******CONTACT LIST FLY-OUT AND SEARCH FUNCTIONALITY******

Contact Search:

1. Place the cursor on the Contacts Fly-out
   a. The initial view presents an alphabetical list of all numbers.
   b. The Classification drop-down narrows the search to a specific group of numbers.

2. Click the Classification drop-down. For example; selecting PSAP by Town, will only return numbers related to PSAPs
3. Click **PSAP BY TOWN**

![Image of PSAP BY TOWN interface]

a. The list is now limited to PSAPs by town

b. Once you select the classification, you can further narrow your search by entering the name of the town in the **Search** field

4. Enter the letter **A** in the **Search** field

![Image of PSAP BY TOWN interface with 'A' in search field]

a. Each additional character you enter may decrease the amount of returns that meet the criteria.
5. Enter the letter C in the **Search** field

![Image showing search field and contacts window]

   a. The search has returned a single entry.

   **NOTE:** For PSAP’s handling multiple ESN’s check that you have selected the correct contact for the agency handling that jurisdiction.

6. Click on the **Conference** button to add Acton-PSAP into the call. Do not use the “Quick Transfer” button; this will take you out of the call when the receiving party answers the call.

   a. If you need to speak to the Acton-PSAP *first* before bringing the caller into the conversation, click on the **Call** button instead. You then will click the **Join** button, located in the **Call Tools**, to bring the caller into the conversation

**Re-Sizing the Contacts fly out Window**

The **Contacts fly out** window can be expanded:
Re-sizing the window:

- Place your cursor over the right side of the box
- Activate the double-arrow
- Right-click and drag the line to the desired window size
- Adjust the columns to the desired width

Closing the “Contact” fly-out window

1. After placing a call using the “Contact” fly-out the window will automatically close. You may also click anywhere in the Guardian screen or click on the “close” button to close the window.

Please contact the Emergency 9-1-1 Center 1 (866) 984-3911 with any system issues.