

Set E911 address (US Only)

Last Modified on 11/14/2023 3:54 pm EST


Read on to learn how to set the E911 address, which is required by law in the US to make sure that people are able to get help from emergency services.

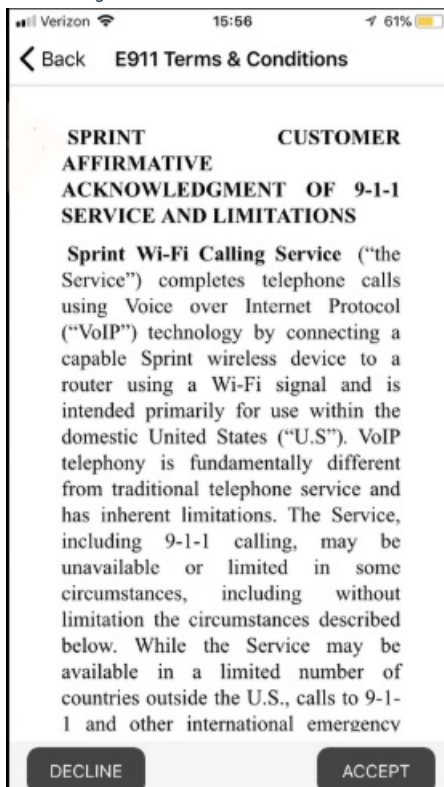
Overview

E911, or enhanced 911, automatically displays the user's phone number and physical location. This feature enables emergency services to locate the user for emergency assistance. Calls in Data mode won't be allowed until the user registers their 911 information.

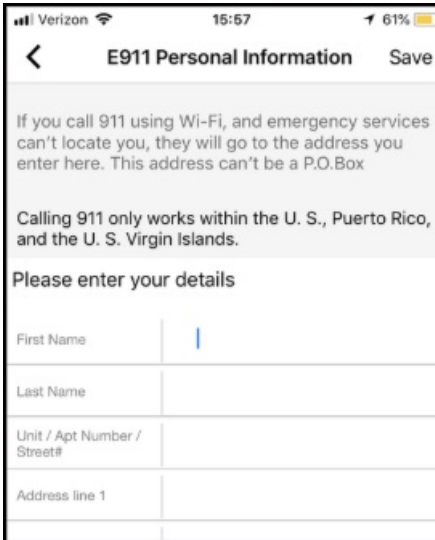
This feature works in Data Mode or WiFi but is only for residents living in the U.S., Puerto Rico, and the U. S. Virgin Islands.

Set E911 information

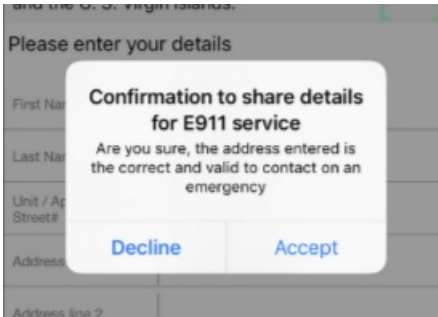
1. Tap the **menu icon**  in the bottom right (iOS) or upper right-hand corner (Android).
2. Tap **Settings**, then **E911 Personal Information**
3. Carefully read E911 Terms & Conditions and tap **Accept**



4. Enter the required information in the fields, and tap **Save**



5. A confirmation dialogue box will appear, tap **Accept** to save the changes



6. The app will display the address you entered or suggest an address. Tap **Edit** to change details, and tap **Save** to store the changes.

A pop-up page for E911 will appear any time the user attempts to change the calling method. The user will need to complete the above steps again before they'll be able to complete the call.
