

KNOW THE PHONE YOU OWN

Educate everyone about the phone system in your home as well as your cell phone. Children may need to use the devices in an emergency and will need to know how to operate them. It is extremely important to understand not all phones provide the location you are calling from so knowing your location at all times is vital.

Landlines: A stationary phone that uses a metal wire telephone line for transmission. These phones are hardwired into your home and will not work once removed.

If you make a call to 9-1-1 from a landline phone the dispatcher will receive a name, street address, and telephone number from the location you are calling from.

Cell Phones: A portable telephone that uses wireless cellular technology to send and receive phone signals, text messages and video calls.

There are two types of cellular technology; Wireless Phase I and Wireless Phase II

If you make a call from a **Wireless Phase I** cellular phone the dispatcher will only receive the location of the tower the cell phone signal is coming from and your cell phone number. It is important to know that this location can be up three miles away from your actual location.

If you make a **Wireless Phase II** cellular phone the dispatcher will receive your cell phone number and a set of location coordinates. These coordinates will provide the dispatcher with an approximate location. It is important to note this location can be up to 300 yards from your actual location.

VoIP Phones: A phone which is used to place calls over an IP network, such as the Internet.

If you make a 9-1-1 call from a VoIP phone the dispatcher will receive the name, location, and phone number of the person who registered the VoIP phone. It is important to know when a VoIP phone is moved from one location to another the owner needs to re-register the phone so the correct location is received when dialing 9-1-1.

***** Please make sure to remove the batteries of your old cell phones before allowing children to play with them. All cell phones with power, even if no service is provided, still have the ability to dial 9-1-1. Removing the battery will avoid numerous accidental and prank 9-1-1 calls. *****