
Log into Windows

- CTRL ALT DEL
 - Log in as calltaker
 - Password is 911
-

Log into xT911

- Double click the xT911 shortcut icon - "headset guy"
 - Select your User name from drop down list
 - Enter your password (default password is your user name)
 - Click OK - both xT911 and the map should open
-

Audio Setup

Set your individual audio preference levels each time you log into xT911. This is station dependent. Audio set up is not available once you log in.

- Click ? icon
 - Select Audio Tester
 - Click Microphone red record button, speak for 5 seconds. If Gain warning moves from green to yellow or red, microphone is set too high. Re-record. Listen to playback.
 - Adjust other volume levels accordingly
(Note: Do NOT check off Use Microphone Boost)
 - Click Save
-

Log into the Automatic Call Distributor (ACD)

To automatically log into all assigned ACD queues to receive calls

- On the Home tab, in the Queue Features group, click on the top half of the Login button

To log into selected ACD queues to receive calls

- On the Home tab, in the Queue Features group, click on the bottom half of the Login button
 - Select the queue(s) you want to log into
 - Click Login to Selected Queues
-

Log Out of the Automatic Call Distributor

To log out of the ACD and no longer receive calls

- Click Logout. You will no longer receive calls.

(Note: At least one position must be logged in.)

Make Busy / Make Your Station Available

To temporarily stop receiving calls at your station

- On the Home tab, in the Queue Features group, click Available to change your status to Busy. The circle changes to red. You will no longer receive calls.
-

Make Busy / Make Your Station Available (cont.)

To begin receiving calls again at your station

- On the Home tab, in the Queue Features group, click Busy to change your status to Available. The circle changes to green. You will now receive calls.
-

Answer Call *connects you to an incoming call.*

- In the flashing ringer box, click Answer ~or~ Click anywhere in the flashing 911 circle or Admin phone ~or~ On the keyboard tap F1 ~or~ tap the space bar ~or~ press enter
(Note: If a 911 call comes in at the same time as an administrative (Admin) / routine call, 911 calls take priority and are presented first.)

To manually override the call priority feature and connect to a specific incoming call

- Click the box of the desired call to answer – choices are seen to the right of the flashing 911 circle or Admin phone in the order in which they arrive

To answer a another call while busy on a call

- In the Ring All Calls panel, click the red flashing Answer Selected Call box to automatically answer the longest ringing call
(Note: The current call will automatically be placed on HOLD.)
-

Release a Call *breaks the connection between you and the caller. If there are only two call participants, the call will be terminated. If there are more than two call participants, only you will be removed.*

- On the Home tab, in the Call Control group, click Release ~or~ In Call Manager, click Release ~or~ On the keyboard tap F12

To release a specific call participant

- In Call Manager, in Call Participants, click Release for the participant you wish to release
-

Park *allows you to put a 911 or Administrative call in a parked state which allows another position to retrieve the call.*

- On the Home tab, in the Call Control group, click Park ~or~ In Call Manager, click Park
-

Pickup a Parked Call *allows you to retrieve a call from a parked state.*

- Select the call in the Active Calls window
 - Click Answer Call
-

Hold *allows you to hold a call.*

CAUTION: The call on hold can ONLY be retrieved from your position.

To Hold a Call

- On the Home tab, in the Call Control group, click Hold ~or~ In Call Manager, click Hold

To Return to a Held Call

- In Call Manager, in Lines, double click the held call ~or~ select the held call and click Pickup Holding Call
-

Conference *allows you to create a conference call with multiple participants.*

To conference in an STA (selective transfer agency)

- Click # for desired STA

To conference in an Contact

- Click Contacts
- Enter text in the search field for the desired contact
- Double click selection to dial the Phone number ~or~ Right click to select Dial Contact, Cell or Alt# ~or~

- Click Contacts
- Enter text in the search field for the desired contact
- Click on the selection
- Click # Conference in Contact ~or~

- Click Contacts
- Click on Folder to open
- If needed, scroll to find desired contact
- Double click to dial the Phone number ~or~ Right click to select Dial Contact, Cell or Alt#

To conference in a Station

- Click Stations
 - Double click desired station
-

Consult *allows you to speak privately with the dialed party before creating a conference call.*

- On the Home tab, in the Call Control group, click Consult. In red, see Consult On.
- Make call as described above under Conference and speak privately.

