

Microsoft Teams

Emergency Location 101

Quick Start Guide



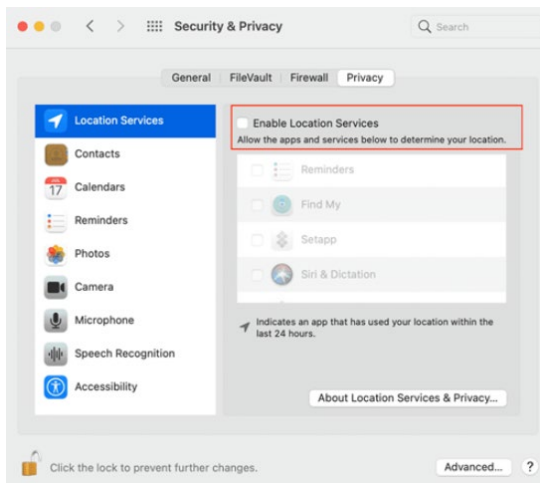
Setup Local System Access for Teams Location Services

Enable Location Services in the OS

To enable location services, the user or an IT/Admin will first need to provide location permissions to Teams within the Operating System (OS) settings.

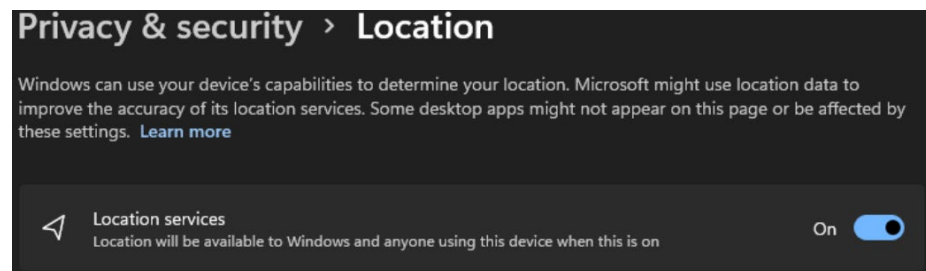
Mac

Enable Maps to [show your current location](#) on your Mac.



Windows

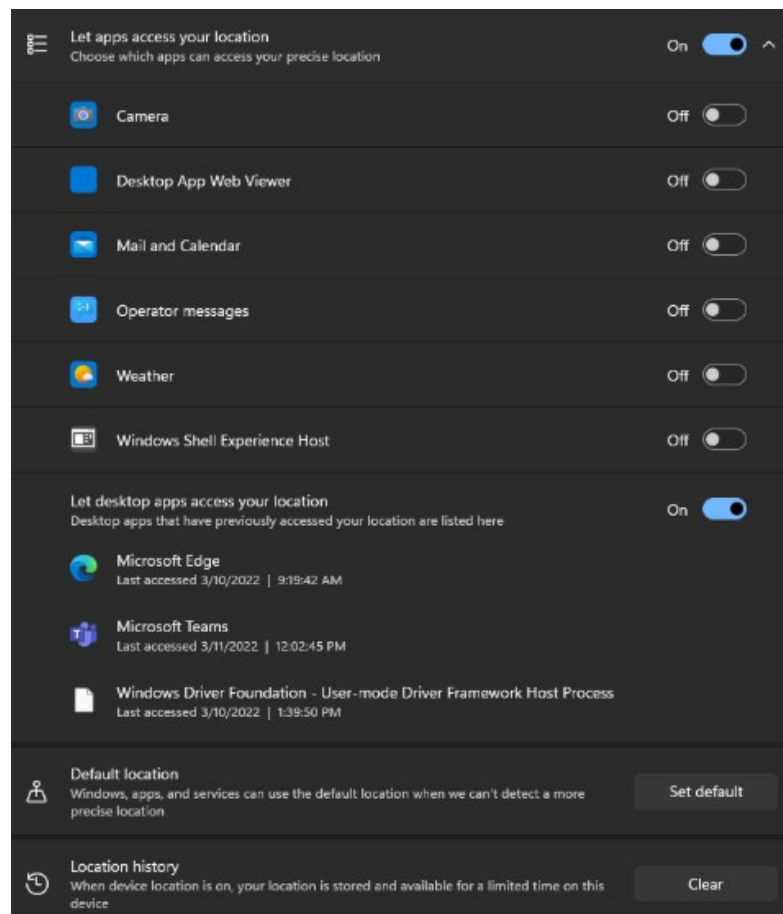
1. Set your [Windows location service and privacy settings](#).
2. By default, the Windows 10 location service is disabled when a device is turned on for the first time. You will need to [ensure your Windows 10 location service is enabled](#).



