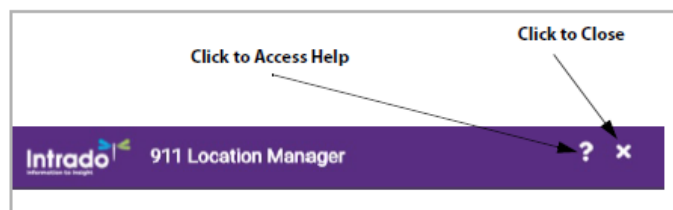


Intrado Location Manager Application Windows Desktop Users

When using a softphone (Hosted Unified Communication with WebEx) on a device such as your desktop, the origin of the call may be hard to determine. Your location in the event of an Emergency is critical. The Intrado 911 Location manager will help you provide your location to 911 operators, when dialing 911 from the softphone application on your desktop.

Setting up your Intrado Location Manager Application for the first time

Follow steps 1-4 to enable your Intrado Location Manager App on your desktop computer.



Note: During the setup of the application you can access the “help section” which will provide built-in instructions.

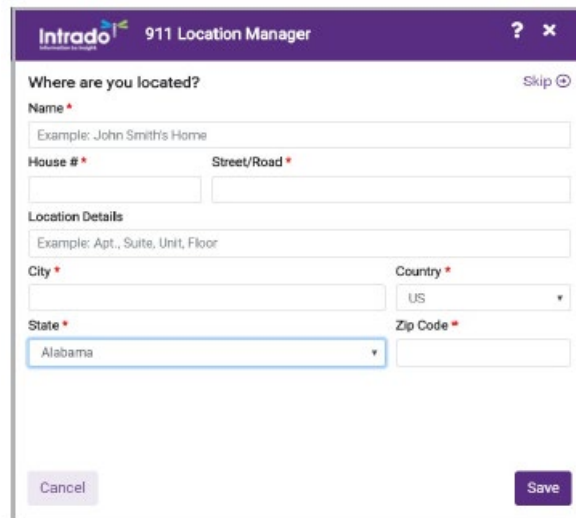
Step 1: Download and install the application to your desktop. You can download the application in the ["911 Forms and Requirements" section of our Hawaiian Telcom Support page](#).

Step 2: Upon the initial launch of the application you will be prompted to register your softphone phone number. Enter your assigned 10-digit telephone number (include the area code; ex. 8081234567) and click next.

A screenshot of the Intrado 911 Location Manager application window. The title bar is purple and contains the Intrado logo, the text '911 Location Manager', and a question mark icon and a close 'X' icon. The main content area is white and features a black icon of a truck with a white cross on its side. Below the icon, the text reads 'Enter your softphone number to get started.' followed by a text input field containing the example number '(555) 555-5555'. At the bottom left, there is a 'Back to Intro' button, and at the bottom right, there is a 'Next' button with a right-pointing arrow.

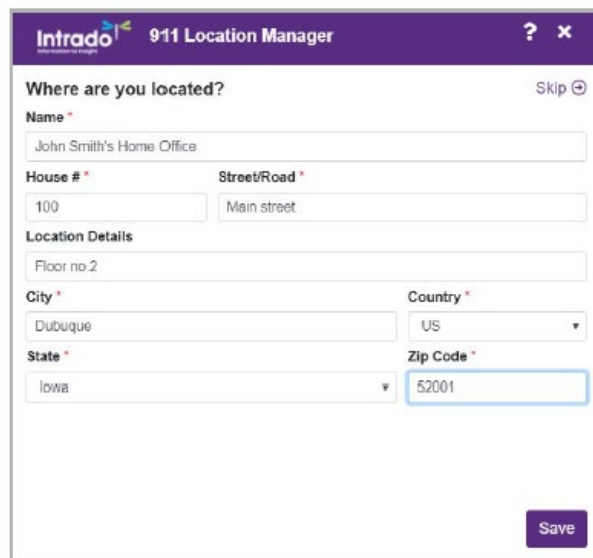
Step 3: Provide your current location

Note: Anytime your IP address changes, a pop up of the Location Manager screen will appear to verify if your address should be updated or not.



