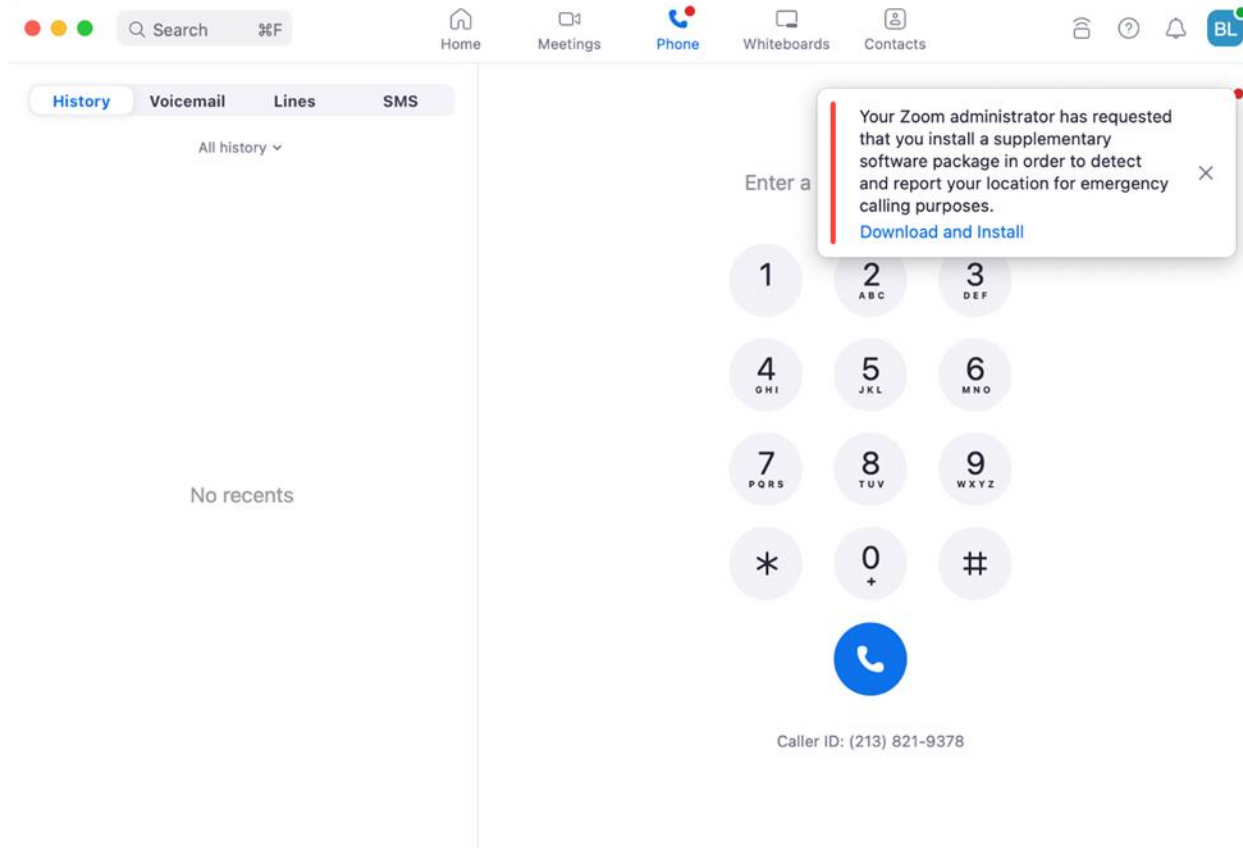


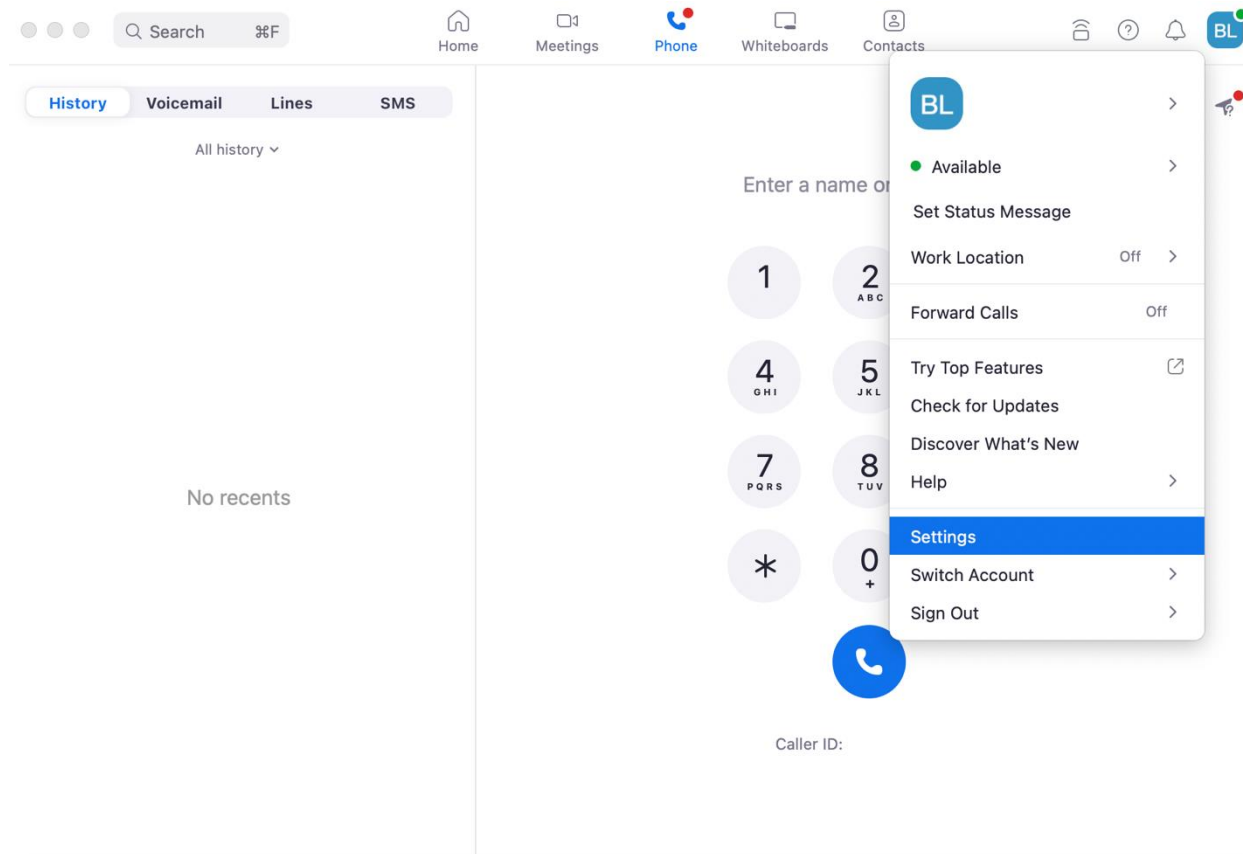
# Instructions to Enable Emergency 911 Location Permissions (for both Mac and Windows) and for Mobile Devices

## 1) (Mac only, Windows users skip