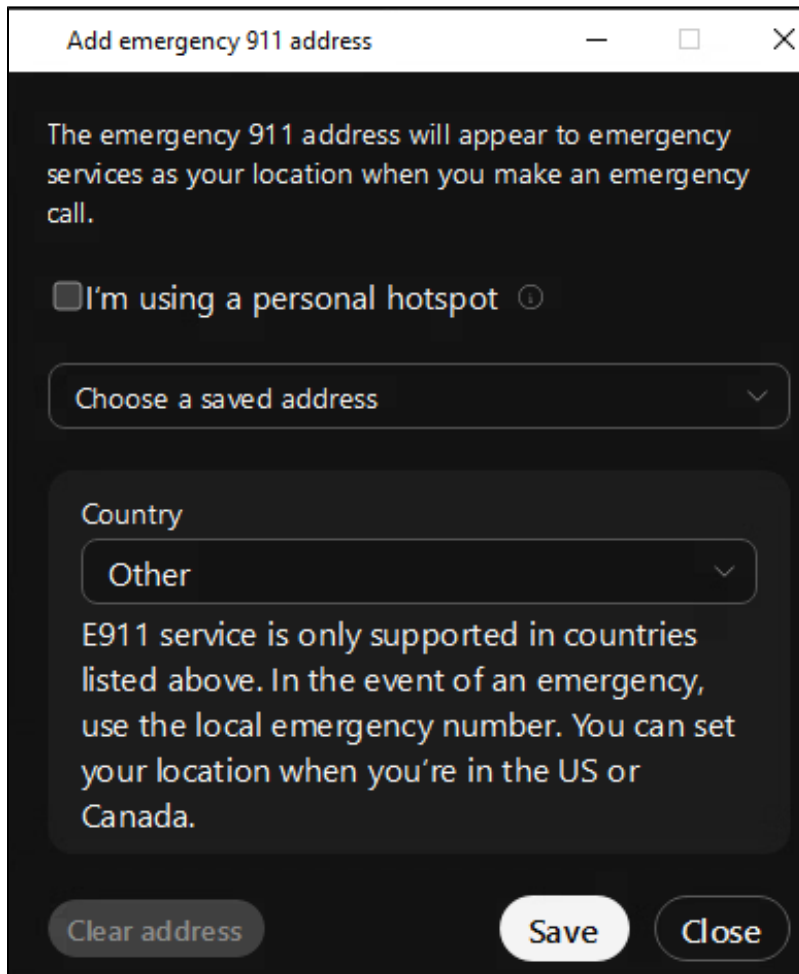# Webex - Dynamic E911 App Feature

Effective 9/7/2023- users will be prompted by the app to enter their address. The dialog box can be closed and continue to use the app, however, it's highly recommended for US/CAN users to fill in their address. International users should select "OTHER" (see below) as country since the feature only applies to US/CAN.

How do I update my address in my Webex App?

- When a user connects from a source IP Address not configured in the Trusted IP Range and or not configured in the Private IP Range, no Building Address or Location is assigned to the device. Instead the device will prompt the user to manually enter their location address. When a new HELD request is received on the app the manual address is stored and assigned to the device. This means that WEbex will recognize if the user is connected to a recognized network and save the address. Once the user connects to a different network the below pop up requiring an address will appear and the user must add their new location.

- by clicking on the E911 Settings Icon on the bottom of you app users will be able to change or update their address.

- User Can Name their saved location for easier selection.

Edit emergency 911 address — □ ✕

The emergency 911 address will appear to emergency services as your location when you make an emergency call.

