

SOLACOM GUARDIAN CPE 9-1-1

STUDENT GUIDE



Learning Objectives

Unit 1.0 Guardian CPE Basics

The student will summarize basic customer premise equipment procedures and become familiar with the Guardian interface.

- 1.1. The student will identify the methodology of CPE Login/Log-out.
- 1.2. The student will recognize login verification.
- 1.3. The student will identify all current calls at a position including active calls, calls on hold, disconnected calls, and ringing calls.
- 1.4. The student will recognize how each GUI component aids in call delivery.

Unit 2.0 Call Handling

The student will practice call handling procedures including answer, transfer, and release of incoming emergency and administrative calls.

- 2.1 The student will identify the Position Numbers and use.
- 2.2 The student will identify the ALI Screen and tools associated.
- 2.3 The student will recognize 911 Transfer Buttons.
- 2.4 The student will describe the Answer and Release Call Icons.
- 2.5 The student will identify the Call Status Icons.
- 2.6 The student will recognize the Volume Meter and describe the use of Volume Control between headset and speakers.
- 2.7 The student will describe the Active Call Screen, Call Legs, Call Status, and Call Handling.
- 2.8 The student will define Abandoned Emergency Call function and protocol.
- 2.9 The student will recognize the process of Communicating with Text.
- 2.10 The student will describe the process of Communicating with TDD.
- 2.11 The student will recognize the Contacts Window and its usage.

Unit 3.0 Call Tools

The student will recognize the additional call tools available in Guardian for successful presentation of emergency and administrative calls.

- 3.1. Student will be able to describe Ticker Messages.
- 3.2 The student will identify the functions and benefits using the Redial List.
- 3.3 The student will explain the benefits of Call History.
- 3.4 The student will explain the benefits of Caller History.
- 3.5 The student will outline the components of IRR and how to retrieve Call Recordings.
- 3.6 The student will identify the Smart Pad and its usage.
- 3.7 The student will locate the MUTE and HOLD tools and describe their use.
- 3.8 The student will identify resources and Website Links to enhance knowledge.
- 3.9 The student will describe the importance Password security and liability.
- 3.10 The student will identify the Genovation Keypad and describe its use.

Unit 1.0 Guardian CPE Basics

1.1. Login/Log-out.

Log-in: Double-click the Guardian icon on the desktop. Enter your Login Name and Password. (Login Name and Password fields are case sensitive) Click Log in.

Log-out: Click the Log Out button in the layout and click Yes in the confirmation dialog box displayed.

1.2. Login verification

Once you have logged in, verify three condition of the application to ensure the answering position is operational.

1. Phone Connection title displays a “phone” number.
2. NG9-1-1 Info must NOT have “Busied Out” displayed.
3. Status bar MUST state “Primary: OK” and/or “Secondary: OK” and “Audio Streaming: OK”.

Tip/Recommended steps: Busied out-try to disconnect and reconnect the headset from the jack box. Missing phone number – try to log out and back in to Guardian. Status bar – contact PSAP support of NCTCOG.

1.3. Current calls including active calls, calls on hold, disconnected calls, and ringing calls.

After log-in and verification, you will check the active call box located on the top right of the GUI screen. This will allow you to see all calls that are incoming or active.

1.4. GUI Components (See Attached GUI Printout)

Unit 2.0 Call Handling

2.1 Position Numbers

The number of positions listed on the top left of your screen depends on the number of positions in your PSAP. The position you are working will not be listed here. This will be the only missing position number from the list. The **Position numbers** allow you to connect with other positions in your PSAP. Position numbers allow you to make a direct call, transfer calls, and conference another position on to your active call. These position numbers are active one click icons.

2.2 ALI Screen and Tools

ALI Tools are a set of buttons used to interact with the displayed ALI information. These are the tools located at the top of the ALI module.

Refresh – update ALI that is displayed during the call.

Manual – retrieve ALI for a manually entered phone number. Only land-line phone numbers including the area code can be queried. Click *Close* to remove the query from the *Caller information* window.

Print – send ALI corrections to a preprogrammed email recipient.

Close – clears the Caller information window when ALI from last call answered is enabled.

Caller Information – When there are multiple calls that have been answered, the ALI window will show a tab for each one. The tab highlighted in yellow is always the ALI for the active call.

