



Section 6.6: Multiple Call Appearance (MCA)

This appearance, “Multi Calls”, is found in the bottom left hand corner of your screen. MCA displays the call count and the wait time of the oldest call for individual 911 queues. When you answer a call on an MCA, the call moves to the Personal Call Line where you handle the call. When there are no more calls in the queue, the MCA returns to its idle state.

To answer the longest ringing call on the MCA, click “multi calls” at the top of the MCA.

By simply clicking “answer” on the Genovation keypad, you will answer the longest ringing call on the MCA; this means that you will answer the longest ringing 911 call over a new incoming 911 call.