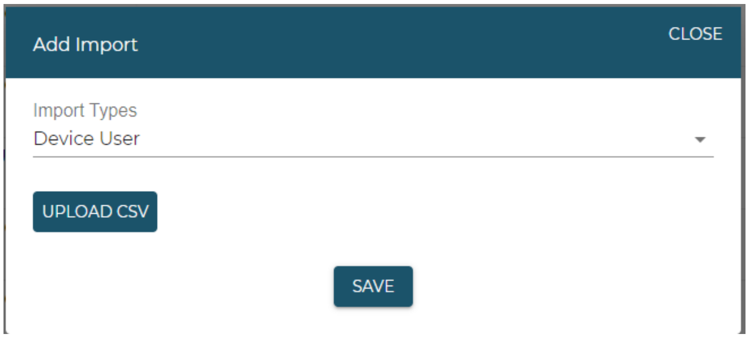
An Organization Administrator can expedite importing BSSID, Buildings, Device User, LLDP Chassis, LLDP Port, Locations, MAC Address, Private IP Range, and Trusted IP Range information into the Horizon Mobility portal by uploading CSV files.

Add Import

1. Navigate to the Importing page
2. The Importing page will show the date of import (Created), Import Type, Current Status, Records Imported, and the Records that Failed to Import (Failures). (See example image below)

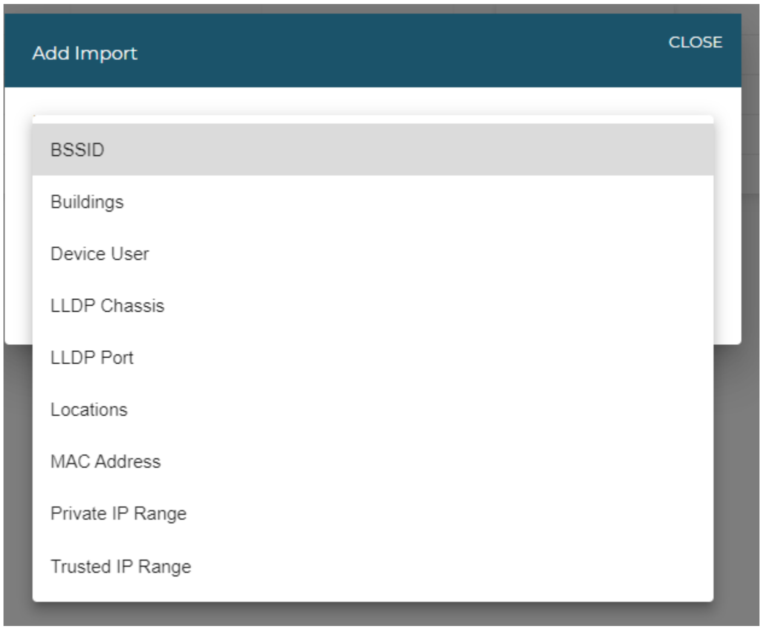


3. In order to add a new import, click the 'Add Import' button at the top right-hand side of table. An Add Import dialog box will appear. (See image below)



4. Select the type of import you will be uploading from the drop down menu (BSSID, Buildings, Device User, LLDP Chassis, LLDP Port, Locations, MAC Address, Private IP Range, and Trusted IP Range). (See image below)

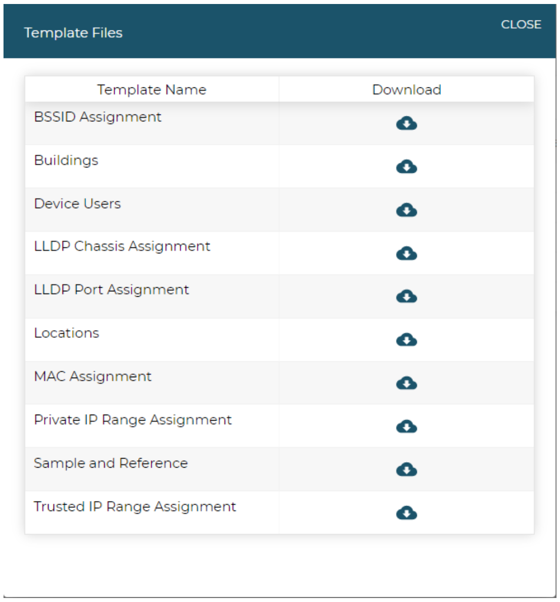
NOTE: When importing Chassis and Ports, the Chassis data must be imported first, as the Port data must reference the Chassis to which it belongs.



