

E911 - REMOTE LOCATION INSTRUCTIONS

Step #1

Download “E911RLMStandaloneSetup” for Macs and/or Windows Machines here:

- **Windows Machine RLM (Remote Location Manager) Application**
<https://uab.app.box.com/s/2ipmw36ahqv0q38p53moef85xqb23k7h/folder/290583255833>
- **Mac Machine RLM (Remote Location Manager) Application**
<https://uab.app.box.com/s/2ipmw36ahqv0q38p53moef85xqb23k7h/folder/290584569003>

Once downloaded double click on the application to install.

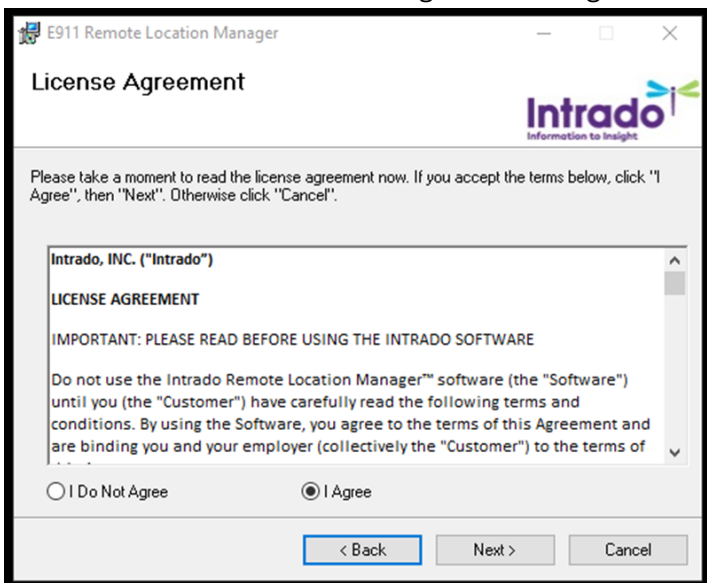
The E911 RLM Setup Wizard should appear. Which will help guide you through the installation.



Once the screen appears Click “**Next**”

Step #2

The E911 Remote Location Manager License Agreement dialog box should appear.

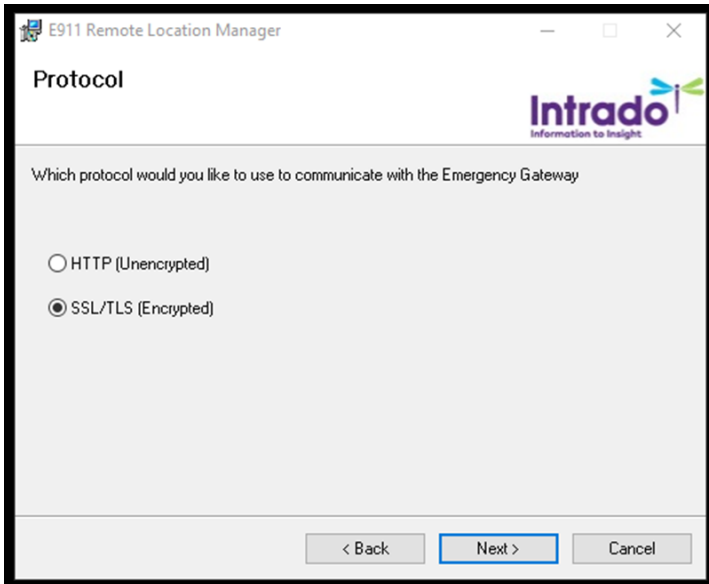


Select “**I Agree**” then Click “**Next**”

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Step #3

The Protocol dialog box should appear asking you to choose a protocol.

