

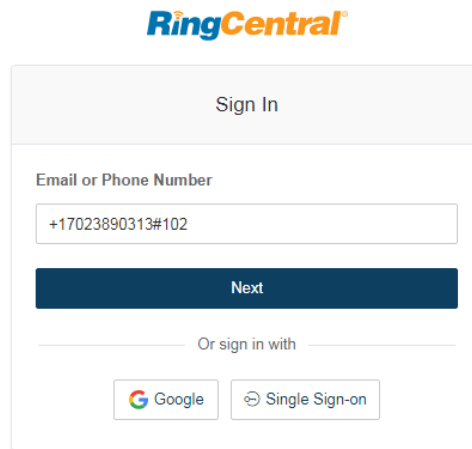
KB LEVEL: DSE	KB ARTICLE	KB NUMBER:
	<i>How to troubleshoot E911 Error in Ring Central</i>	

KB Category:	Network/Ring Central		
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Problem Description:	Can't make an outbound call in Ring Central.
Symptoms and Cause of the issue:	No emergency address configured in agent's account.

### Procedures:

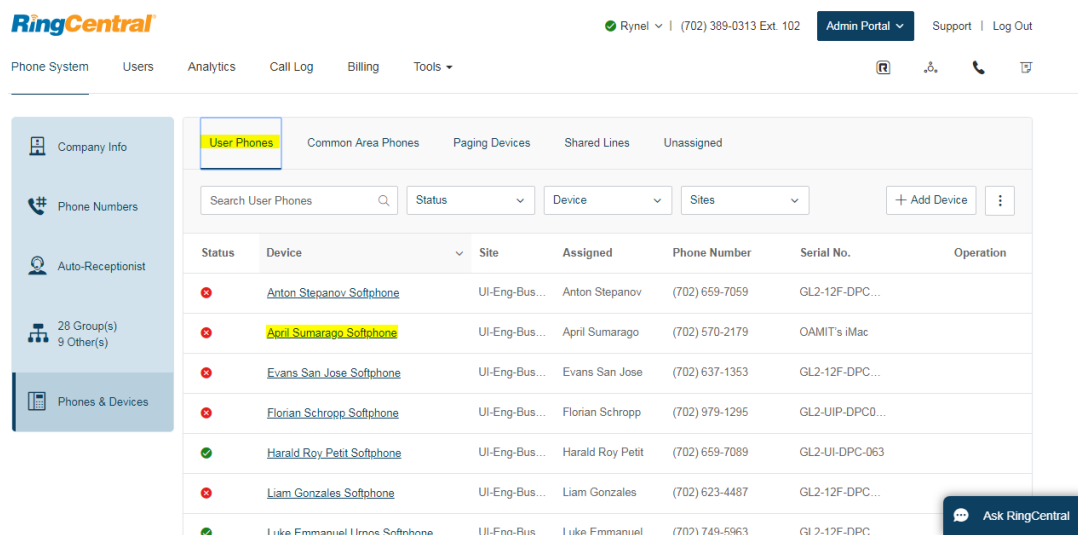
Step 1: Login to Ring Central portal.



The image shows the RingCentral Sign In interface. At the top is the RingCentral logo. Below it is a 'Sign In' header. Underneath is a section for 'Email or Phone Number' with a text input field containing '+17023890313#102'. Below the input field is a dark blue 'Next' button. Further down is a link 'Or sign in with' followed by two buttons: 'Google' and 'Single Sign-on'.

Figure 1.

Step 2: Go to **Phone Systems > Phone and Devices > User Phone** then click the account of the user that having an E911 error.