☐ I'm using a personal hotspot ⓘ

Choose a saved address ⇦ ⌄

Address nickname (e.g. Home or Work)

Home ⇦ ✕

Country

United States of America ⌄

Address

1234 Main Street ⇦ ✕

City

King Of Prussia ⇦ ✕

State/Province   ZIP/Postal code

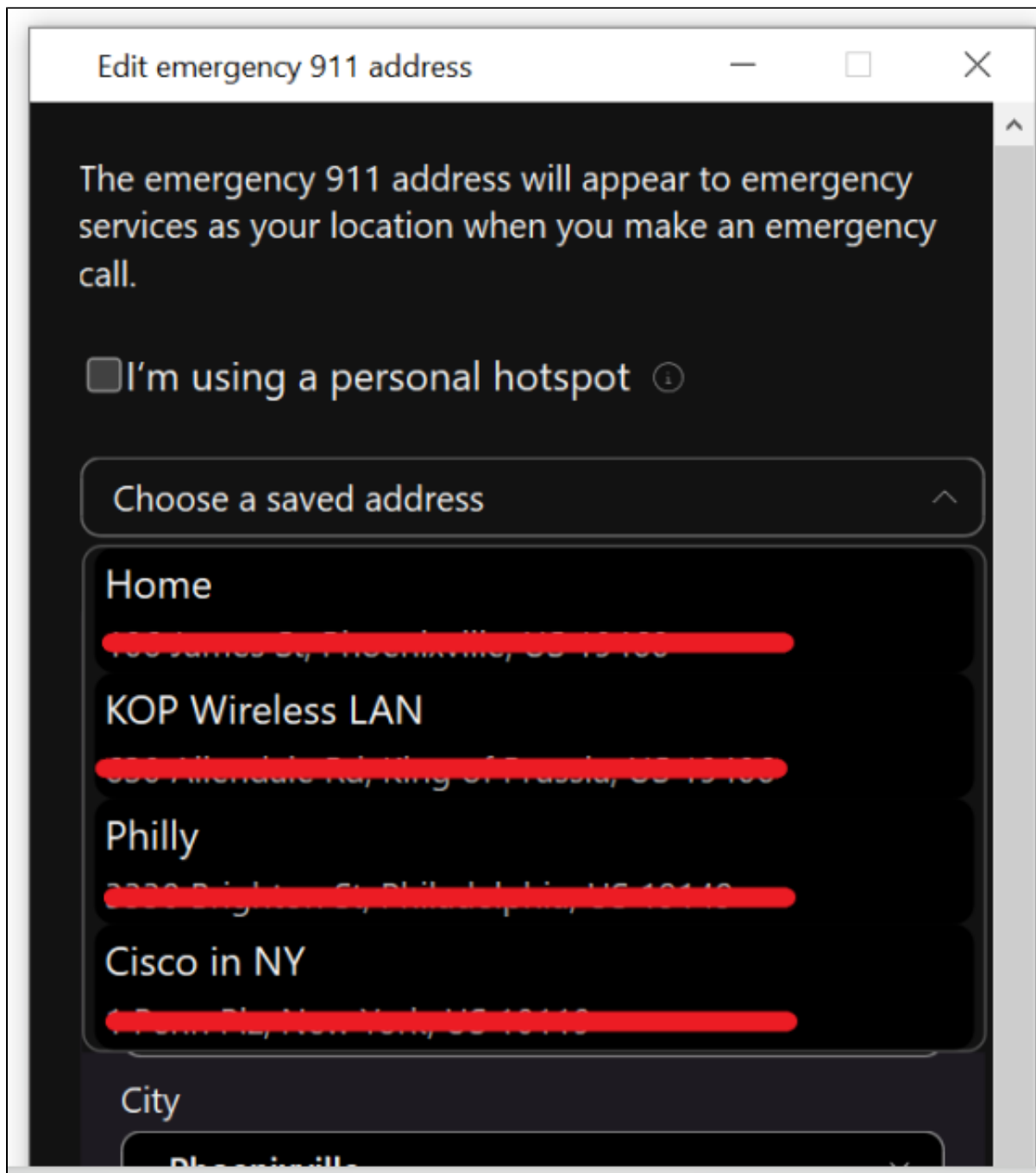Pennsylvania ⇦ ⌄   19406 ⇦

For emergency responders, describe where you are in the building (e.g. floor, corner, landmark)

House 1st Floor ⇦ ✕

Clear address   Save   Close

Requirements

There is no backend enablement required for this feature. You simply need to be on client version 42.4 or above and have a RedSky Integration for E911 location services.