



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

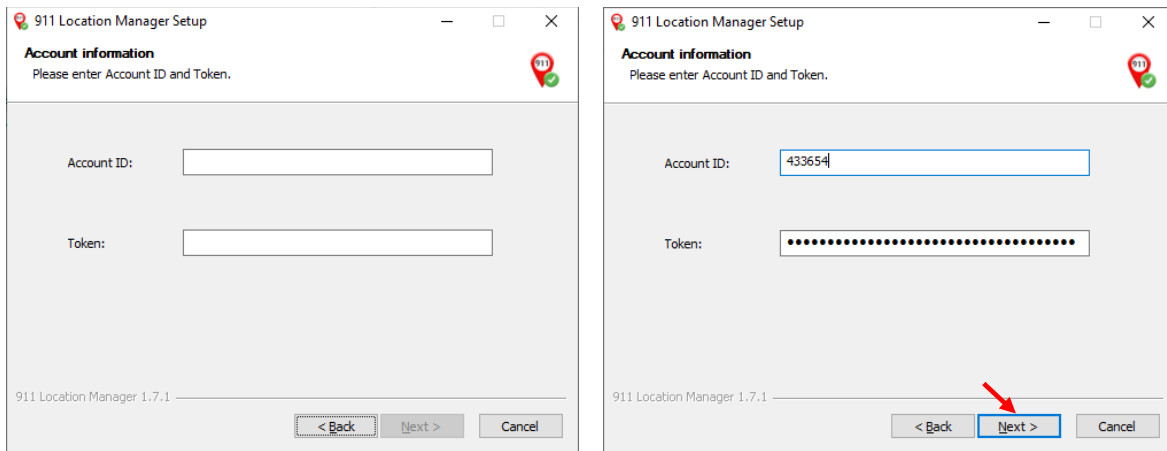
1. The “Welcome to 911 Manager Setup” screen, select **Next** to continue.



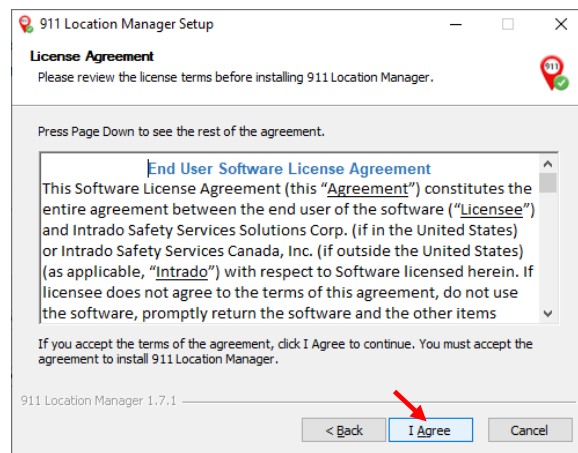
2. Enter the Account ID and Token provide by Masergy or the E911 Customer Administrator to continue the installation. Select **Next** to continue.

Account ID (Example): 433654

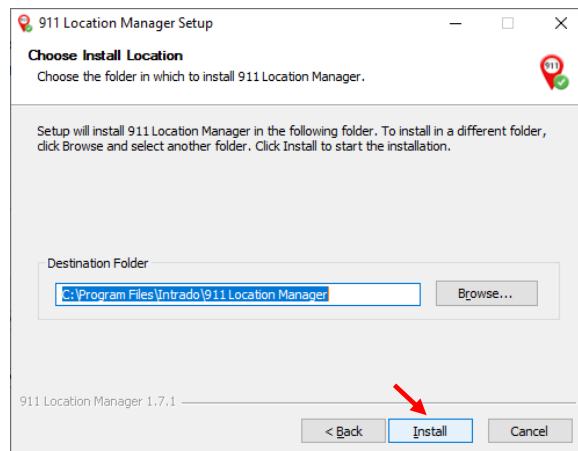
Token (Example): 44B0D255-FIAA-468A-879B-9AE8ADB4B740



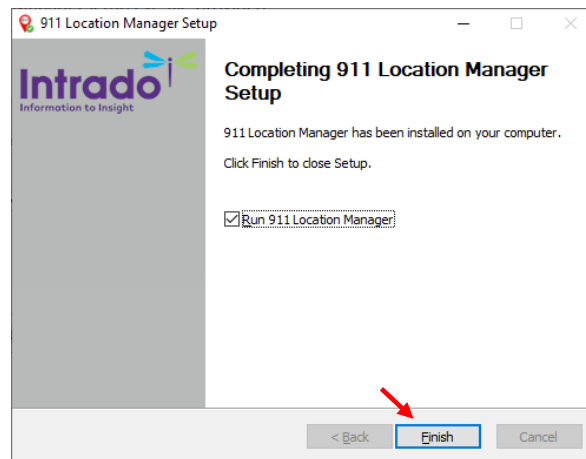
3. Accept the End User License agreement (EULA) to continue.



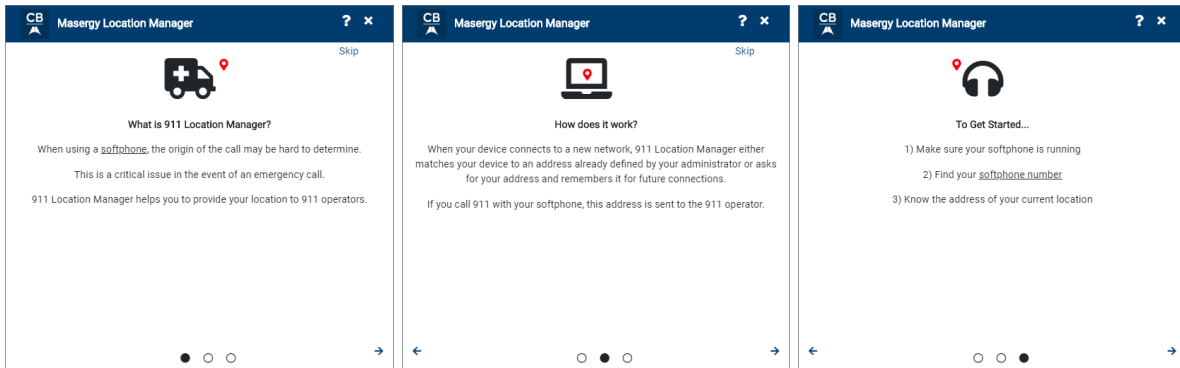
4. Select the **Install** to finish the installation.



