



Call Handling Equipment Light Tower

The North Central Texas 9-1-1 (NCT9-1-1) Call Handling Equipment has an integrated light tower located at each Public Safety Answering Point (PSAP). The light tower is installed to help keep PSAPs informed of the status of the network at their PSAP and neighboring PSAPs (if the light changes due to a neighboring PSAP, then it is possible their calls have been routed directly to the PSAP where the light tower is located.)

The light towers will display different colors for different reasons:

- **GREEN:** The NCT9-1-1 network is running as expected at the PSAP where the light tower is located
- **GREEN** and **AMBER:** The NCT9-1-1 Network is running as expected at the PSAP where the light tower is located, however, one or more neighboring PSAPs may be experiencing a network related event. This could cause the neighboring PSAPs calls to be rerouted to the PSAP where the light tower is located.
- **RED** and **AMBER:** The RED light indicates the NCT9-1-1 network for the PSAP where the light tower is located is down. The AMBER light (when accompanied by RED) indicates the PSAP cannot reach neighboring PSAPs.
- **GREEN** and **BLUE:** The blue light, accompanied by the green light, is an indicator of system or network maintenance being performed at the PSAP where the light tower is located.



It is possible to have a light tower color remain green, even with an issue present. When this happens, the NCT9-1-1 network is working properly, but 9-1-1 traffic is not able to flow into the PSAP. This is a higher-level issue with a provider network.