

PERFORMANCE ALERT



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

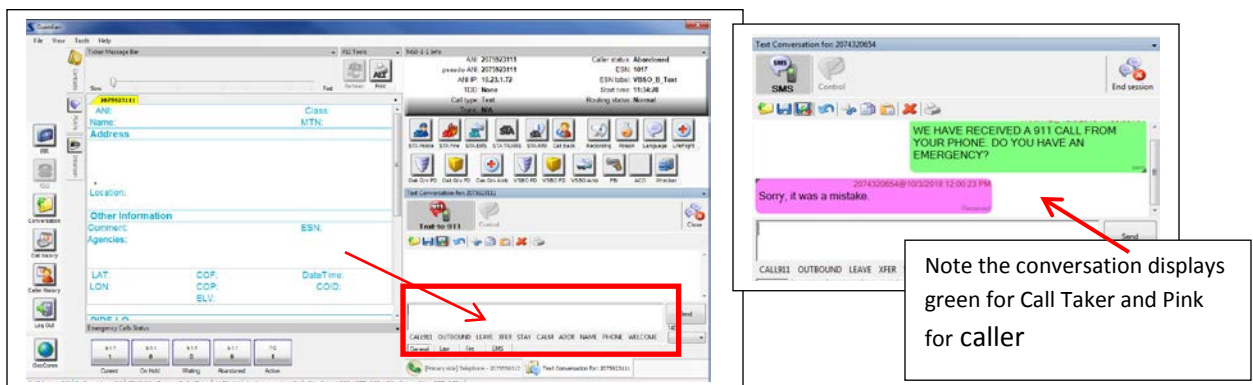
Answering Text-to-911

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

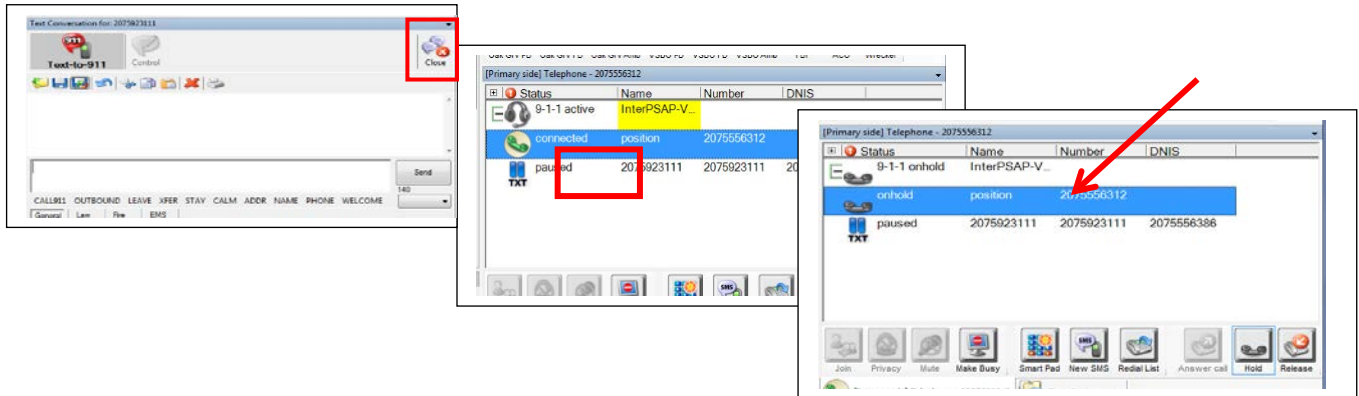
Once answered, the screen will automatically switch to the Text Conversations tab allowing the ability to communicate via typing with the Text-to-911 caller. Using the Pre-set messages or free form typing you communicate with the Text-to-911 caller.