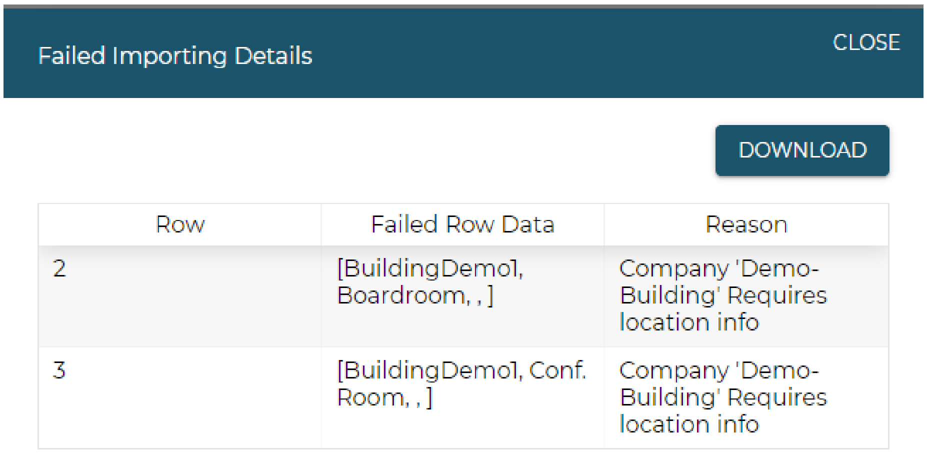
5. Click 'Upload CSV' button.

Create CSV Import File/Download Template

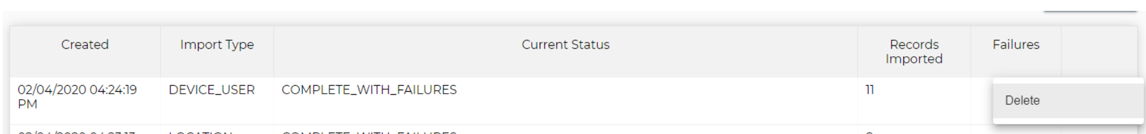
Prior to uploading a CSV file, you will need to create a CSV file with the appropriate information for the type of import you are uploading. You can click on the 'Template Files' button in order to download the exact format needed for a successful import. (See image below)



6. When you click 'Save' the information in your CSV file will begin importing into the Horizon Mobility portal.
7. After the import is complete, the table will show you how many records have successfully uploaded, and how many have failed.
8. The Organization Administrator can click on the number of failures in order to see more details. This will include the following information: the row, the failed row data, and the reason why the record failed to import. (See example image below)



9. The Organization Administrator can delete an import by clicking on the action menu itemto the right. (See image below)



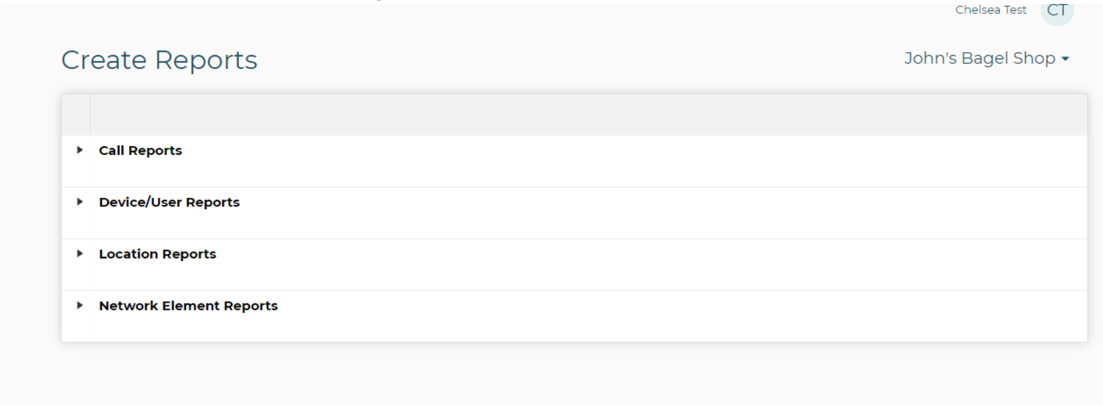
6. Reports

An Organization Administrator has the ability to run and download reports on demand, or by scheduling them to arrive at specified times. The reports available to run are: Call Reports, Device/User Reports, Location Reports, and Network Element Reports.