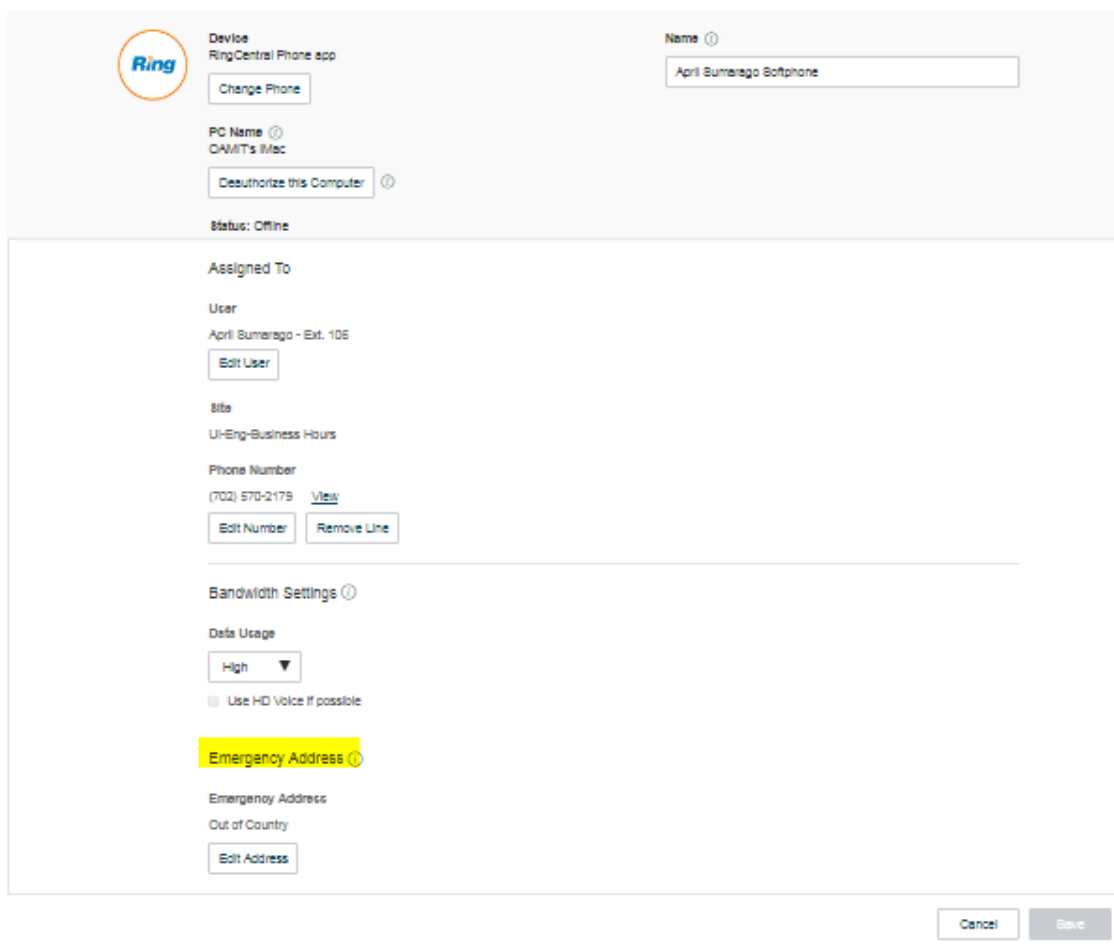


The image is a screenshot of the RingCentral Admin Portal. The top navigation bar includes the RingCentral logo, user information (Rynel, (702) 389-0313 Ext. 102), and links for Admin Portal, Support, and Log Out. Below this is a secondary navigation bar with links for Phone System, Users, Analytics, Call Log, Billing, and Tools. The main content area shows a sidebar with 'Company Info', 'Phone Numbers', 'Auto-Receptionist', and 'Phones & Devices'. The 'User Phones' tab is selected, displaying a table of user phones. The table has columns for Status, Device, Site, Assigned, Phone Number, Serial No., and Operation. Several users are listed, including Anton Stepanov, April Sumarago, Evans San Jose, Florian Schropp, Harald Roy Petit, Liam Gonzales, and Luke Emmanuel. The 'April Sumarago Softphone' entry is highlighted with a yellow background. A 'Search User Phones' bar is at the top of the table, and a '+ Add Device' button is on the right. An 'Ask RingCentral' chat button is in the bottom right corner.

Figure 2.

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Step 3: You can find the **Emergency Address** at lower portion of the RingCentral phone app.



Device: RingCentral Phone app  
Name: April Sumarago Softphone  
Change Phone  
PC Name: CAMIT's iMac  
Deauthorize this Computer  
Status: Offline

Assigned To  
User: April Sumarago - Ext. 106  
Edit User  
Title: UI-Eng-Business Hours  
Phone Number: (702) 570-2179  
View  
Edit Number Remove Line

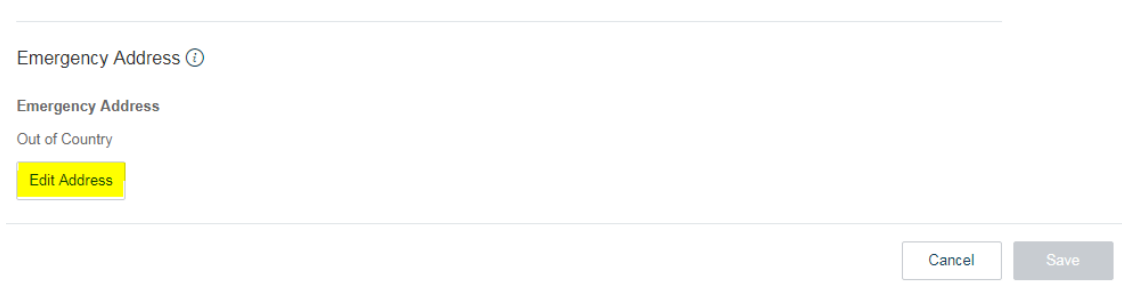
Bandwidth Settings  
Data Usage: High  
Use HD Voice if possible

**Emergency Address**  
Emergency Address  
Out of Country  
Edit Address

Cancel Save

Figure 3.

Step 3: Click the **Edit Address** in the Emergency Address.



Emergency Address  
Emergency Address  
Out of Country  
**Edit Address**

Cancel Save

Figure 4.

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Step 4: Fill in the corresponding items in address form.

Customer Name	Country
<input type="text" value="April Sumarago"/>	<input type="text" value="Philippines"/>
Unit Number, House/Building/Street Number + Street Name	City/District
<input type="text" value="6780 Jaka Bldg. Ayala Avenue"/>	<input type="text" value="Makati City"/>
Postal Code	Province
<input type="text" value="1223"/>	<input type="text" value="State"/>

Figure 6.

Step 5: Acknowledge the agreement by clicking the check box below and click “I Accept”.

☒ By clicking "I Accept" below, you acknowledge and agree that you have read and understand that emergency calling service with your RingCentral services (1) may not work in the event of Internet or power outage or as otherwise described above; (2) is available on your mobile phone only through your underlying mobile service and will not work if you do not have mobile service available; and (3) you agree to immediately update your Registered Address based on the current address at which this digital line will be used.

**Important!** This is the address that will be used in the event of an emergency call (911 in the United States and Canada, 999/112 in the United Kingdom and throughout the European Union, 999/995/993 in Singapore, 000/106/112 in Australia, and such other Emergency Call Services as applicable in other countries) from this RingCentral DigitalLine. Make sure that you update this address whenever you change the location where you use this RingCentral DigitalLine.

<input type="button" value="Cancel"/>	<input type="button" value="I Accept"/>
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Figure 7.

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**Verification:**

Step1: You should now able to make a call in any number without hearing the error E911.