to step 2)

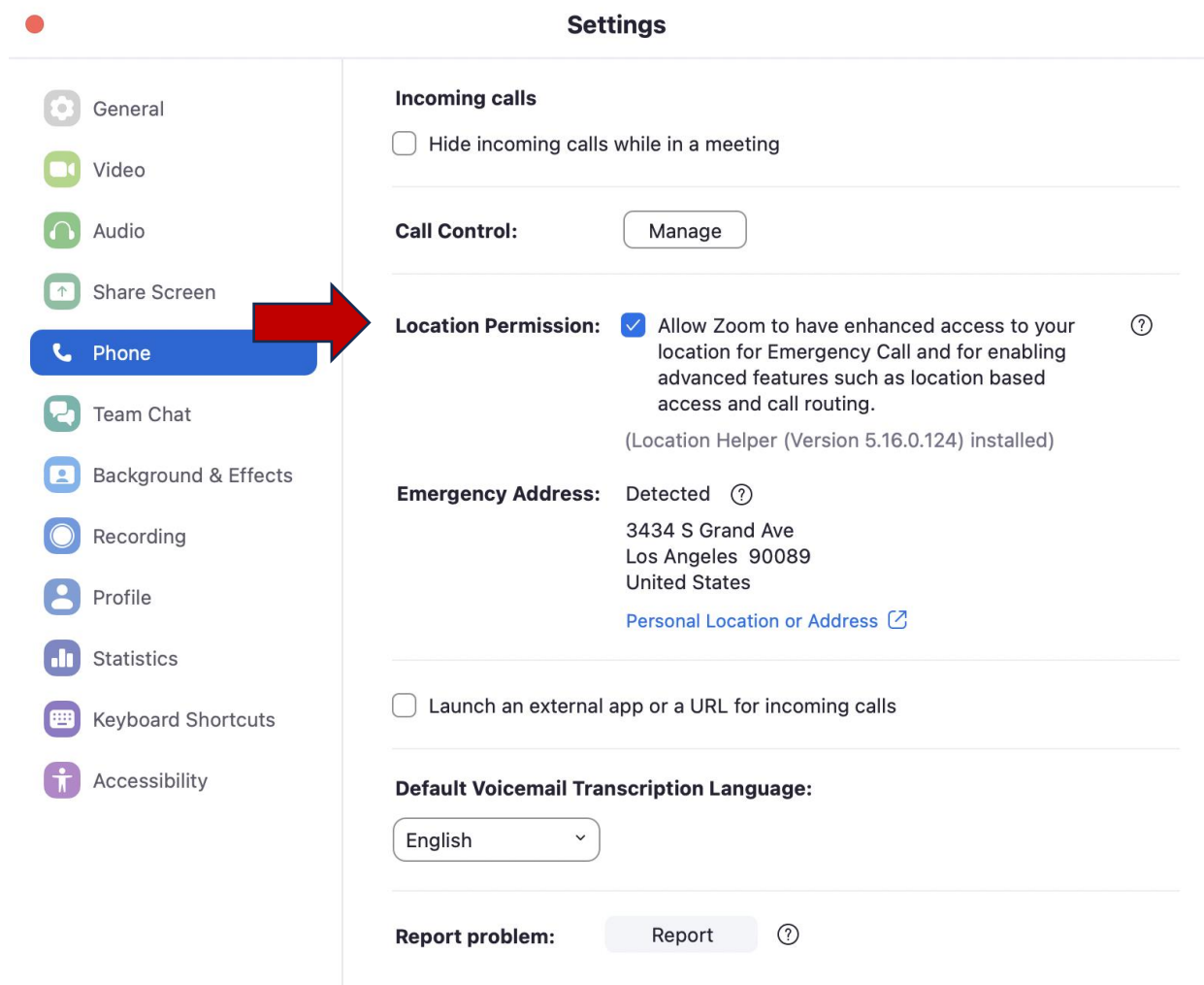
You may see a location icon with a red notification at the top-right of your Zoom app. Please click 'Download and Install' and follow the prompt to enable Location Services.



