PERFORMANCE ALERT



*****CONTACT LIST FLY-OUT AND SEARCH FUNCTIONALITY*****

Contact Search:

- 1. Place the cursor on the Contacts Fly-out.
 - a. The initial view presents an alphabetical list of <u>all</u> numbers.

		Contacts			
	Con Con	Clear Search	Classification		
	tact	Name		Number	
		Abbot-FD	FIRE DISPATCH	12075648579	- 余
		Abbot-MED	MED DISPATCH	12075648579	
		Abbot-PD	POLICE DISPATCH	12075648579	
	ASc	Abbot-PSAP	PSAP BY TOWN	12075648579	
	Ps	Acton-DPS	DPS BY TOWN	12076573089	
		Acton-FD	FIRE DISPATCH	12073245253	
IDD	2	Acton-MED	MED DISPATCH	12073245253	
	In	Acton-PD	POLICE DISPATCH	12073245253	
5	ero	Acton-PSAP	PSAP BY TOWN	12073245253	
20005	8	Adamstown Twp-DPS	DPS BY TOWN	12076573089	
TDD		Adamstown Twp-FD	FIRE DISPATCH	12077782152	
		Adamstown Twp-MED	MED DISPATCH	12077782152	
333		Adamstown Twp-PD	POLICE DISPATCH	12077432389	
06.5		Adamstown Twp-PSAP	PSAP BY TOWN	12077432389	
DTMF Pad		Addison-DPS	DPS BY TOWN	12079731149	
		Addison-FD	FIRE DISPATCH	12072556829	
		Addison-MED	MED DISPATCH	12072556829	
		Addison-PD	POLICE DISPATCH	12072556829	
onversation		Addison-PSAP	PSAP BY TOWN	12072556829	
		Adult Protective Services-TRN	STATE SERVE-TRN	12078710887	
		Airport Security-TRN	MISC-TRN	12078710881	
		Albany Twp (123)-FD	FIRE DISPATCH	12077432389	
Call History		Albany Twp (123)-MED	MED DISPATCH	12077432389	
		Albany Twp (123)-PD	POLICE DISPATCH	12077432389	
		Albany Twp (124)-FD	FIRE DISPATCH	12077432389	
		Albany Twp (124)-MED	MED DISPATCH	12077432389	
Log Out		Albany Twp (124)-PD	POLICE DISPATCH	12077432389	
-1		Albany Twp-DPS	DPS BY TOWN	12076573089	-
eoComm		S	200 C	200	4

- b. The Classification drop-down narrows the search to a specific group of numbers.
- 2. Click the **Classification** drop-down. For example, selecting PSAP by Town, will only return numbers related to PSAPs.

3. Click PSAP BY TOWN.

	Contacts			•
400	Search	Classification		
S .	Clear	<al></al>		
ťad	Name	<ai></ai>	Number	
67 1	Abbot-FD	EMS-TRN	12075648579	
	Abbot-MED	FIRE DEPTS-TRN	12075648579	
	Abbot-PD	FIRE DISPATCH	12075648579	
PSA	Abbot-PSAP	MED DISPATCH	12075648579	
Ps	Acton-DPS	MISC TRN	12076573089	
	Acton-FD	POISON CONTROL	12073245253	
2	Acton-MED	POLICE DEPTS-TRN	12073245253	
5	Acton-PD	POLICE DISPATCH PSAP Business LN	12073245253	
tero	Acton-PSAP	PSAP BY TOWN	12073245253	
8	Adamstown Twp-DPS	PSAP TRANSFERS	12076573089	
	Adamstown Twp-FD	STATE SERVE-TRN	12077782152	
	Adamstown Twp-MED	MED DISPATCH	12077782152	
	Adamstown Twp-PD	POLICE DISPATCH	12077432389	
	Adamstown Twp-PSAP	PSAP BY TOWN	12077432389	
	Addison-DPS	DPS BY TOWN	12079731149	
	Addison-FD	FIRE DISPATCH	12072556829	
	Addison-MED	MED DISPATCH	12072556829	
	Addison-PD	POLICE DISPATCH	12072556829	
	Addison-PSAP	PSAP BY TOWN	12072556829	
	Adult Protective Services-TRN	STATE SERVE-TRI	N 12078710887	
	Airport Security-TRN	MISC-TRN	12078710881	
	Albany Twp (123)-FD	FIRE DISPATCH	12077432389	
	Albany Twp (123)-MED	MED DISPATCH	12077432389	
	Albany Twp (123)-PD	POLICE DISPATCH	12077432389	
	Albany Twp (124)-FD	FIRE DISPATCH	12077432389	
	Albany Twp (124)-MED	MED DISPATCH	12077432389	
	Albany Twp (124)-PD	POLICE DISPATCH	12077432389	
	Albany Twp-DPS	DPS BY TOWN	12076573089 +	
		Son.	3. Con 199	9

- a. The list is now limited to PSAPs by town.
- b. Once you select the classification, you can further narrow your search by entering the name of the town in the **Search** field.
- 4. Enter the letter **A** in the **Search** field.

Contacts			
Clear A	Cassification FSAP BY TOWN V	FIRE DISPATCH	
Name		Number	
Abbot-PSAP	PSAP BY TOWN	12075648579	~
Acton-PSAP	PSAP BY TOWN	12073245253	
Adamstown Twp-PSAP	PSAP BY TOWN	12077432389	-
Addison-PSAP	PSAP BY TOWN	12072566829	
	200	300	

- a. Each additional character you enter may decrease the number of returns that meet the criteria.
- 5. Enter the letter **C** in the **Search** field.

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December 16, 2022
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a. The search has returned a single entry.

NOTE: For PSAP's handling multiple ESN's check that you have selected the correct contact for the agency handling that jurisdiction.

- 6. Click on the **Conference** button to add Acton-PSAP into the call. Do not use the "Quick Transfer" button; this will take you out of the call when the receiving party answers the call.
 - a. If you need to speak to the Acton-PSAP *first* before bringing the caller into the conversation, click on the **Call** button instead. You then will click the **Join** button, located in the **Call Tools**, to bring the caller into the conversation.

Re-Sizing the Contacts Fly-out Window

The **Contacts Fly-out** window can be expanded.



Re-sizing the window:

- Place your cursor over the right side of the box.
- Activate the double-arrow \leftrightarrow .
- Right-click and drag the line to the desired window size.
- Adjust the columns to the desired width.

Closing the "Contact" Fly-out window

1. After placing a call using the "Contact" Fly-out, the window will automatically close. You

may also click anywhere in the Guardian screen or click on the "close" button with to close the window.

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