

# University of Massachusetts Lowell

## Emergency 911 Services

UMass Lowell provides E-911 services for its phone system (“Microsoft Skype for Business” and “Microsoft Teams”). For the purposes of this document, “emergency calls” refers to dialing **911**, **978-934-4911**, or **x44911** from the university’s Skype for Business or Teams systems. This applies equally to the use of a “soft phone” (computer and audio device) or a physical phone.

Skype for Business and Teams allows faculty and staff to place phone calls from any location with an internet connection. These phone systems have been configured to send the caller’s phone number and location information during emergency calls made from the campus network. However, due to the roaming capabilities of these systems, the availability and accuracy of location information depends on several factors described below.

Due to these factors, there are situations in which an emergency operator may not automatically receive information regarding the caller’s location and/or the provided location information may not include a specific location/room number.

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

An emergency call made using Skype for Business or Teams may be impacted by the following factors:

- When an emergency call is made from the campus network, the provided location will be determined based on the caller’s network connection. This location will typically include the caller’s building name, building address, and floor. In some situations, additional information such as the caller’s suite may also be provided.
- When Skype for Business or Teams is used with a computer and headset/other audio device:
  - Phone services require the caller be signed into the computer, running the Skype for Business/Teams software, and have a headset or other audio device connected.
  - Emergency calls made while using a remote access or VPN service will not provide accurate location information to the emergency operators.
  - Emergency calls made from outside the UMass Lowell network may be routed to a regional 911 center and may not include accurate location information.
- These systems will only function when the campus network is available. Phone and emergency services will not be provided and should not be expected to function when the network is unavailable, during power outages, or during other downtimes.

If you have any questions, please contact TechServices at 978-934-4357 or [help@uml.edu](mailto:help@uml.edu).