**Connecticut NG911 VIPER**

**Text-to-911 Calls**

**Quick Reference Guide**

**ANSWER CALL** connects you to an incoming text call. Once answered, the OWN button lights up green.

- Click on the ringing text queue button ~or~
- Press F1

(Note: If a 911 text call comes in at the same time as an administrative (Admin) / routine call, 911 calls (voice or text) take priority and are presented first.)

To manually override the call priority feature and connect to a specific incoming call

- In Active Calls tab, Call State column, double click on RING for the call you wish to answer

To answer another call while busy on a call

- Click on the ringing queue button ~or~
- Press F1

(Note: The current call will automatically be placed on HOLD.)

**RESPOND TO A TEXT CALL**

The Text Conversion Panel opens when you answer an active text call or retrieve it from hold.

- Click on a pre-defined question from the drop-down list ~or~
- Type your text message using the Text Entry box
- Press Enter or click SEND

(Note: Messages from the caller appear in yellow. Messages you send appear in white and are indented to facilitate reading the conversation transcript in the Text Conversation Panel.)

**RTX ALI / REPEAT ALI / REBID ALI**

refreshes the ALI look up for the current call. The coordinates for an existing cellular call will be repositioned. Allow the mapping screen to refresh before clicking again.

- Click on RTX ALI / REPEAT ALI / REBID ALI

**RELEASE A CALL**

Once a text call is handled, it must be released.

- Click Release ~or~
- Press F8

**HOLD** allows you to put a 911 Text call on hold. Only the position which put the 911 Text call on hold can retrieve the call.

To Hold a Call

- Click on HOLD ~or~
- Press F6

(Note: No Hold message is sent. When a new text is received from a text caller on hold, a red bubble shows in the Calls List. The number indicates how many messages they have sent.)

To Toggle between Held Calls

- In Text Conversation Panel, double click on conversation you wish to retrieve. Any messages sent while on hold are presented.

To Return to a Held Call

- In Active Calls tab, Call State, double click on IHLD for your held call you wish to retrieve. Any messages sent while on hold are presented.

**ANI HISTORY** information is available for calls taken by any station at your PSAP. Use this to view a text transcript.

- Click ANI HISTORY tab
- Scroll to find desired call
- View information or double click under HINTS to view transcript in text panel

**911 TEXT TRANSFER** sends the full transcript to another PSAP.

To transfer a text call to another PSAP

- Click on a pre-defined PSAP from the drop-down list ~or~
- Using the Text Entry box, type #T followed by the PSAP keyword name (see handout)
- Press Enter or click SEND

(Note: If the transfer was successful, you will receive a system message letting you know the text has been transferred. If the transfer is not successful, you will receive an error message. **If you release the text message before the text is transferred, the text message is terminated.)

**911 TEXT TRANSFER (cont.)**

- When the remote PSAP answers you will see their response preceded by PSAP:
- Click Release to remove yourself from the call. It is now transferred.

You can text privately with the other PSAP

- Using the Text Entry box, type #P followed by your message and press Enter or click SEND

(Note: Each private message MUST be preceded with #P.)

**VOICE CONFERENCE WITH ANOTHER POSITION AT YOUR PSAP** allows you to talk with another position at your PSAP while continuing your text conversation.

To conference another position at your PSAP with a text call

- Initiate the conference either using an agency button, list entry or manual conference
- The second call taker clicks on the Text button on their status bar to open their text panel
- Only one call taker can text the caller at a time. To take control, the second call taker clicks the Own Button.
- Click Release or press F8 to remove yourself from the conference

(Note: When the first call taker releases themselves from the conference, the second call taker will automatically gain ownership and be able to text the caller.)

**VOICE CONFERENCE WITH TEXT CALL** allows you to talk with an outside agency while continuing your text conversation.

To conference in another agency with a text call

- Initiate a conference either using an agency button, list entry or manual conference
- Relay information as needed
- Click the red X Cancel Conference button in the Telephone Module to end the conference ~or~
- Click Release or press F8 to end the call

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