911 Location Manager

WaTech's 911 Location Manager gives users the capability to provide their correct work location to emergency operators

The capability to send an accurate location with a call to 911 is crucial. WaTech employs a 911 enterprise management solution to ensure this capability exists, called **911 Location Manager (LM)**.

For WaTech-managed telephone services, all phones are created with the location of the customer's permanent work location. This location is what would ordinarily be sent to an emergency operator. If someone is working at a different location using telephone software, this location needs to be sent to 911 operators. 911 LM allows this to happen.

911 LM needs to be installed on the computer where the telephone software resides, and the current location needs to be entered into LM. After this is done, if a user dials 911 from the telephone software, the user's location entered into LM will be sent to emergency operators along with the call.

911 Location Manager (LM) is included with the [Private Branch Exchange (PBX)](#) and [Teams Telephony](#) services.

Contact information:

Eric Talberg
eric.talberg@watech.wa.gov

To receive the 911 Location Manager software, please contact the appropriate IT resource within your organization to have it installed, and to receive instructions on its use. This applies to use of telephone software from Avaya and Microsoft Teams on WaTech-managed systems.

[View additional information about 911 regulations, programs and best practices on 911.gov.](#)