********* Text-to-911 *********
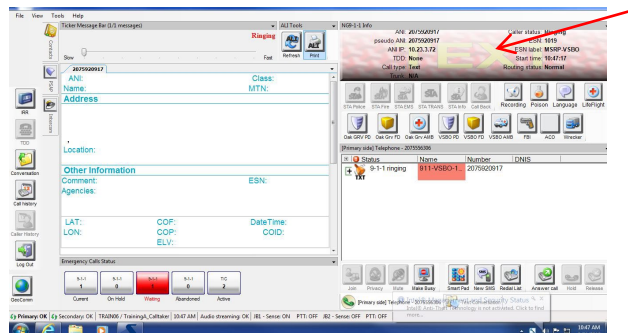
Answering Text-to-911

To answer a Text-to-911 call, click the "Answer" window in the upper right of the Guardian IWS system. The Answer Window flashes red and will show "TEXT" in bold letters.
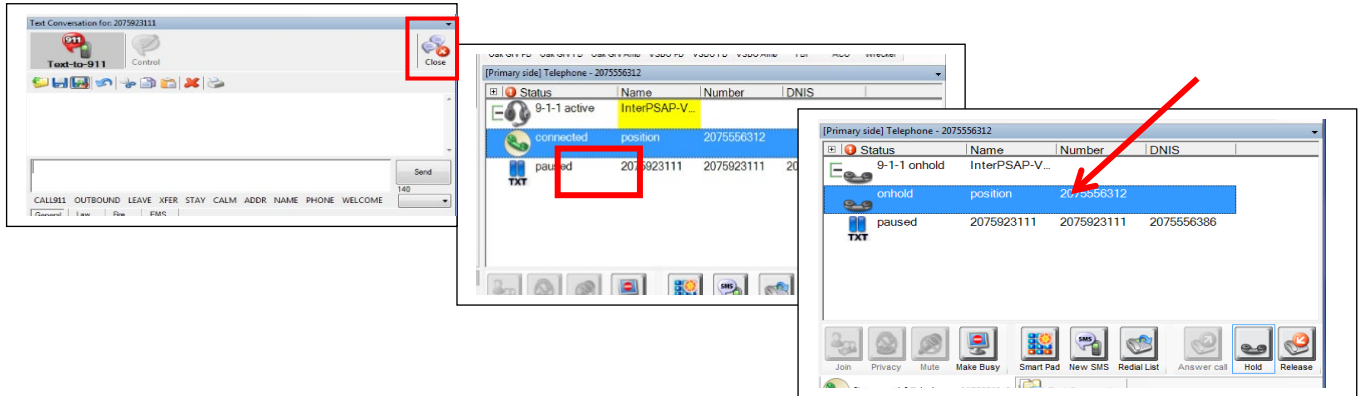

Text Conversation Tab

Once answered, the screen will automatically switch to the "Text Conversations" tab allowing the ability to communicate via typing with the Text-to-911 caller by using the Pre-set messages or free form typing.


Note the conversation displays green for Call Taker and Pink for caller
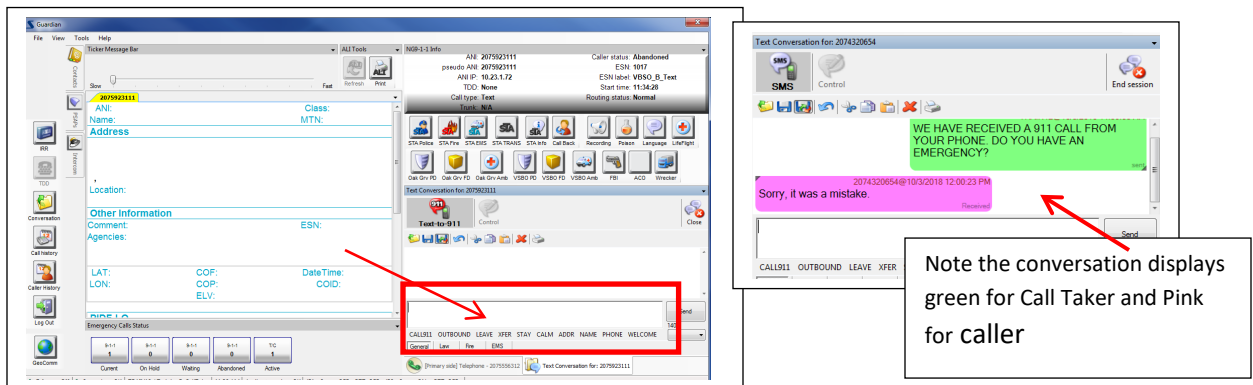
Close Button

