

### Overview

Simplicity VoIP's v42 supports **Enhanced 911 (e911)** legal requirements - Kari's Law and RAY BAUM'S Act – designed to protect internet-based phone users by providing dispatchable location data. **e911** data contains both a verified physical address for a phone number/extension, and additional specific dispatchable location data meant to pinpoint exactly where the call is being made. In addition, notification can be sent to designated parties within an organization, so that responders can rapidly get help to people who are in need.

### This guide will cover:

- Configuring e911
- Simplicity and User Setup Responsibilities
- Specific Dispatchable Location/Emergency Address
- Address Detection and Verification
- e911 Dialed Call Notification

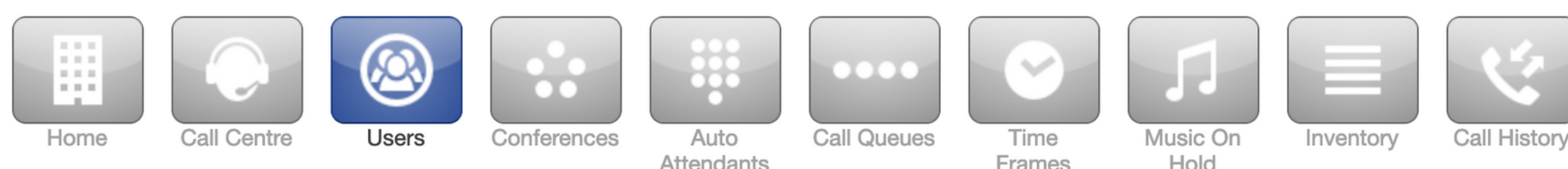


## Configuring e911

Sign using using Google Chrome


<https://mysimplicityvoip.com/portal/>

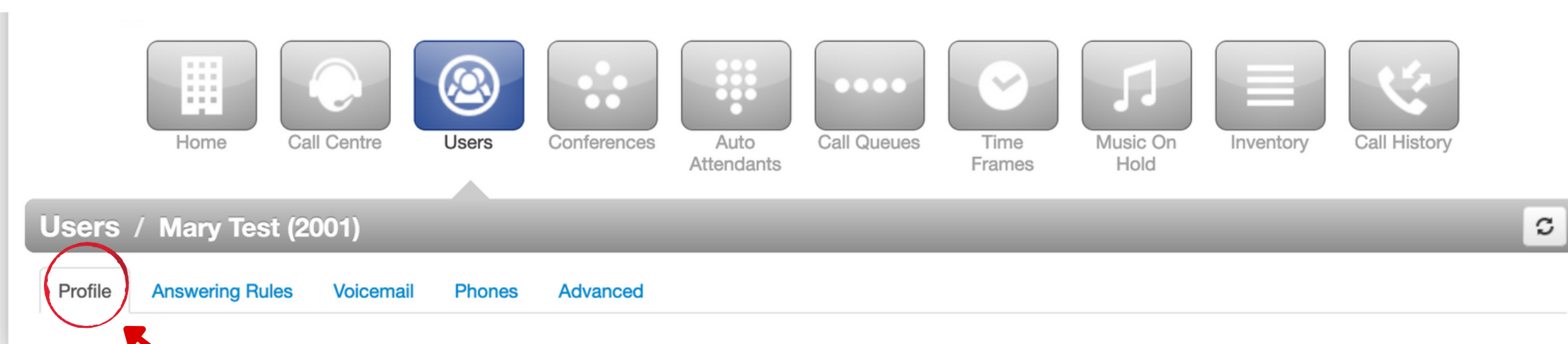
Once in the portal, go to the **Users** tab



