



Business Group Administrator



Analog-nomadic 911 Address Update User Guide

Revision History

| Revision | Date | Description | Initials |
|----------|---------|--------------------------|----------|
| 1.1 | 9/13/21 | First published version. | JB |
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Version 1.1
Sep 13, 2021



Overview

Guide to help assist with entering or updating 911 address in 911 database.

**You Must be subscribed to this service. This is not enabled by default.*

Logging in to update 911 Address

Log into NHC COMM portal: <https://commportal.nhcgrp.com>



CommPortal Web

Please log in below.

Number:

Password:

Remember me on this computer.

Login

If you have forgotten your password, please contact customer support.

Number – 10-digit telephone number (this is usually the Main telephone number of your location, contact NHC if unsure)

Password –NHC COMM portal password.

Click **Login**



Once successfully logged into the COMM portal:

To update the Main Telephone Number:

When the main telephone number is the same telephone number entered as username to access the portal begin from the home page and click on “**Set Emergency Location**” link located in the lower left corner of the home screen.

The screenshot shows the COMM portal interface. At the top, there is a navigation bar with tabs for 'Home', 'Messages', and 'Contacts', and a user profile dropdown for 'test Joe'. Below this is the 'Phone Status' section, which includes a 'Summary' tab and a 'Forwarding' tab. A 'Summary of Configured Services' section follows, stating that all incoming calls to the PBX will be handled according to configured rules, with a note that all calls will be handled normally by the PBX.

The 'Your Services' section contains four icons: 'Call Settings', 'Message Settings', 'Notifications', and 'Direct Dialing'. Below this is a menu with three columns: 'Personal Details', 'Security', and 'Support'. The 'Personal Details' column includes links for 'test Joe', 'Devices', and 'Set Emergency Location' (which is highlighted with a red box). The 'Security' column includes links for 'Change Password', 'Change Call Services PIN', and 'Change Voicemail PIN'. The 'Support' column includes links for 'Help' and 'Send Feedback'.



The Following window will pop up:



The following address is your current address:
Please review the following address information and change it if it is not correct.

Items marked with * are required.

Your name:*

Address line 1:*

Address line 2:

City:*

State:*

Zip code:*

Address updates may take a few moments. Please only click the Update button once.

*** You must fill in the following fields.**

Your Name – This can be your name or the business name.

Address line 1 – This is your street address.

Address line 2 – This is more precise location. For example, a suite, room, and/or floor.

City- This is the city of the 911 location you are entering.

State - This is the state of the 911 location you are entering.

Zip Code- This is the zip code of the 911 location you are entering.

If your information is accurate press the **Update Address** button.



The following address is your current address last updated on Sep 13, 2021 at 02:40PM:
Please review the following address information and change it if it is not correct.

Items marked with * are required.

Your name:*

Address line 1:*

Address line 2:

City:*

State:*

Zip code:*

Your address is currently located as:
200 BAKER AVE
STE 300
CONCORD, Massachusetts (MA)
01742-2112

Address updates may take a few moments. Please only click the Update button once.



Remote Worker change of Address:

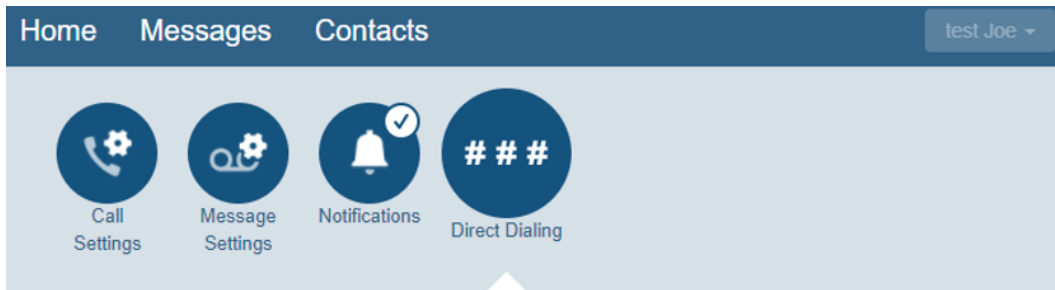
(Use this section to update any analog telephone numbers that may reside at a different location than the Main Telephone Number)

