

PERFORMANCE ALERT

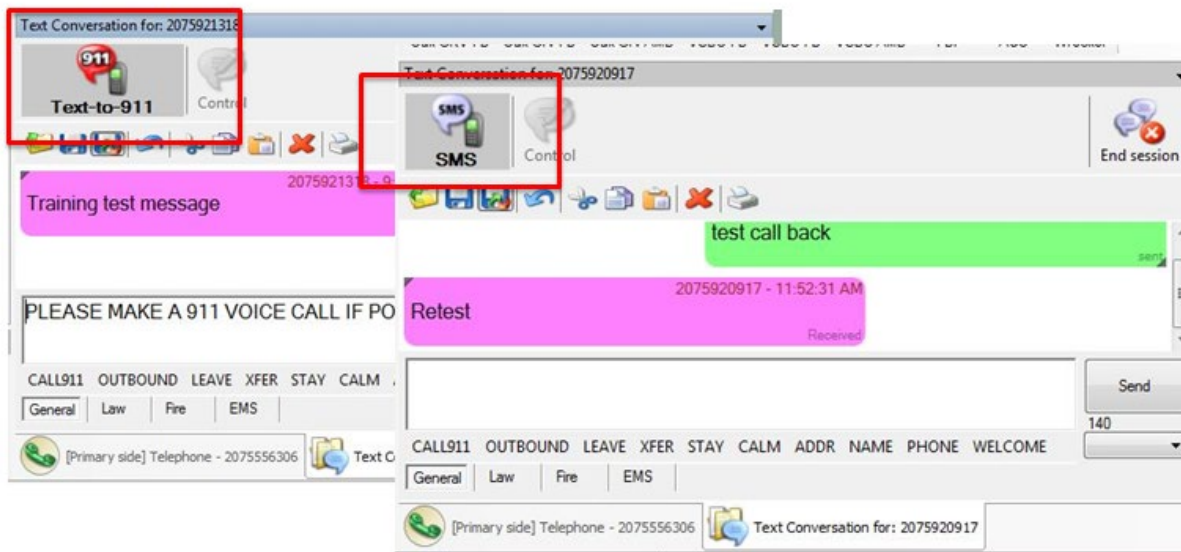


***** Text Call Back Feature *****

Text-to-911 call back is a new one touch button located in the Call History feature. It places an SMS connection back to the cell phone for the call highlighted in the Call History.

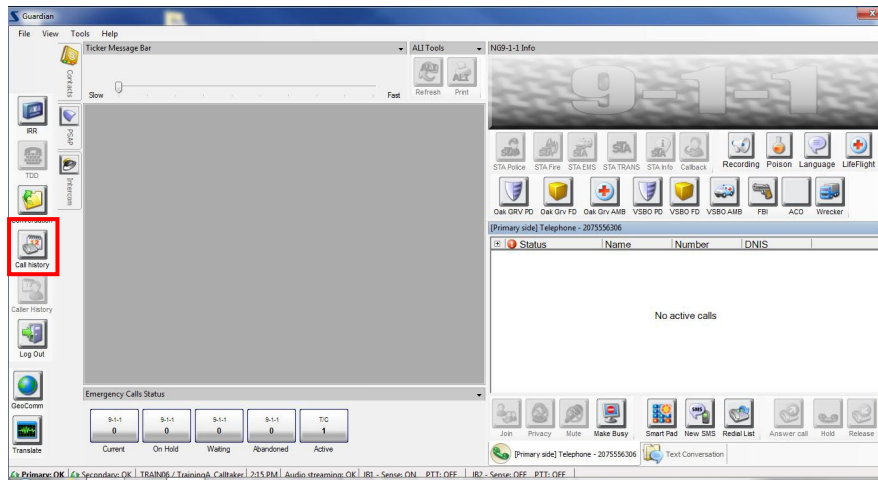
Text-to-911 vs. SMS.

Text-to-911 is an inbound call generated when the caller initiates a text message to 911. SMS is an outbound communication initiated by the 911 calltaker to a cell phone (Text-from-911).



