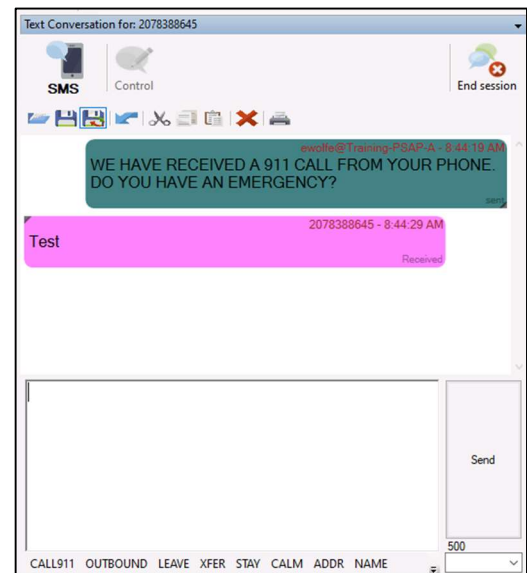# ******* Text Callback *******

The **Text Callback** button initiates an outbound text conversation to the phone number of an active 9-1-1 session. This can be useful for abandoned or disconnected 9-1-1 calls.

Placing a Text Callback

With the call still active in the Primary Telephone window:

1. Click the **Text Callback** button

   a. The Text Conversation window will populate with the callback number.

   b. Use the pre-loaded text messages or free-form text to send a message to the caller.

   c. The conversation will appear as a normal text conversation.

The original call leg (third leg) will remain in the Primary Telephone window. If the caller responds to text, handle the call as normal per your PSAP policies.