PERFORMANCE ALERT

**************** Silent Call/DTMF Tone Detection ****************

When handling a Silent Caller you will need to use the TDD tool to visually see what digits the caller is trying to communicate. When a caller is not able to verbally speak, you will process it as a silent call.

**DTMF Tone Detection – Silent Call Processing**

When a call is received, with no verbal communication, you will:

1. Offer two (2) verbal "Welcome" messages (Auto Greeting, if used, counts as 1)

    a. If no reply, test for a hearing-impaired caller. (Use the TDD tool and send the "Welcome" message to the caller.

2. Test for TTY
    a. Send the "Welcome" message, if no reply, send a 2nd "Welcome" message
        i. If the caller responds: process the call using TTY processes
        ii. Once the call has been handled and the caller has hung up
            1. Click OK in the pop-up box
            2. Click the Release button

    b. If no reply from the caller, treat as a **Silent Call.**

3. Click the **TDD** button, then click the DTMF button and verbally advise the caller, using the verbiage required in your PSAP, for example:

    a. "If you need the Police Department press **1**"

    b. "If you need the Fire Department press **2**"

c. "If you need an Ambulance press **3**"

d. If the caller gives a response, continue asking "closed end" questions
   i. Asking the caller to press "**4**" for yes and "**5**" for no

e. When the caller presses a number on their telephone keypad (if using a touch tone phone), the number it represents is presented in the TDD window. **You are not able to hear any tones through the handset.**
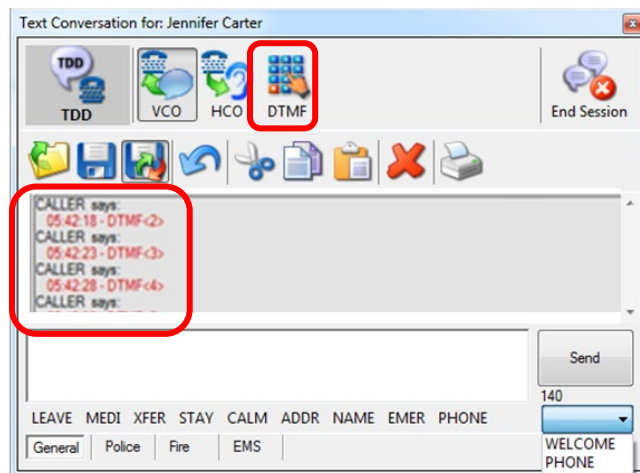
f. If no response, click the "End Session" button to close.

g. Switch to the phone window to release the disconnected call.
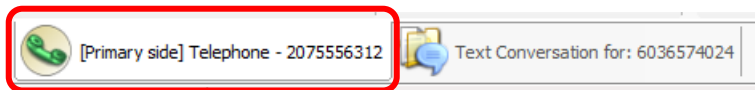
Please contact the Emergency 9-1-1 Center 1 (866) 984-3911 with any system issues.