E911 and Emergency calling

Santiago Garcia - 2024-12-10 - e911

E911 and Emergency calling

To enable E911 services, 2talk requires an address associated with your account, linked to a phone number on your account. We then publish these emergency address details to our upstream providers. When dialing from any number on your account, your organization's emergency address details will be displayed.

Please note that calling E911 numbers without the provided emergency details below will incur **substantial call costs to your account**.

How to add E911

1. Go to E911.

2. Enter your complete address information.

3. A dialog may appear asking you to confirm the address. This is because our upstream providers have rigorous formatting requirements for addresses used for emergency calling.

If you're experiencing difficulties to add an address to your account (i.e., it's not being accepted and no relevant suggestions appear), please use the Address Lookup Tool provided by US Postal Service (USPS). Abbreviations and general formatting used by USPS more clearly reflect what our upstream providers expect to see in the addresses you submit. If you still experience difficulties, please contact Support.

When choosing "apply to", keep in mind this.

- **Account:** When selecting this option, the saved address will be applied to all numbers associated with the account.

- **Group:**

- **Number:** When selecting this option, the saved address will be applied only to the selected number.

Once you save the changes, your **e911** settings should appear as shown below.

PILOT	NUMBERS	ADDRESS	ACTIONS
142546480	5	215 Pearl St, New York, NY 10038	🗑
1424317	2	337 59th St, Des Moines, IA 50312	🗑
			Displaying 1-2 of 2 records

Testing E911 – #933

To test whether E911 is working, dial 933 from any desk phone. You will hear an automated message stating the phone number you are calling from and the 911 address registered to that phone number.

CDR records

All E911 calls can be found as normal call records in the Billing Records.