

## Silent Calls

Supersedes: 06-30-97

Effective: 07-19-98

1. If, upon receipt of a call via the E 9-1-1 system, the caller does not respond verbally, the telecommunicator will then begin to process the call as a silent call.
  - 1.1. Enable TTY by clicking on the TTY Icon. The first TTY greeting message will be sent, "9-1-1 nd polce fire ambulance q ga".
  - 1.2. If there is no response, the telecommunicator shall send the message a second time by "double clicking" on the pre-programmed greeting.
2. Having determined that the call can not be processed as a TTY call, click the TTY disable button to come out of the TTY mode and reestablish voice path.
3. The Telecommunicator will continue to process the call for those individuals who may have called 9-1-1 with the ability to hear but without the ability to speak.
4. Verbally advise the caller: "if you need the Police, Press "1" on the touchtone pad; Fire, Press "2"; and ambulance, Press "3". Monitor the ALI screen for digits to appear on the display.
  - 4.1. If no response, repeat the request once more. If there is still no response, process the call as UNKEMS.
  - 4.2. If you receive a response to this request, confirm the indicated response by having the caller enter the response again via the keypad.
5. Upon confirmation of assistance needed at the location, the telecommunicator may ask additional questions in a "yes" or "no" format by utilizing a "4" for yes and a "5" for no.

1= Police, 2= Fire, 3=EMS, 4=Yes, 5=No