2.3 911 Transfer Buttons

The 10 agencies you would transfer to most. These are PSAP specific. Voiance and Poison Control are part of this top 10. All other transfers will be located in the contacts module.

2.4 Answer and Release Call Icons

The **“Answer Call”** icon will answer the incoming call with consideration of its priority. If 9-1-1 calls and admin calls are both ringing in, then it will answer the 9-1-1 call first.

The **“Release”** icon will disconnect the current call.

2.5 Call Status Icons

Call Status icons are located at the bottom left of the GUI. They will also display a number if there are calls associated with them. **GREEN** shows the number of Active Calls, **YELLOW** shows the number of calls on Hold, **RED** shows the number of Incoming Calls that haven't been answered, **ORANGE** (only associated with 9-1-1 calls) shows the number of Abandoned Calls. They will also display a number if there are calls associated with them.

2.6 Volume Meter and Volume Control

The Volume Meter gages the strength of audio at the position. You can use this tool to determine the audio level of transmission through the microphone and the reception through the headset/handset. *(To adjust the volume, utilize the volume control knob which is connected under the console and where the handset or headset is connected to)*

2.7 Active Call Screen, Call Legs, Call Status, and Call Handling (See attached pages 1.5 Phone Connection, 1.6 Phone Connection Window Status Icons, 1.7 Multiple Calls)

The **Active Call** window lists all the current calls at a position. It displays active calls, calls on hold, disconnected calls and ringing calls. When a call is answered, the lines displayed are considered “**Call Legs**”. This is a line entry for each party on the call. At a minimum, each call has three legs.

- 1) The top entry represents the entire call (always to top most like with +/-). Any action performed when this line is highlighted affects all parties on the call.
- 2) The entry that represents the Telecommunicator (always listed as “position” in the Name column.) By default, this line is always selected when the call is first answered.
- 3) The entry that represents the other parts, the caller/callee.

An entry will be highlighted in blue to indicate it is currently selected. Calls are broken down to provide you with the ability to manipulate each party of the call. One party can be muted, another may be placed on hold, and a third may be placed in privacy, all simultaneously. This allows you more control of the call.

Multiple Calls will also be listed in the **Active Call Screen**. The call flow will be listed in the order they are received, however if you were to click the “**Answer Call**” icon from the left side of the GUI, then it will prioritize how they are answered.

When multiple calls are coming in, you will be able to answer calls from the Active Call Screen. If you are on an active call, you can click answer call, which will automatically place the current call on hold. If the answer button were pressed continuously then the system would continue to put calls on hold. Calls can only be disconnected if the “Release” icon is pressed.

2.8 Abandoned Emergency Call function and protocol

Incoming calls which are released by the caller before you have the opportunity to answer them not continue to ring to the positions. You will need to **answer** the abandoned call. You can click **callback** from here to begin calling them back. Click **release** to end the call or click disconnect reason button instead of release.

You will also have the option to send a **text** message to the caller of an abandoned wireless call. You will **answer** the call, click **text callback** to send a message, and click **end session**. You will then click **release** or a disconnect reason button to end the call.

2.9 Communicating with Text

When a **text-to-911** call is detected, the icon for the **active call** screen will say **TXT** under the bell icon which represents an incoming call. The text call will ring in like an incoming call. A large **ANSWER** button with the flashing text 'TEXT' is displayed to allow for quick answering. You will also be able to answer from the Genovation keypad by pressing answer. You will be able to start your texting conversation. You will have predetermined information and questions, as well as be able to type in the information. Once the call is completed you are able to click release to end the call. This can be done on screen or on the Genovation keypad.

2.10 Communicating with TDD

The system will auto-detect incoming **TTY calls**. A pop-up window will appear soon after the call has been answered. This pop-up will allow you to choose TDD or a red X if you want to continue with a voice call. After you **answer** the incoming call, the system will automatically open the **TDD screen** and send a welcome message. This will be displayed in the **TDD Conversation Window**. You will be able to communicate with the caller by typing directly or using the pre-composed messages. **Active Tool Bar** for TDD is located in the conversation window. The icons are TDD, VCO, HCO, DTMF, and END SESSION. **Pre-composed messages** are broken down into disciplines (General, Police, Fire, and EMS). You can move through the tabs by clicking on them. If you click on a message it will be sent through. If the caller **disconnects** the call then a dialog box will notify you that the caller is hung up. You can click 'ok' to end the call. *Standard precautionary practice is to always allow the caller to end the call. This assures both parties that there is no further information being transmitted.* If you choose to end the call, then click '**END SESSION**'

Dual Tone Multi-Function (DTMF) – If the telecommunicator needs to enable tone detection on a call, such as asking the caller to press a number to confirm a question, the telecommunicator needs to enable DTFM tone detection mode by clicking DTFM.

