

Cox Business National e911 Service Quick Reference Guide

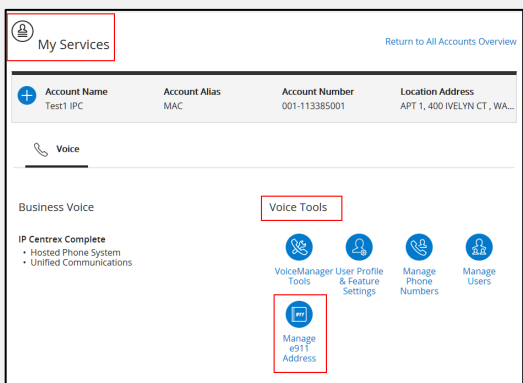
This guide serves as a reference tool for accessing and using the Cox Business National e911 Service. It includes instructions for changing the primary address associated with an account to match the physical address for emergency dialing purposes.

Overview

The **Cox Business National e911** service is an additional capability for customers with national numbers. With the IP Centrex Unified Communications app installed on your laptop, you can make and receive calls from your computer. Go to the beach, the mountains, or the comfort of your own home and rest easy knowing that your computer can translate your location* if you need to place a 911 call.

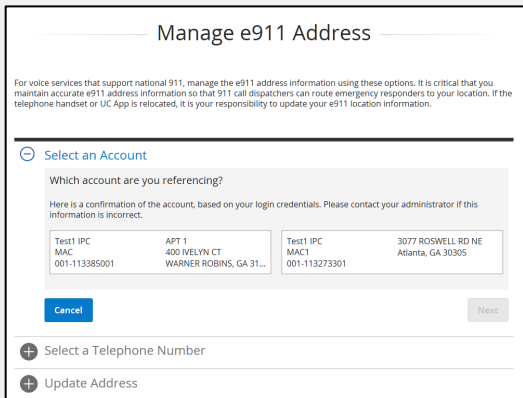
Access Manage e911 Functionality

1. Open MyAccount and enter your user ID and password.
2. Scroll to the **My Services** section and click **Manage e911 Address** in the **Voice Tools** section.



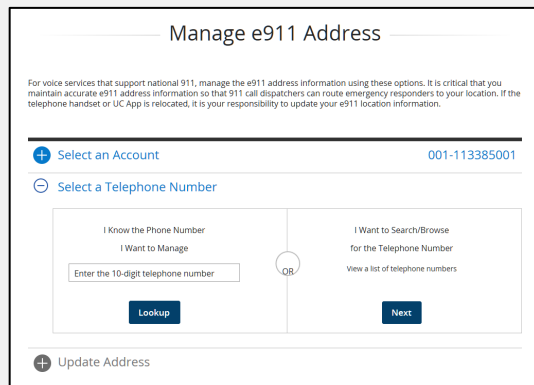
Select Account/Phone Number to Modify Address

1. Click the account for which you want to modify the address (based on your current location) and click **Next**.



The Primary address represents the address information for the handset associated with the phone number; e.g., the IP Handset, Analog phone, or a PBX Handset.

2. Enter the phone number (or click the Lookup button) or click the **Next** button to manage its e911 address information. **Note:** Each phone number that supports National e911 has a Primary address, a UC Apps address, or both—depending on how the phone number was initially set up. Address information for Primary and UC Apps are unique and should be maintained separately.



*When the location of the Primary device and UC Apps change, you must update the e911 Address information for each.

See the table below for examples of Primary devices and UC Apps for each voice product:

Voice Product	Primary	UC Apps
IP Centrex	IP Phone Requires Teleworker add-on	Desktop and Tablet Apps Requires UC add-on
Voice Manager	Analog handset	Not Available
PRI & SIP Trunking	PBX Handset Requires National E911 add-on	Not Available

- Phone numbers with Unified Communications (UC) will have an additional entry for UC Apps that represent the location of the UC Desktop and Tablet Apps.
- As a MyAccount User, the phone number assigned to you will be displayed automatically.
- For MyAccount Administrators or Profile Owners, select a phone number from the list. If multiple Accounts exist, first choose the account that contains the phone number.

The screenshot shows the 'Manage e911 Address' page with the following elements:

- Header: Manage e911 Address
- Introductory text: For voice services that support national 911, manage the e911 address information using these options. It is critical that you maintain accurate e911 address information so that 911 call dispatchers can route emergency responders to your location. If the telephone handset or UC App is relocated, it is your responsibility to update your e911 location information.
- Buttons: '+ Select an Account' (001-113385001) and 'Select a Telephone Number'.
- Text: 'Here are the telephone numbers associated with the selected account that support national e911. 1 results returned. Select a telephone number to manage its e911 information.'
- Table of telephone numbers:

Telephone Number	First Name	Last Name	Type
(478) 786-6375	angela	existing	customer
- Navigation: '< > < >' buttons.
- Bottom button: '+ Update Address'.

Modify Address

Once a number is selected, the Update Address section will provide options for updating the e911 address information.

The Primary tab is the e911 address information for calls originating from the Handset or phone line associated with the phone. If Unified Communications (optional) is assigned to the phone number, then a second tab labeled UC Apps is presented and represents e911 address information for the UC Desktop Apps. These entries are managed separately and should be updated.

- Complete the Address information and click **Continue**. **Note:** The optional Location field is designed to include other information about the location within a building, such as a cubicle number or other description that would be helpful for emergency responders.

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- Buttons: '+ Select an Account' (001-113385001) and '+ Select a Telephone Number' ((478) 786-6375).
- Tab: 'Update Address' (Primary selected).
- Text: 'Update the primary e911 address information for your phone number. The primary entry is associated with your telephone line or handset associated with this telephone number.'
- Fields:
 - Street Number: 400
 - Street Number Suffix (optional):
 - Pre-Directional (optional): Select
 - Street Name: IVELYN CT
 - Location (optional): APT 2
 - City: WARNER ROBINS
 - State: Georgia
 - Zip: 31088
- Diagram: A diagram showing '1234 B SW Main Street' with labels for Street Number, Pre-Directional, Street Name, and Street Suffix.
- Buttons: 'Cancel' and 'Continue'.

- Make changes as necessary and click the **Continue** button.
- Click the **Save** button to confirm your changes.

Result: A message appears stating your changes have been successfully updated.

The screenshot shows a success message: 'e911 address information for 4047870147 (Primary) has been successfully updated.'

Once your selection is saved successfully, you will see a success message at the top of the page.

Locate Your Address

If the system cannot determine your address, contact Cox Business Support at 1-877-272-5777. They can help you update your e911 address information.

The screenshot shows the 'Update Address' page with the following elements:

- Tab: 'Update Address' (UC App selected).
- Text: 'We could not find the address you entered. Please refine your address data to be more specific. If you still can't find your address call Cox Business Support at 1-866-272-5777.'
- Buttons: 'Cancel', 'Back', and 'Save'.