Outbound Texting

**Outbound Text:** Call-takers will use Outbound Text to contact callers who have abandoned, disconnected, or inadvertently placed wireless voice calls to 9-1-1.

When an abandoned/hang-up call from a wireless device is received at an NG 9-1-1 workstation, the call-taker will first attempt a return voice call. If there is no reply, the call-taker may send an Outbound Text.

To activate outbound text, click on the **New SMS** button in the call tools on the Guardian screen.

A small window will open in the upper left of the Guardian screen. Enter the telephone number you are texting and click Start. *(10 digits only)*

The Text Conversation window will open in the **Text Conversation** tab on the right side of the Guardian screen. Select the pre-programmed message or type your message in the free form space. Click **Send** or the enter key on your keyboard to send message.
Be prepared to reply to a return text if the caller replies immediately to this text. Some examples of pre-programmed messages are:

- “Outbound” – We have received a 911 call from your phone, do you have an emergency?
- “Call 911” - Please make a 911 voice call if possible.

When the text session is completed you will click on the End Session button in the upper right of the Text Conversation window. This will end communications between you and the text cell phone.

**WARNING:** Once you “END SESSION” you will not receive any replies from the text cell phone.

**NOTE:** You have the ability to take a voice call on the phone tab at the same time you are texting with a cell phone. You will need to toggle between the tabs for each function.

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