After answering a call, if the telecommunicator needs to ask the caller to press a number on their phone, click TDD, Press DTMF Mode at the end of the toolbar. The number they pressed will be displayed in the conversation window. When no more tones are expected click End Session.

Making a TDD call- Click **Place Call** or **Smart Pad**. Enter the phone number of the party to call. Click **SEND**. Wait for the call to be answered. Click **TDD**. Click **Release** to end the call.

2.11 Contacts Window

This is the list of agencies or contacts that are available for transfers, conference in, or direct call.

Unit 3.0 Call Tools

3.1. Ticker Messages

The ticker message bar displays messages from the PSAP administrator or NCTCOG that scrolls horizontally on the Guardian display. The **Ticker** button turns red and/or the message scrolls automatically and immediately in the Ticker Message bar. Click the **Ticker** button to launch the ticker message bar and display the message.

3.2 Redial List

Displays up to the last 150 dialed and received phone calls since the telecommunicator logged into the position.

3.3 Call History

The **Call History** window displays all calls that were answered at the PSAP for all positions and Telecommunicators within the current tenant group. The telecommunicator can view the last received ALI for a call, view the text from a text-to-9-1-1 or TDD call, view only calls which they answered and released, search for a specific call, or make a call back. A call back can be made for an emergency call in the list by selecting the call and clicking **Callback**. A text can be sent to a wireless caller by selecting the call and clicking **Text Callback**.

3.4 Caller History

The Caller History window displays all the previous emergency calls to the PSAP from the phone number of the current caller.

3.5 IRR and Call Recordings

1. Click **IRR** to access the list of all recorded calls at the position.
2. All calls answered at the position for all telecommunicators are listed.
3. Use the **Instant Retrieval – Advanced** window to play a recording. Just click on an entry and the recording starts to play.

3.6 Smart Pad - See attached page about using the Smart Pad.

3.7 MUTE and HOLD

Mute disconnects the microphone of the party selected so other parties on the call cannot hear that individual.

Hold disconnects the microphone and earphones of the party selected so they effectively are not part of the call.

3.8 Website Links

The **Website Link** is located under the **Help** tab. This is located at the top right side of your GUI screen. This will take you to a user manual with detailed instructions. Keep in mind that you should only look for specific topics here. The website manual offers information about services or add-ons not linked to the software you are using, which is specific to the NCTCOG Region.

3.9 Password security and liability

Logging in and out each time you are working a new position assures all calls you process are linked to your user identification only. If you aren't logged in then the position *will not* receive calls.

3.10 Genovation Keypad

The **Genovation Keypad** is directly linked to specific functions on the GUI screen. You can **answer, release, conference,** and **transfer** calls from the Genovation Keypad. The **quick transfer** buttons on the Genovation Keypad are linked to the agencies you transfer to most. These are agency specific.

Phone connection

The *Phone Connection* window lists all the current calls at a position. It displays active calls, calls on hold, disconnected calls, and ringing calls.

When a call is answered, *Phone Connection* displays an entry for each party on the call. At a minimum, each call has three entries as described below.

1. The top entry represents the entire call (always the topmost line with the +/- sign.) Any action performed when this line is selected affects all parties on the call.
2. The entry that represents the telecommunicator (always listed as "position" in the *Name* column.) By default, this line is always selected when the call is first answered.
3. The entry that represents the other party, the caller/callee.

Phone Connection window with answered 9-1-1 call












Status	Name	Number	DNIS
9-1-1 active	Hudson911		
connected	position	2475553001	
9-1-1 connected	Karen Rogers	2478294011	2475554001








- ♦ An entry is highlighted in blue to indicate it is currently selected.

Calls are broken into entries to provide the telecommunicator with the ability to manipulate each party of the call; i.e., one party may be muted, another party may be placed on hold, a third party may be placed on privacy, all simultaneously.

Phone connection window status icons


Each entry in the Phone Connection window has a status icon at the beginning of the line. The following table displays the most frequently seen icons.