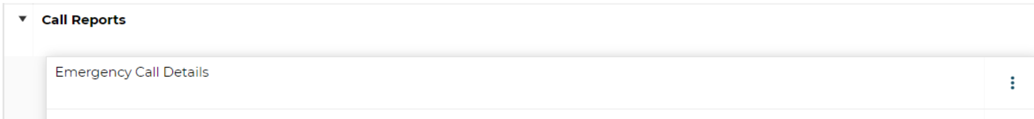
6.1 Create Reports

Follow the below steps to create reports:

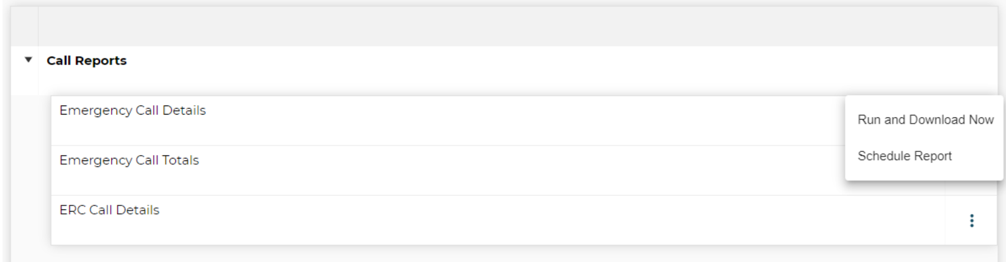
1. Navigate to the Create Reports page
2. The Create Reports page will show all the different kinds of reports you are able to run (see screen shot below):
    a. Call Reports:
        i. Emergency Call Details
        ii. Emergency Call Totals
        iii. ERC Call Details
    b. Device/User Reports:
        i. Device Users
        ii. HELD Devices
    c. Location Reports:
        i. Building
        ii. Location
    d. Network Element Reports
        i. BSSID
        ii. LLDP Chassis
        iii. LLDP Port
        iv. MAC Address
        v. Private IP Ranges



3. Expand the sections to find the report you would like to run and click on the hamburger menu to the right (See image below):



4. You can select either 'Run and Download Now' or 'Schedule Report' (See image below):



6.1.1 Run and Download Now

Follow the below steps to run and download a report on-demand.

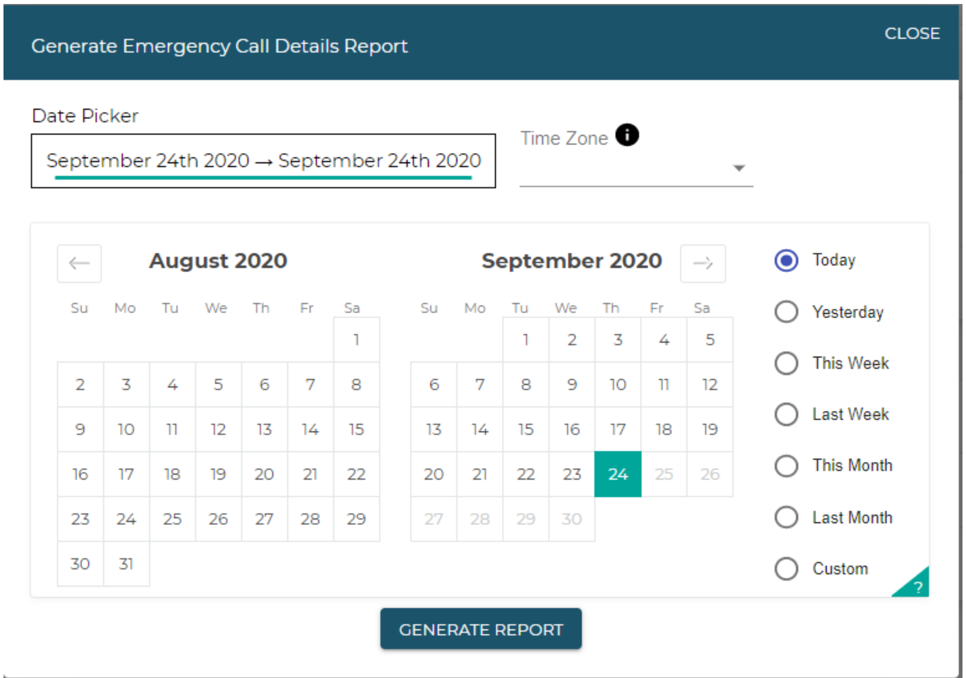
1. Select Run and Download Now from the hamburger menu of the report you would like run.
2. A dialog will pop up that allows you to select a specific date range and time zone for the run report. (See image below):

