

MITvoip Telephone Emergency 100 or 911 Calls

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Make an Emergency Call

To make an emergency call from any MITvoip phone:

1. To reach MIT Police: Dial **100**.
2. To reach Cambridge Police: Dial **911**.

When you are talking to the emergency dispatcher:

1. Give your location.
2. State what the emergency is.
3. **Important:** *Stay on the line until the dispatcher tells you to hang up.*

Update a Location

If you move an MITvoip phone, it is your responsibility to update the phone's location so that emergency services can find you if you call 100 or 911. The location is determined from various sources. If the number is listed in the MIT People Directory you can update your phones location within the [Atlas](#) Self-Service menu.

However, phones that are not associated with a particular user are not listed in the MIT People Directory. This is typically the case with phones located in common areas or conference rooms. Locations for these phones must be updated with the [Account Management](#) tools.

Note: If you temporarily move your phone for less than 24 hours and then return it to your original location, do *not* update the phone location. However, *be aware of your location when making an emergency call.*

Update a Location within Atlas Self-Service

1. Go to [Atlas](#) and under the **Self Service** menu.
2. Select **Work Address and Phone** under **My Profile**.
3. Change the appropriate information (e.g., phone, building and room).
4. Click on **Save**

Update a Location with Account Management

1. [Access the Account Management page](#) and click on - **(Administer)** next to your account.
2. In the User Information section:
 - to change the account's default location, enter the new building and room number in the **Primary location** box. Use valid MIT building numbers followed by a "-" and the room number.
3. Click the **Update Settings** button at the bottom of the screen.
Result: "Update successful" appears at the top of the screen.

Emergency Calls on WiFi Phones

IS&T recommends that you do *not* make emergency calls from your MITvoip WiFi (portable wireless) phone. Use an alternative wired phone whenever possible, including the MIT blue phones at strategic locations on campus.

Location Information for Police

Because MITvoip phones are not bound to a particular location, emergency services might not have accurate information about where you are if the phone has been moved.

- The building numbers are based on data from SAP, which provides the specific office locations. If no data is available from SAP then the Primary Location entered in the MITvoip Account Management tool is used.
- The building number is verified against the building number associated with the phone's network (IP) address.
- If the building is not the same as the building number associated with the phone's network address, then only the building number associated with the phone's network address is used.