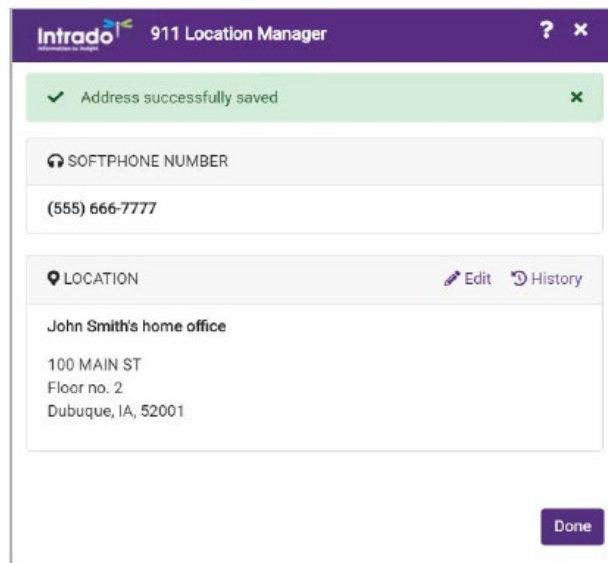
The screenshot shows the 'Intrado 911 Location Manager' window. The title bar is purple with the Intrado logo and a close button. The main heading is 'Where are you located?' with a 'Skip' link. The form contains several fields: 'Name' with an example 'John Smith's Home', 'House #' and 'Street/Road' fields, 'Location Details' with an example 'Apt., Suite, Unit, Floor', 'City', 'State' (a dropdown menu showing 'Alabama'), 'Country' (a dropdown menu showing 'US'), and 'Zip Code'. There are 'Cancel' and 'Save' buttons at the bottom.

Enter your current address in the fields provided. For instance, if your address is “100 Main Street, Dubuque, Iowa, 52001”, enter it as shown below. You can also provide a name for this address, such as “John Smith’s Home office”.



This screenshot shows the same 'Intrado 911 Location Manager' window, but with the address information filled in. The 'Name' field contains 'John Smith's Home Office'. The 'House #' field contains '100' and the 'Street/Road' field contains 'Main street'. The 'Location Details' field contains 'Floor no 2'. The 'City' field contains 'Dubuque', the 'State' dropdown shows 'Iowa', the 'Country' dropdown shows 'US', and the 'Zip Code' field contains '52001'. The 'Save' button is highlighted in purple.

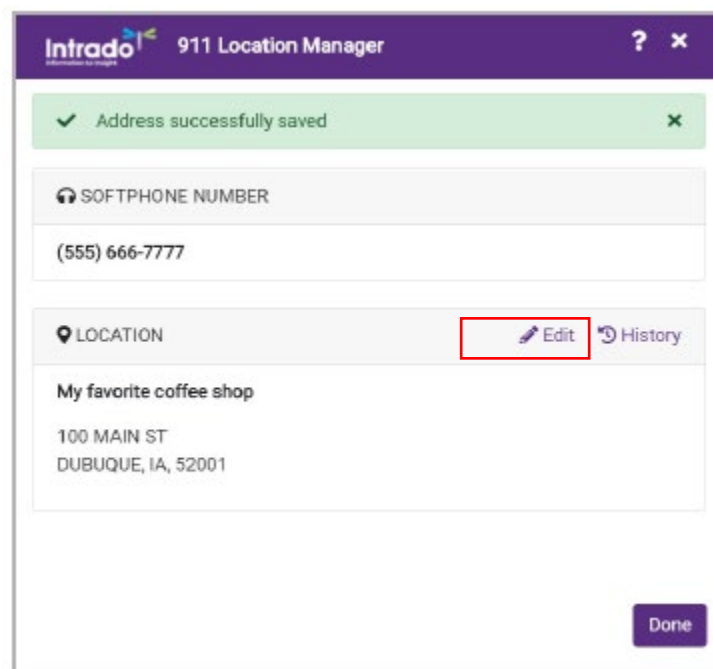
Step 4: Click save and done



The screenshot shows the 'Intrado 911 Location Manager' window. At the top, there's a purple header with the Intrado logo and the title '911 Location Manager'. Below the header, a green notification bar states 'Address successfully saved' with a close icon. The main content area has two sections: 'SOFTPHONE NUMBER' with the value '(555) 666-7777' and 'LOCATION' with the value 'John Smith's home office' and address '100 MAIN ST, Floor no. 2, Dubuque, IA, 52001'. The 'LOCATION' section has 'Edit' and 'History' links. A purple 'Done' button is at the bottom right.

Updating an existing address

Step 1: Click on the edit icon from the 911 Location Manger work panel.



This screenshot is similar to the previous one, but the 'LOCATION' section now displays 'My favorite coffee shop' and the same address. The 'Edit' link in the 'LOCATION' section is highlighted with a red rectangular box, indicating the action to be taken.

Step 2: Modify your address, and click the save button.

Intrado 911 Location Manager ? x

Where are you located?

Name *
My favorite coffee shop

House # * Street/Road *
100 MAIN ST

Location Details
Unit #53

City * Country *
DUBUQUE US

State * Zip Code *
Iowa 52001

Save

Frequently Asked Questions

Q: Why does 911 location manager send me notifications?

A: 911 Location Manager will send a system notification to inform you:

- Of a location you have already visited
- That it has shut down your softphone

Q: Why is the “skip” option unavailable?

A: When 911 Location Manager detects an unfamiliar location, it prompts the user to enter the address. To ensure emergency services are dispatched to the correct location, please update the address accordingly.

Q: Why does 911 Location manager not ask for my address?

A: You may be at a currently known location or you are at an already known enterprise location setup by your administrator.