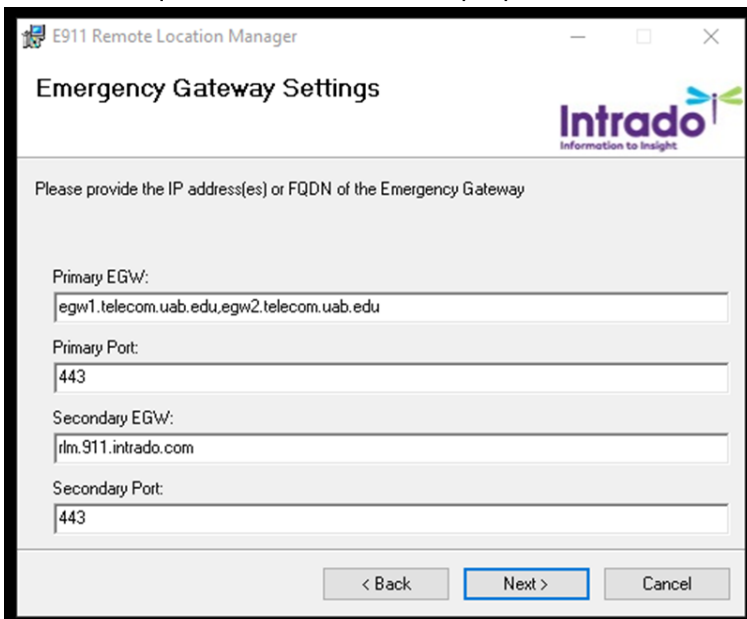


The screenshot shows a window titled "E911 Remote Location Manager" with the Intrado logo. The main heading is "Protocol". Below it, the text reads "Which protocol would you like to use to communicate with the Emergency Gateway". There are two radio button options: "HTTP (Unencrypted)" and "SSL/TLS (Encrypted)". The "SSL/TLS (Encrypted)" option is selected. At the bottom, there are three buttons: "< Back", "Next >", and "Cancel".

Select "**SSL/TLS [Encrypted]**" Then Click "**Next**"

Step #4

You should see the *Emergency Gateway Settings* dialog box appear. Enter the required information in it's proper field as stated below.



The screenshot shows a window titled "E911 Remote Location Manager" with the Intrado logo. The main heading is "Emergency Gateway Settings". Below it, the text reads "Please provide the IP address(es) or FQDN of the Emergency Gateway". There are four input fields: "Primary EGW:" with the value "egw1.telecom.uab.edu,egw2.telecom.uab.edu", "Primary Port:" with the value "443", "Secondary EGW:" with the value "rlm.911.intrado.com", and "Secondary Port:" with the value "443". At the bottom, there are three buttons: "< Back", "Next >", and "Cancel".

Enter Primary EGW: **egw1.telecom.uab.edu,egw2.telecom.uab.edu**

Enter Primary Port: **443**

Enter Secondary EGW: **rlm911.intrado.com**

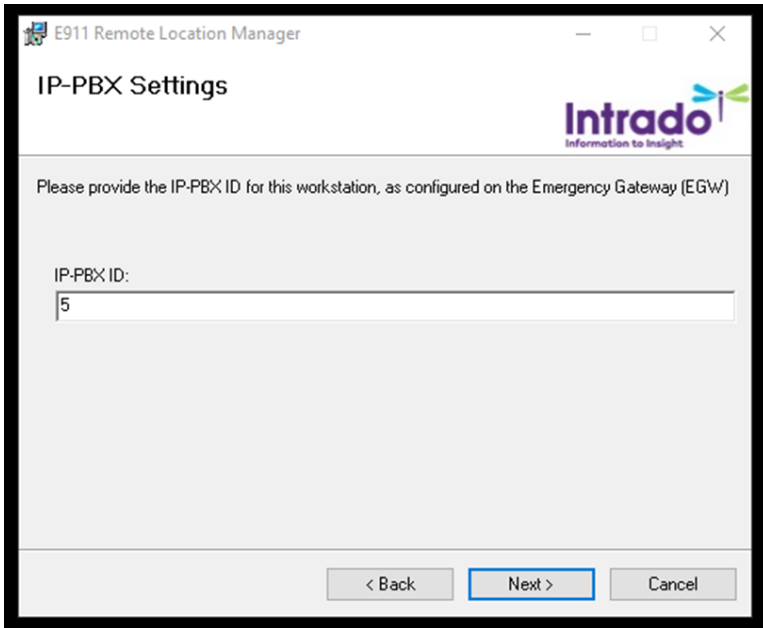
Enter Secondary Port: **443**

Once you have entered all the required information and verified Click "**Next**"