   <u>Definitions for Date Range</u>

   - Today - Starts at 12:00:00 AM on the current day and continues for 24 hours.
   - Yesterday - Starts at 12:00:00 AM on the day before the current day and continues for 24 hours.
   - This Week - Starts at 12:00:00 AM on the first day (Sunday) of the current week and continues for seven days.
   - Last Week - Starts at 12:00:00 AM on the first day (Sunday) of the week before the current week and continues for seven days.
   - This Month - Starts at 12:00:00 AM on the first day of the current month and continues for all the days of that month.
   - Last Month - Starts at 12:00:00 AM on the first day of the month before the current month and continues for all the days of that month.

   <u>Time Zone</u>

   Selecting a specific time zone will only be available for reports in which time zone is pertinent to the data returned in the report. The time zone selected will adjust the time outputted in the report to that specific time zone.

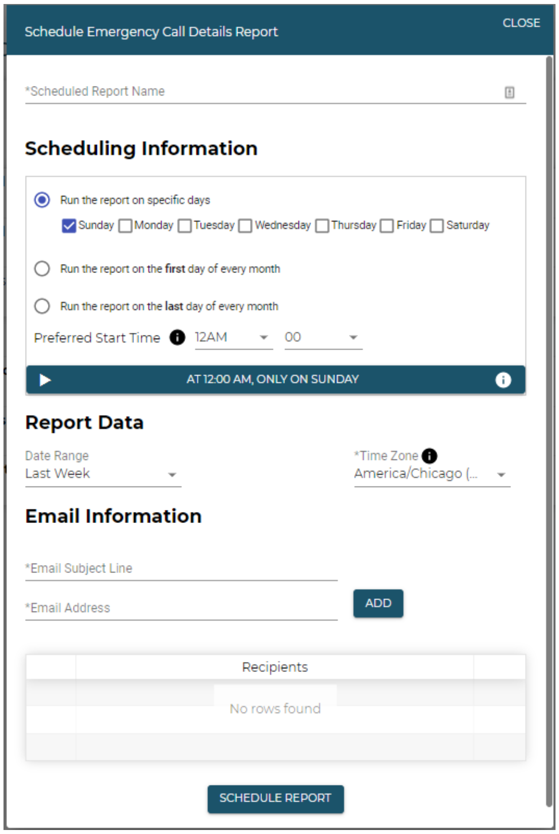


3. Click Generate Report, and a CSV file will be downloaded onto your computer.

6.1.2 Schedule Report

An Organization Administrator is also able to schedule reports in advance to be run at specified times with specified data included. Follow the below steps to schedule a report.

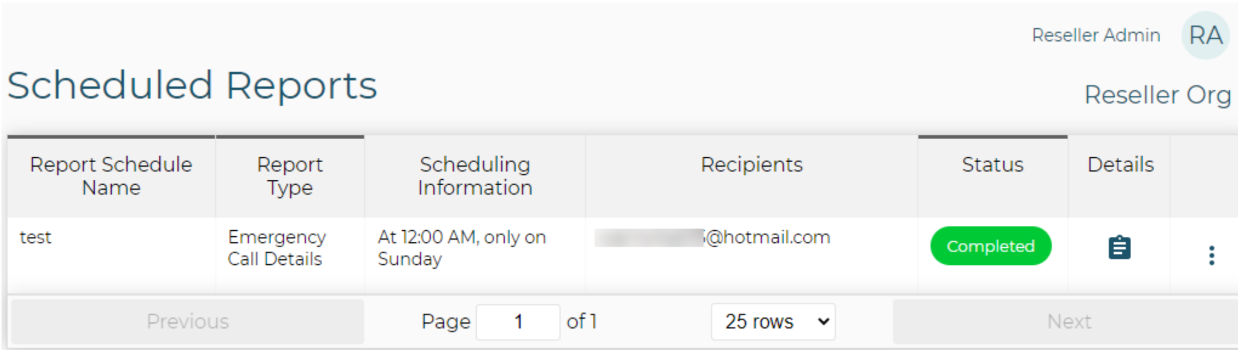
1. Select Schedule Report from the action menu to the right of the report you would like to schedule.
2. A dialog will appear (see image below):



