

Creating a Remote Site for Custom E911

<https://campus.barracuda.com/doc/39823694/>

To configure your Barracuda Phone System to pass correct information when routing remote phone emergency dialing you must verify the following elements are in place:

1. A working Internet connection for the Barracuda Phone System
2. Connectivity to the remote site (via Internet or WAN)
3. A direct inward dial (DID) phone number at the remote site from a service provider who supports E911
4. A gateway configured to send the caller ID of the DID supported by E911
5. A site configured for the IP address or subnet of the remote office
6. A 911 route limited to the remote site's configuration

You must set up and verify steps 1 through 3 above before continuing your configuration of steps 4 through 6, as described below.

Configure the Gateway

Create a new gateway account. For more information, refer to Adding VoIP/SIP Provider Accounts (Gateways). Use the following settings:

- Services: Outbound calls only
- Caller ID Number: the DID number that has E911 configured
- Custom Caller ID Number: always sent
- Music on Hold: Silent

Configure the Site

Create a new [site definition](#). Use the following parameters:

- Site Name: a meaningful name, for example, Remote Office on 456 Maple Ave.
- Define Site By: Subnet or IP Addresses
- CIDR Address: The IP address of a remote phone or the IP subnet if there are multiple phones at the remote location

Example CIDRs: 192.168.2.215/32 (single endpoint) 192.168.2.0/24 (entire subnet)

Configuring the Outbound Route

Once you create the Site, use **Providers > Call Routing** to **Add a routing entry**. For details, refer to [Adding Routes](#). Add a Restriction applying the newly created Site for the new route. Use these parameters:

- Call Type: Emergency (USA)
- Destination: The new gateway you just created.
- Restrict To: Select Site and select the site you created.

Apply the restriction for it to take effect.

Testing the New Site and Routing

Before you test the routing, be sure to gather the following information needed to conduct and verify the test:

- Name of your provider and support contact information
- DID phone number
- Physical address that should be displayed

Contact your provider's tech support for assistance before making a test call. Inform the tech support agent that you need to perform 911 testing for your new PBX. Be sure to inform the agent that you are testing E911 for a specific DID number. In some cases the provider has a special number (e.g. 933) you can use to simulate 911 calling for test purposes. If so, you will need to add the provided test number as a new Call Type. Navigate to Providers > Routing > Manage Types > New Call Type. Use the following settings:

- **Call Type Name:** Emergency Test
- **Match Condition:** ^xxx\$ where xxx is the test number. For example, if the provider's test number is 933 then the match condition would be: ^933\$
- **Route Type:** Emergency

Add a new route with **Emergency Test**; see [Routing Outbound Traffic](#) for more information.

You should have two different outbound routes with a site restriction: Emergency (USA) and Emergency Test.

Once you configure the **Emergency Test** route, follow the instructions of your service provider's support technician to complete the E911 testing.

To ensure emergency service properly identifies a remote phone location, you must consult your VoIP provider and follow their instructions. The Barracuda Phone System does not implement emergency dialing, but rather assists your VoIP or Internet emergency service provider in implementing it.

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