COMCAST BUSINESS | MASERGY

Masergy

911 Location Manager

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Version 1.3

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Masergy 911 Location Manager

The Masergy 911 Location Manager is an application that is installed on the end user's Windows and MacOS device. The application keeps track of the user's current location and prompts the end user for their new location whenever it detects a network change (change in IP, connected switch mac, connected access point).

Installation Guideline – Customer Account ID and Token

Masergy or the E911 Customer Administrator will provide the customer Account ID and Token that is required for the client installation. The e911 customer administrator and end-user when installing the 911 Location Manager application on the Windows / MacOS desktop will need this information.

Windows and MacOS – End User Installation

The Masergy Location Manager app is installed by running the installation file that is found in the Masergy Location Manager zipped package.

1. Obtain the Masergy Location Manager Installation package from the Masergy Software and Download web page.
   a. Extract the **Windows** zipped installation package and double click on the "*911LocationManagerSetup.exe*" file to install the application.
   b. Extract the **MacOS** zipped installation package and double click on the "*911LocationManagerSetup.dmg*" file to install the application.

Windows and MacOS – 911 Location Manager Setup Procedure
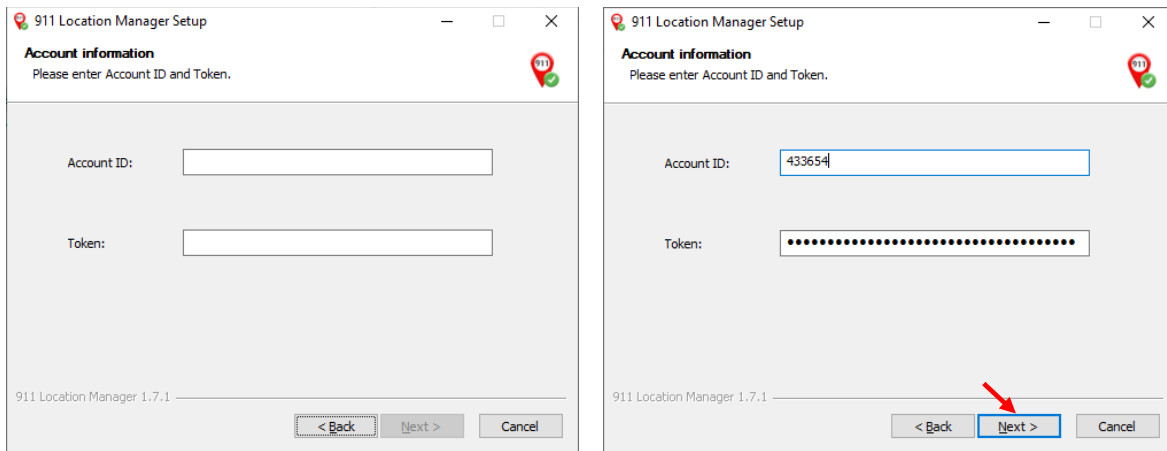
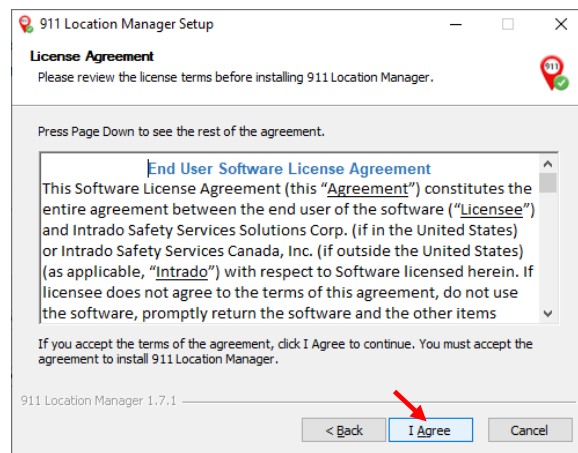1. The "Welcome to 911 Manager Setup" screen, select **Next** to continue.

2. Enter the Account ID and Token provide by Masergy or the E911 Customer Administrator to continue the installation. Select **Next** to continue.

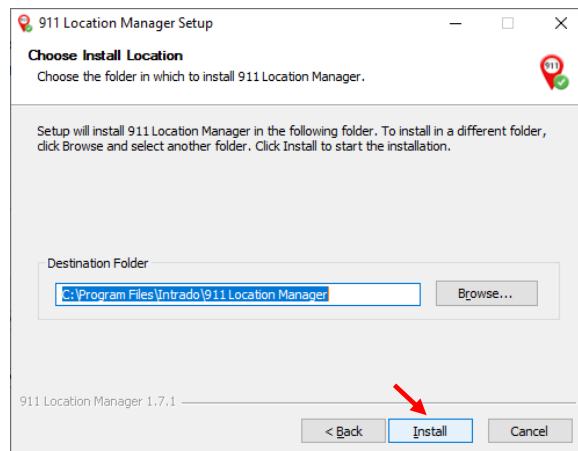   **Account ID (Example)**: 433654
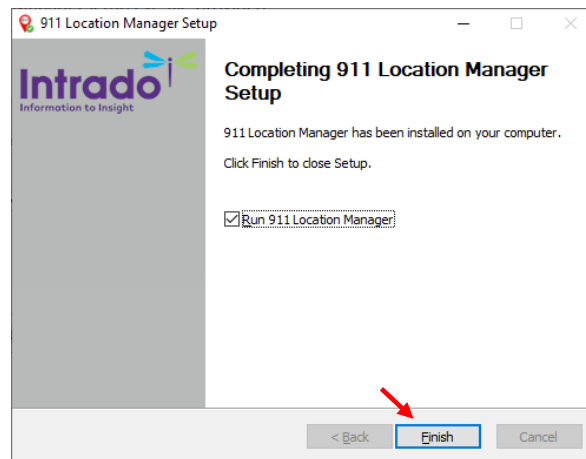   **Token (Example)**: 44B0D255-F1AA-468A-879B-9AE8ADB4B740