3. Fill out the following information:
    a. Scheduled Report Name – Provide a unique name for the scheduled report
    b. Scheduling Information – When you would like the report to run
    c. Report Data (where applicable) – What do you want this report to include? (See image below):
        i. Date Range – See definition of Date Range above
        ii. Time Zone – See definition of Time Zone above
    d. Email Information – If you would like this report to be automatically emailed to someone, specify the following information (See image below):
        i. Email Subject Line – input subject line for email
        ii. Email Address – input email address this report will be sent to, click add.
4. Click 'Schedule Report'. This report will now run on the date and time you selected, with the specific date range of data/time zone you selected. All scheduled reports can be seen under the scheduled reports menu item.

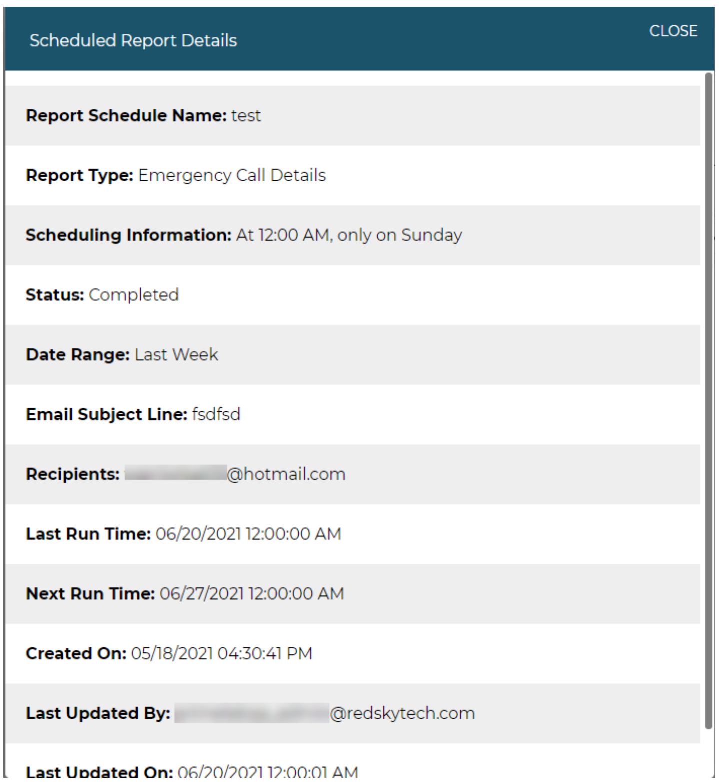
6.2 Scheduled Reports

If you have scheduled multiple reports, you can view them by selecting Scheduled Reports under the Reports menu item. Here, you will be able to view: Report Schedule Name; Report Type; Scheduling Information; Recipients; Status; Details. (See image below):



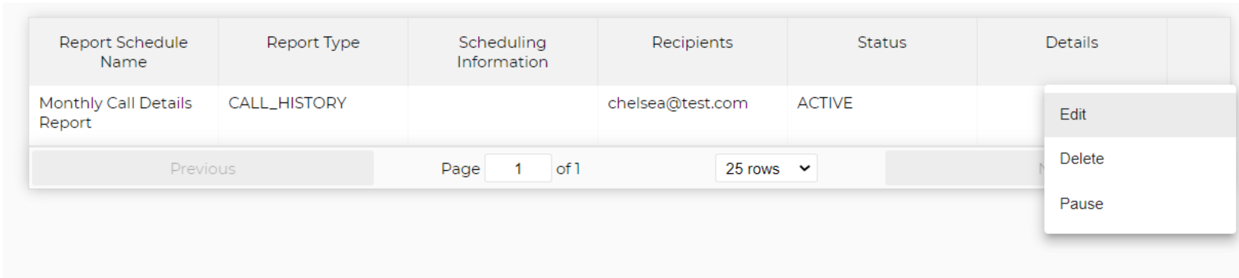
6.2.1 Details

Clicking on the details icon shows you more information about this specific report: Report Schedule Name; Report Type; Scheduling Information; Status; Date Range; Email Subject Line; Recipients; Last Run Time; Created On; Last Updated By; Last Updated On. Including (See image below):