Knowledgebase

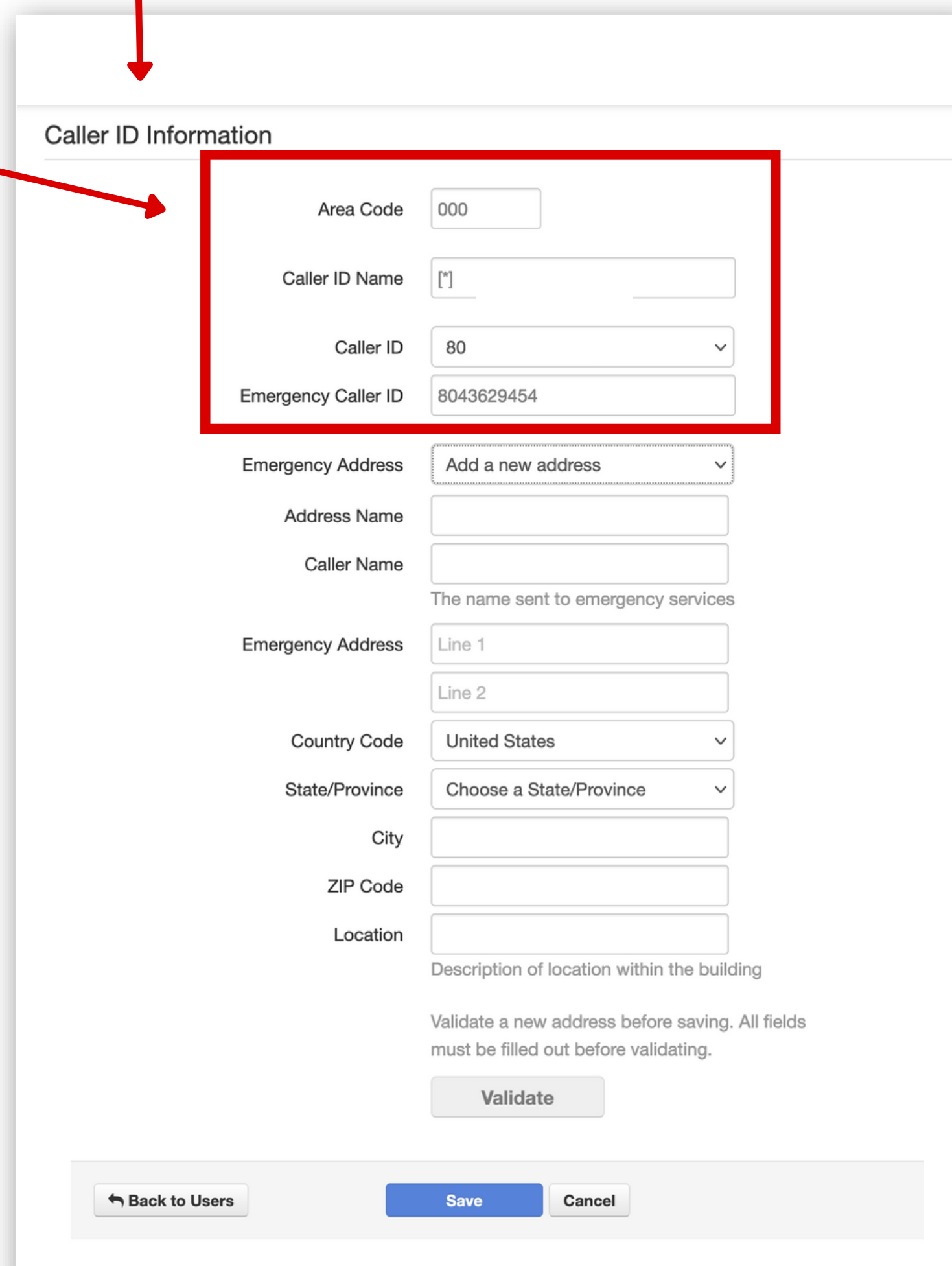
Users		Sites						
Enter name, extension, site or dept. <input type="text"/>				<input type="button" value="Add Ring Group"/>	<input type="button" value="Shared Contacts"/>	<input type="button" value="Import"/>	<input type="button" value="Export"/>	<input type="button" value="Add User"/>
<input type="checkbox"/>	Name	Extension ▲	Department	Site	Scope			
<input type="checkbox"/>	Lenada Test 10	100			Basic User	<input type="button" value="Eye"/>	<input type="button" value="Edit"/>	<input type="button" value="X"/>
<input type="checkbox"/>	Lenada Test 2	101			Basic User	<input type="button" value="Eye"/>	<input type="button" value="Edit"/>	<input type="button" value="X"/>
<input type="checkbox"/>	Krissy Test	102			Call Center Supervisor	<input type="button" value="Eye"/>	<input type="button" value="Edit"/>	<input type="button" value="X"/>

