

CAMPUS VOICE PROJECT

USC Zoom Phone E911 Services – Frequently Asked Questions

INITIAL FAQs – Zoom Phone

❑ How does Zoom Phone Support Emergency Calling?

- Zoom phone supports emergency calling through enhanced 911 (E911) services. These enhanced capabilities allow calls to route directly to city emergency responders and informs USC’s Department of Public Safety. If a 911 call is made from a Zoom phone and location services are enabled, the physical address of the caller is provided to the emergency dispatch services and used to direct Emergency Services to the proper location when a 911 call is placed.

❑ How are Zoom Phone location services used?

- We expect this transition to take approximately **18 months**, and every effort is being made to accelerate this timeline. Since February 2021, ITS has been working closely with each school and unit to ensure we communicate the appropriate details and create the best schedule for this major transition.

❑ Why should I enable location services for Zoom Phone E911?

- Emergency dispatchers must be able to identify your location if you dial 911 through Zoom. Not only is this a critical component of ensuring your safety, but it also is a federal requirement. As of January 2021, the Federal Communications Commission (FCC) has implemented [Ray Baum’s Act](#), which requires that first responders have the necessary information needed to pinpoint the “dispatchable location” and quickly reach a 911 caller regardless of the device they dial from, or their exact location inside a large building. This federal mandate includes Zoom Phone devices.

❑ Why do I need to provide an emergency address?

- Your emergency address is the address automatically provided to first responders, 911, and USC Department of Public Safety (DPS) when you dial an emergency number.

❑ What happens if I do not set my emergency location or enable location services?

- If you do not comply with the request, your location information will not be available to emergency services for dispatch in the case of a 911 call. It is crucial that this information is available. If location services are not enabled in Zoom Phone, you will receive repeating prompts until the setting is enabled.

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❑ How do I enable these services for Zoom Phone E911?

- To enable location permissions, access the Zoom desktop client. Click your profile picture then click Settings. Click the Phone tab. Make sure Location Permission is selected.
- To add or update your emergency address, access the Zoom web portal. In the navigation menu, click Phone, and then click the Settings tab. In the Emergency Addresses section, click Edit and then select one of the available options to change your emergency address location:
 - Follow default company address: Select the default emergency address for your account or site.
 - Choose a company address: Select a current emergency address added by your admin.
 - Choose a personal emergency address: Click to add a personal emergency address.
- You can manage and update your personal emergency addresses. To add an address, click Add, enter your address using the fields, then click Save. To update an address, click the ellipses icon (...) next to an existing address, then click Edit. Update the address, then click Save. To delete an address, click the ellipses icon (...) next to an existing address, then click Delete.
- For additional help and step-by-step instructions, watch the Zoom Phone Instructional Video on TrojanLearn. To access the video, login into TrojanLearn and search for “Zoom Phone.”

❑ Where does the call go if I dial 911?

- Your call will go directly to a 911 dispatcher in the area. If on campus, DPS will also be notified that you have called 911 and where you are located to offer support on campus.

❑ Do I have to enable location services on my Zoom Phone mobile app?

- No. If you are using the Zoom mobile app to dial 911, your location will be determined by your cell phone carrier. On Zoom mobile application, you will always use your native cellular carrier for 911 calls, meaning 911 calls from Zoom mobile devices are not currently tracked by the Zoom applications.

❑ Who is the first response to Zoom Phone emergency calls?

- Your local 911 responders will receive the call. Additionally, when on campus Zoom Phone will also notify DPS that a call was made to 911 from one of USC’s campuses.

❑ What is the role of DPS in Zoom Phone response?

- When you call 911 via Zoom Phone, DPS receives an alert that you have called 911. Zoom Nomadic E-911 services will provide DPS with the caller’s location to offer additional support.

❑ What happens if the network goes down?

- If the network services or Zoom is not available, you should use the emergency phones located throughout USC’s campuses. These phones do not rely on USC’s network or Zoom services to operate.