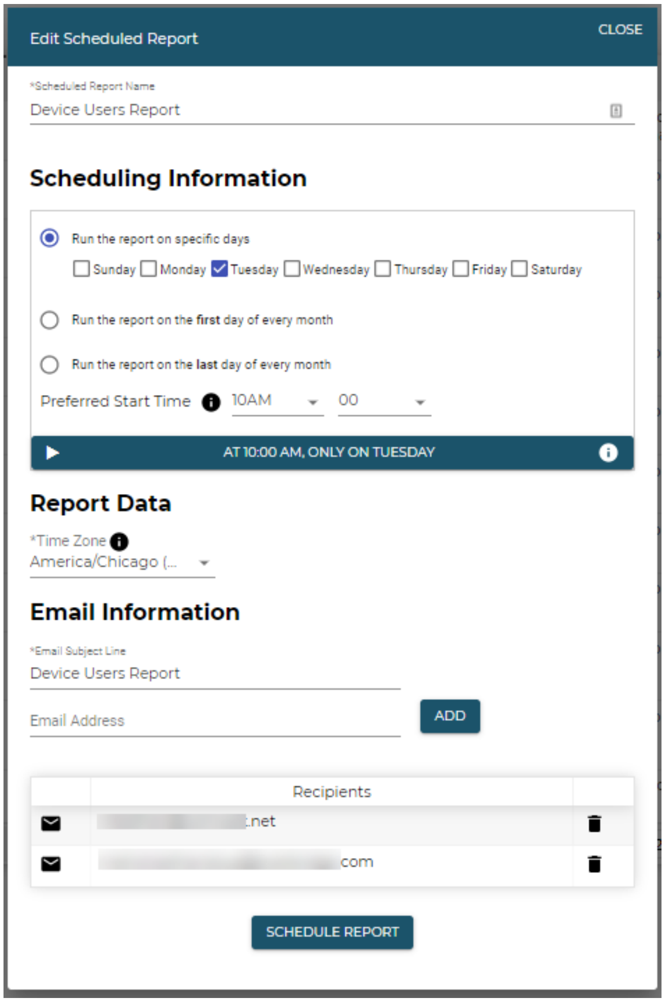


6.2.2 Edit Scheduled Report

1. To edit the scheduled report click 'Edit' from the menu to the right of the scheduled report you would like to edit. (See image below):

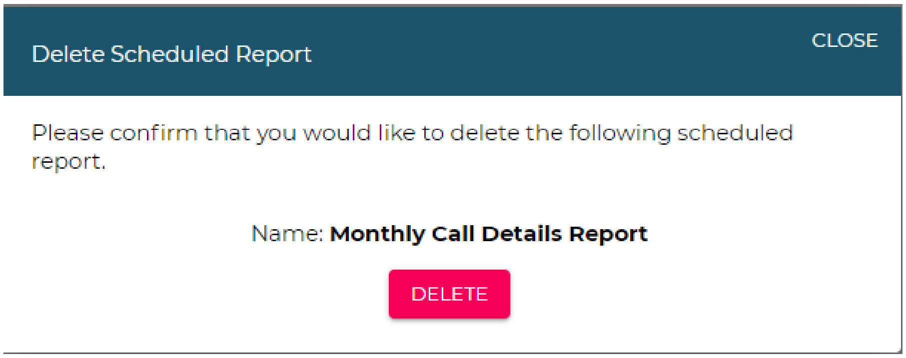


2. An Edit Scheduled Report dialog will open where you can edit all information for the report. (See image below):



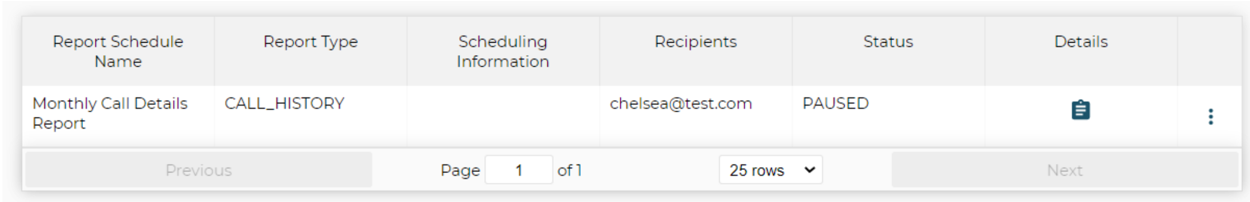
6.2.3 Delete Scheduled Report

1. To delete a scheduled report select Delete from the menu to the right of the scheduled report you would like to delete.
2. A confirmation box will pop up, click delete. (See image below):

