



## HELP PUBLIC SAFETY COMMUNICATIONS HELP YOU CALLING 9-1-1 USING WIRELESS OR VOIP PHONES

Familiarize yourself, and those living in or visiting your home, with the following tips to ensure that the 9-1-1 call taker will be able to process your emergency call efficiently and send assistance as quickly as possible.

### HELPFUL HINTS FOR VOIP CALLERS

- Before you need help in an emergency, be sure to understand how the VoIP phone you use affects your call to 9-1-1.
- Verify that you can access 9-1-1 with your VoIP service.
- Check your service provider's website for emergency calling features.
- Be sure to keep your registered location current with your VoIP provider.
- If the power is out, your VoIP service may be out, too.
- Consider purchasing a back-up power supply.
- Your VoIP phone may not work if your Internet service is down.
- Inform children, babysitters and visitors about your VoIP service and any limitations.
- Be prepared to confirm that you are calling from Prince George's County, Maryland.
- If your call is misrouted, make sure you let the call taker know your call should be handled by Prince George's County, Public Safety Communications.
- Do not become irritated if your call is transferred to another 9-1-1 Center and you are requested to repeat information you may have already given to the previous 9-1-1 call taker.
- Prince George's County Public Safety Communications will help you test your VoIP Phone to make sure it is configured to reach us when you dial 9-1-1. Email us at [VoIPTestRequest@co.pg.md.us](mailto:VoIPTestRequest@co.pg.md.us) to schedule a test of your VoIP phone.

### HELPFUL HINTS FOR WIRELESS CALLERS

- Cellular calls are routed to 9-1-1 Centers based upon cell tower locations. Issues arise when the nearest cell tower routes your call to another county's 9-1-1 Center. When this occurs, your call will need to be transferred to the correct 9-1-1 Center.
- Do not become irritated if your call is transferred to another 9-1-1 Center and you are requested to repeat information you may have already given to the previous 9-1-1 call taker.
- Be aware of your surroundings and know the location of the incident. Providing an accurate location is vital to getting the appropriate police, fire or EMS unit response to your emergency.
- Give an exact street number and street name if possible, or the closest intersections whenever possible.
- Do not hang up until your call is answered and the information you have is correctly relayed to the 9-1-1 call taker.

### HELP US HELP YOU

- Stay on the phone if you reach a recording.
- Answer all of the call takers questions. This does not delay the response of emergency personnel.
- Be a good witness. Remember all offender and vehicle descriptions.
- Follow all instructions provided by the call taker.
- Don't hang up until the call taker tells you to.
- If you accidentally call 9-1-1, stay on the line and tell the call taker you do not have an emergency.
- Stay calm.

