University of Massachusetts Lowell
Emergency 911 Services

This document describes the 911 services provided with UMass Lowell’s “Skype for Business” phone system. For the purposes of this document, “911” refers to dialing 911, 978-934-4911, or x44911.

Skype for Business allows faculty and staff to place phone calls from any location with an internet connection. UMass Lowell’s Information Technology team has configured Skype for Business to transmit on-campus locations during 911 calls from the campus network. However, the availability and accuracy of this information will depend on many factors. As a result, emergency operators who receive a 911 call may not automatically or accurately receive information regarding the caller’s physical location.

Whenever possible, callers should immediately provide their specific location to the emergency operators.

Dialing 911 using Skype for Business may be limited in the following ways:

- There may be situations where the emergency operators do not receive any location information or the information will indicate the caller’s general location (i.e. building, floor, suite, etc).

- Skype for Business will only function when the campus network is available. General phone and 911 service will not be provided when the network is unavailable, during power outages, or during other downtimes.

- When Skype for Business is used with a computer and headset:
  - Phone services (including 911) require the caller be signed into the computer, signed into the Skype for Business software, and have the headset connected.
  - Making a 911 call while using a remote access or VPN service will provide inaccurate location information to the emergency operators.
  - Calls made to 911 from off campus may be routed to a regional 911 center and will provide inaccurate location information to the emergency operators.

If you have any questions, please contact the IT Service Desk at 978-934-4357 or x44357.