

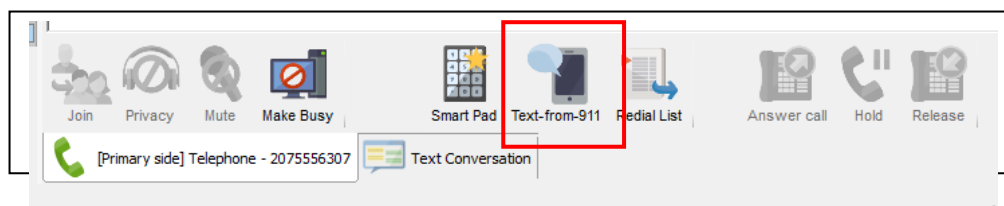
***** **Text-From-911** *****

Text-from-911

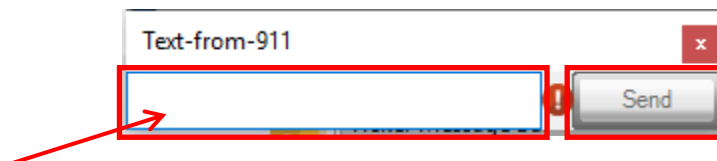
Call-takers are able to use Outbound Text to contact callers who have abandoned, disconnected, or inadvertently placed a wireless voice call to 9-1-1.

When an abandoned/hung up 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 message. (follow PSAP policy)

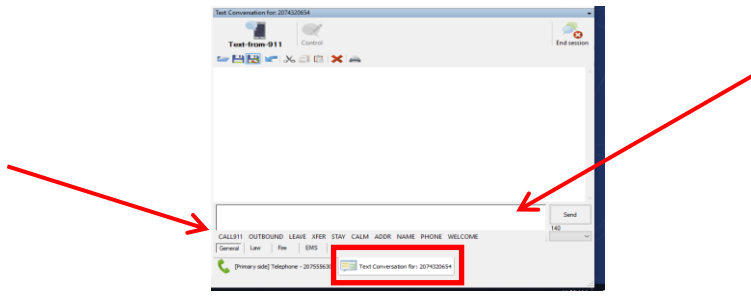
To activate outbound text, click on the Text-from-911 button in the call tools on the Guardian screen.



A small window will open in the upper left of the Guardian screen. Enter the telephone number you are texting and click Start. (10 digits within Maine & outside of the 207 area code.)



The Text Conversation window will open the Text Conversation tab on the right side of the Guardian screen. Select the pre-programmed message or type your message in the free form space. Click "Send" or the "Enter" key on your button to send message.

