



CRS Notify E911 FAQ

Please feel free to contact us at 800.533.7201 if your question is not answered below

Do we have to add on E911 services?

No. This is an optional add-on service available to our clients nationwide. This services does not interfere with the ten automated voice call recipients available for each package.

How does it work?

Simple. Tell us you would like the service and we add in into your CRS Notify dashboard for you. We assign a location specific phone number and attach it with the physical address of your facility. So when the E911 call goes in, it will display the location name and address that is attached with the call.

How is E911 called?

A human must prompt an alert of CRS Notify using the computer mouse or optional hardware button offered through CRS. The E911 calls are **only** placed on **high level alerts**. The call to E911 is the same data conveyed in the automated voice calls. The automated call to E911 is only initiated upon the initial alert. Note that optional hardware buttons can prompt new alerts and follow-up E911 calls in the event the threat has moved.

What information is in the E911 call?

The E911 system will display your location name and address through the service. The automated call will include the name of the location, address, city, and the alert description. It will convey the information twice before ending the call. The assigned number for your E911 system will be forwarded to your locations phone number in the event a dispatcher needs to contact back.

How do I know where my E911 calls go to?

Contact your local first responder agency and ask. Most states accept automated voice calls through E911 as long as it is prompted by a human as CRS Notify operates. Some states may not allow automated calls to E911. We recommend sharing this FAQ with your local 911 center should they have any questions. They can always contact us at 800.533.7201 for more details.

Why do we have to pay extra for this service?

Since some states do not accept automated E911 calls, we did not want to charge for a service they cannot utilize. CRS also has partnered with an organization that specializes in E911 services. We utilize their services on a per location basis so the cost can be minimized to our clients.

Can we turn E911 off during test?

Yes. You can enable and disable at any time on your management dashboard. Phone calls and E911 calls do not go out when you put CRS Notify in 'test mode.' You can enable test mode under the settings tab on your CRS Notify management portal.

Why would some states not accept automated emergency calls?

Good question. Sometimes you cannot pick up the phone and call. Although we always recommend calling 911 as soon as possible, there can be unneeded delay. There is not another system that does what CRS Notify does, we have raised the standard because your safety and security needs are at heart. Help us to help you raise the bar and set a new standard! How can we help?