

LIGHTPATH HOSTED VOICE E911 MOBILITY GUIDE

If you move your phone, change your location, or use your soft phone at another location, you must update your CURRENT address via the CommPortal in order for your 911 emergency calls to reach the proper emergency personnel.

Please follow these instructions to update your user information via the CommPortal:

- Open the CommPortal via the Web: <http://lightpathhostedvoice.com>
- Login with your Phone Number and Password.
- Click "Settings" tab.
- Click "Security" tab.
- Click the "set your current location" hyperlink.
- Fill in your Name and CURRENT: Street Address, City, State and Zip Code.
- Click "SUBMIT".
- Your telephone number will appear as "READ ONLY".

NOTE: Special characters !@#\$%^&*() will not be recognized.

Dashboard Messages & Calls Contacts Call Manager **Settings** Reminders

Settings (516) 325 7830

User Guides **Security** Blocking Preferences Messaging Phones CommPortal

Change Password

Password:
Confirm password:
Change Password

911 Location

Your phone service allows you to make calls from the same telephone number from any location in which you access the internet. For this reason, it is important to provide your current location so that if you make a 911 call it can be routed to an emergency operator near you.

Follow this link to [set your current location.](#)

Unlock Remote Access to Call Forwarding

Unlock Forwarding

Change PIN

Call Services PIN: Change

- If the information is correct, the data will be saved.
- If the information is not correct, you will be prompted to enter the correct information.
- After retyping the correct address or selecting one of the suggestions, click on "SUBMIT" again.

If the location cannot be updated you **MUST** use a land-line to dial 911 until the problem can be resolved.

E-911

* Required Fields

Company/Caller Name:

* Caller Phone: 5163257830

Location Type:

Location Number:

* Street Address:

* City:

* State:

Zip:

The currently registered E911 Address is 200 JERICHO QUADRANGLE nullnull esh JERICHO NV 11753

Submit Close

If you continue to experience any problems, please call Customer Care at 866-611-3434.