

Nomadic E-911 Telecom Admin Guide

For Master Administrators of XO VoIP Services



Nomadic E-911

Nomadic E-911 service allows end-users of XO Voice over IP (VoIP) services to manually update the address information for their VoIP phones (or softphones) as they move to different locations.

XO Does NOT automatically detect when your end-user employees move their phones. Your end-user employees must update their own locations using the separate end-user portal.

This guide explains how to administer end-user Nomadic E-911 telephone numbers (TNs) in the Nomadic E-911 customer Administrative Dashboard portal, and how to reset end-user passwords.

Access

You will receive a username and password for the Nomadic E-911 Administrative Dashboard from XO.

The dashboard is available at:

<https://www.911update.com/xo/admin/>

XO will have pre-loaded all of your Nomadic E-911 eligible TNs.

Administrative Dashboard

There are three main sections of the Nomadic E-911 Administrative Dashboard.

Manage TNs: Go here to view a list of all nomadic TNs. You can update the location of each number manually, and reset the nomadic password for each TN.

If your end-user employees have updated their email addresses in the End User Dashboard, you will be able to send an email to them from the Administrative Dashboard.

Note: End users are responsible for updating their own locations. If an end user updates his/her location, it will over-ride the person's past location. The system uses the most recently entered location for emergency situations.

My Settings: Shows your name and email address, and allows you to reset your password.

Logs: Shows all transactions associated with the account.

Changes To Your Account

You must contact XO if you wish to:

- Add new TNs
- Remove old TNs
- Add a new telecom administrator to your account, or remove you as the administrator
- Experience issues with either the Administrative Dashboard or the End User Dashboard



Quick Hits

The End User Dashboard is:

<https://www.911update.com/xo/>

The default login is:

- Username: The end user's TN prefixed with "n":
example: n5145551234
- Password is the last seven digits: example
5551234

Remember: End users are responsible for updating their locations.