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 / REPEAR 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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