Once in **Users**- select the Edit Icon found next to the User profile you wish to modify and select **Profile** 



Once in **Users Profile** - scroll down to the **Caller ID Information**

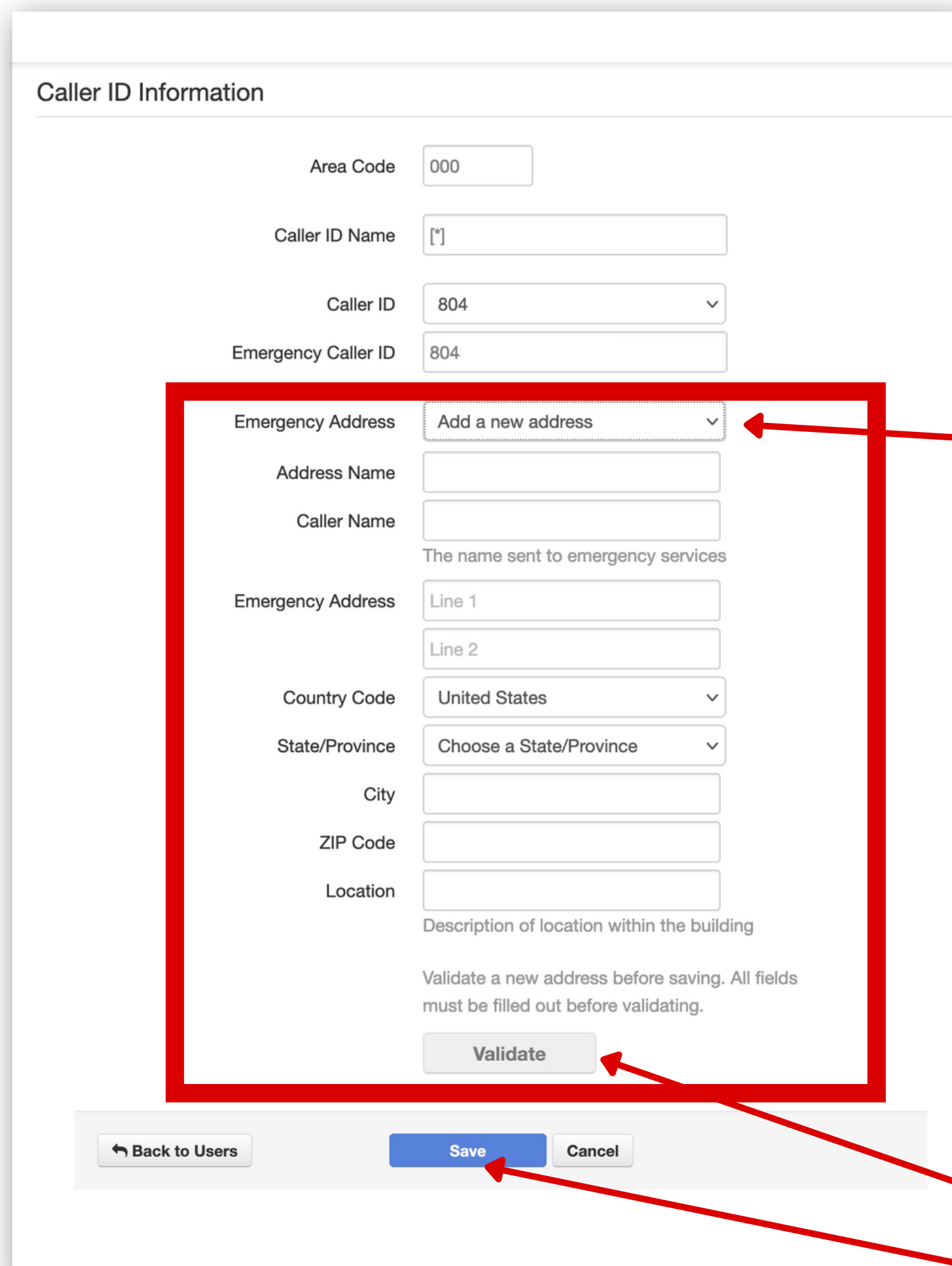
**Simplicity** prepopulates these fixed Caller ID fields for the entire account



