

CALLING 9-1-1  
FROM YOUR  
VoIP PHONE



**Denco Area 9-1-1 District**

1075 Princeton Street • Lewisville, TX 75029

972.221.0911 • DENCO.ORG



MAKING THE CONNECTION



Portable interconnected Voice over Internet Protocol (VoIP) services can be used to place calls from virtually any internet connection anywhere. While VoIP is a powerful technology, it is still evolving – which raises challenges for emergency responders in identifying the correct physical location from which the 9-1-1 call was made.

Dialing 9-1-1 might be the most important call you ever make. By familiarizing yourself with this information and sharing it with family and friends, you can help ensure your safety and the safety of those around you.

9-1-1 may be the most important number you ever dial. Understanding your VoIP phone can make all the difference.

## VoIP AND 9-1-1 SERVICE

As an online service, VoIP phones DO NOT connect to 9-1-1 the same way traditional landline or cell phones do.

### LOCATION, LOCATION, LOCATION

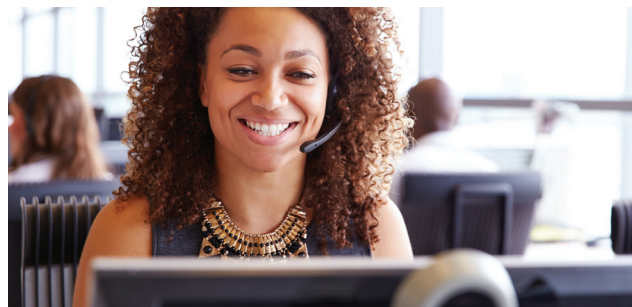
In order for 9-1-1 service to function properly, VoIP customers may need to provide location or other information to their VoIP providers and update this information if they change locations. This is because:

- VoIP 9-1-1 calls may not connect to the appropriate 9-1-1 center or may ring to an administrative line that may not be staffed after hours or by trained 9-1-1 operators.
- VoIP 9-1-1 calls may correctly connect to the 9-1-1 center, but not automatically transmit the phone number and/or location information.
- With some VoIP providers, 9-1-1 calls go directly to the provider's call center, which then forwards the call to the 9-1-1 center for the registered location.

### BE PREPARED

- Be sure that everyone in your home knows how to dial 9-1-1 from your VoIP phone service.\*
- Plan to provide your location, phone number and address.
- Register your address with your service provider and update this information if it changes. When traveling you must update your address to your current location.
- If you are unsure of how your VoIP phone interacts with the 9-1-1 system, contact your provider.

*\*Be sure to review the manuals and user information related to dialing 9-1-1 from your VoIP phone.*



## ADDITIONAL TIPS

### ATTENTION TRAVELERS

If you plan to use your VoIP phone when you travel, be sure to update your location information with your provider. If you're in Denver or Daytona Beach instead of Denton, emergency services will need to know.

### KNOWLEDGE IS A FAMILY AFFAIR

Ensure that all family members, caretakers and babysitters know how to use your VoIP for dialing 9-1-1 and that they understand the limitations.

### HAVE A BACKUP PLAN

If the power is out or your internet service is down, your VoIP phone may not work. It may be worth considering a backup plan, like an emergency power supply and/or mobile or landline phone.

### NO PHOTOS OR VIDEO

While you may be able to combine your VoIP service with your smartphone, 9-1-1 centers are currently unable to receive photos or videos.

### NON-ENGLISH SPEAKERS

Regardless of the type of phone you use, 9-1-1 operators are trained to recognize when a translator is required.

FOR MORE TIPS AND INFORMATION ON DIALING 9-1-1,  
VISIT [WWW.DENCO.ORG](http://WWW.DENCO.ORG).

