

### Section 6.17: Placing 911 Calls on Hold

If multiple calls are received while only one dispatcher is available, then calls may need to be placed on “hold”. It should be noted that calls should never be on hold for longer than 10 seconds unless under extenuating circumstances.

There are two ways to place a call on hold:

1. System Hold: This places the call on hold but allows a second in-service terminal in the system to take the call off of hold. When the caller is placed on system hold, they will hear a hold tone. To place a call on system hold, either push “Hold” on the Genovation keypad, select the “System Hold” button in the bottom left portion of the screen, or use the expander on the Personal Call Appearance and select “System Hold”.
  - a. It should be noted that conference calls and console-to-console calls cannot be placed on system hold.
  - b. Call takers can place multiple calls on system hold.
  - c. This will be the preferred method of placing 911 calls on hold for our agency.
2. Local Hold: this places the call on hold but only the call taker that placed the call on hold can retrieve the call off of hold. To place a call on local hold, use the expander on the Personal Call Appearance and select “local hold”.
  - a. This method is not the preferred method and should never be used for a 911 call.