

KNOW YOUR  
DEVICE



**Denco Area 9-1-1 District**

1075 Princeton Street • Lewisville, TX 75067

972.221.0911 • DENCO.ORG



BE PREPARED



Whether you have a traditional, cell or Voice over Internet Protocol (VoIP) phone, calling 9-1-1 might be the most important call you ever make. While no one can predict when urgent help will be required, you can be better prepared by understanding how to use each category of phone to access emergency services.

By familiarizing yourself with this information and sharing it with family and friends, you can help ensure your safety and the safety of those around you. Know your phone, and know exactly what to do.

9-1-1 may be the most important number you ever dial. Knowing what kind of phone you're using can make all the difference.

## 9 - 1 - 1 AND PHONE TECHNOLOGY

With landlines, mobile and internet phones, it's important to understand how each kind of device impacts the way 9-1-1 calls are delivered.\*

### TRADITIONAL HARDWIRED LANDLINE PHONES

- Be prepared to provide your location, phone number and address. While location systems are continually advancing, the person handling your call must verify this information.

#### NOTE

- Landline phones WILL NOT work during phone system outages.
- Cordless phones WILL NOT work during phone system outages and may not work during power outages.

### CELL/MOBILE PHONES

- Make sure you know how to dial 9-1-1 from your mobile phone.
- The location data from your cell phone only offers an approximate location. Be prepared to describe your location as accurately as possible, including landmarks and cross streets.
- If you rely on your cell phone to call 9-1-1, ensure that it is adequately charged.

#### NOTE

- Your call may not arrive at the correct 9-1-1 center and may have to be transferred.
- Calls may drop or fail due to signal strength.
- The local 9-1-1 system is capable of receiving texts to 9-1-1. However, texting should only be used for actual emergencies when you are unable to speak. Always make a voice call if you are able to safely do so.

### VoIP/INTERNET/ONLINE PHONES

- Contact your VoIP service provider for specific instructions on dialing 9-1-1 from your VoIP phone.
- Be prepared to provide your location, phone number and address. Because your phone is connecting online, the 9-1-1 system may not receive detailed location and contact information.

#### NOTE

- Register your address with your service provider and update this information if it changes, including when you travel.
- Depending on how you have it set up, your VoIP phone may not work during electrical, phone or internet outages.

### ADDITIONAL TIPS

#### No autodial or shortcuts please

DO NOT put 9-1-1 on speed dial or set it up as a contact. This makes it far too easy to accidentally dial emergency services.

#### If you dial 9-1-1 by mistake

Do not hang up! Stay on the line and tell the person handling your call that you have made a mistake.

#### Teaching children to dial 9-1-1

Make sure your children know how to call 9-1-1 on any given phone. Explain what an emergency is and have them practice providing their address and phone number.

#### Non-English speakers and hearing-impaired callers

Translators are available for non-English speakers. In an emergency, hearing-impaired callers should dial 9-1-1 and connect to TTY, then tap a few TTY keys. Although this is not required, this activates the 9-1-1 telecommunicator's TTY immediately. If calling from a wireless device, hearing- and speech-impaired callers may also text 9-1-1.

FOR MORE TIPS AND INFORMATION ON DIALING 9-1-1,  
VISIT [WWW.DENCO.ORG](http://WWW.DENCO.ORG).

\*For all phones and services, be sure to review the manuals and user information related to dialing 9-1-1.