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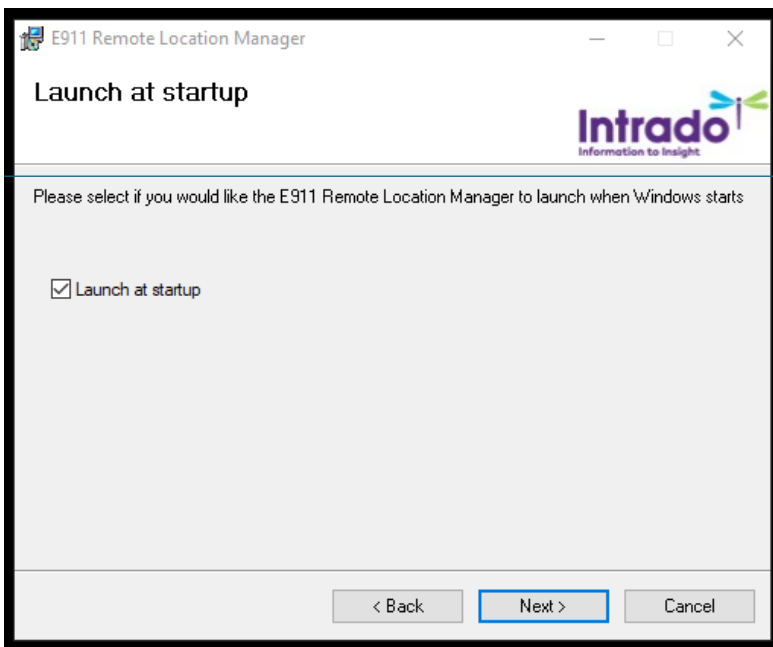
Step #5

The E911 Remote Location Manager IP-PBX Settings dialog box will then appear asking you to enter the IP-PBX ID. Enter **5** in the IP-PBX ID field then Click “**Next**”



Step #6

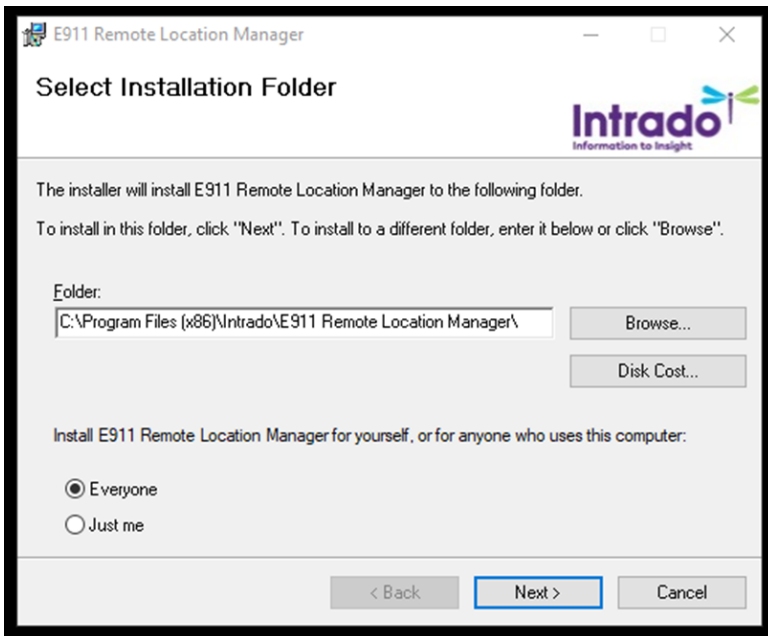
Then you will be asked to select if you would like E911 Remote Location Manager to launch when Windows starts up. Confirm that launch at startup is selected then Click “**Next**”



Step #7

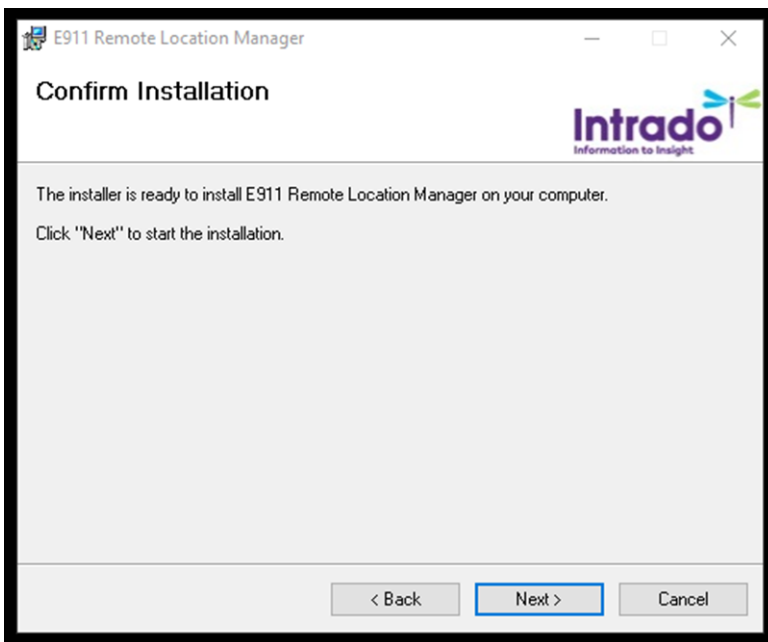
A dialog box should then appear, showing the default location of the folder. Select “**Everyone**” where it states Install E911 Remote Location Manager for yourself or for anyone who uses this computer: and then Click “**Next**”

