

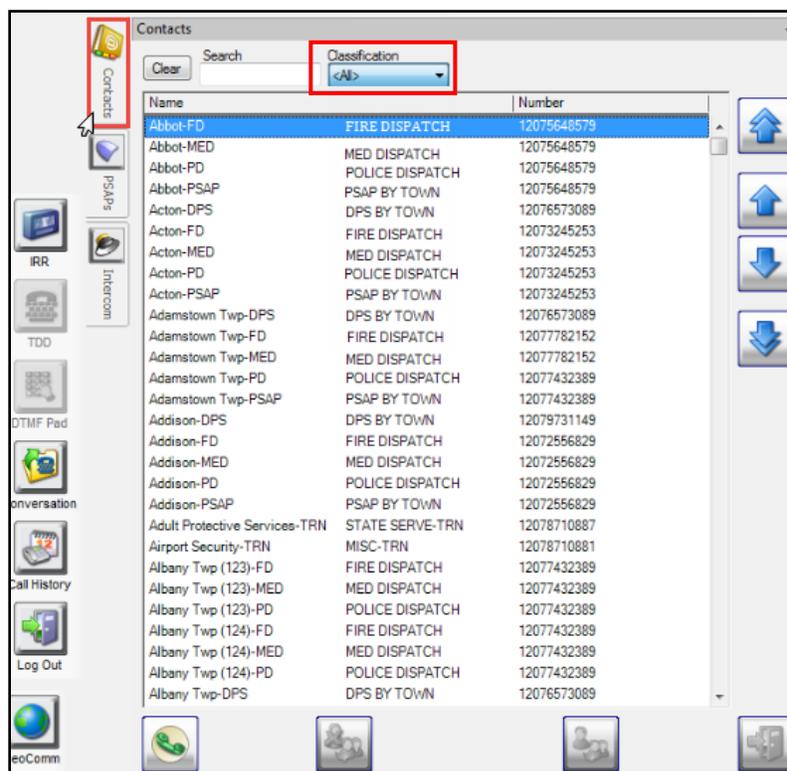
PERFORMANCE ALERT



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

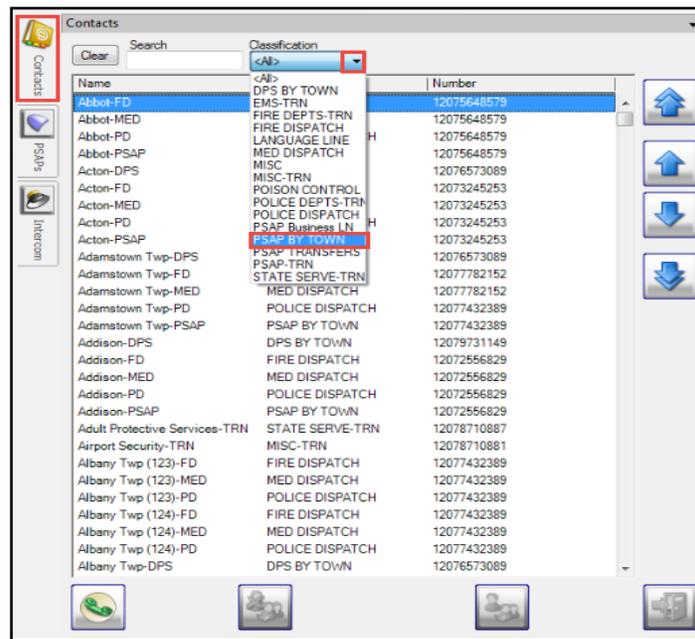
Contact Search:

