

Zoom Phone: Nomadic E-911

PROVIDING ENHANCED 911 DYNAMIC LOCATION SERVICES TO ZOOM PHONE USERS

An Enhanced 911 (E911) address is used to direct Emergency Services to the proper location when a 911 call is placed. The physical address associated with the Zoom Phone user must be accurate to ensure a timely response in the event of an emergency.

Nomadic E-911 on Zoom Phone endpoints provides the ability to dynamically track the location of users as they move around your campus or to other places to ensure their location is up to date in the event of an emergency. For US and Canada customers, Nomadic E-911 can be used from either Zoom Phone's native PSTN calling plans and numbers or through Bring Your Own Carrier supported 3rd party service providers.



Configuring Location Information

When Zoom Phone users* are on your company campus, Nomadic E-911 will use the company's network data (using BSSIDs, more commonly known as "wireless access point" IDs, and Public/Private IP Addresses) to map their physical location, defined in the Zoom Admin Portal.

Company Info > Account Settings > Emergency Address

Emergency Address

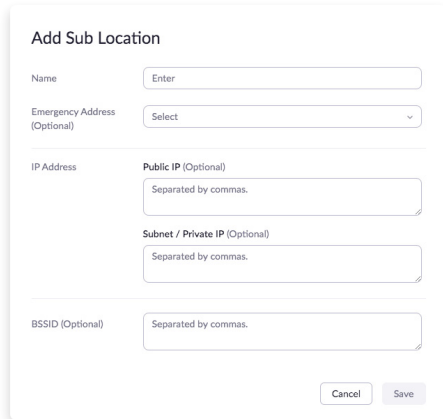
55

US/CA - San Jose Company Address

Address	Zip/Postal Code	Country/Region	Address Owner	Site
55 ALMADEN BLVD, ZOOM VIDEO COMMUNICATIONS, SAN JOSE, California, United States	95113	United States	Company Address	US/CA - San Jose
55 ALMADEN BLVD, 5TH FL - ZOOM VIDEO COMMUNICATIONS, SAN JOSE, California, United States	95113	United States	Company Address	US/CA - San Jose
55 ALMADEN BLVD, 6TH FL ZOOM VIDEO COMMUNICATIONS, SAN JOSE, California, United States	95113	United States	Company Address	US/CA - San Jose
55 ALMADEN BLVD, 4TH FL - ZOOM VIDEO COMMUNICATIONS, SAN JOSE, California, United States	95113	United States	Company Address	US/CA - San Jose

KNOWN LOCATION

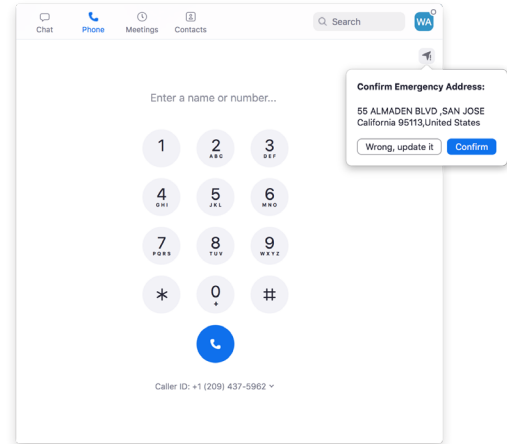
When the user is on-campus, the Zoom Phone endpoint will use the associated emergency address defined by the administrator. Location information can be updated manually or by uploading a .csv file.



Add Sub Location

UNKNOWN LOCATION

When the user is in a location off-campus, such as a home office, they will be prompted to review and confirm their emergency address. Once a user enters their address, any time they are at that location it will be recognized.

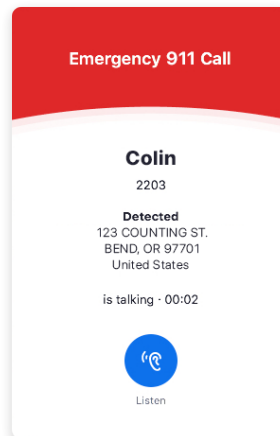


Confirm Emergency Address

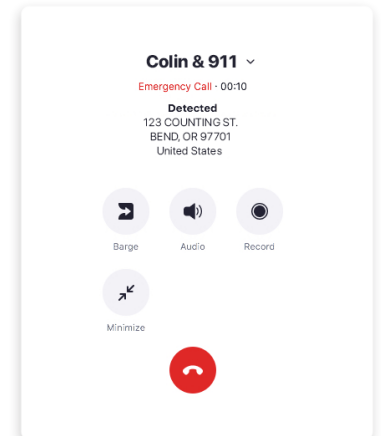


Routing Emergency Calls to Internal Safety Teams

If your company has an internal safety team that responds to emergencies, you can configure an incoming call alert when a Zoom Phone user dials 911, to route the call to both the internal safety team and the Public Safety Answering Point. (PSAP) The internal safety team is configured as a special type of call queue. Members of the queue can record, listen in, and even join the call at any time to aid in responding.



Listen



Barge/Join the Call



Zoom Mobile Users

Zoom Mobile users will always use their native cellular carrier for 911. 911 calls from Zoom mobile are not currently tracked by the Zoom applications.

*Applies to Zoom IP Phones, Windows and Mac OS and iPad clients.