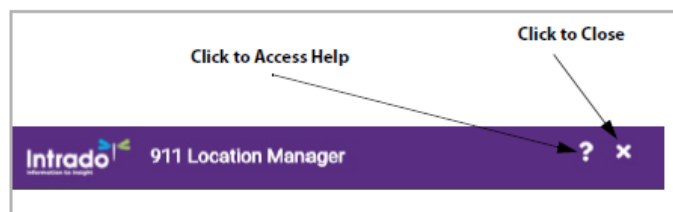


Intrado Location Manager Application For Mac Desktops

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.

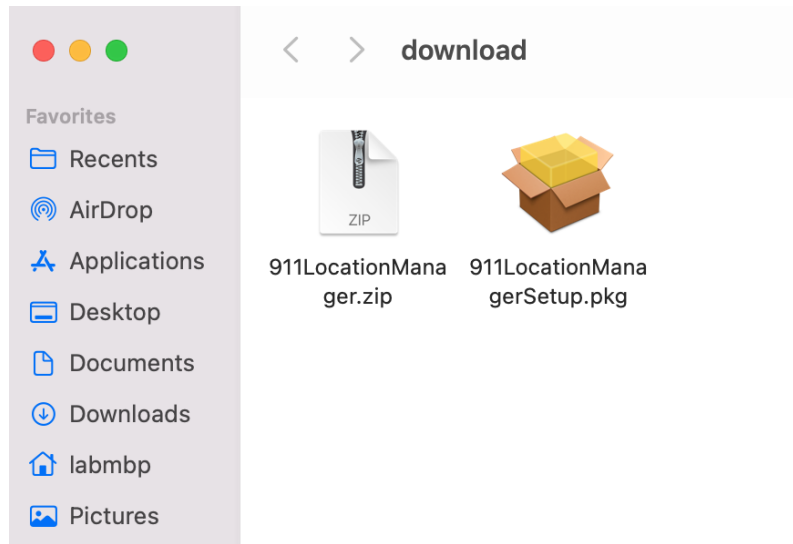


Note: During the setup of the application you can access the “help section” which will provide built-in instructions.

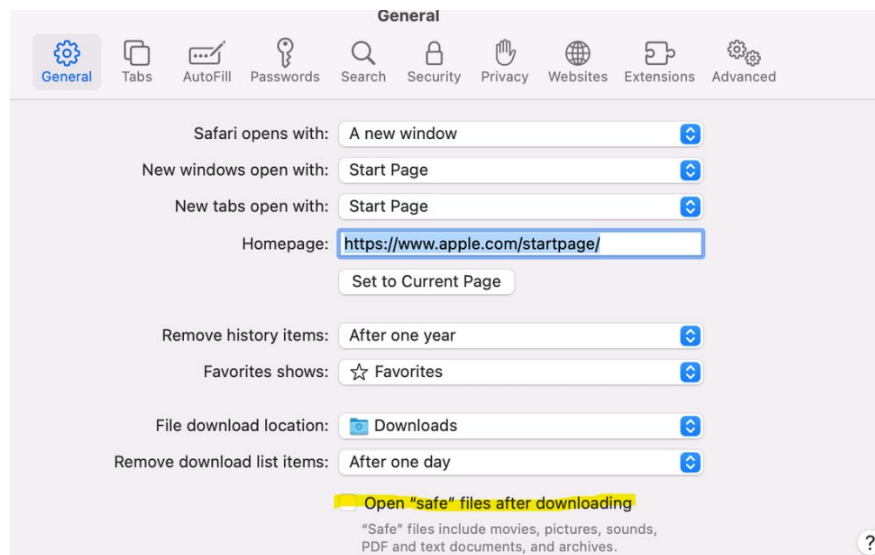
Step 1: Download and install the application to your desktop. You can download the application in the ["911 Forms and Requirements" section of our Hawaiian Telcom Support page](#).

For MAC desktop users please follow the additional steps below to properly download and install the application to your desktop.

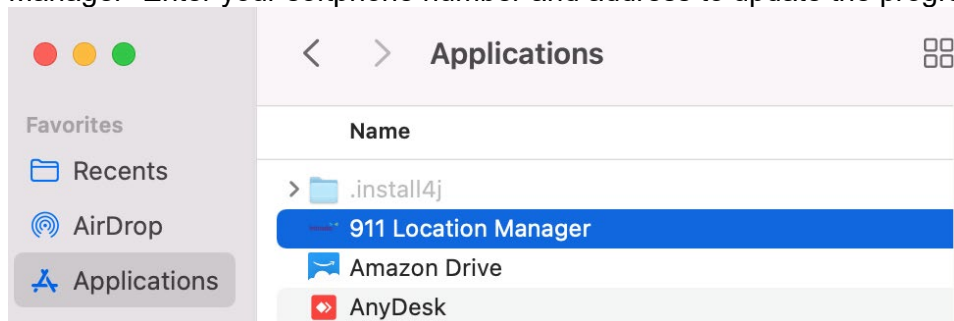
- a. Download both “911LocationManagerSetup.pkg” and “911LocationManager.zip” files into same folder. Before download ensure Safari deselect “Open “safe” files after downloading” in Preferences > General. Otherwise, the installation will not be able to be completed successfully.
- b. Download pkg & zip file into same folder



- c. Deselect option to Open “safe” option



- d. Click on the “911LocationManagerSetup.pkg” to start installation process
Once installation is completed, go to “Application” and click on “911 Location Manager” Enter your softphone number and address to update the program



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.



