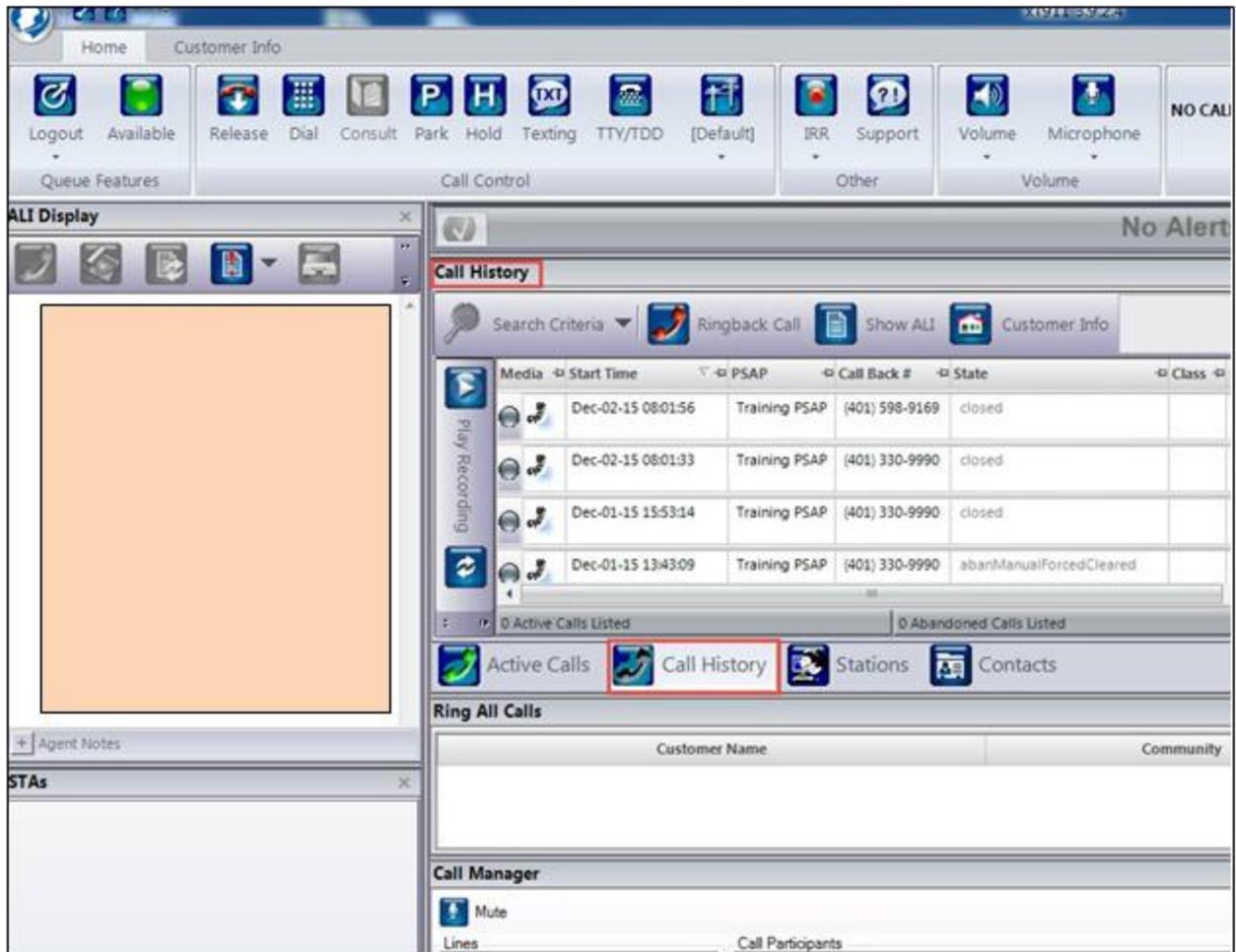


- The xT911 user interface allows the user to view various windows within the application
- A user can view the Active Calls window, Call History window, Stations window, or Contacts window in the main portion of the screen
- As a best practice, users should consider the Active Calls window as the “Home” screen in order to remain informed of up to date call activity in the PSAP
- While it is possible to remain in an alternate window such as Call History, this is not advisable, as the content of the Call History window will not dynamically update without user interaction.
 - If a user leaves the main screen populated with the Call History window, s/he will have to refresh manually to ensure up to the second call history information.
 - As an alternate refresh method, the user can open a different window, such as Contacts, Stations, or Active Calls and then reopen the Call History window for refreshed data.
- Any time a user needs to view or retrieve a historical call, s/he can navigate to the Call History tab and the data, which populates the window, will automatically refresh.