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

Close Button

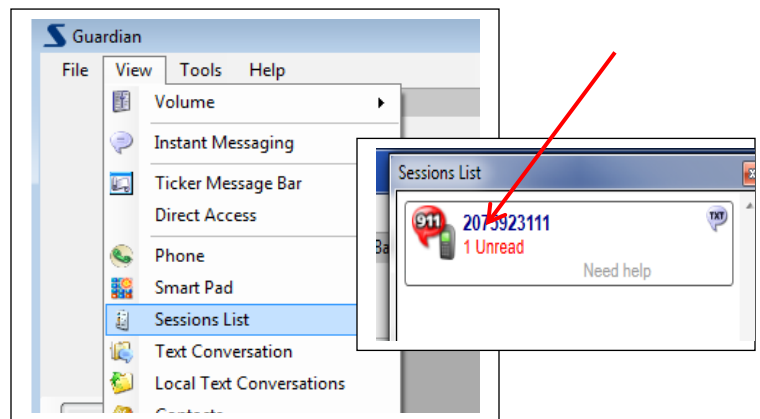
The “Close”  button will pause the conversation allowing you to place the call on Hold. You will need to click on the “Phone Side” tab to use the “Hold” button. This allows you to take additional calls at your position.



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.

The screenshot displays the Emergency Calls Status interface. On the left, a table lists current calls. A red arrow points to the selected call. Below the table, a red box highlights the 'Answer' button. On the right, the detailed view of the selected call is shown, with a red box highlighting the 'Control' button in the Text Conversation section. At the bottom, the 'Emergency Calls Status' buttons are visible, with a red box highlighting the 'Current' button.

| Ani | DNIS | Caller Name | Call Type | Call Status | Caller Status | Trunk | Trunk Sta |
|------------|------|-------------|-----------|-------------|---------------|---------|-----------|
| 0009110900 | 911 | 0009110900 | Text | Active | Connected | 25/0/21 | Connecte |
| 0009110900 | 911 | 0009110900 | Text | Active | Connected | 25/0/22 | Connecte |

Emergency Calls Status (NG9-1-1)

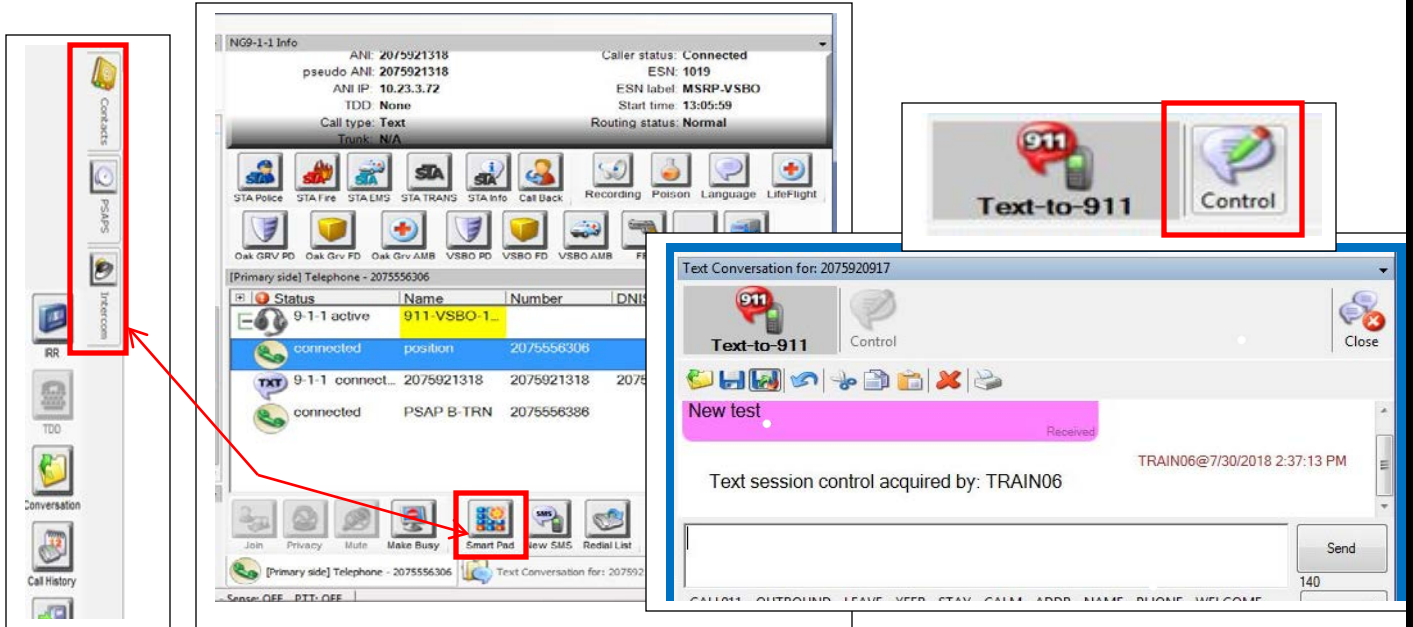
| | | | | |
|-------|-------|-------|-------|-----------|
| 9-1-1 | 9-1-1 | 9-1-1 | 9-1-1 | Operators |
| 2 | 0 | 0 | 0 | 3 |