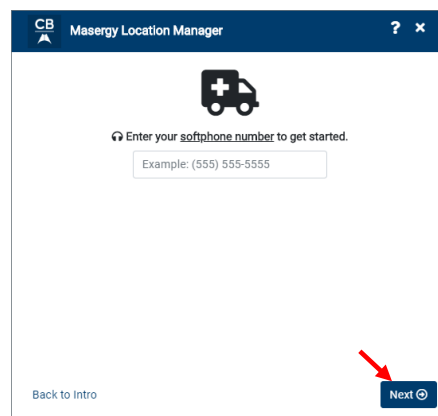
5. Select **Finish** to launch the Masergy Location Manager



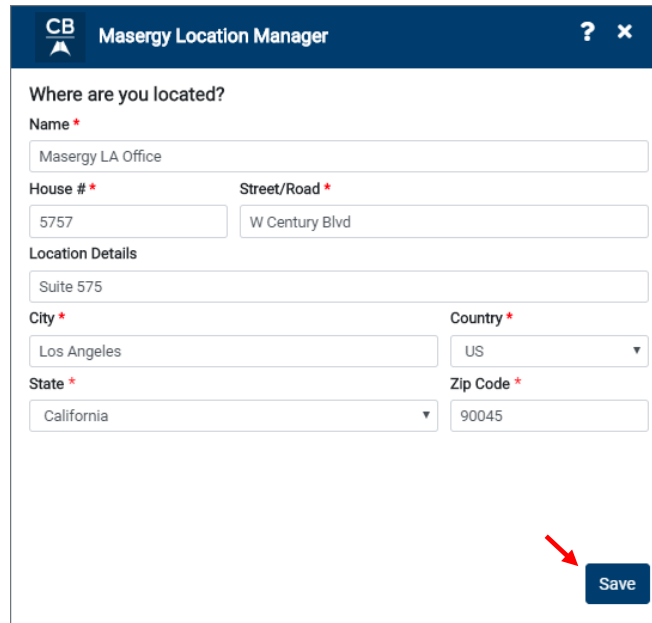
6. Review the introduction screens and selecting the arrow key to continue.



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

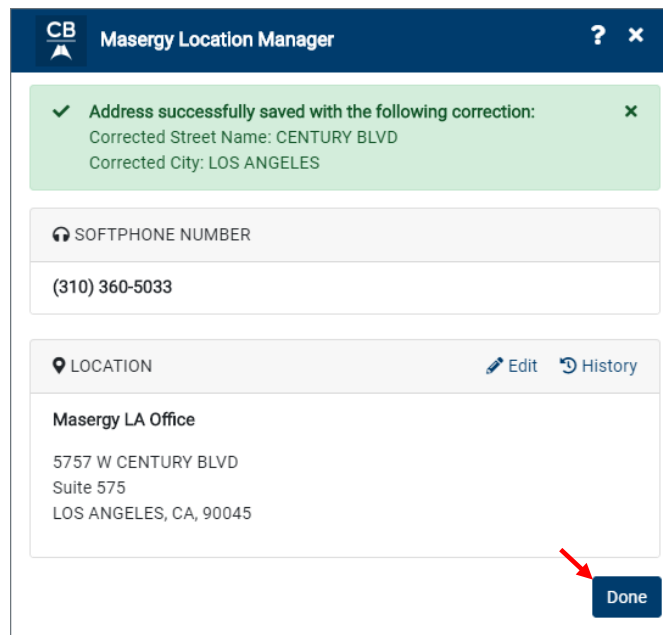


8. The end user fills out the “*where are you located?*” information. Please provide a unique name and other pertinent details for your location. Select **Save**.



The screenshot shows the 'Masergy Location Manager' interface. At the top, there's a header with 'CB' and 'Masergy Location Manager'. Below the header, the section 'Where are you located?' contains several input fields: 'Name' (filled with 'Masergy LA Office'), 'House #' (filled with '5757'), 'Street/Road' (filled with 'W Century Blvd'), 'Location Details' (filled with 'Suite 575'), 'City' (filled with 'Los Angeles'), 'Country' (dropdown menu showing 'US'), 'State' (dropdown menu showing 'California'), and 'Zip Code' (filled with '90045'). A red arrow points to a 'Save' button at the bottom right of the form.

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



The screenshot shows the confirmation screen of the 'Masergy Location Manager'. At the top, there's a header with 'CB' and 'Masergy Location Manager'. Below the header, a green message box states: 'Address successfully saved with the following correction: Corrected Street Name: CENTURY BLVD, Corrected City: LOS ANGELES'. Below this, there are two sections: 'SOFTPHONE NUMBER' (filled with '(310) 360-5033') and 'LOCATION' (filled with 'Masergy LA Office', '5757 W CENTURY BLVD', 'Suite 575', 'LOS ANGELES, CA, 90045'). A red arrow points to a 'Done' button at the bottom right of the form.

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.