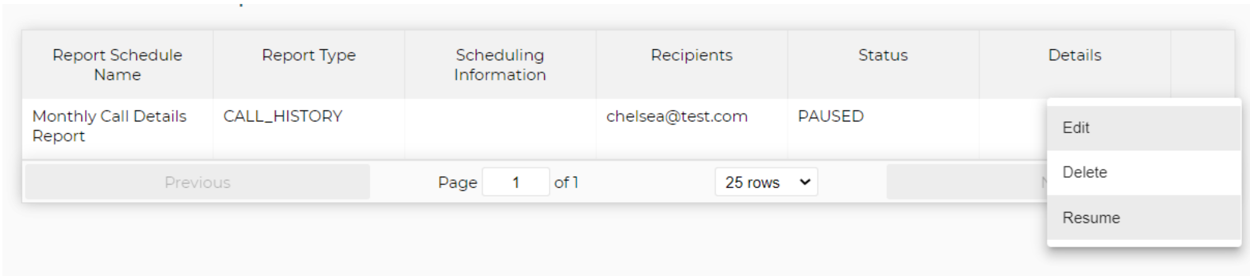


6.2.4 Pause/Resume Scheduled Report

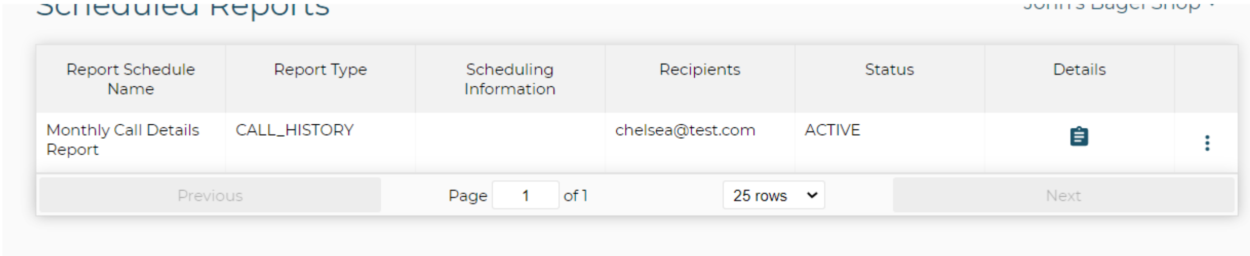
1. To pause a scheduled report, select Pause from the menu to the right of the scheduled report you would like to pause.
2. Once you select pause, this will update the Status of that scheduled report to 'PAUSED'. (See image below):



3. When you would like to resume this scheduled report, select resume from the menu. (See image below):



4. Once you select resume, this will update the Status of that scheduled report back to 'ACTIVE'. (See image below):



7. Self-Provisioning Portal

The Self-Provisioning Portal (SPP) allows individuals to update the locations of static hard phones in an Organization's enterprise.

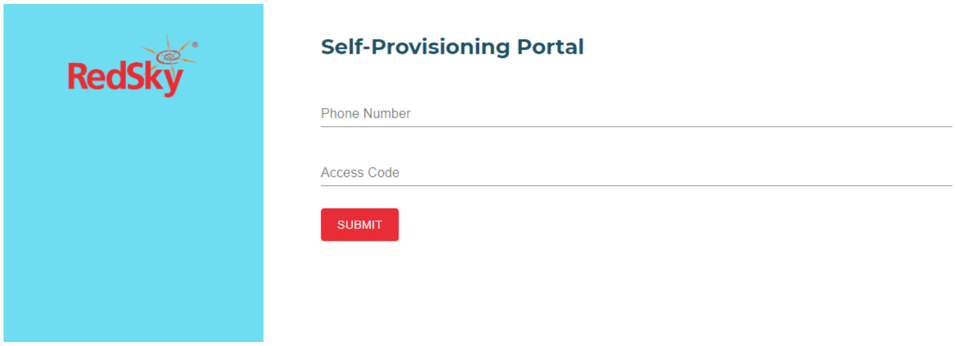
Requirements:

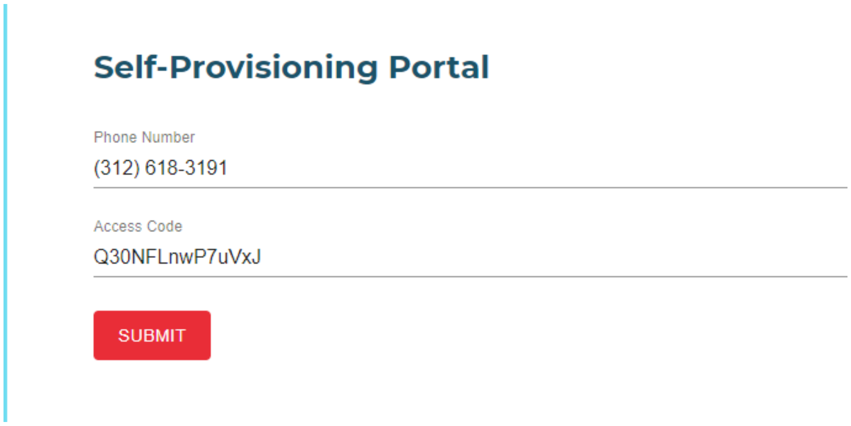
The Organization Administrator must send the SPP URL to those who will be updating locations

- The Organization Administrator must send the Access Code to those who will be updating locations. The Organization Administrator can find this code on their Organization Dashboard.
- The phone location a user is updating must already exist in the portal.

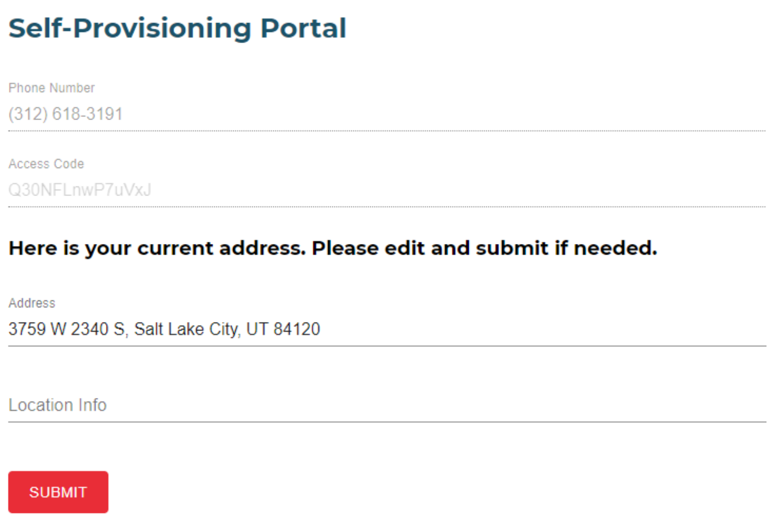
The Organization Administrator should have access to the Self-Provisioning Portal's URL. This can then be sent to individuals alongside the access code, who can then update a hard phone's location in the Horizon Mobility portal. Follow the below steps to update the location of hard phone.

1. Enter the URL provided by your Organization Administrator into a browser. Input your phone number, and the access code provided by your Organization Administrator. Click submit. (See images below)

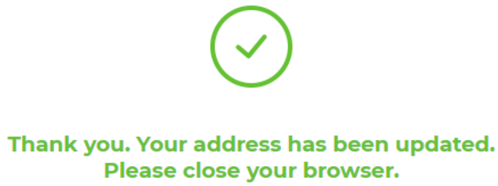




2. Once the individual inputs their hard phone number and Organization's access code, the location currently associated with that phone number will appear, as will more detailed location information (Floor, Suite, Room). The user will then be allowed to edit the civic address and location information (Floor, Suite, Room) associated with the phone number. Click submit to save any changes. (See image below)



3. If the changes have been successfully saved in the portal, a green alert will appear.



8. Client Installers

8.1 EON

Refer to EON Client Installer Manual

8.2 MyE911

Refer to MyE911 Client Installer Manual

9. Manuals

An Organization Administrator can view and download all guides for personal use or distribution from this page. (See image below)

Sam Hamilton SH

Manuals

Reseller1

Please click one of links below to view/download the manuals

Manual Name	View	Download
Administration Guide		
User Guide		
MyE911 for Windows Guide		
MyE911 for OSX Guide		
EON		
Troubleshooting Guide		