The "Close" [icon] button pauses the conversation, allowing you to place the call on Hold. You will need to click on the "Phone Side" tab to use the "Hold" button. This allows you to take additional calls at your position.

Sessions List

The "Sessions List" gives you the ability to see Text-to-911 conversations placed on hold. Click "View" from the system menu in the upper left of the Solacom Guardian screen, and then click the "Sessions List". The Sessions List will display unread messages and will scroll new incoming message for you to view.

By clicking on the message in the Sessions List box it will open the Text Conversation for that message.
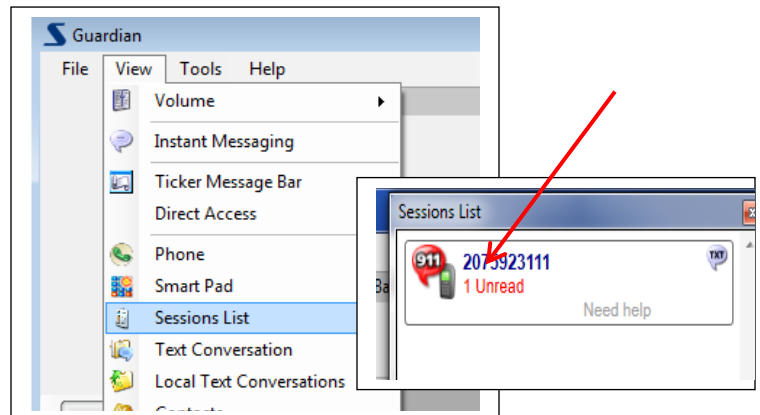
Barge-In

To Barge-In to an existing Text-to-911 call, click on the "Current" button in the Emergency Calls Status panel, highlight the text conversation and click the "Answer" button in the lower left of the window.


Once barged in you have the ability to view the conversation. To acquire the ability to type with the Text-to-911 caller, click on the "Control" button in the Text Conversation screen; only one calltaker is able to type/communicate with the caller at a time.

Note: If the Control button is grayed out, this means that you are in control of typing the message.