Icon	Status Indication
	The audio for the call is being directed to your headset/handset. Only active calls display an audio device icon in the status column.
	The audio for the call is being directed to your external speakers.
	The call is in monitor mode. There is audio but no microphone connectivity.
	The default icon for a ringing emergency call that has not been answered.
	The default icon for a ringing administrative call that has not been answered.
	The call party is muted. There is audio but no microphone connection.
	The call party is on privacy. There is no audio but there is microphone connectivity.
	The call party is on hold. There is no audio and no microphone connectivity.
	The call party is on exclusive hold. There is no audio and no microphone connectivity. Only the telecommunicator to place the call on exclusive hold may retrieve the call.
	An active call entry.
	The call is connecting to the position.

Icon	Status Indication
	The call is in a queue.
	A busy signal is received for the called party.
	The call is being established.
	The party has disconnected from the call.
	The call has been unexpectedly disconnected and the system is reconnecting the call on an alternate route.
	The status of the call is unknown.
	Connection is not available or unable to connect.

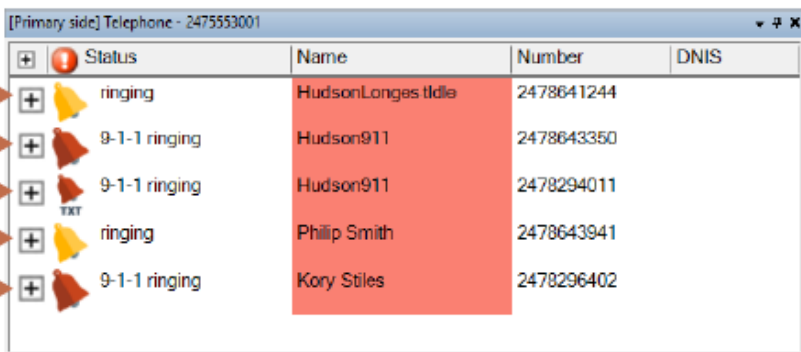
Multiple calls

The system can handle answering and/or making more than one call simultaneously.

 Whether multiple calls are displayed in the Phone Connection window is dependent on the call flow configured for the PSAP. Confirm with the install team.

- ❖ If a new incoming call arrives while the telecommunicator is on an active call, they can still click the **Answer** button to answer the new call.
 - ◆ When answering a new incoming call while on an active call, the active call is automatically placed on hold as soon as **Answer** is clicked.
- ❖ If there are multiple incoming calls, 9-1-1 voice calls take precedence over text-to-911 calls followed by administrative calls with the oldest 9-1-1 voice call answered first.

Multiple call example



	Status	Name	Number	DNIS
1	ringing	HudsonLonges tldle	2478641244	
2	9-1-1 ringing	Hudson911	2478643350	
3	9-1-1 ringing	Hudson911	2478294011	
4	ringing	Philip Smith	2478643941	
5	9-1-1 ringing	Kory Stiles	2478296402	

Caller information

When there are multiple calls in the *Phone Connection* window, the call highlighted in **yellow** indicates the active call.

Multiple calls in Phone Connection window

[Primary side] Telephone - 2475553001				
Status	Name	Number	DNIS	
9-1-1 onhold	Hudson911			
onhold	position	2475553001		
9-1-1 onhold	Jason Watts	2478643350	2475554001	
9-1-1 onhold	Hudson911			
onhold	position	2475553001		
paused	2478294011	2478294011	2475554001	
9-1-1 active	Kory Stiles			
connected	position	2475553001		
9-1-1 connected	Kory Stiles	2478296402	2479111005	

❖ If more than one 9-1-1 call has been answered, an ALI tab is opened for each 9-1-1 call.

❖ The ALI tab highlighted in yellow is always the ALI for the active call.