Call History

Search Criteria Ringback Call Show ALL Customer Info

Media	Start Time	PSAP	Call Back #	State	Class
	Dec-02-15 08:01:56	Training PSAP	(401) 598-9169	closed	
	Dec-02-15 08:01:33	Training PSAP	(401) 330-9990	closed	
	Dec-01-15 15:53:14	Training PSAP	(401) 330-9990	closed	
	Dec-01-15 13:43:09	Training PSAP	(401) 330-9990	abanManualForcedCleared	

0 Active Calls Listed | 0 Abandoned Calls Listed

Active Calls **Call History** Stations Contacts

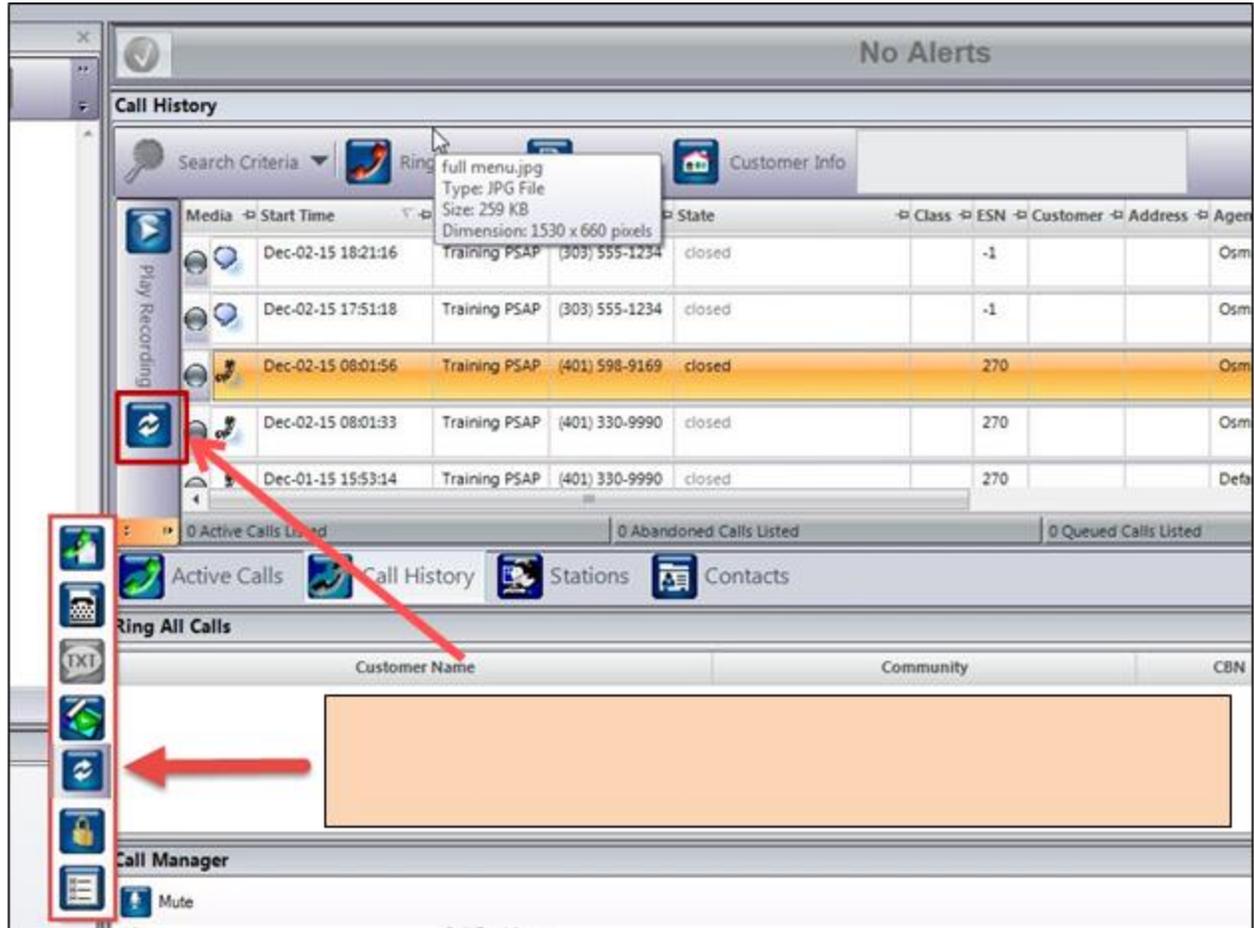
Ring All Calls

Customer Name	Community

Call Manager

Mute

Lines _____ Call Participants _____



- As mentioned above, the user should treat the Active Calls window as the “Home” screen.
- Any time the user wishes to retrieve information from Call History, s/he can navigate to the Call History window at which time the history will automatically refresh the data.
- The user should return back to the Active Calls view immediately after to ensure s/he can remain visually aware of call activity in the PSAP
- If the user remains with the Call History window in the main screen, s/he will need to perform the step above to refresh call data or navigate away from the window and then back to it so the system can automatically refresh the call data.