

Name: _____

Date: _____

TEXT TO 9-1-1

1. Which environment does Connecticut utilize for the text to 9-1-1 to come through?
 - a. MSRP **Answer: CT uses MSRP (A)**
 - b. RFAI

2. When a text message is received what color is the bubble that the message is received in?
 - a. _____ **Answer: Yellow**

3. When a dispatcher sends a response to the party texting, what color is the bubble indicating it is coming from the PSAP?
 - a. _____ **Answer: White**

4. If another text call comes in while you are on a text call and you answer it, what happens to the first text call? What should you advise the caller you are about to leave?

- a. _____

Answer: The first caller gets put on "hold" – We need to advise they are going to hold.

5. How do you transfer a text call to another PSAP – List the steps – use more lines if needed.
 - a. _____
 - b. _____
 - c. _____
 - d. _____
 - e. _____

Answer: Most important that they type in #T Viper (and number of the PSAP) this is done in Text panel and tell them too!

6. In text messages, what does the call list display?
 - a. _____

Answer: Call List displays phone # for active text messages.

7. The NEW column will indicate what when the texter sends a message while on hold?
 - a. _____

Answer: New column will indicate if texter sends message while on hold.

8. Can you send free format messages?
a. YES **Answer: Yes**
b. NO

9. How would you easily identify a text call in the Released call panel?
a. _____
Answer: Hint column populated text.

10. How would you determine/identify if a text call you have on hold has sent another message?
Answer: In text conversation panel red button next to held Call indicates # of messages sent by held caller (located in New Column).

11. You can toggle between active & held calls by double clicking the text you wish to take off hold and the active text will be automatically placed on hold.
a. True **Answer: True**
b. False

12. You are able to barge-in on, listen/join on a text session being handles by another dispatcher/call taker.
a. True **Answer: False**
b. False

13. As soon as you make the transfer you can terminate the call. Explain your answer true OR false.
a. True
b. False

Answer: False – until you have received the system message that you successfully transferred do not terminate call.

14. Private messages between the PSAP's are acceptable and important. How do you ensure that the message is private between the PSAP's?

Answer: Type in #P, this ensures it is private.