The screenshot shows the 'Caller ID Information' form. A red box highlights the following fields: Area Code (000), Caller ID Name ([\*]), Caller ID (80), and Emergency Caller ID (8043629454). Below this box are fields for Emergency Address (Add a new address), Address Name, Caller Name, Emergency Address (Line 1, Line 2), Country Code (United States), State/Province (Choose a State/Province), City, ZIP Code, and Location. At the bottom, there is a 'Validate' button and a note: 'Validate a new address before saving. All fields must be filled out before validating.' At the very bottom of the form are 'Back to Users', 'Save', and 'Cancel' buttons.

## Specific Dispatchable Location (Emergency Address)

Users are responsible for populating and identifying their unique location(s). Users may have numerous locations.\*



Caller ID Information

Area Code: 000

Caller ID Name: [\*]

Caller ID: 804

Emergency Caller ID: 804

**Emergency Address**: Add a new address

Address Name: [ ]

Caller Name: [ ]  
The name sent to emergency services

Emergency Address: Line 1 [ ], Line 2 [ ]

Country Code: United States

State/Province: Choose a State/Province

City: [ ]

ZIP Code: [ ]

Location: [ ]  
Description of location within the building

Validate a new address before saving. All fields must be filled out before validating.

Validate

Back to Users | Save | Cancel

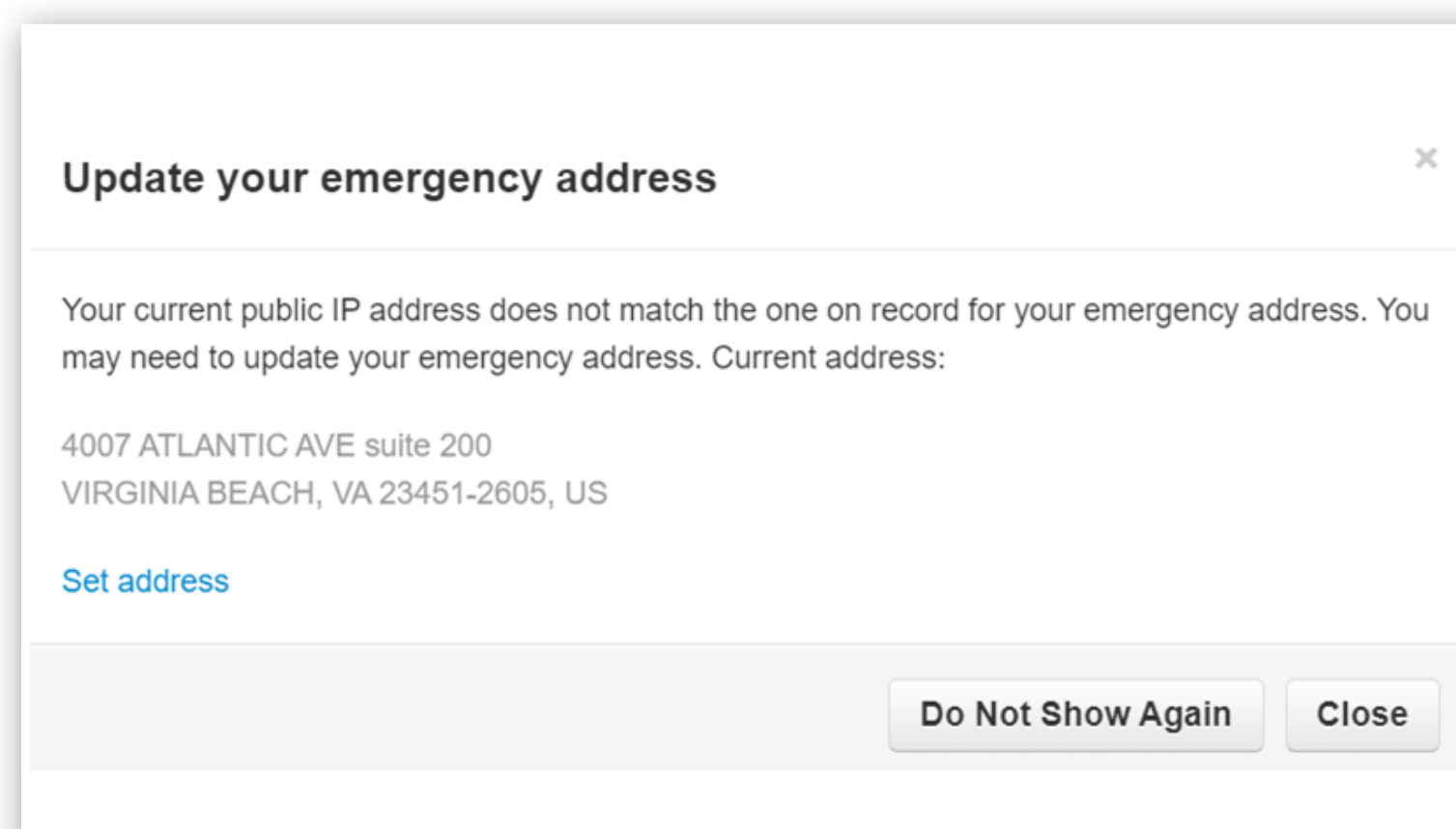
- Go to **Emergency Address** and select to 'Add a new address'
- **Address Name** is the user's location (ie: Home Office, Satellite Office, Vacation House, etc.)
- **Caller Name** should reflect who is using the device/number
- **Emergency Address** should be filled out to match the location of the user- include street address, city, state, ZIP code
- **Location** defines the user's specific presence within an address (ie: room 203 by kitchen)
