Positron Viper E911
Quick Reference

AGENCY TRANSFER BUTTONS

While in an call, simply click the on the desired agency to transfer the caller.

To make a call, click on admin to open a line and then click on the desired agency.

911 Transfers — Roberts SO

iscellaneous — oberts Co Fax — P S

Intercom

911 Transfers — Hemphill SO

911 Transfers — Gray Co. SO

Right click on on any **AGENCY TRANSFER BUTTON** to get additional transfer options.

911 Transfers — Wheeler SO

911 Transfers — Ochiltree SO

SEL. AGENCIES

DATA STATUS

Right click on **INTERCOM** and select agency. This is a direct line to other agencies and is a "free call."

ANI DISPLAY OR CALLER ID

SIP IP Phone

Redial

DIAL ENTRY BOX

After you take a call, click **REDIAL** twice to dial the phone number of the last call taken.
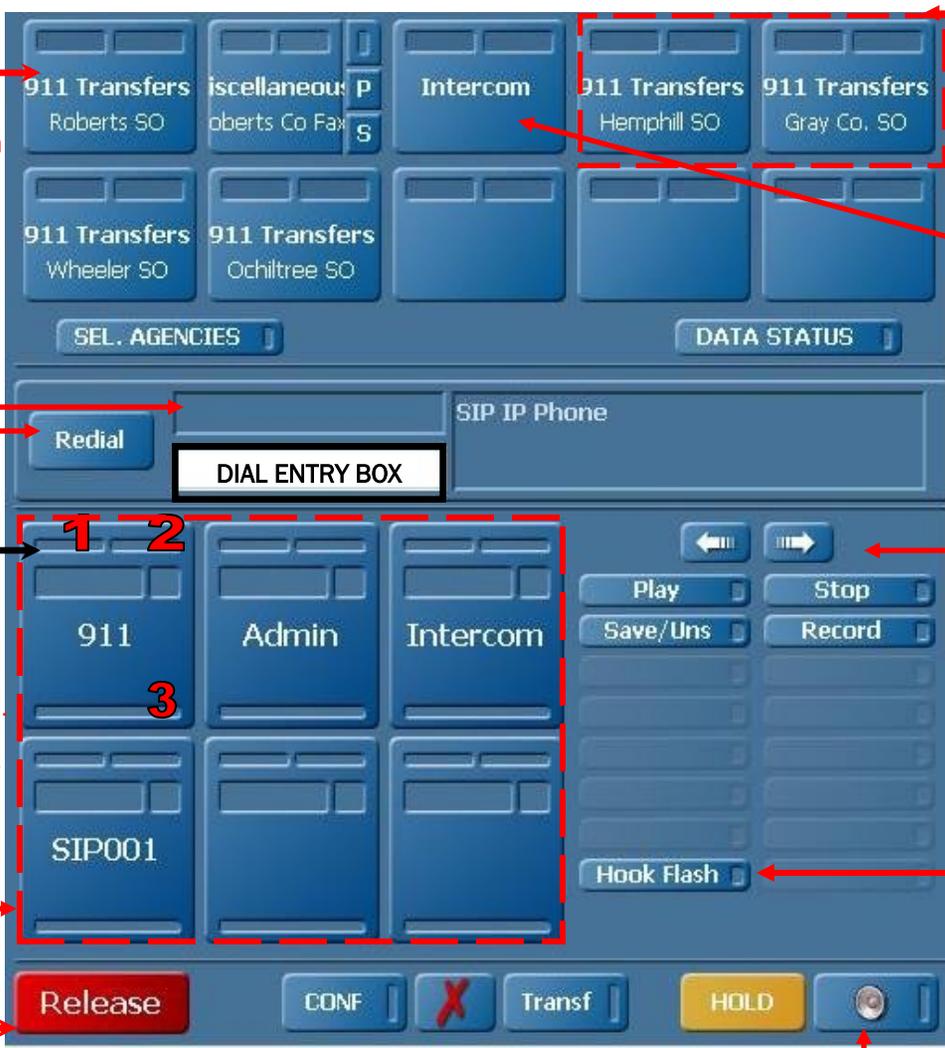
BUTTON INDICATORS

1. Flashes yellow when you put a call on hold; is steady yellow when another user has put a call on hold.

2. Flashes red when line is ringing.

3. Lights up steady green when you are on a call.

1 2

3

911   Admin   Intercom

SIP001

Play   Stop
Save/Uns   Record

Hook Flash

CALL RECORDER / PLAYBACK

These buttons allow you to play back previous calls. Scroll with the arrows to find the call you want to listen to.

If you do a call back on an Admin line and find you need to transfer to a different agency use hook flash.

