

PERFORMANCE ALERT



***** **Text-From-911/New SMS** *****

Text-from-911/New SMS

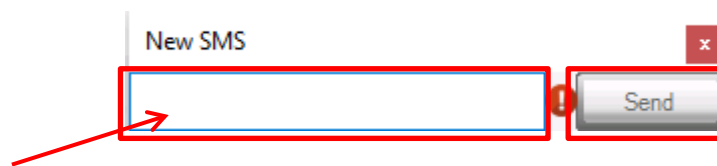
Calltakers can use Outbound Text to contact callers who have abandoned, disconnected, or inadvertently placed a wireless voice call to 9-1-1.

When an abandoned/disconnected call from a wireless device is received, the calltaker will first attempt to return a voice call. If no reply, the calltaker may send an Outbound message. (Follow local PSAP policy.)

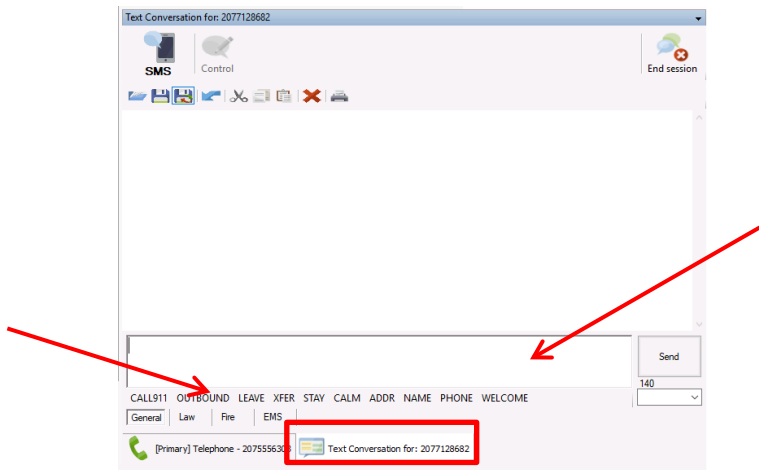
To activate outbound text, click on the New SMS button in the call tools on the Guardian screen.



A small window will open in the upper left of the Guardian screen. Enter the 10-digit telephone number you are texting and click Start.



The Text Conversation window will open the Text Conversation tab on the right side of the Guardian screen. Select the pre-programmed message or type your message in the free form space. Click "Send" or the "Enter" key on your button to send message.

