



PERFORMANCE ALERT

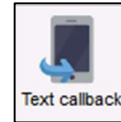
***** Text-from-911 *****

Call-takers are able to use outbound Text-from-911 to contact callers who have abandoned, disconnected, or inadvertently placed a wireless voice call to 9-1-1.

When an abandoned call from a wireless device is received at a 9-1-1 workstation, the call-taker will first attempt to return a voice call. If no reply, the call-taker may send an outbound Text-from-911 message (follow your PSAP policy).

1. Initiate a Text-from-911:

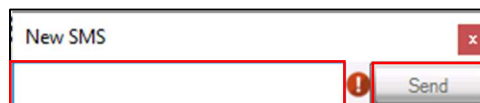
- a. If the call is still active on the screen, select the **Text Callback** button.



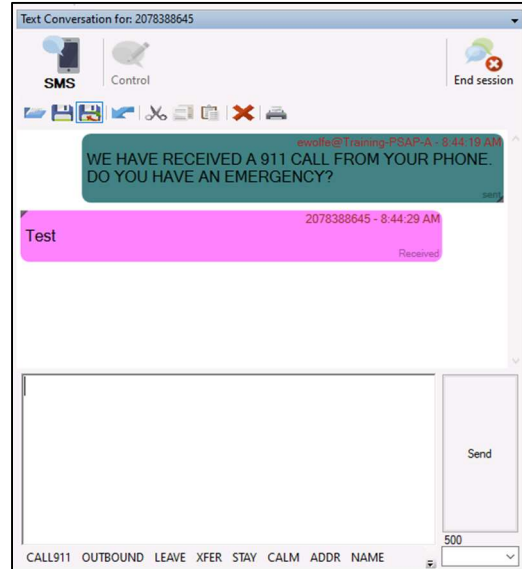
- b. If the call is no longer active (has been released), select **New SMS** from the Call Control window.



- i. A small window will open in the upper left of the Guardian screen. Enter the 10-digit telephone number and click Send.



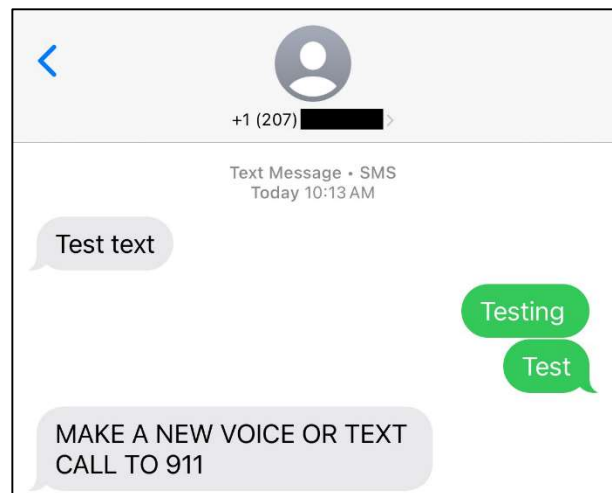
2. The **Text Conversation** window will populate with the phone number. Select the pre-programmed message or type your message in the free form space. Click Send or the enter key on your keyboard to send the message.
3. If the caller responds to text, handle the call as normal per your PSAP policies.



Disconnecting Text-from-911 Conversation

When the text session is completed, click the **End Session** button in the upper right of the Text Conversation window. This will end communications between you and the texter. You will need to initiate a new session to re-contact that cell phone.

If the caller tries to text again, they will receive a message stating: "Make a new voice or text call to 911."



Contact the FERC with any issues **1-866-984-3911**