Teams Administrators can [click here](#) to learn more about the administration of settings for Teams phone and calling features on their Microsoft 365 Teams Tenant

Allow the Microsoft Teams Desktop App to Access Your Location

1. Switch on **Let apps access your location**.
2. Switch on **Let desktop apps access your location** and ensure that Microsoft Teams displays in the list of apps.



Desktop App: Manage Emergency Call Location Information

When Location Services for Teams is enabled, and the system Location settings are set to accessible, Teams end users must manage their emergency location address information in the application as they move about or work remotely. To avoid incurring ECC fines for emergency calls that cannot be routed correctly, each Teams User must ensure that the Current Emergency Location address indicated in the Teams application is correct at all times so a useful and dispatchable address is sent to emergency services if a 911 call is made from your Teams softphone.

Calls Section

Using the tools available under **Current emergency location**, the user can Add or Reset and enter new emergency location address information to ensure it is always correct. Teams will note whether the location has not been added or Validated yet - and the user can review, enter, and confirm a validated location for emergency calls made using the Teams softphone in the app at any time.

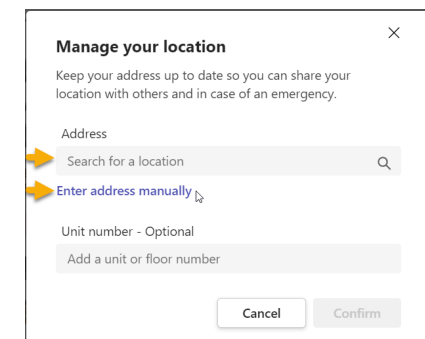
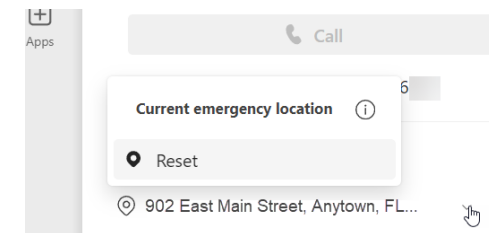
1. Click on **Calls** in the left navigation panel in your Teams desktop to open that section.
2. Look below the Dial Pad in the Calls section to locate the **Current Emergency Location** setting.
3. Click the adjacent drop-down arrow to view available actions for managing the correct address information for your current location.
4. Choose Add or Reset to enter new Address information.

Important: Use the Search to define a location by typing the full address (no abbreviations) and use correct address punctuation and spacing (commas between street, city, state, zip/code & country) to view verifiable address matches in the system and choose the one you need.

Correct = 902 East Main Street, Anytown, Florida, 33801, US Incorrect = 902 E Main St Anytown FL 33801 US

If a correctly entered search does not find your location, you may try to manually enter your address, however location verification may not be available using this method and resulting PSAP ECC costs may apply if an emergency call from your Teams Calls line is routed to the national line incorrectly.

