

## Text to 9-1-1 Quick Reference Guide

VESTA® 9-1-1 Release 7 Text to 9-1-1

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### Text Calls

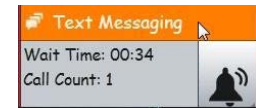
#### Voice and Text Call Differences

- Voice and TEXT calls are “Separate but Equal.”
  - Call takers can process a voice call and text calls simultaneously, although some sites may choose to have a call taker handle only textcalls.
  - Voice calls use a Selective Router or ESInet to get ALI information, and text calls use the TCC (Text Control Center).
  - Location Information will take up to 30-45 seconds, dependent on the ALI provider, to arrive on the CID ALI screen.
  - Text calls are answered by clicking on the Text Queue or the call in the Text Calls Window.
  - Text calls can only be transferred within the hosted system using the “Text Call Transfers” button. Sites must process the text call and relay any pertinent information as needed to regular voice contacts such as Language Line, etc. Callers must call 9-1-1, if possible, to be transferred directly to those agencies.
- Text calls may not be required to send Phase 2 information. However certain phones or network combinations will provide more accurate data at times.
- There is no “Print” feature at this time. The ECaTS reporting system can be used to retrieve text data.
- ALI/ANI data should flow to your CAD system for text calls in the same manner as it does for voice calls. The content of the text conversation will not.

### Text Calls

#### Answering a text call

- From the Text Message call appearance Click on the colored title bar. Optionally, click the bell icon. Clicking on this icon will open the menu option “pickup”. Click on pickup.



- Alternatively, from the **Text Calls** window, double-click on the call that you want to answer, or select the call and click “Pickup.”



- The call will appear in the **Text Conversation** window.

#### Texting with the Caller

- Use pre-scripted messages by first choosing the most appropriate tab and then double-clicking on the message you want to text.
- If not all messages are visible, you can expand the window by dragging up the top of the messages or use the scroll bar to see more messages.
- If the pre-scripted messages do not meet your needs, you can type in the text window and use the “Enter” key or click “Send” when ready.

## Text Calls

### Repeat Text Calls

1. Text from the same number after the conversation has been released or timed out will appear as a new text call.
2. The new text call will have a dotted line with the time the current call has started with the new message below the line and the previous conversation above the line.
3. If the text call is transferred, the call taker's name will appear with the prior text conversation.
4. The prior conversation must be within 60 minutes of the new call for this to occur.

### Ending a Text Conversation

1. End a text conversation by Click "Release" to end a text conversation on the **Text Conversations** window.
 

*Important: You cannot initiate a text back to the text caller after you have released the call. Recommend that the call only be released after responders have arrived on the scene.*
2. The text call will release automatically after 20 minutes on its own, if there is no activity. If you want to keep the call active longer, or if a caller receives a timeout message, text the caller to restart the call. If you need to release it prior to that, click "Release."
3. A released text call will remain in the Text Conversations window until it is closed.



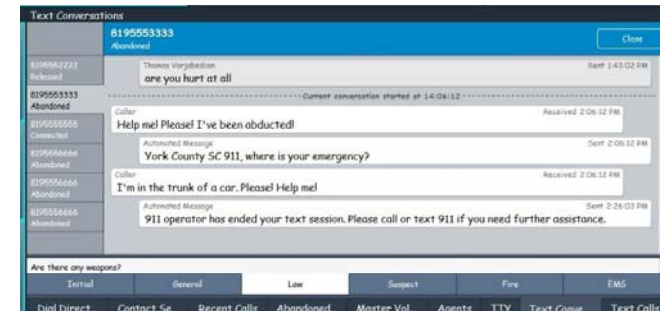
4. There is no limit to the number of released calls. A scroll bar will appear to scroll among calls with the newest calls at the bottom.
5. Text calls must be released before the operator can log out of Vesta9-1-1.

## Text Calls

### Abandoned Text Calls

#### Calls will abandon after 3 minutes

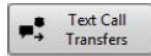
1. Click on the Abandoned Text Queue on the text tab or double-click on the text call in the Text Call window to bring the call into the Text Conversations window. You will see a blue banner as well as an 'Abandoned' text prompt to indicate it is an abandoned call.
2. If the person texts back after the abandoned call has been acknowledged, a new call will be created with the conversation thread of the Abandoned call.
3. You will not be able to initiate a text back to the caller.
4. Respond to the caller per your local agency policy on abandoned text calls.



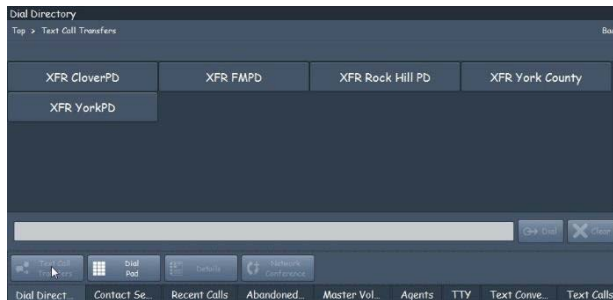
## Text Calls

### Transferring a Text Conversation

1. Text calls can only be transferred within the system using the "Text Call Transfers" button. The call taker must process the text call and relay any pertinent information as needed to regular voice contacts such as Language Line, etc. Callers must call 9-1-1, if possible, to be transferred directly to those agencies.



2. [Image] be transferred to other agencies on the system with the conversation thread.
3. A call may be transferred back into the text queue for another call taker within the PSAP. For instance, if the original call taker has gotten too busy to handle the text call, needs a Spanish speaker, needs EMD, or needs to log off of the phone system.
4. The call taker who receives the transfer will see the text conversation thread of the call, including the call taker's name. **The call taker's name is not delivered to the caller.**



5. Transfer calls cannot be abandoned because they have already been handled by the system.

## Text Calls

### Transferring a Text Conversation (continued)

6. To transfer a text call:
  - a) Click on Dial Directory.
  - b) Click on **Text Call Transfer**.
  - c) Click on your PSAP text queue to transfer the text conversation to another call taker

OR

Click on another agency's queue to transfer the text conversation to another Agency. The text conversation thread will be visible to the transferred agent

*A text call can only be transferred to another agency on the same Vesta host system.*

7. Comply with local policy regarding blind transfers to ensure receipt of the transfer by the other agency.

### Recent Text Calls Window contains the Text Call Information excluding the conversation

1. Text calls are denoted by the callout bubble icon on the left side of the window.
2. Agents can initiate a voice call back to the caller from this window, but should use caution if the caller is in a dangerous situation

