

Section 6.11: Text-to-911

The Vesta terminals cannot initiate text conversations, they can only receive them. The terminals allow for simultaneous handling of voice calls and text calls. The 911 text line has a different ringer than the other two 911 lines, and will ring for 5 minutes before becoming abandoned. After a text call is picked-up, there is a tone for each subsequent message.

The Text Conversations window is used for responding to 911 text calls. The window can only be used after a text is answered from the text line within Shared Call Appearances, and it will open automatically. ANI/ALI will appear in the CID window as normal.

For an active text, the bar at the top of the window will appear green, display the caller's number, and show the status as "Connected". At the end of this same bar, there is a "Release" button, only to be used once the text call is completed.

Underneath this bar, a window will open and display messages between the caller and dispatcher. All previous messages within the past hour will be transferred from the primary PSAP to UEMS and will be visible in this window; likewise, if the text is transferred to another agency from UEMS, that agency will receive the entire text conversation from the past hour.

At the bottom of the messaging window, there is a text box used for free-typing as well as preprogrammed responses. Keep in mind while free-typing that many phone carriers have limits on the amount of characters per message. "Send" and "Clear" buttons are located to the right of the text box. The preprogrammed questions/responses are found within multiple tabs at the bottom of the Text Conversation window; these responses include General Questions, Entry Questions, Key Questions, PDIs, and Caller Safety. At the end of this bar, there is a "..." button which provides minimal questions in Spanish. By selecting a preprogrammed response, the message will appear in the text box and will be sent only after hitting "Send"; double clicking on a preprogrammed response will automatically send the message to the caller.

There is a "time-out" timer with text calls that lasts 20 minutes. After 20 minutes of inactivity, the text conversation will be released and any future messages from the caller will be routed to the primary PSAP again.

Once a text call is released, you cannot initiate a text conversation with that caller. A text call should only be released once the crew has called "Patient Contact". If you need to contact them again, you will have to call their number via 845-1525. However, if the disconnected caller texts 911 again within 1 hour, the previous conversation will be shown again.



Answering and Releasing 911 Text Calls:

To answer an incoming 911 text:

1. Use the expander on the line ringing and select “pick-up”.
2. Hit the orange bar at the top of the line ringing.

To release a 911 text:

1. Select the “Release” button in the top right hand corner of the Text Conversations window.
2. Use the expander on the active text and select “release”.

The Genovation keypad and Multi Calls button are NOT compatible with text calls. You cannot use the keypad to answer, release, or transfer a text

Text Call Transfers:

To transfer an active 911 text, open the Dial Directory window and select the button “Text Call Transfers” from the bottom tool bar. Only agencies with text-to-911 capabilities will appear in the Dial Directory window. After selecting the tile of the desired agency, the text will transfer and no longer be active on the UEMS terminal.

Abandoned Text Calls:

The 911 text line will ring for 5 minutes before becoming abandoned. Once a text is moved to the abandoned line, it cannot be picked-up. The dispatcher should then make three attempts to call the phone number. Refer to the abandoned calls procedure in *Section 6.12: Abandoned Calls*.