

# 9-1-1 may be the most important phone number you ever dial.

Before you need help in an emergency, be sure to understand how the type of phone you use affects your call to 9-1-1.

## For All Phones

9-1-1 is for emergencies or potential emergencies only. Use the non-emergency number for your local police or sheriff's department for questions and non-emergency matters.

Post your address and phone number near each phone in your home. Visitors, baby-sitters and even family members may need to relay this information in a stressful situation.

Try to stay calm. Dial 9-1-1. Give the 9-1-1 calltaker the location of your emergency and your phone number. Tell what type of help is needed (police, fire, ambulance). Stay on the line and answer calltaker's questions. Don't hang up until the call is complete.



**KNOW  
HOW  
TO USE  
9-1-1  
WITH  
THE  
PHONE  
YOU  
OWN**

- Cellular
- VoIP/Internet
- Home/Office
- Kid Phones

# Emergency





## TRADITIONAL, HARD-WIRED LANDLINE PHONES

- Provide the 9-1-1 calltaker with your exact location, phone number and address.
- Work during electrical power outages.
- Will not work during telephone outages.

## VOIP/INTERNET PHONES

- Know the emergency calling features of your phone.
- Tell the 9-1-1 calltaker your location and call back number. Some VoIP providers do not provide this information.
- Be sure to register your address with your VoIP provider.
- If you move to a new residence, be sure to give your new address to the VoIP provider.
- The VoIP phone may not work during electric or cable outages.
- If you travel with your VoIP adapter, be sure to update your registered location with your service provider. The time it takes to process the update can vary considerably. Therefore, if you need 9-1-1 service when traveling, it may be more expedient to use a different type of phone.



## CORDLESS PHONES

- Provide the 9-1-1 calltaker with your exact location, phone number and address.
- Caller must press "Talk" before or after dialing.
- Cordless phones can be carried into garage or yard.
- Will not work during a power outage.

## ALL CELL PHONES



- Dial 9-1-1 and press "Send" or "Talk."
- Tell your location using the address, cross streets or landmarks. Most cell phones provide an approximate, but not exact, location to 9-1-1 centers that have advanced equipment.
- Calls may not arrive at the correct 9-1-1 center and may need to be transferred.
- Keep your phone charged.
- Calls may drop or fail to go through based on signal strength.
- The 9-1-1 system is not equipped to receive text messages.



## KIDS CELL PHONES

- Some phones marketed to children have a non-traditional dialing pad. Owners may need to program the phone to dial 9-1-1.
- Teach your children to dial 9-1-1 only in an emergency.
- Help your children understand what an emergency is by providing examples.
- Help your children learn their address and phone number.
- In an emergency, don't call a family member first – **CALL 9-1-1.**

## CELL PHONES WITHOUT A SERVICE PLAN

- Cell phones without a service plan may be provided through a donation program.
- Tell the calltaker your location immediately. The 9-1-1 system may not receive location information from cell phone without a service plan.
- Call 9-1-1 again if you're disconnected since most cell phones without a service plan cannot receive incoming calls.

## PRE-PAID CELL PHONES

- Tell the calltaker your location immediately. The 9-1-1 system may not receive location information from some cell phone models.
- If you run out of minutes during a 9-1-1 call, the call will end. The 9-1-1 calltaker cannot call you back.