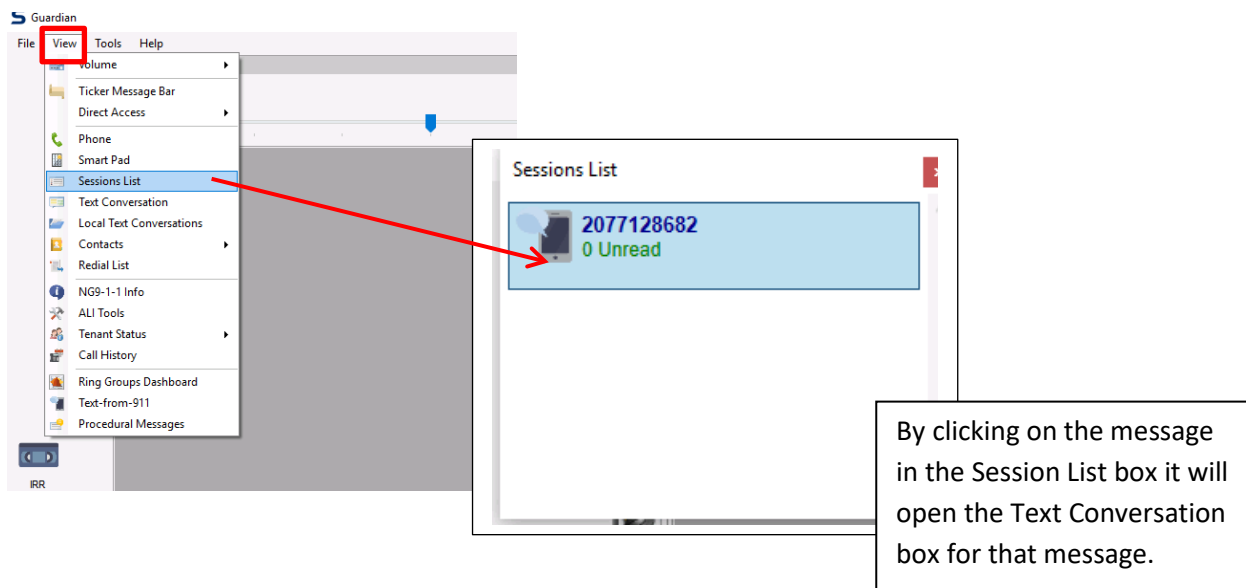


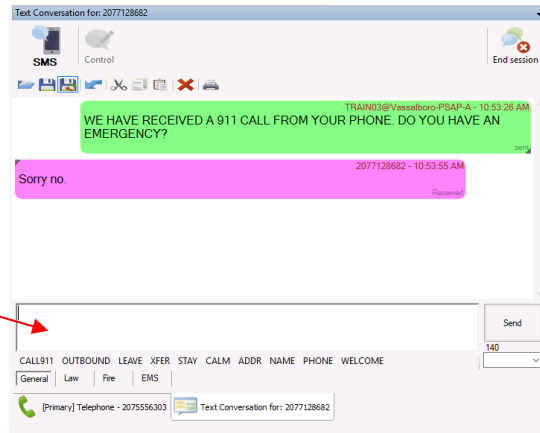
Be prepared to reply to a return text if the caller replies immediately to this text. Some examples of pre-programmed messages are:

- “Outbound” – We have received a 911 call from your phone, do you have an emergency?
- “ADDR” - What address to send help?

Sessions List

The “Sessions List” gives the ability to monitor SMS conversations when not on the **Text Conversation** tab. Click “View” from the system menu in the upper left of the Solacom Guardian screen and then click the “Sessions List”. By clicking on the message in the “Session List” box it will open the Text Conversation corresponding to that message.

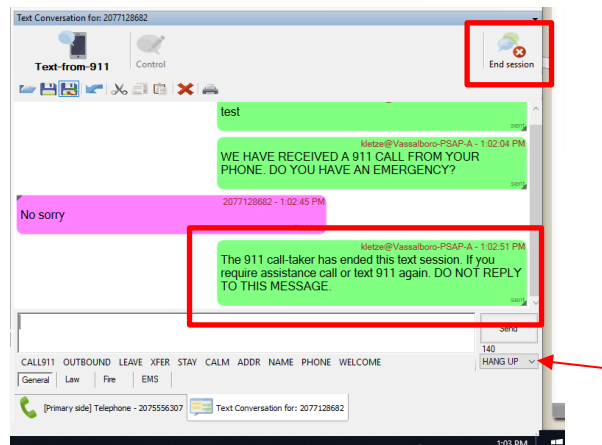




You are now able to continue the conversation. By using the Session List you have the ability to take a call while still communicating via SMS.

Disconnecting New SMS Conversation

Prior to disconnecting your conversation select the "Hang-up" preset message letting the individual know communications are being terminated. The hang up message is located in the additional messages under the drop-down arrow at the end of pre-set messages.

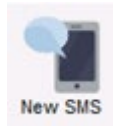


When the text session is completed, click on the "End Session" button in the upper right of the Text Conversation window to end communications between you and the caller. You will need to establish a new session to reconnect with the caller.

You are able to have a New SMS text conversation open while waiting for responses from the call. If no response is received after about an hour, be sure to "End Session" and not leave the communication open unnecessarily. Use the "Session List" to visually see communication if they come in.

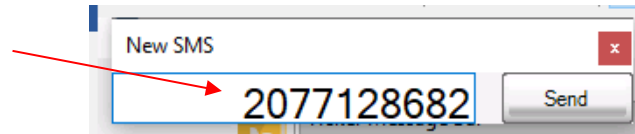
Barge-In Text-from-911

You have the ability to Barge-In to an existing Text-from-911 conversation. Click on the **New SMS** button

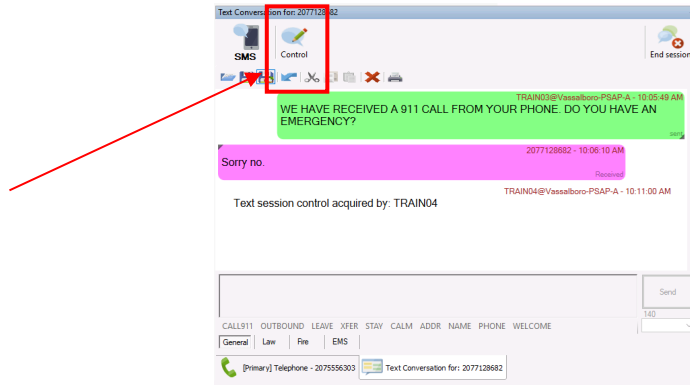


in the tools bar.

Enter the cell phone number of the existing conversation you are barging into.



You will be able to view the existing SMS conversation; however, you will not have the ability to participate in the conversation until you gain control of the call. Only one calltaker is able to communicate with the caller at a time.



To gain the ability to type/communicate in the New SMS text conversation, you need to use the Control



button. The Control button switches typing from one calltaker to another calltaker that are included on the same conversation.

When the text session is complete you will click on the “End Session” button in the upper right of the Text Conversation window. This will end communications between you and the caller.

WARNING: Once you “END SESSION” you will not receive any replies from the text caller.

Please contact the Emergency 9-1-1 Center 1 (866) 984-3911 with any system issues.