Change the 911 location for an individual Analog line that is provided using NHC services but may reside on a different floor or at a different location than the main telephone number.

click the “**Direct Dialing**” icon located in the right center of the home menu:

The screenshot shows the NHC user interface. At the top, there is a navigation bar with 'Home', 'Messages', and 'Contacts' tabs, and a user profile 'test Joe'. Below this is the 'Phone Status' section, which includes a 'Summary' tab and a 'Forwarding' tab. A summary of configured services is shown, stating that all incoming calls to the PBX will be handled according to the following rules: 'All calls will be handled normally by your PBX.' Below this is the 'Your Services' section, which contains four icons: 'Call Settings', 'Message Settings', 'Notifications', and 'Direct Dialing'. The 'Direct Dialing' icon, which consists of three hash symbols '###', is highlighted with a red rectangular box. At the bottom of the page, there are three columns of links: 'Personal Details' (test Joe, Devices, Set Emergency Location), 'Security' (Change Password, Change Call Services PIN, Change Voicemail PIN), and 'Support' (Help, Send Feedback).

A new menu will appear. In the “**search for**” field type the Telephone Number you wish to update the 911 on, or you can use the drop-down menu to isolate lines built within a range.



Direct Dialing

PBX lines can be accessed through ranges of external directory numbers using Direct Inward Dialing (DID). They can be administered here.


Lines in range: (595) 201 1741 - (595) 201 1741

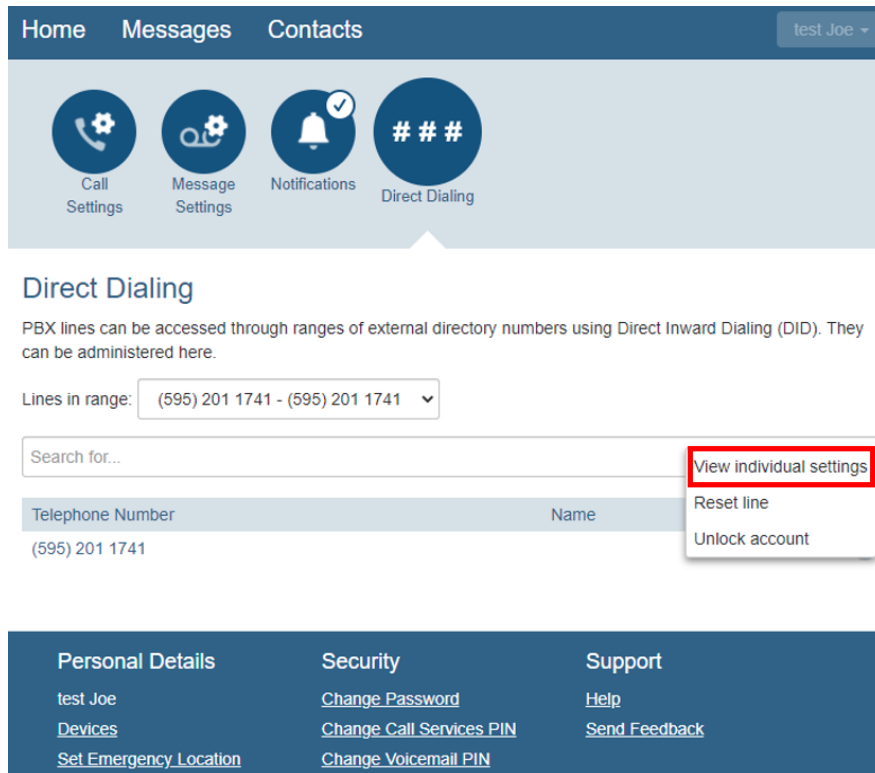
Search for...

| Telephone Number | Name |
|------------------|------|
| (595) 201 1741 | |

| | | |
|--|--|---|
| Personal Details test Joe Devices Set Emergency Location | Security Change Password Change Call Services PIN Change Voicemail PIN | Support Help Send Feedback |
|--|--|---|



After locating the individual Telephone Number, you wish to update the 911 on, click on the  Icon located to the right of the telephone number and choose **“view individual settings”** from the menu.



