KB LEVEL: **DSE**	**KB ARTICLE**	**KB NUMBER:**
	How to troubleshoot E911 Error in Ring Central	

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.

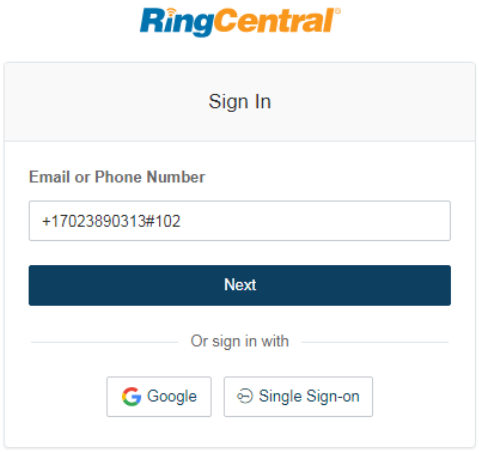

Figure 1.

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

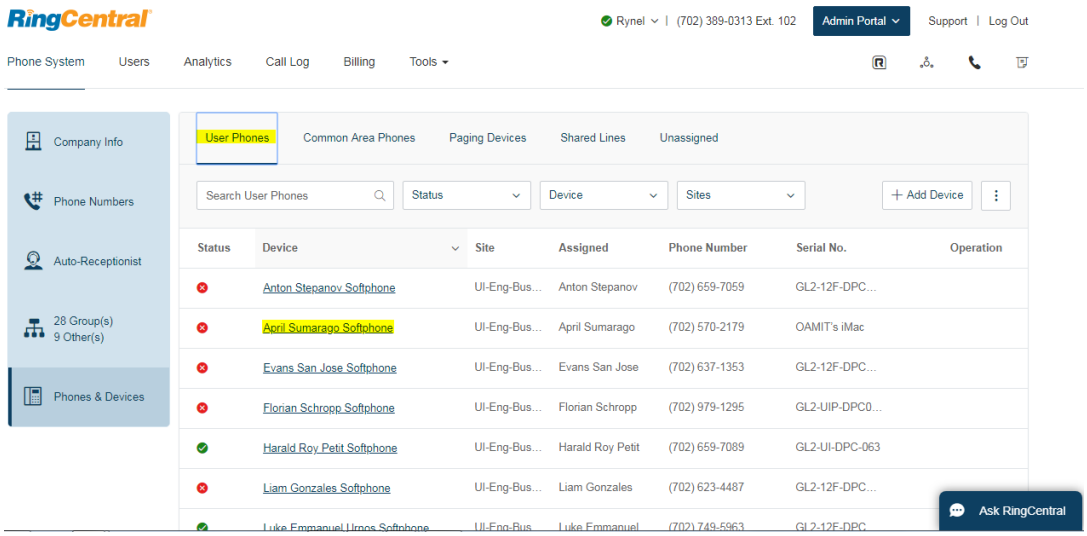

Figure 2.