ALI tabs for three answered 9-1-1 calls

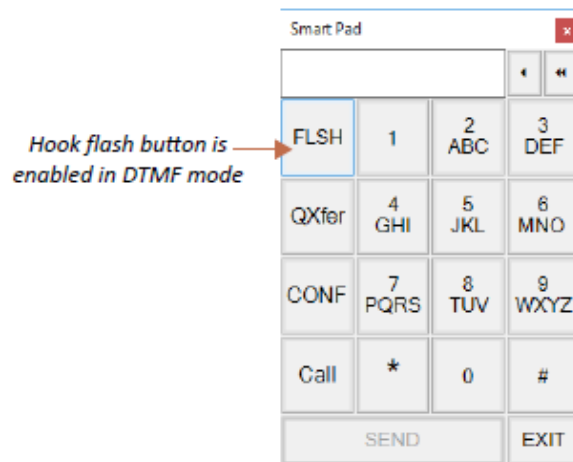
2478643350		2478294011		2478296402	
Caller					
Kory Stiles		(247) 829-6402			
RESO					
Location					
409 E MAYNARD AVE		DEERFIELD AS 27704			
HUDSON					
Other Information					
104		2478416402			
DEERFIELD POLICE		DEERFIELD FIRE			
DEERFIELD EMS					
Notes					

Smart pad

If the telecommunicator needs to manually conference third parties into their active calls because there is no direct access button and the party is not in the contact list, follow this procedure when the telecommunicator's role is assigned the smart pad.

- 1 Answer the incoming emergency call.
- 2 If the smart pad is not included in the layout, click **Smart Pad** or **DTMF Pad**.

Smart Pad window in DTMF mode



- 3 From the *Smart Pad* window, click **FLSH**.
- 4 When the telecommunicator hears a dial tone, enter in the phone number of the party to conference.
 - The phone number can be entered from the screen or from the keyboard/keypad.

- a If a mistake is made entering the phone number, press **FLSH** to end the conference attempt. Press **FLSH** again and wait to hear a dial tone before entering the phone number again.
 - A new entry is not displayed in the *Phone Connection* window unless the agency's phone company uses the SIP REFER method.

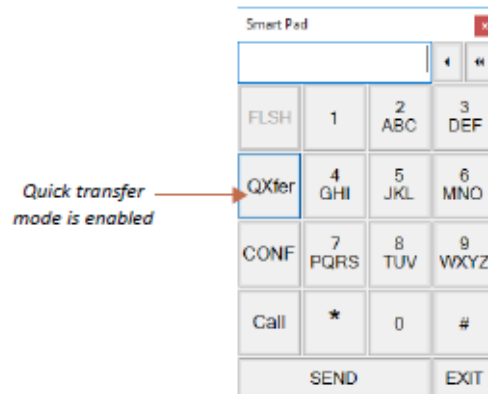
Note: *Privacy functionality is not available. Mute and hold is only applied to the telecommunicator.*

- 5 The third party is automatically conferenced into the emergency call when they answer.
 - a To have the telecommunicator release themselves from the call, ensure the "position" entry is selected and click **Release** or a disconnect reason button.
 - b To release the third party, click **Hook Flash**.

Smart pad using quick transfer mode

- 1 Answer the incoming emergency call.
- 2 Click **QXfer** to open smart pad in *Quick Transfer* mode.
 - a If the layout does not include the **QXfer** button, click **Place Call** or **Smart Pad**.
 - b In the **Smart Pad** window, click **QXfer**.
- 3 From the *Smart Pad* window, dial the phone number of the party to conference.
 - The phone number can be entered from the screen or from the keyboard/keypad.

Smart pad in quick transfer mode



- 4 Click **SEND**.
- 5 A call is made to the third party but the current call is not placed on hold.

S Guardian [X]

File View Tools Help

2 3 4
TRCA-2 TRCA-3 TRCA-4

Support Log Out

Tools: Refresh Manual Print Close

Caller
Location
Other information
Notes

911 TRANSFERS

Allen Parker County Bridgeport Palo Pinto County Somervell County

Johnson Co ESD AMR Poison Control Voiance HazMat

Answer call Release

Call Status: Volume Meter

9-1-1 9-1-1 9-1-1 9-1-1
admin admin admin

Tools: [Primary side] Telephone - 999555000

Status	Name	Number	DNIS
No active calls			

Tools: Ticker, Reckel List, Call History, Caller History, FR, Callback, Smart Pad, Mute, Hold, Join, Hook Flash

Contacts: Search: Classifica... r4b

Name	Classifica...	Phone number	Field 1
[Empty Contact List]			

Primary: OK | Secondary: OK | Agent1 / TRCA-Agent | 11:17 AM | Audio streaming: OK | JB1 - Sense: ON | PTI: OFF | JB2 - Sense: OFF | PTI: OFF