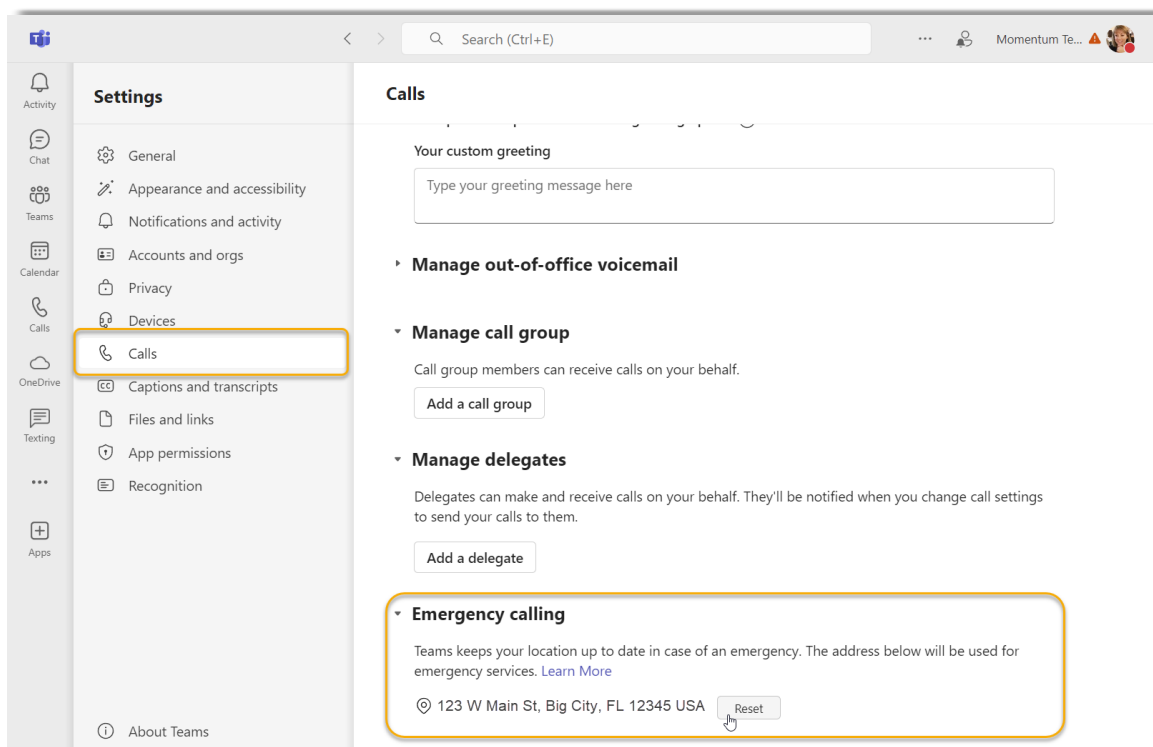
5. Select and **Save** the address when ready.
6. Confirm the mapped location Teams identifies if Verification is requested.



Important Note: In the event that your emergency location address is not validated in Teams so that emergency calls can be routed correctly for your current location, and a 911 call is made from your Teams account, the call is likely be misrouted and incur ECC charges that will be billable to your organization.

Settings > Calls

Users can also review or reset and add a new Emergency Location address in the Emergency calling section within the *Calls* section of their Teams Settings.



Note: Location services must be enabled for Teams in your OS in order to manage your emergency location information in your Teams app.

When a user moves to a new physical location, Teams Emergency Location will automatically update to reflect the location information change it detects. If this is a location the user has entered before, Teams 'remembers' it. If the location is not detected or requires confirmation, Teams will note that for the user as well, including the need for the user to define a new address and confirm it to improve the location information for emergency services should it be needed.

Users must include precise address information so that it is 'dispatchable', meaning enter helpful location information that will allow emergency services to get to you quickly, like suite 300; 1st office on left, training room2, etc. using the fields you see when entering the address manually.

Smartphone App: Setup and Best Practices

Microsoft Teams offers the option to download and install its Teams app on a cellular phone and connect it to the main Teams application the user received access to for work by signing in with the same credentials. Teams users who wish to do so have access to several useful features found in the full Teams application on their desktop, including the Emergency Location service.

The Emergency Location identified in the smartphone app is not synced with the location set in the desktop application to allow you to be fully mobile.

Use of the Emergency Location feature requires that the settings for your smartphone *must* be set to allow location detection for the Teams app - *Always* (recommended) or *While In Use* (at a minimum).

You can view the currently detected location that will be used for Emergency Calling from the Teams app on your smartphone by going to **Settings > Calling** within the Teams app and then scroll down to the *Emergency Location* section. The automatically identified address displays here for review.

Please Note: The Service Provider recommends using your smart phone's native dialer to make 911 / emergency services calls. A Teams-based call from the app to emergency services may result in *additional* PSAP charges or routing issues. At this time, **Microsoft** does *not* warrant that the Teams app supports the ability to utilize mapping services to identify a 'dispatchable' location for emergency services. The Teams app's tool for Emergency Location is reliant on the smartphone's basic location settings as defined by the user, and while the app will *attempt* to identify your current location if the smartphone Location services are ON for the Teams app, the identified location may not be correct.