To Get Started...

- 1) Make sure your softphone is running
- 2) Find your softphone number
- 3) Know the address of your current location

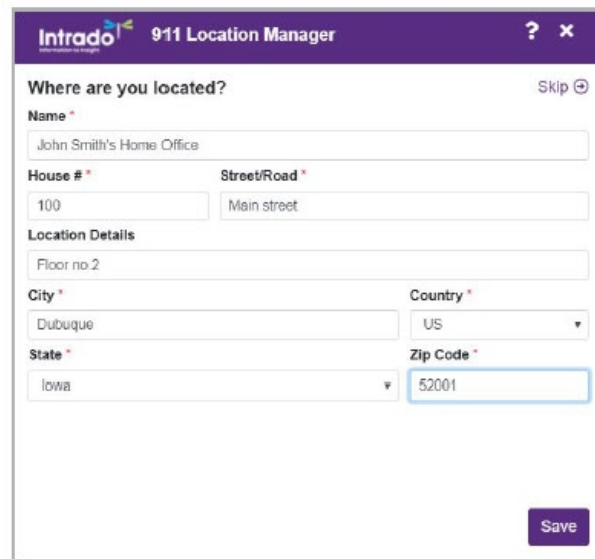
Step 3: Provide your current location

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.

A screenshot of the 'Intrado 911 Location Manager' form. The form is titled 'Where are you located?' and includes a 'Skip' button. It contains several input fields: 'Name' (with an example 'John Smith's Home'), 'House #' and 'Street/Road', 'Location Details' (with an example 'Apt., Suite, Unit, Floor'), 'City', 'State' (a dropdown menu currently showing 'Alabama'), 'Country' (a dropdown menu currently showing 'US'), and 'Zip Code'. There are 'Cancel' and 'Save' buttons at the bottom.

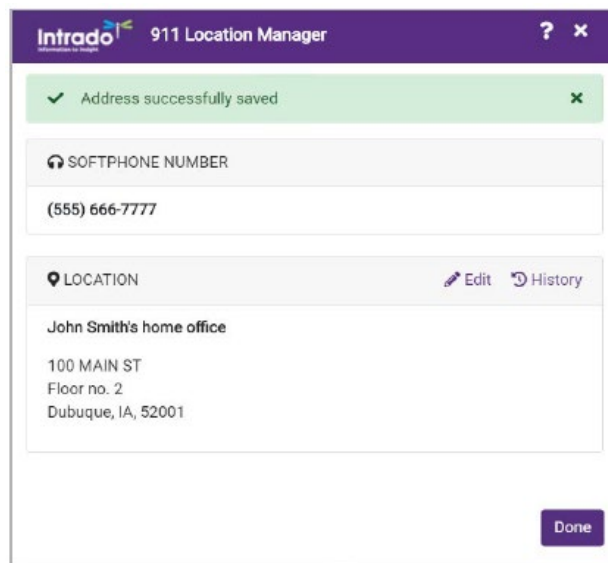
Enter your current address in the fields provided. For instance, if your address is “100

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”.



The screenshot shows the 'Intrado 911 Location Manager' interface. At the top, it says 'Where are you located?' with a 'Skip' link. Below this are several input fields: 'Name' (containing 'John Smith's Home Office'), 'House #' (containing '100'), and 'Street/Road' (containing 'Main street'). There is a 'Location Details' section with a 'Floor no.' field (containing '2'). Below these are dropdown menus for 'City' (containing 'Dubuque'), 'Country' (containing 'US'), 'State' (containing 'Iowa'), and 'Zip Code' (containing '52001'). A 'Save' button is located at the bottom right.

Step 4: Click save and done



The screenshot shows the 'Intrado 911 Location Manager' interface after saving. At the top, there is a green confirmation message: 'Address successfully saved'. Below this, there are two sections: 'SOFTPHONE NUMBER' with the value '(555) 666-7777' and 'LOCATION' with the value 'John Smith's home office'. The 'LOCATION' section also displays the full address: '100 MAIN ST', 'Floor no. 2', and 'Dubuque, IA, 52001'. There are 'Edit' and 'History' icons next to the 'LOCATION' header. A 'Done' button is located at the bottom right.

Updating an existing address

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

Intrado 911 Location Manager

✓ Address successfully saved

SOFTPHONE NUMBER
(555) 666-7777

LOCATION Edit History

My favorite coffee shop
100 MAIN ST
DUBUQUE, IA, 52001

Done

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

Intrado 911 Location Manager

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.