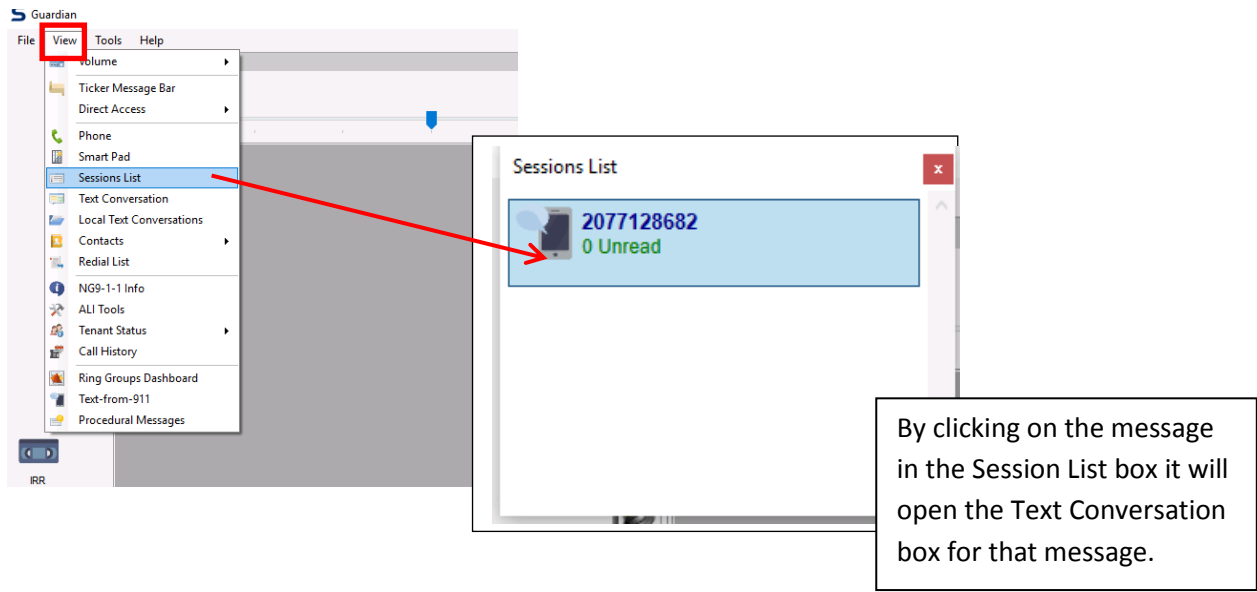


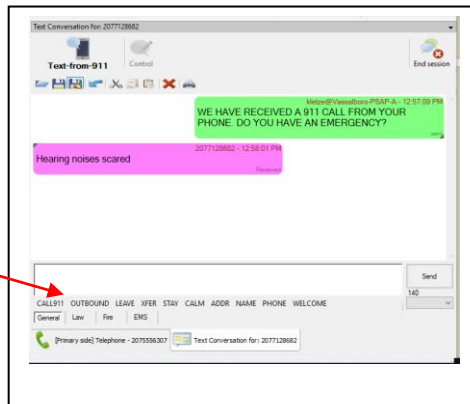
Be prepared to reply to a return text if the caller replies immediately to this text. Some examples of pre-programmed messages are:

- “Outbound” – We have received a 911 call from your phone, do you have an emergency?
- “ADDR” - What address to send help?

Sessions List

The “Sessions List” gives the ability to monitor SMS conversations when not on the **Text Conversation** tab. Click “View” from the system menu in the upper left of the Solacom Guardian screen, and then click the “Sessions List”. By clicking on the message in the “Session List” box it will open the Text Conversation corresponding to that message.

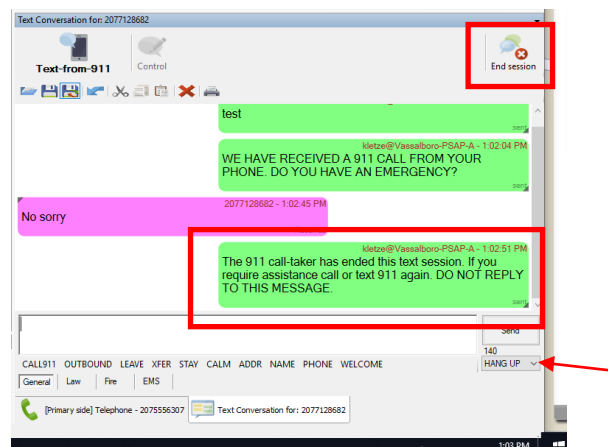




You are now able to continue the conversation. By using the Session List you have the ability to take a call while still communicating via SMS.

Disconnecting Text-from-911 Conversation

Prior to disconnecting your conversation select the “Hang-up” preset message letting the individual know communications are being terminated. The hang up message is located in the additional messages under the drop down arrow at the end of pre-set messages.



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

You are able to have a Text-From-911 conversation open while waiting for responses from the call. If no communications are received after about an hour, be sure to “End Session” and not leave the communication open unnecessarily. Use the “Session List” to visually see communication if they come in.

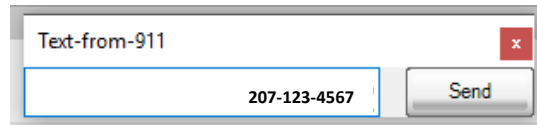
Barge-In Text-from-911

You have the ability to Barge-In to an existing Text-from-911 conversation. Click on the **Text-from-911**

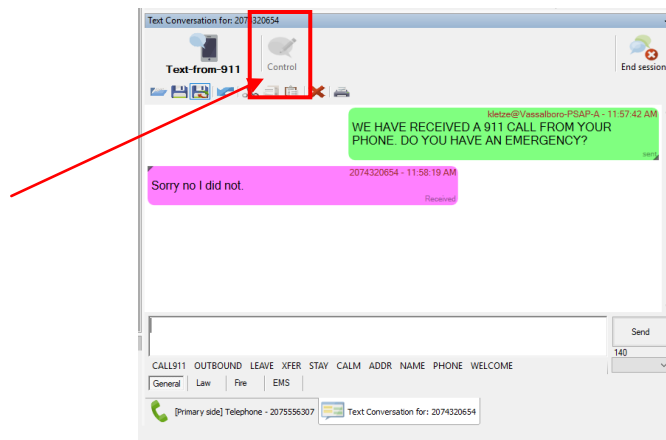


button in the tools bar.

Enter the cell phone number of the existing conversation you are barging into.

A screenshot of a software window titled "Text-from-911". It features a text input field containing the number "207-123-4567" and a "Send" button to its right. There is a close button (X) in the top right corner of the window.

You will be able to view the existing SMS conversation; however, you will not have the ability to participate in the conversation until you gain control of the call. Only one call-taker is able to communicate with the caller at a time.



To gain the ability to type/communications in the Text-from-911 conversation you need to use the Control



button. The Control button switches typing control from one call taker to another call taker that are included on the same cell conversation.

When the text session is completed you will click on the "End Session" button in the upper right of the Text Conversation window. This will end communications between you and the caller.

WARNING: Once you "END SESSION" you will not receive any replies from the text caller.

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