

Webex Calling E911 location settings

For all users in North America to align with Emergency Calling Regulations, when you are out in a public place, **please** be sure to amend your **locations settings** in your Webex App Calling client before making outbound calls.

Enhanced E911 - Depending on your configuration the Webex App should detect a change in network address when you move to a new location and prompt you to confirm.

Step 1.
Click Calls tab

Step 2.
Select 'E911 settings'
at bottom of the app

Step 3.
Select 'Calling'
from the Settings menu

Step 4.
Edit address
select or input your
current location

Step 5.
Click Save

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Manual E911 - Depending on your configuration settings, you may need to manually change your location via the Help menu each time you move to a new external location.

The screenshot shows the Webex mobile app interface. On the left, a profile card for Sonali Pritchard is visible. The 'Help' option in the profile menu is highlighted with a blue box and a dashed line pointing to the 'Emergency services disclaimer' option in the 'Webex' settings dialog. Below this, a '911 disclaimer' dialog is shown with 'Update location' and 'Cancel' buttons. The 'Update location' button is highlighted with a blue box and a dashed line pointing to the 'Step 3' callout.

Step 1.
From your Profile
select Help

Step 2.
Select Emergency
services disclaimer

Step 3.
Click Update location