Current On Hold Ringing Abandoned Active

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.

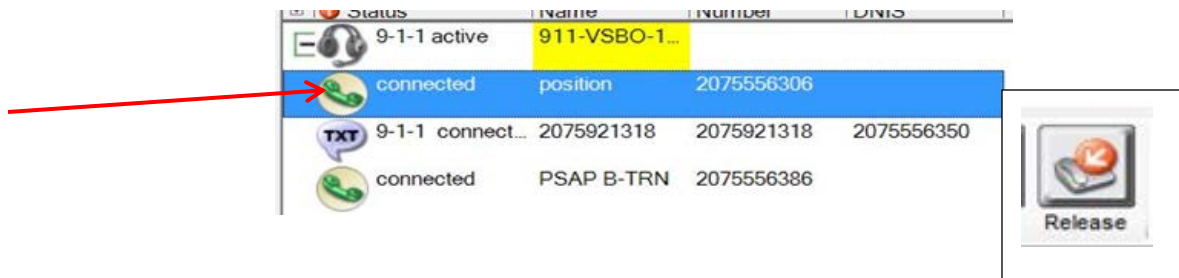
Note: Control button grayed out means you have typing control, bold Control button means you only have view capabilities.

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.



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.

| File name | DateTime | From | Status | Message |
|-------------------------------|-----------------------|------------|----------|-------------------------------------|
| SMS_20180918_0941.60365740... | 10/3/2018 11:39:44 AM | 2075923111 | Received | Test emergency message |
| SMS_20180925_1042.20759231... | 10/3/2018 11:41:06 AM | 2075923111 | Received | Emergency test message |
| SMS_20180925_1439.20759231... | 10/3/2018 11:43:09 AM | 2075923111 | Received | Need help |
| SMS_20180925_1439.20759231... | 10/3/2018 11:45:22 AM | 2075923111 | Received | Test emergency message |
| SMS_20180925_1440.20759231... | 10/3/2018 11:45:50 AM | TRAIN12 | Sending | WE HAVE RECEIVED A 911 CALL FROM Y |
| SMS_20181003_0847.20759231... | 10/3/2018 11:51:38 AM | 2075923111 | Received | Hurt my leg |
| SMS_20181003_0847.20759231... | 10/3/2018 11:51:56 AM | TRAIN12 | Sending | PLEASE MAKE A 911 VOICE CALL IF POS |
| SMS_20181003_1139.20759231... | 10/3/2018 11:53:32 AM | 2075923111 | Received | Ok will call now |
| TDD_20151015_1025.TRAIN-13... | 10/3/2018 11:54:58 AM | 2075923111 | Received | Hurt my leg |
| TDD_20151015_1056.TRAIN-13... | | | | |
| TDD_20151015_1059.TRAIN-13... | | | | |
| TDD_20160106_0950.TRAIN-13... | | | | |

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