Home Messages Contacts test Joe

Call Settings Message Settings Notifications Direct Dialing

Direct Dialing

PBX lines can be accessed through ranges of external directory numbers using Direct Inward Dialing (DID). They can be administered here.

Lines in range: (595) 201 1741 - (595) 201 1741

Search for...

| Telephone Number | Name |
|------------------|------|
| (595) 201 1741 | |

- View individual settings
- Reset line
- Unlock account

Personal Details
test Joe
[Devices](#)
[Set Emergency Location](#)

Security
[Change Password](#)
[Change Call Services PIN](#)
[Change Voicemail PIN](#)

Support
[Help](#)
[Send Feedback](#)

New window will pop up: (see next page)



Click **“Open in New Window”**

(595) 201 1741

The screenshot shows a user interface for a phone service. At the top, there is a navigation bar with 'Home' and a dropdown arrow. Below it, the 'Phone Status' section is visible, with the text 'No summary available, follow the link for details.' and a 'Go to Call Manager' button. Further down, there is a 'Your Services' section with a 'View Account Settings' button. At the bottom of the page, there are two buttons: 'Open in New Window' and 'Close'. The 'Open in New Window' button is highlighted with a red rectangular box.

New window will pop up: Click **“Set Emergency Location”** located in lower left of menu

The screenshot shows a user interface for a phone service. At the top, there is a navigation bar with 'Home', 'Messages', and 'Contacts', and a user profile 'test Joe'. Below it, the 'Phone Status' section is visible, with tabs for 'Summary' and 'Forwarding'. The 'Summary' tab is selected, showing a 'Summary of Configured Services' section with the text 'All incoming calls to your PBX will be handled according to the following rules.' and a bullet point: '* All calls will be handled normally by your PBX.' Below this, there is a 'Your Services' section with four icons: 'Call Settings', 'Message Settings', 'Notifications', and 'Direct Dialing'. At the bottom, there is a menu with three columns: 'Personal Details', 'Security', and 'Support'. The 'Personal Details' column contains 'test Joe', 'Devices', and 'Set Emergency Location'. The 'Security' column contains 'Change Password', 'Change Call Services PIN', and 'Change Voicemail PIN'. The 'Support' column contains 'Help' and 'Send Feedback'. The 'Set Emergency Location' option is highlighted with a red rectangular box.



New Window will appear:



The following address is your current address last updated on Sep 13, 2021 at 02:40PM:
Please review the following address information and change it if it is not correct.

Items marked with * are required.

| | |
|------------------|---|
| Your name:* | <input type="text" value="New Horizon Communications"/> |
| Address line 1:* | <input type="text" value="200 BAKER AVE"/> |
| Address line 2: | <input type="text" value="STE 300"/> |
| City:* | <input type="text" value="CONCORD"/> |
| State:* | <input type="text" value="Massachusetts"/> |
| Zip code:* | <input type="text" value="01742-2112"/> |

Your address is currently located as:
200 BAKER AVE
STE 300
CONCORD, Massachusetts (MA)
01742-2112

Address updates may take a few moments. Please only click the Update button once.

*** You must fill in the following fields.**

Your Name – This can be your name or the business name.

Address line 1 – This is your street address.

Address line 2 – This is more precise location. For example, a suite, room, and/or floor.

City- This is the city of the 911 location you are entering.

State - This is the state of the 911 location you are entering.

Zip Code- This is the zip code of the 911 location you are entering.

If your information is accurate press the **Update Address** button.

Possible results of the update:

Successful:



Your address has been updated!

Issues with the information provided:

Your address could not be updated. Please contact your customer support representative.

At this point you can click the back button and correct your address. Or contact customer service for additional assistance.