If the Control button is bold, this means that you only have view capabilities.
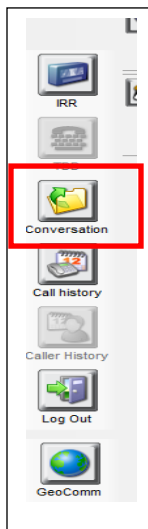
Transfer Text-to-911 Conversations
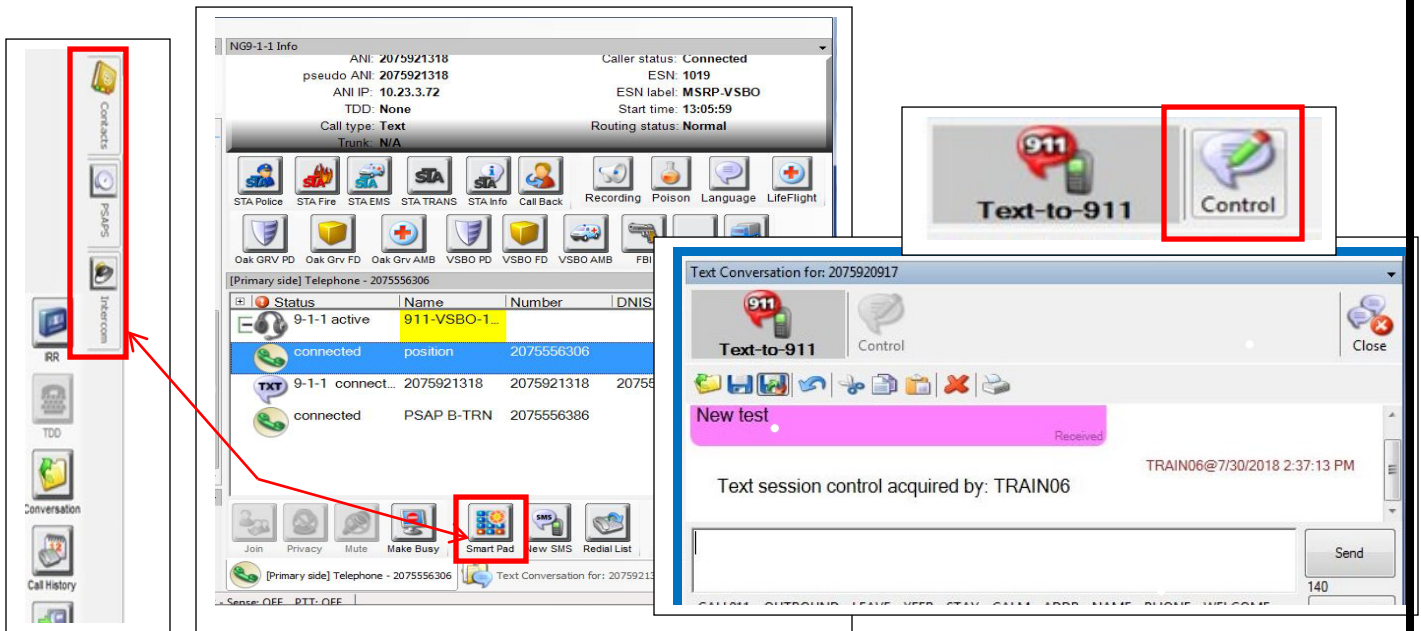
Transferring Text-to-911 calls is done within the same Data Center only. Using the standard tools, PSAP Fly-out, Contact Fly-out, Intercom Fly-out, One Touch/Speed keys, or Smart Pad you are able to transfer the text conversation to another calltaker. Remember only PSAP calltakers are able to participate in the text conversation. All voice conversations will be recorded.

When transferring the Text-to-911 conversation, the telecommunicator receiving the call will need to take control of the conversation by clicking on the "Control" button and the calltaker transferring will no longer have typing ability. Both calltakers are able to see the conversation. The voice portion (between calltakers) is still being recorded.
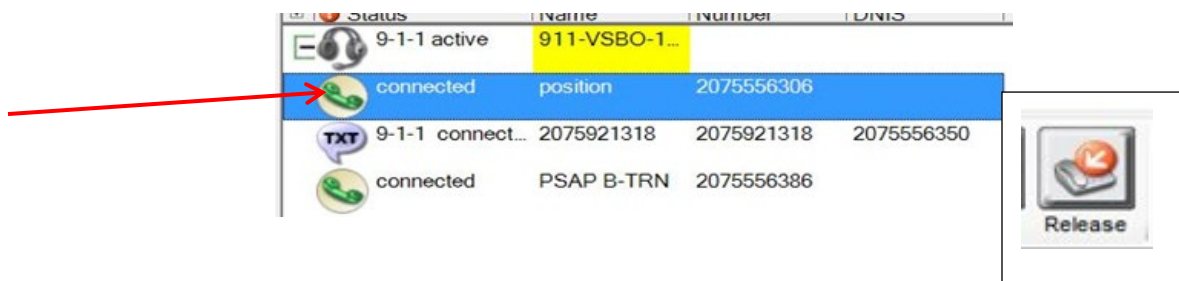
Once the original calltaker is ready to leave the conversation, click on the "Primary Side" tab, highlight the position leg and click the release button.

Review of Conversation

Using the "Conversations" button in the left navigation bar, you are able to review the Text-to-911 conversation you previously had with the caller. Note the Status column shows "Received" this will indicate the conversation was initiated by the 9-1-1 caller.

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