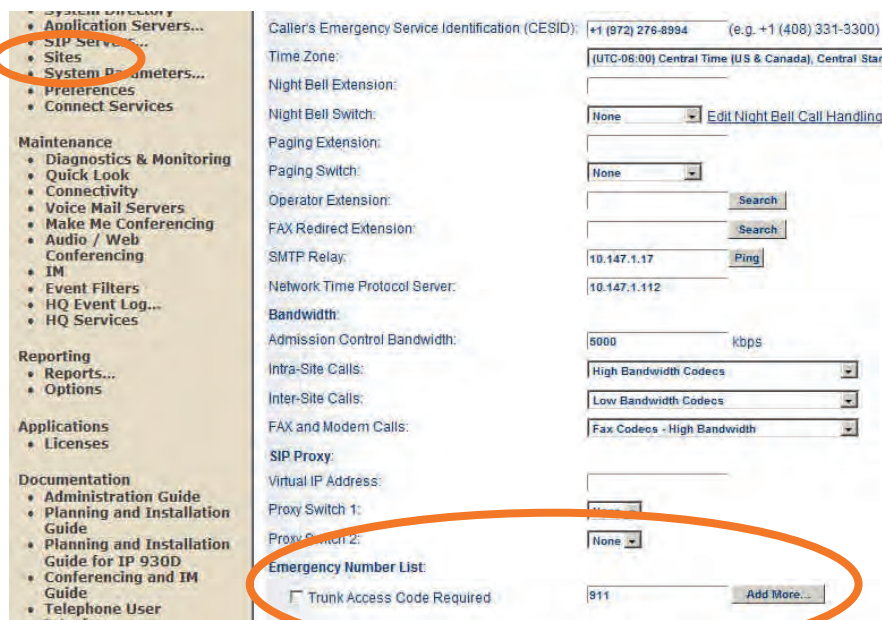


How to Ensure 911 Calls Have Direct Access or Require the Use of a Trunk Access Code

Overview

Your ShoreTel phone system can be setup to directly access 911 or to require a code (9) for an outside line. Recently some states have passed laws requiring direct access, please check with your local 911 authority before making any adjustments to these settings.

- 1 To add or remove this outside line requirement login to ShoreTel Director
- 2 Navigate to **Administration > Sites**
- 3 Drill down into the site in question
- 4 At the very bottom of the next page the following checkbox can be toggled to require an access code or remove the requirement for one.



Additionally, you can setup email alerts to internal managers or other key staff anytime a 911 call is placed, directions for this can be found [here](#).