

Nomadic E-911 End User Guide

For end users of XO VoIP E911 Services



Nomadic E-911

Welcome! As an XO® VoIP-enabled customer, you can now take an Internet-based phone to virtually any destination and with an Internet connection. With the XO Nomadic E-911 End-user Portal, you can utilize our online tool to help you enter your location as you take your phone from site to site. Once entered, emergency services will have your correct physical location. The capabilities are available to you online 24x7 via our robust and easy-to-use customer self-service website.

XO does NOT automatically detect when a phone moves. You must update your own location using the separate end-user portal.

This guide explains how to use the portal.

Access

You can update your location at the dashboard:
<https://www.911update.com/xo/>

You have a default username and password to access this dashboard:

- Username: Your TN prefixed with "n". Example: n5145551234
- Password: The last seven digits of your TN. Example: 5551234

End User Dashboard

The End User Portal has three tabs:

- Active Location displays the current E911 address.
- Saved Locations stores previously used addresses.
 - Using the buttons provided, end users can make a previous address active again or delete it completely.
- My Settings allows users to update their password & email.
 - Passwords must be at least eight characters in length.

Changes To Your Address

Enter the new address information and click Update.

The portal will validate the address information and, if necessary, provide a pop-up asking the user to make changes to the address.

If necessary, correct any address validation errors

CSZ Errors

This error frequently appears when the street number or name cannot be confirmed.

Alternative selections are sometimes provided in the pull-down menus.

Double-check the address and try again.

Validate Error		close
Civic address status: CSZ Only		
Only a partial geocode could be determined based on City, State and ZIP Code. Please select from one or more of the alternative below, or press Force CSZ Button to save location with City, State and ZIP Code:		
Street Number:	<input type="text"/>	Select
Street Name:	<input type="text"/>	Select
City:	<input type="text"/>	Select
Zip Code:	<input type="text"/>	Select
Force CSZ		Contact Support