

Section 6.5: 911, Callback, and Personal Call Lines

Call lines allow a call taker to answer, place, and act on administrative/911 calls. There are three types of lines: 911 Call/Text, Callback, and Personal Call Lines.

911 Call Lines:

The 911 Call Lines are the four 911 lines found in the upper portion of the screen. The top two lines will ring with any incoming 911 calls and appear red in color. The third line will ring with any incoming 911 texts; the fourth line is used for any texts that have been abandoned. After a call is picked up on the 911 Call Line, the call will appear green in color and take up a Personal Call Line, where the call is handled.

The expander in the bottom right corner of an incoming call will allow you to take action:

1. **Answer:** If the 911 call has not been answered by another dispatcher on another terminal, then the expander will show “answer” as the only option.
2. **Join:** If the 911 call has been answered by another dispatcher on another terminal, then the expander will show “join” as the only option.

If you are the one that answered the call, then there will no longer be an expander available.

Callback Lines:

The Callback Lines are used when the specific terminal phone number is dialed, not 911. Typically, this occurs due to telemarketers attempting to contact the terminals. The incoming call will appear blue/purple in color and have a different ringer than an incoming call in a 911 Call Line. This call should be answered with the standard 911 greeting (“University EMS, what is the exact location of your emergency?”). In most cases, the caller will hang up immediately, but if they don’t, politely explain that these phone numbers are assigned to 911 terminals and are only used for emergency call-taking.

Personal Call Lines:

The Personal Call Lines are the calls that you are currently handling. You can take up to three personal calls at one time. Any time you add another agency to a 911 call, you are using a separate Personal Call Line (Ex: if you answer a 911 call and add UPD to the call, you are using two of your three personal call lines). After you answer a call from the 911 Call Line, the Personal Call Line is connected and all call handling functions become available.

The expander on Personal Call Lines will allow you to take action on any call you are currently on:

1. **Local Hold:** See *Section 6.17: Placing 911 Calls on Hold*
2. **System Hold:** See *Section 6.17: Placing 911 Calls on Hold*
3. **Release:** See *Section 6.16: Answering and Releasing 911 Calls*
4. **Flash:** See *Section 6.18: Transferring 911 Calls*