



Section 6.16: Answering and Releasing 911 Calls

To answer an incoming 911 call:

1. Hit “answer” on the Genovation keypad, which is the preferred method.
2. Hit the red bar at the top of the line ringing.
3. Use the expander on the line ringing and select “answer”
4. Use the Multiple Calls Appearance.

When answering a 911 call, the dispatcher should say: “University EMS, what is the exact location of your emergency?”

To release a 911 call:

1. Hit “REL” on the Genovation keypad.
2. Use the expander on the Personal Call Appearance and select “Release”.
3. Use the “Release” button in the bottom left hand portion of the screen.

When releasing an emergency call, the dispatcher should ensure the caller has disconnected first unless there is reason for an urgent disconnect. If the caller needs to be called back, either because more information is needed or the caller disconnected before all information was obtained, simply hit “Call Back” on the Genovation keypad to call back the most recent 911 call, or go to the “Recent Calls” window and select the desired inbound 911 call and redial.