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

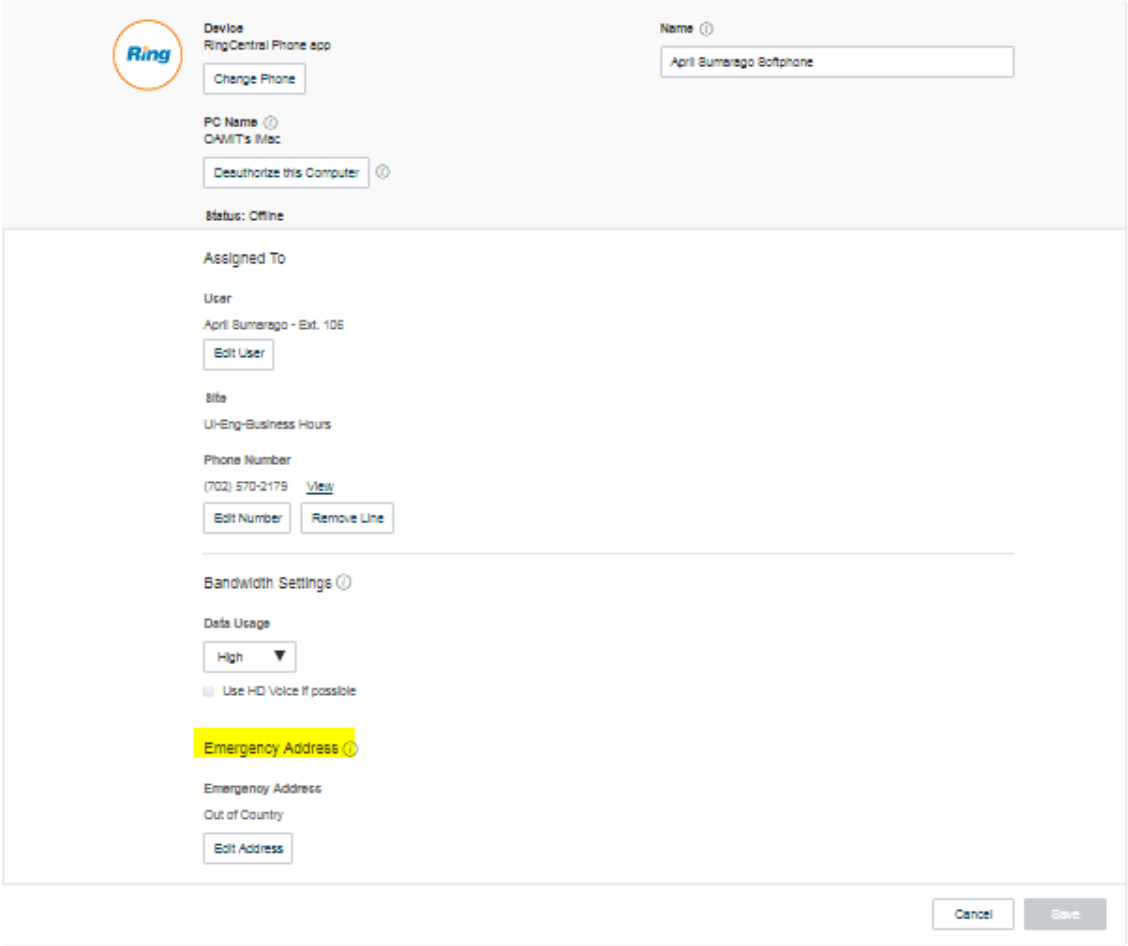

Figure 3.

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

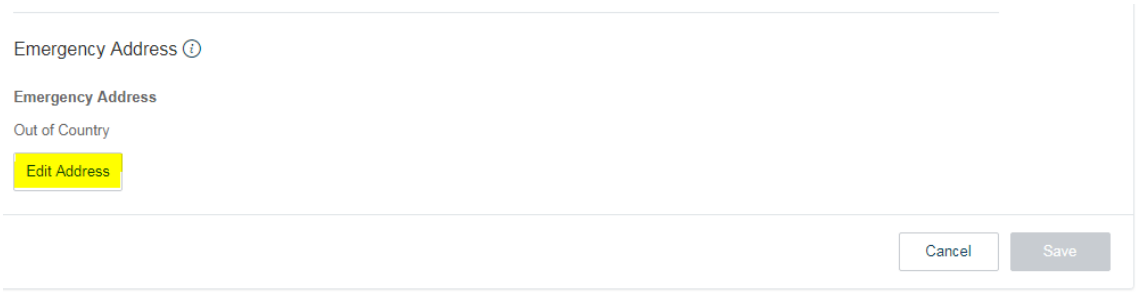

Figure 4.

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

Figure 6.

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

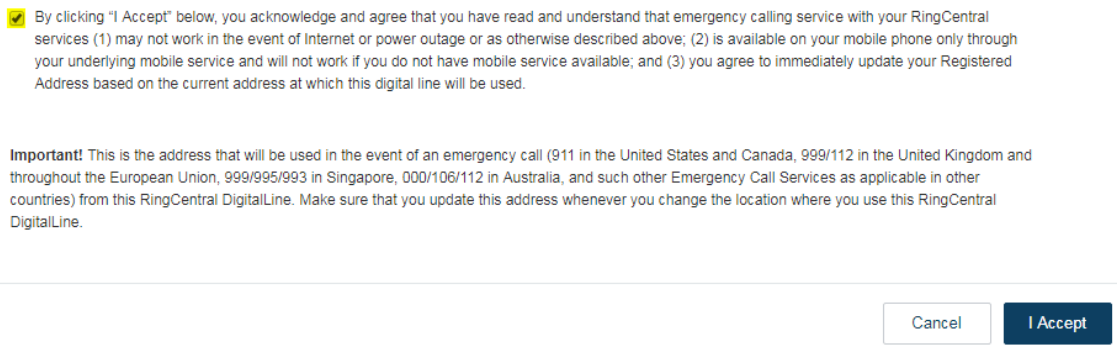

Figure 7.

Verification:

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