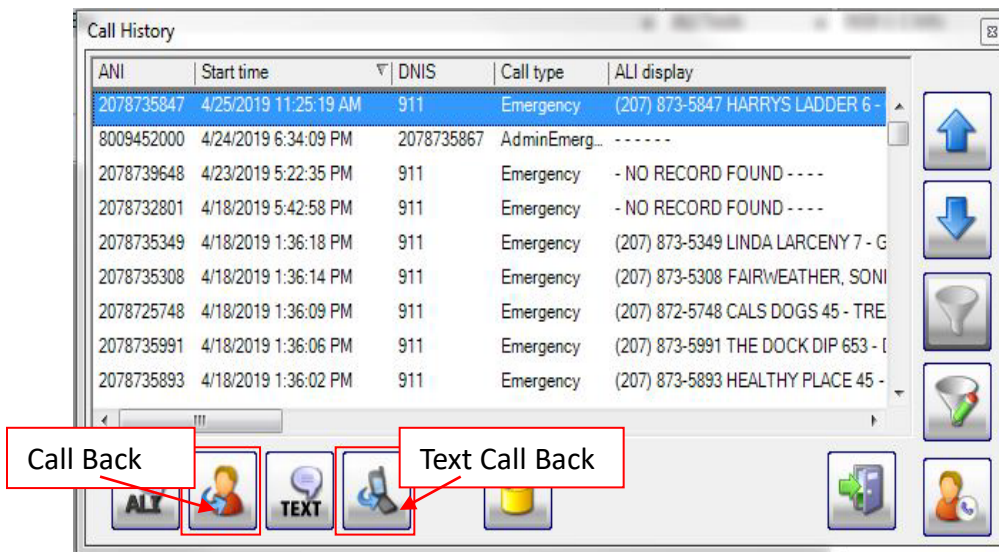
These are two different types of communication, but both use the text tool.

Call History



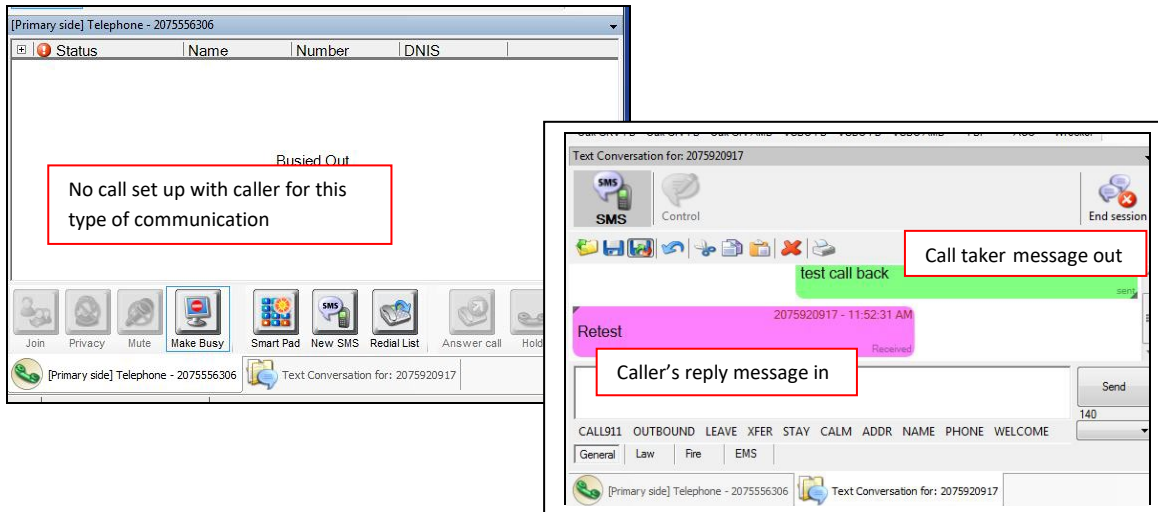
Call History is a feature in the Solacom Guardian that holds the last 999 calls for the PSAP. Completed calls will show up in the Call History and are available to anyone in the PSAP.

Text Call Back



Text Call Back is in the Call History feature. This will set up an SMS communication with the cell phone number highlighted. SMS is a Short Message Session set up between the Guardian IWS and the cell phone. It is important to know if you do a Call Back using the Call Back button it will set up a voice call to the cell phone.

Text Call Back



Once you click on the Text Call Back button in the Call History, it will set up an SMS conversation; note the Text Conversation tab. You are able to type a message and click the “Send” button and the message will be sent to the cell phone that you highlighted in the Call History. The owner of the cell phone will receive the message and can send a message back. Also note that there is no actual phone call in the Primary side Telephone tab just like all SMS communications. Handle the same as standard SMS communication.

NOTE: Follow all PSAP protocols for SMS communications.

Please contact the Emergency 9-1-1 Center [1 \(866\) 984-3911](tel:18669843911) with any system issues.