PERFORMANCE ALERT



Answering Text-to-911

To answering 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 to indicate this is a Text-to-911 call.



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. Using the Pre-set messages or free form typing you communicate with the Text-to-911 caller.



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When conversing with a text caller, you should not use the syntax that you use with TTY conversations such as "GA".

Close Button

The "Close" button will pause 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.

ext-to-911 Centrel	Close	[Primary side] Telephone - 207	5556312	1350 FB 1350 All	0 10	700 WIECKE				
	*	9-1-1 active	Name InterPSAP-V	Number	DNIS					
		connected	position	2075556312		[Primary side] Telephone - 2075	5556312			
	-					III 💽 Status	Name	Number	DNIS	
	Send	pau: ed	2075923111	2075923111	20	E 9-1-1 onhold	InterPSAP-V_	K		
911 OUTBOUND LEAVE XFER STAY CALM ADDR NAME PHOT						onhold		2670556312		
						paused	2075923111	2075923111	2075556386	
				5865	1					
	L	100.221 02201 0201								
						In I will be a little of the			1	

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, then click the "Sessions List". The Sessions List will display unread messages and will scroll new incoming message for your view.

By clicking on the message in the Sessions List box it will open the Text Conversation box 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 buttons, highlight the text conversation and click the "Answer" button in the lower right of the Current button.

Current Emerger	nov Calls (NG	2.1.1)						22	1		8
Current Calls Count: 2 Longest: 01	A 1:04:27	Jam Info (Thresh Count: 0 Duration: 00:00	old) :00			Statistics Count: Longest: Average:	7 01:07:31 00:19:47		-	NG9-1-1 Info ANI: 0009110900 C: Pseudo ANI: 0009110900	aller Status: Connected ESN: Not Available
Ani 0009110900 0009110900	DNIS 911 911	Caller Name 0009110900 0009110900	Call Type Text Text	Call Status Active Active	Caller Status Connected Connected	Trunk 25/0/0/21 25/0/0/22	Trunk Sta Connecter		Print	ANI IP: 10.23.6.105 TDD: None Call Type: Text Rou Trunk: N/A	ESN Label: Not Available Start Time: 15:41:06 Itting Status: Normal
		m	<u>_</u>				•			STA Police STA Fre STA ENS STA Info Cal Back Contacts Rev PSAP1 PSAP2 PASP3	Cording Language Poison LifeFlight
TDO	Loca	ation:								Text-to-911	End Session
Conversation Coll History	Oth Com Ager	er Inform ment: ncies:	ation			E	SN:			Text session control acquired by: Cheri Text session control acquired by: Scott	Scott@5/20/2016 3:30:01 PM
Log Out	Emeraer 9- Cun	I-1 9-1 ent On H	(NG9-1-1)	-1-1 9 0 Aban	-1-1 Oper 0 3 doned Act	ators			-	LEAVE MEDI XFER STAY CALM ADDR NAME EMER PHONE General Police Fire EMS I Image: Comparison of the state of the stat	140
Server: OK C	Cheri / Portlan	d_Agent Aud	io streaming: (OK JB1 - Sense	OFF PTT: OFF	JB2 - Sense	: ON PTT: C	DFF			

Once barged into the conversation 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 1 Call Taker is able to type/communicate with the caller at a time.

Note: Control button grayed out means you have typing control, bold Control button means 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 can transfer the text conversation to another Call Taker. Remember only PSAP Call Takers are able to participate in the text conversation. All voice conversations will be recorded.

When transferring the Text-to-911 conversation the user receiving the call will need to take control of the conversation by clicking on the "Control" button and the user transferring will no longer have typing ability. Both call takers can see the conversation. The voice portion (between call takers) is still being recorded.

connected position 2075556306 vor 9-1-1 connect 2075921318 2075921318 207555635	3	Number	911-VSBO-1	9-1-1 active	
9-1-1 connect 2075921318 2075921318 207555635		2075556306	position	connected	
	5556350	2075921318	2075921318	9-1-1 connect	TXT
Connected PSAP B-TRN 2075556386		2075556386	PSAP B-TRN	connected	0

Once the original Call Taker is ready to leave the conversation, click on the "Primary Side" tab, highlight the position leg and click the release button

PSAPs on Lewiston Data Center	PSAPs on Portland Data Center
Androscoggin RCC	Biddeford PD
DPS Bangor	Brunswick PD
DPS CMRCC	Cumberland RCC
DPS Houlton	Knox RCC
Franklin RCC	Lincoln RCC
Hancock RCC	Portland PD
Lewiston Auburn RCC	Sagadahoc RCC
Oxford RCC	Sanford PD
Penobscot RCC	Scarborough PD
Piscataquis RCC	Waldo RCC
Somerset RCC	Westbrook PD
Washington RCC	York PD

Review of Conversation



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

ile name	DateTime	From	Status	Message	
MS_20180918_0941.60365740	 10/3/2018 11:39:44 AM	2075923111	Received	Test emergency message	4
MC 20190025 1042 20750221	10/3/2018 11:41:06 AM	2075923111	Received	Emergency test message	
MI3_20180325_1042.20753251	10/3/2018 11:43:09 AM	2075923111	Received	Need help	
MS_20180925_1439.20759231	10/3/2018 11:45:22 AM	2075923111	Received	Test emergency message	
MS 20180925 1440.20759231	10/3/2018 11:45:50 AM	TRAIN12	Sending	WE HAVE RECEIVED A 911 CALL FROM Y	
	10/3/2018 11:51:38 AM	2075923111	Received	Hurt my leg	
MS_20181003_0847.20759231	10/3/2018 11:51:56 AM	TRAIN12	Sending	PLEASE MAKE A 911 VOICE CALL IF POS	
MS_20181003_1139.20759231	10/3/2018 11:53:32 AM	2075923111	Received	Ok will call now	
DD_20151015_1025.TRAIN-13	10/3/2018 11:54:58 AM	2075923111	Received	Hurt my leg	E
DD_20151015_1056.TRAIN-13					
DD 20161016 1060 TDAIN 12					

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

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Version 1