- Click to **Validate** the address information
- **Save** information once address is validated

*Note: Users can create as many emergency addresses as needed.*

## Address Detection and Verification

Users are responsible for updating their change of location.\*

- The system will detect when a user is connected to a new/different IP address- either due to a physical move or circuit change
- When this happens, an emergency address update request popup will appear upon logging in to the Simplicity Portal
- Click **Save** to update address



Update your emergency address

Your current public IP address does not match the one on record for your emergency address. You may need to update your emergency address. Current address:

4007 ATLANTIC AVE suite 200  
VIRGINIA BEACH, VA 23451-2605, US

[Set address](#)

Do Not Show Again | Close

*\*Please note, if a user fails to update or confirm their correct address information, then the liability rests with the user/client if **e911** services cannot be properly deployed. **Simplicity VoIP** is not liable for noncompliance with the request to provide correct location detail.*

**Edit Domain** ✕

Basic Defaults Limitations **Emergency**

911 Caller ID You cannot edit your Emergency Caller ID

Emergency Notifications

Notify Via Phone Call

Notify Via Email

Notify Via Phone Message

## e911 Dialed Call Notification

Notifications that a **911** call has been made can now be sent to designated parties within an organization either/or:

- Automated phone call
- Email
- SIP message that appears on the screens of supported desk phones (Yealink/Poly)

Please contact **Simplicity** for set up assistance.

# Customer Support

Get outstanding support anytime,  
365 days a year.

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