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Step #8

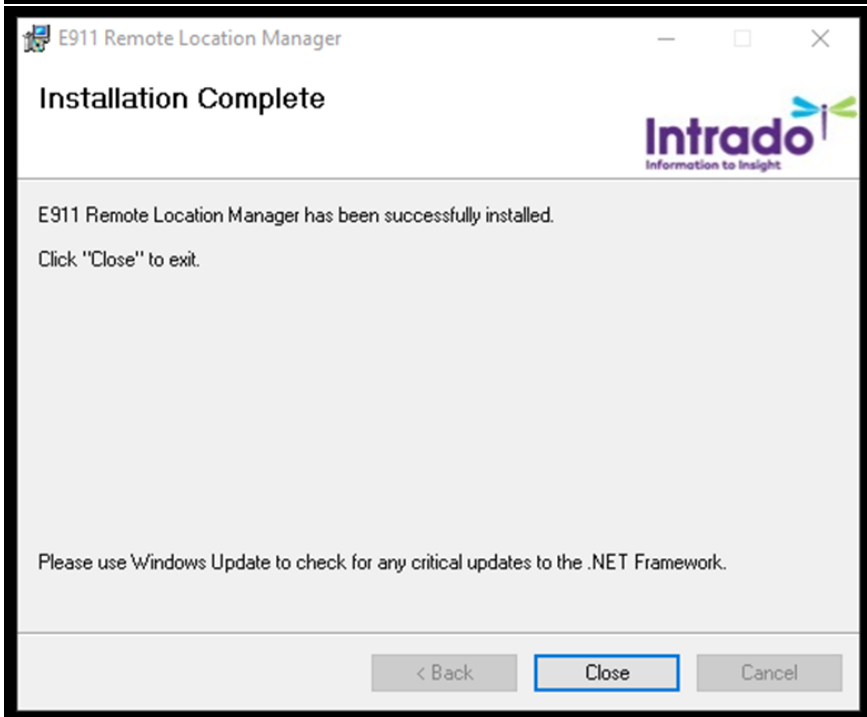
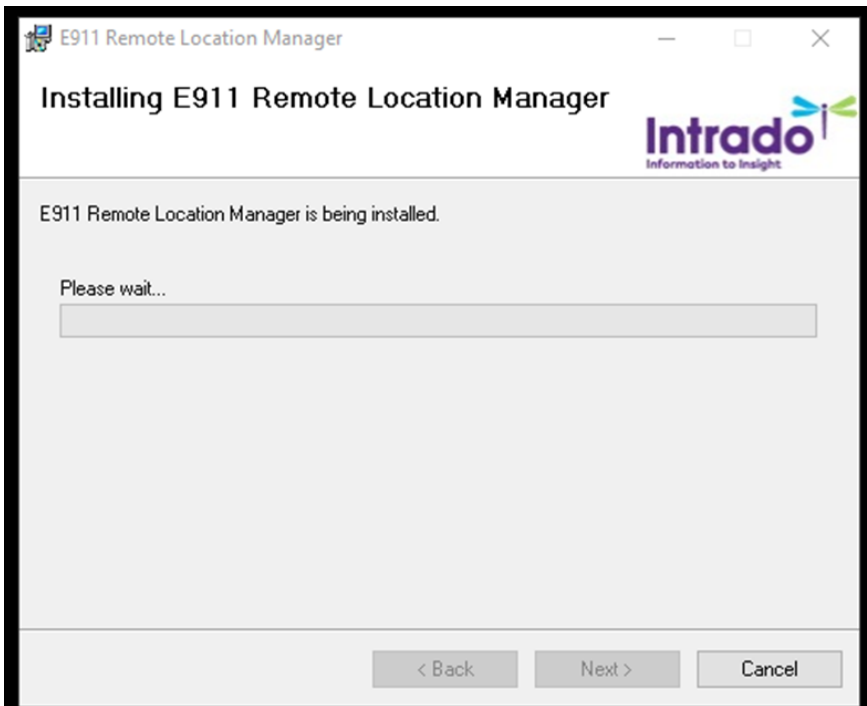
A dialog box should then appear asking you to “**Confirm the Installation**”
Click “**Next**” to Confirm.



