Zoom Phone Emergency Services and Addresses

Connecticut College complies with Kari's Law and the RAY BAUM Act. From any campus phone, including software clients, you can just dial 911 - there is no need to "dial out" - in order to reach emergency services. When dialing out from a campus phone, the best dispatchable location will be sent along with your call as part of Enhanced 911 (E911) service, regardless of the device you call emergency services from. Your location is NOT used for anything else.

On any device, if prompted to enable Location Services in the Zoom application, allow it to do so. Zoom does NOT use your location for anything EXCEPT E911 services. Location services will provide the most accurate location in an emergency.

Sign into Zoom's web portal at conncoll-edu.zoom.us/signin.
On the left-side menu options, click on Phone. Then, near the top, click on Settings (next to History, Voicemail, and Recording).

On this page, scroll down until you see your Emergency Address. If you work on campus, set your default emergency address to your office location on campus. If you work from home all of the time, set your emergency address to your home street address. If you happen to be on campus, Zoom will detect your emergency location using network information, location services, and/or GPS and use that.

You can also set a personal emergency address, which should be set to your home address. If you call 911 from your home and happen to be using the Zoom client, dispatchers will use this address if it is available.

When dialing 911:
Stay calm - clearly enunciate your words so the dispatcher can understand you.
Always tell the dispatcher where you are, what's going on, and what you need. Answer all of the questions you are asked.
Do not hang up the phone until the dispatcher tells you to do so. Stay on the line until the dispatcher has told you it is okay to hang up.

What if I have more questions or need more help?

We understand that transitioning to Zoom Phone represents a significant change from our current telecommunications system, and we are here to provide support. If you are having an issue with your Zoom Phone, make a ticket through WebHelpDesk at https://whd.conncoll.edu/. For general questions or any other concerns, call the IT Service Desk at 4357 (HELP).

For general Zoom questions, here is an article from the vendor that may provide overall insight:
Getting started with Zoom Phone
For quick answers to basic Zoom questions, here is an article from the vendor:
Quick start with Zoom Phone