

Emergency numbers 911 and 988

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Read on to learn about using emergency numbers with MultiLine.

The following emergency numbers are only supported in the United States.

911

911 is the number for emergency services in the United States.

Dialing 911 is supported on the following:

- MultiLine, Movius for BlackBerry, and MultiLine for Intune mobile apps
- Desktop applications
- Microsoft Teams Calling
- MultiLine for Salesforce utility

What happens if I call 911?

- The call will be connected to emergency services.
 - If you call using Minutes mode, the call is made through your phones native SIM, the same way as if you called without using MultiLine.
 - If you call using Data or WiFi mode, the call to 911 is made through Movius using your MultiLine number.

Note: When MultiLine mobile app users turn on Data or WiFi settings for the first time, MultiLine automatically prompts you to enter your required 911 information (<https://help.moviuscorp.com/help/set-e911-address-us-only>). Movius uses this information to connect your call to 911.

What happens if I text 911?

- If you text 911 from a MultiLine mobile application your text to 911 goes through your phones native SIM, the same way as if you texted without using MultiLine.
- If you text 911 from any MultiLine desktop application your text to 911 is processed by Movius, but if Movius can't determine your physical location, your text will be rejected and you'll receive a text asking you to call 911.

988

Dialing 988 routes calls to the nationwide suicide prevention hotline, 1-800-273-8255.

Dialing 988 is supported on the following:

- MultiLine, Movius for BlackBerry, and MultiLine for Intune mobile apps
- Desktop applications
- Microsoft Teams Calling
- MultiLine for Salesforce utility

What happens if I call 988?

- The call will be connected to the National Suicide Prevention Lifeline 1-800-273-8255.
 - If you call using Minutes mode, the call is made through your phones native SIM, the same way as if you called without using MultiLine.
 - If you call using a Desktop version of MultiLine, or Mobile using Data or WiFi mode, the call to 988 is made through Movius using your MultiLine number.

What happens if I text 988?

- 1-800-273-8255 does not accept text messages. You will receive the reply "988 service does not accept text messages. Please call 988."

Rest assured that if you need to use 911 or 988, whether you call using Minutes or Data modes, **these calls will be excluded from any recording or reporting functions**. No one at your employer will be able to see you called these numbers.