Step #9

The following dialog boxes should appear showing the installation has proceeded and completed.
Once the process is complete Click “**Close**”

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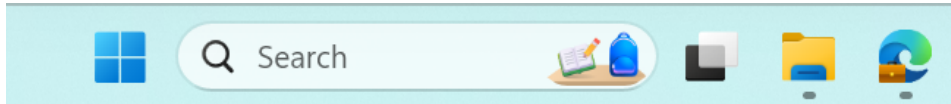


Step #10

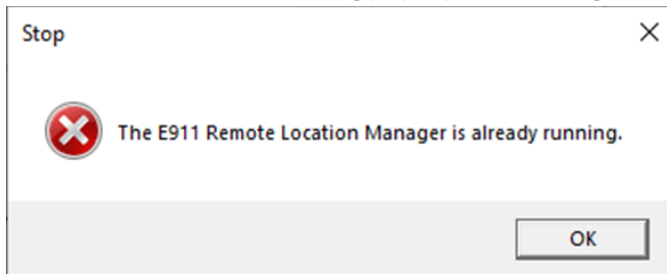
To confirm E911 Remote Location Manager app is running

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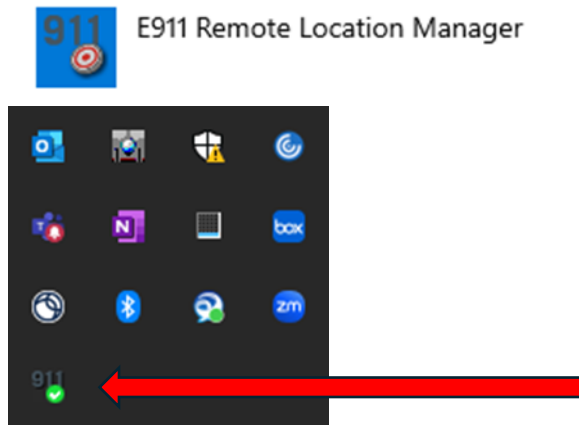
1. In the search bar Type: **E911** then hit enter...



- a. You should see the following *pop-up* confirming the E911 RLM app is running.



Please note: If the E911 RLM application is not running, you should locate an icon similar to the one shown below. This icon should be positioned on your computer's taskbar:



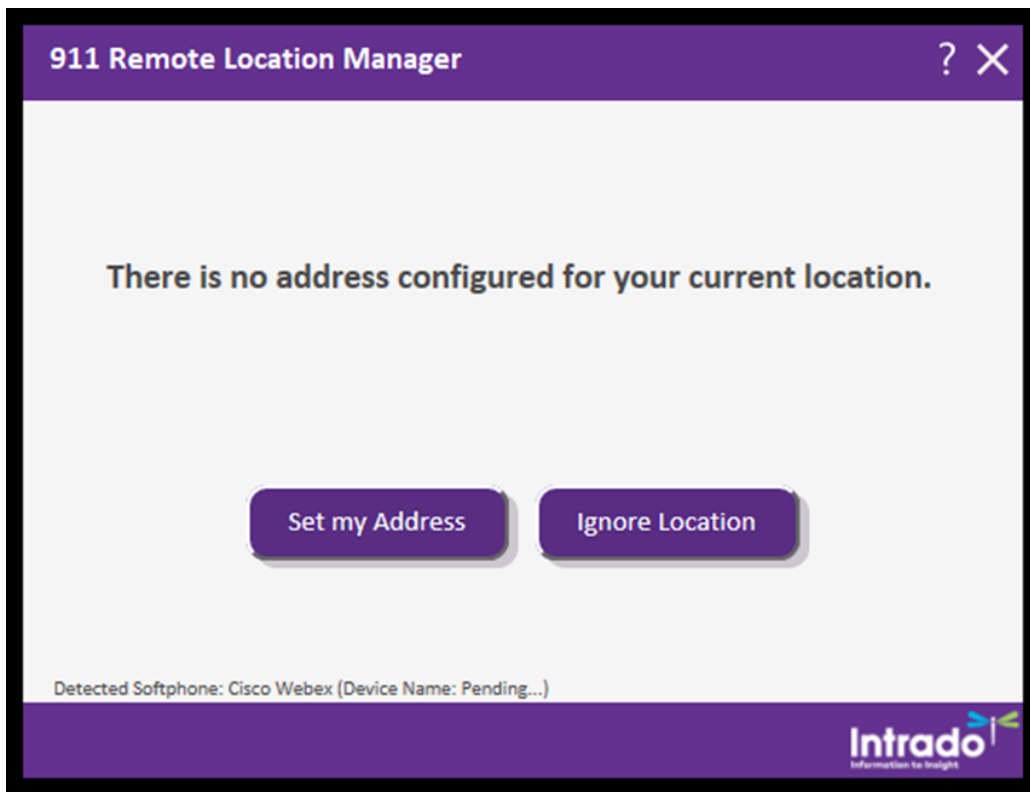
2. Click on the icon on the task bar to view the e911 RLM application
3. Click on the 911 icon to open the application

Step #11

Once you have located the application and launched it, you will now need to set up your location.

To set your location follow the instructions below:

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Select **“SET MY ADDRESS”**

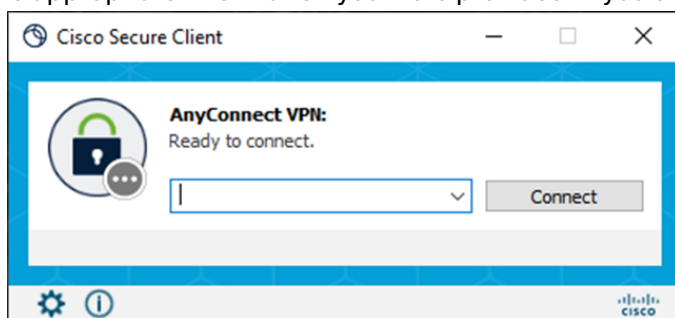
NOTE: YOU WILL REQUIRED TO SET AT LEAST ONE LOCATION. IF YOU WORK IN ADDITIONAL LOCATIONS SEE APPENDEX A FOR MULTIPLE LOCATION SETUP. APPENDEX A IS LAST PAGE OF THIS DOCUMENT.

NOTE: YOU DO NOT HAVE TO BE VPN'D IN IF YOU ARE ON CAMPUS

IF YOU ARE OFF CAMPUS CONFIRM YOU ARE VPN'd IN UAB NETWORK BEFORE PROCEEDING!

Cisco Secure Client AnyConnect

Enter the appropriate information you were provided. If you are not sure contact ASKIT for more information.



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911 Remote Location Manager

Edit the address for this location:

Address Label: REMOTE LOCATION

House Number *: 123

Street Name *: HICKORY ST

Additional Info: ex: Suite, Apt number, etc

City *: BIRMINGHAM

State *: Alabama

ZIP *: 35242

Buttons: Save, Delete, Cancel

Intrado
Information to Insight

Enter “Your” Current:

- **Address Label:** Name based on current area, i.e. “Remote Location”
- **House Number:** The physical address
- **Street Name:** Physical street name
- **City:** Current city
- **State:** Current state
- **Zip:** Current zipcode

The above is an example and address label can be named to your unique location. The address will be validated so be sure to enter the accurate physical location. Be sure to **SAVE** before closing the window.

APPENDIX A

If you work as a hybrid employee or work from multiple locations (WHEATHER ON OR OFF CAMPUS) you will be required to set multiple addresses.

IMPORTANT:

YOU MUST BE Signed in the UAB network via VPN when setting up your address for E911 validation. This will be required for both wired and wireless connections. You must set up your address even if you are physically connected to UAB network.

THIS ONLY APPLIES TO Jabber on your laptop, computer or tablet. This does not apply to Jabber installed on iPhone or Android mobile phones.