(Note: The caller cannot hear you, but you can hear them.)

- On the Home tab, in the Call Control group, click Consult again to join parties.
-

Transfer allows you to send a call to another location but does not allow you the opportunity to speak with the dialed party.

To transfer to a Contact (in Phone column only)

- Click Contacts
- Enter text in the search field for the desired contact
- Click on the selection
- Click Transfer to Contact (paper airplane) ~or~
- Right click to select Transfer to Contact

To transfer to a Station

- Click Stations
- Select desired station
- Click Transfer Call

Dial Pad allows you to originate a call.

- On the Home tab, in the Call Control group, click Dial Pad ~or~
 - On the keyboard tap F6
 - With Nums lock on, use keypad to dial number, then press Enter ~or~
 - Use mouse to enter number, then click Dial
- (Note: Mute tones from caller will mute the DTMF tones from the caller or auto attendant.)

Merging Calls allows you to merge a parked or held call with your current active voice call.

- Answer an incoming call or place an outgoing call
- In Active Calls, click the Merge button

Text to 911 allows you to answer an incoming text to 911 message.

- In the flashing SMS ringer box, click Answer ~or~
- Click anywhere in the flashing Envelope ~or~
- On the keyboard tap F1 ~or~ tap the space bar ~or~ press enter
- The Text Communication Dialogue Window will be displayed. Type any message needed ~or~ choose from a list of predefined messages.

Join Active Call allows you to join an active call.

- Click Active Calls
- Click call to join
- Click Join Active Call

~or~

- Click Stations
- Click station to join
- Click Join Call

(Note: To switch to monitor mode, click Mute or Microphone.)

Monitor Active Call allows you to listen to a call in progress at another station.

- Click Active Calls
- Click call to monitor
- Click Monitor Active Call

~or~

- Click Stations
- Click station to monitor
- Click Monitor Call

(Note: To join the call, click Mute or Microphone.)

Rebid ALI refreshes the ALI look up for the current call. The coordinates for an existing cellular call will be repositioned. Allow the mapping screen to refresh before clicking Rebid ALI again.

- Click on Rebid ALI - Double arrow icon in ALI Display window

Abandoned Call information is shown in red print on the Active Calls screen.

- Click on abandoned call
- Click Ringback Call to attempt to reconnect with Caller ~or~
- Right click to select Ringback Call

To Manually Clear an Abandoned Call

- Click Red X icon to send call information to Call History

Abandoned calls are grouped if there are two or more from the same call back number. You will see a down arrow followed by the number of times abandoned. Callback or clear as stated above.

- A pop-up panel will appear. Choose either Clear Call(s) or Leave as Abandoned.

Call History information is available for calls taken by any station at your PSAP.

- Click Call History
- Scroll to find desired call
- View information or click Play Recording to listen to call recording

~or~

- Click Search Criteria
- Enter appropriate information to find call
- View information or click Play Recording to listen to call recording

IRR (Instant Recall Recorder) allows you to playback your active call or if not on an active call, the most recent call taken since you logged into xT911.

- Click IRR

ANI/ALI Remarks allows you to add additional information about the caller. The added note can be displayed when subsequent calls are received. It may be added for landline or cell calls.

While on an active call

- On the Customer Info tab, in ANI/ALI Remarks, enter desired information
- Click Highest or High to change background color
- Click Save

When not on an active call

- Click Call History
- Scroll to find desired call
- Click Customer Info
- Enter desired information
- Click Highest or High to change background color
- Click Save

Reverse ALI Query allows you to query the 911 database to display ALI information for a CT landline.

- In ALI Display window click the down arrow on the far right to reveal additional icons
- Click Reverse ALI Query
- Enter 10-digit number to query
- Enter reason for reverse query
- Click Search

TTY/TDD opens the Teletypewriter (TTY) / Telecommunications Device for the Deaf (TDD) window.

- Window opens automatically upon receipt of a TDD call
- (Note: Click on TTY/TDD to manually open the window if you don't hear a response from the caller.)

To Use the TDD Window

- Double click on preset message

~or~

- Click in Calltaker field and type your questions and responses to TDD caller
- Click Send

To Close the TDD Window

- Click X (Close)

9-1-1 REPAIR

Click on Support

**Connecticut xT911
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