2) If you don't see this location notification, click your picture/initials in the upper right corner and select **Settings**



3) Select **Phone** on the left. If not already checked, tick the box beside **Location Permission**



**Settings**

- General
- Video
- Audio
- Share Screen
- Phone**
- Team Chat
- Background & Effects
- Recording
- Profile
- Statistics
- Keyboard Shortcuts
- Accessibility

**Incoming calls**

Hide incoming calls while in a meeting

---

**Call Control:** [Manage](#)

---

**Location Permission:**  Allow Zoom to have enhanced access to your location for Emergency Call and for enabling advanced features such as location based access and call routing. [?](#)

(Location Helper (Version 5.16.0.124) installed)

**Emergency Address:** Detected [?](#)

3434 S Grand Ave  
Los Angeles 90089  
United States

[Personal Location or Address](#) [↗](#)

---

Launch an external app or a URL for incoming calls

---

**Default Voicemail Transcription Language:**

English [v](#)

---

**Report problem:** [Report](#) [?](#)

**Note:**

Enabling this setting will provide your location to 911 emergency responders.

## Add a Personal Emergency Address

1) On the same settings page shown above, click **Personal Location or Addresses**

**Settings**

- General
- Video
- Audio
- Share Screen
- Phone**
- Team Chat
- Background & Effects
- Recording
- Profile
- Statistics
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Launch an external app or a URL for incoming calls

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**Default Voicemail Transcription Language:**

English [v](#)

---

**Report problem:** [Report](#) [?](#)

You will be directed to **your Personal Emergency Address** page on the web portal.

USC 1.888.799.9666

JOIN A MEETING HOST A MEETING

Profile  
Meetings  
Webinars  
**Phone**  
Personal Contacts  
Personal Devices  
Whiteboards  
Surveys  
Recordings  
Workspace Reservation  
Settings  
Analytics & Reports  
Account Profile

Phone > Settings > Personal Emergency Address

### Personal Emergency Address

**Add**

Search for an address

Status (All)

Address	Zip/Postal Code	Country/Region	IP	BSSID	ELIN	Status
3434 S Grand Ave, Los Angeles, California 90089, United States	90089	United States			--	Verification Not Required

Page Size 15 Total 1

## 2) Click Add

USC 1.888.799.9666

JOIN A MEETING HOST A MEETING

Profile  
Meetings  
Webinars  
**Phone**  
Personal Contacts  
Personal Devices  
Whiteboards  
Surveys  
Recordings  
Workspace Reservation  
Settings  
Analytics & Reports  
Account Profile

### Add Personal Emergency Address

I acknowledge that this address will be shared with my account's administrator(s). In the event of an emergency call, it may be shared with the Public Safety Answering Point (PSAP) and with members of the account's Internal Response Team.

Country/Region

Street Address

**Address Line 1**

**Address Line 2 (Optional)**

**Save** Cancel

## 3) Enter the information requested, then click **Save**

## Mobile Devices – Enable Zoom Emergency Response Location when dialing Emergency Services

1) Go to **Settings**, scroll down and select **Zoom**

2) Once **Zoom** is selected, enable Location Services and select '**Always**'

If you experience any issues setting up your emergency address, please visit the [ITS Service Portal](#) or call the Customer Service Center at (213) 740-555