1. While on the call, click on the appropriate agency transfer button. It will automatically place your caller on hold.

QUEUE BUTTONS

(display the ID of the line carrying the call)

Release   CONF   X   Transf   HOLD

CALL RELEASE BUTTON

MUTE BUTTON

2. When the agency answers announce the call/transfer to them.

MAKE CERTAIN TO RELEASE THE CALL OR YOU TIE UP THE LINES AND FUTURE CALLS FAIL !

3. Then, press hook flash. Both callers will now be connected. Be sure to tell your caller to go ahead.

ERASES ANI/ALI SCREEN

RECORDER

PRINT

THESE BUTTONS ALLOW YOU TO SCROLL THROUGH PREVIOUS CALLS. THESE WILL PULL UP ANI/ALI INFO AND ALSO THE LOCATION ON THE MAP WHEN THE CALL CAME IN.

LAUNCHES MAP

RETRANSMIT BUTTON

Press this button while on a cell phone or Voip call to update the caller's location on the map. *AL-WAYS* do this if you see a tower icon or VoIp icon on your map. Try pressing this several times in a row when you have a tower icon. That will sometimes pull in the caller's location on your map.

SYSTEM STATUS BAR

History

pos62   1/4/2011   15:42:19   Alarms   ABOUT

ALI   --:--   ALI   RTX   TTY

TDD/TTY BUTTON

Press this button to open your TTY screen.

ANI/ALI WINDOW

This is where you will find caller address/phone information.

Tel. #   Ext.   Class

Caller   Main #

Address

Exact   ESN

Tell Tale

REVERSE ALI REQUEST

Val   ✓   ✗

PRINT BUTTON

Power MAP - Document 1

Search · Details · Browser · Legend · Locator · Filters | Clear Streets · Clear Pins · Area Addresses · Measure · Find Path · Print Map... · Proximity Search · Wireless Addresses

Full Extent · Select · Zoom In Tool · Zoom Out Tool · Zoom In · Zoom Out · Pan · Back · Forward · Home · Synchronize · Role Layout · My Layout · Commands · Set Current

Pickup · Hold · Release · Contents · About.. · Options... · New · Custom Documents · Create · Edit... · Delete · Share · Hide · Transparent

Event details 1

prpcADMINBOUNDS

JURISD   CARSON
PSAP   CARSON

The area addresses button allows you to select an area on the map and then it will display PRPC given addresses that are in the selected area.

ATTRIBUTE DISPLAY

This area has many functions. When a call comes in the address attributes will show up here.

When you click on a PRPC map point the address /resident information is displayed here under the "PRPC POINT" tab.

You can search for addresses here, add annotations, and perform various other tasks.

The measure tool allows you to find distances to locations. This is really helpful if someone is needing help in a rural location or if an officer, fire dept, or EMS needs directions to a location. All you have to do is click and the distance is displayed at the bottom of the map window.

These are addresses that PRPC have given to residents. You can click on the address point and their information will be displayed on the left in the attributes area.

Right clicking anywhere in the map also gives you many options.

PowerMAP is very user friendly and experimentation is encouraged!

This window is adjustable. If you have the window set this small you will be unable to see the PRPC points tab and other useful information.

Calls (0) | Incidents (0) | Responses (0) | Resources (0) | Pins (0)

Pin number   Address

X: 687927.7758 Y: 3766628.6087

X/Y Coordinate Display

Displays coordinate of your pointer. Right clicking allows you to change the increment of measure. (i.e. miles, kilometers, lat/long)

This is a GREAT tool if Air Ambulance is needed at a scene!

Power MAP - Document 1

Search | Details | Browser | Legend | Locator | Filters | Clear Streets | Clear Pins | Area Addresses | Measure | Find Path | Print Map... | Proximity Search | Wireless Addresses

Full Extent | Select | Zoom In Tool | Zoom Out Tool | Zoom In | Zoom Out | Pan | Back | Forward | Home | Synchronize | Role Layout | My Layout | Commands | Set Current

Pickup | Hold | Release | Contents | About.. | Options... | New | Custom Documents | Create | Edit... | Delete | Share | Hide | Transparent

RemotelyAnywhere

This computer is being remote controlled by
PRPC911\Administrator from
PRPCH2HQWKS1