3. Accept the End User License agreement (EULA) to continue.
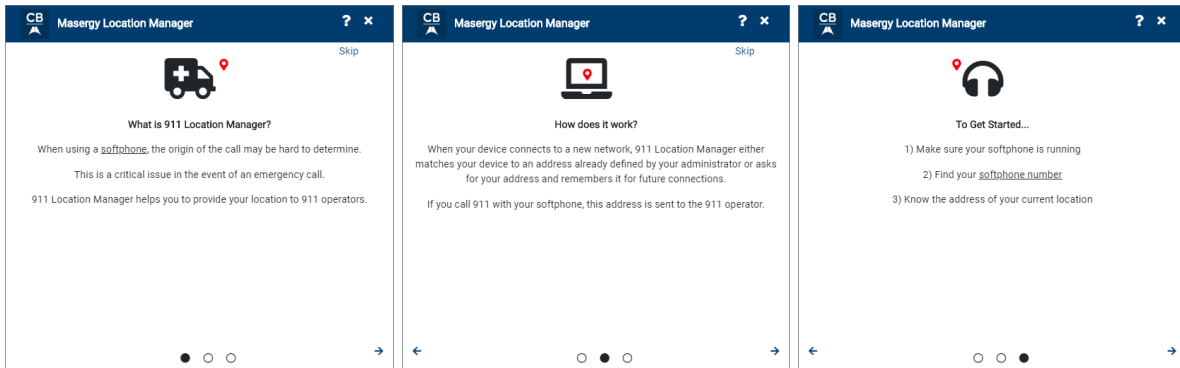

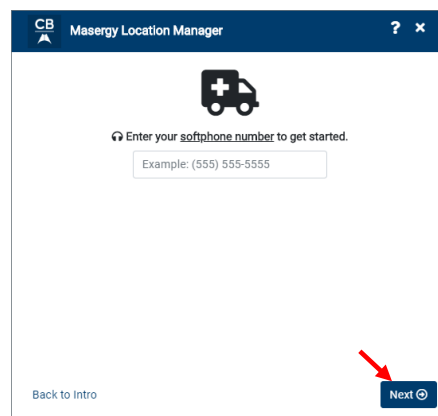4. Select the **Install** to finish the installation.

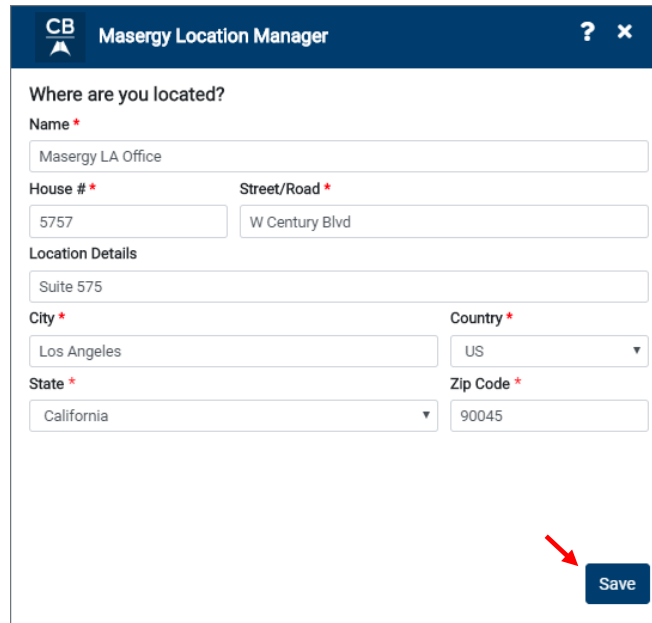5. Select **Finish** to launch the Masergy Location Manager

6. Review the introduction screens and selecting the arrow key to continue.

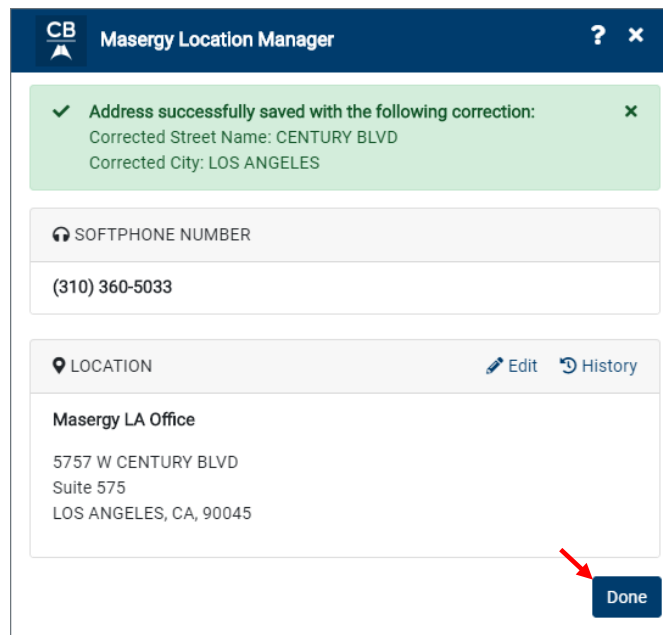7. Enter the DID number of the end user and select **Next** to continue.

8. The end user fills out the "*where are you located?*" information. Please provide a unique name and other pertinent details for your location. Select **Save.**

9. The Masergy Location Manager will validate and save your location. Select **Done** when finished.

Note: The Masergy Location Manager application will automatically prompt the end user to update their new location when there is a change in the network.