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



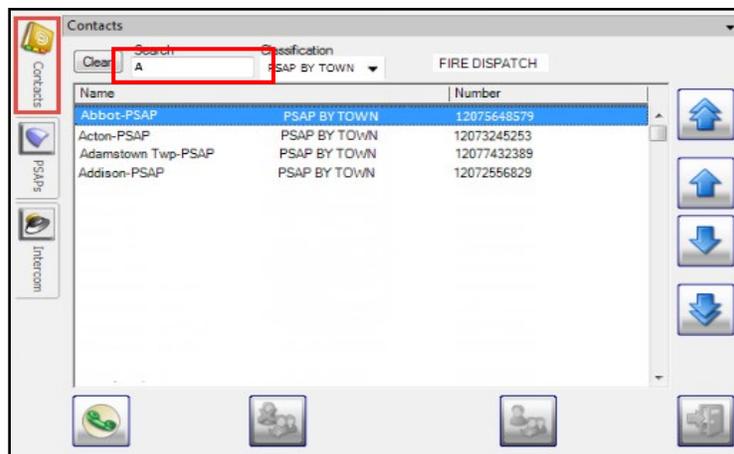
- b. The Classification drop-down narrows the search to a specific group of numbers.
2. Click the **Classification** drop-down. For example, selecting PSAP by Town, will only return numbers related to PSAPs.

3. Click **PSAP BY TOWN**.



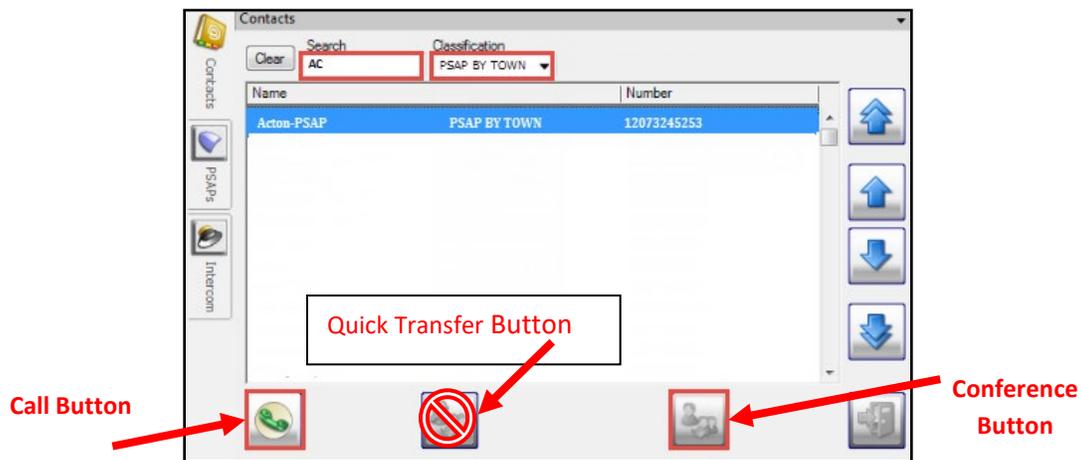
- a. The list is now limited to PSAPs by town.
- b. Once you select the classification, you can further narrow your search by entering the name of the town in the **Search** field.

4. Enter the letter **A** in the **Search** field.



- 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.



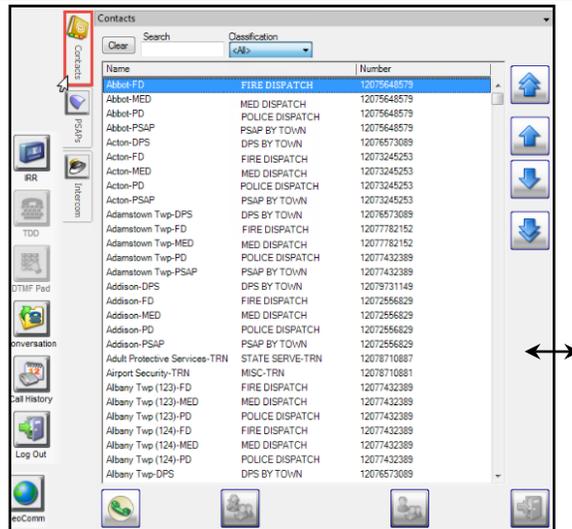
- a. The search has returned a single entry.

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 \longleftrightarrow .
- 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  to close the window.

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