Event details 1 | Search

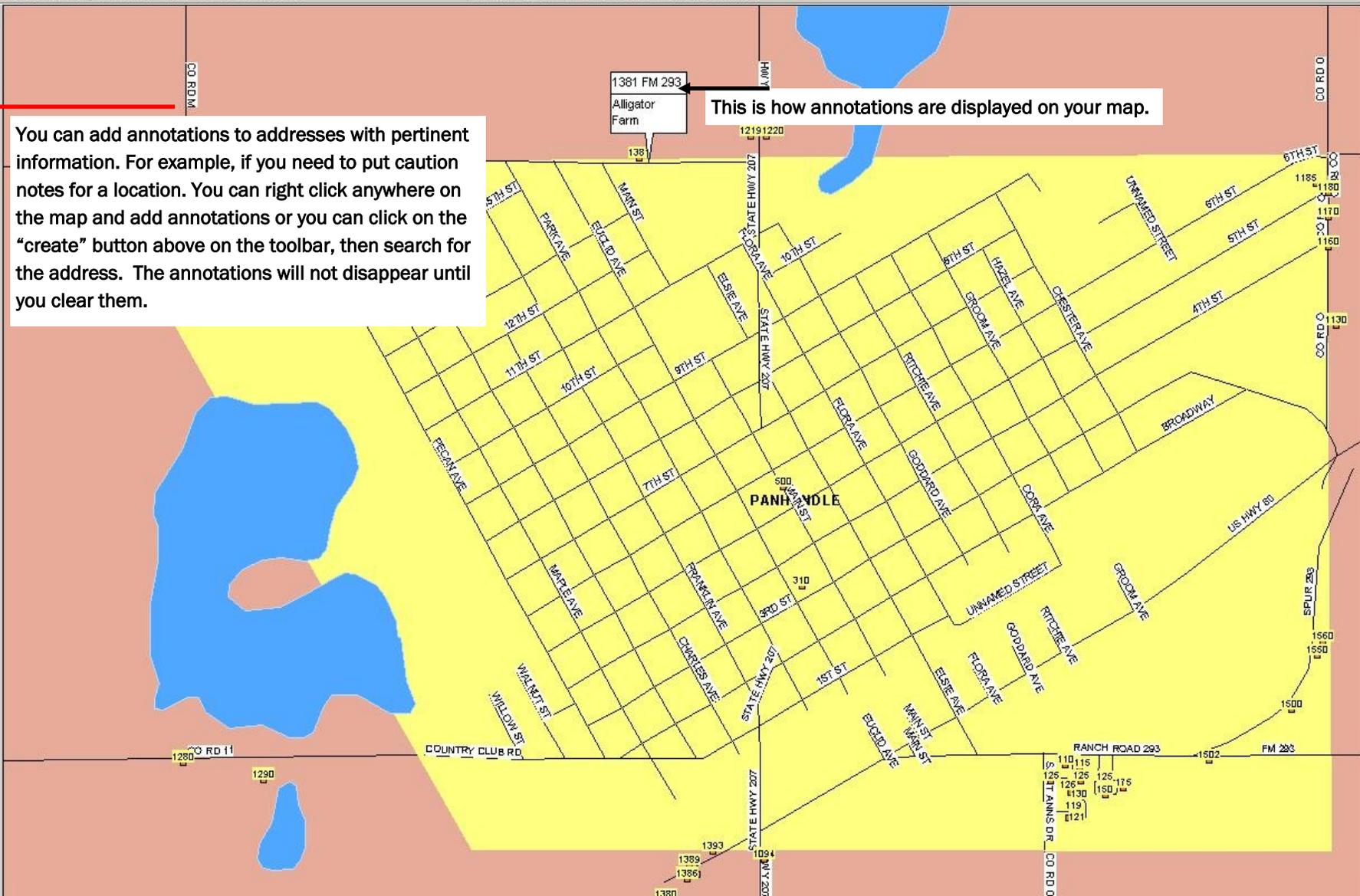**New annotation :**

Alligator Farm

Location :

Location | Coordinates

1381 FM 293

You can add annotations to addresses with pertinent information. For example, if you need to put caution notes for a location. You can right click anywhere on the map and add annotations or you can click on the "create" button above on the toolbar, then search for the address. The annotations will not disappear until you clear them.

1381 FM 293
Alligator Farm

This is how annotations are displayed on your map.

PANHANDLE

Calls (0) | Incidents (0) | Responses (0) | Resources (0) | Pins (0)

ID	Address	Status	X Coordinate	Y Coordinate

X: 692274.1826 Y: 3772691.2189 | 886 RITCHIE AVE | 1 / 11871

How to Restart Your 9-1-1 Workstation

1. Press the Stop Sign button

2. Windows login window will then appear. Press "SHUT DOWN"

3. Press CTRL + ALT + DELETE

4. Press "Shut Down"—Select "RESTART" from the drop down window. Press "OK"

5. After the computer reboots the Windows login screen will appear. There is no password, press "OK."

6. Positron login window will then appear. There is no password, press "OK."

7. *If this does not work, please call us at 1-800-687-7911*

Panhandle Regional

CALL 9-1-1 EMERGENCY

9-1-1 Network

To make the PowerMap Coordinate search work do the following:

1. Select Decimal (this is the easiest way to search)

Lat : (small number) 35.851053
Long: (large number) -100.851592

2. Select the Geograhic option

3. In the drop down menu scroll down and select GCS_WGS_1984

If the information has been entered correctly, the numbers will turn **bold.**