

**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. When seconds count, you can count on 9-1-1. For questions and non-emergency matters use the non-emergency number for your local police or sheriff's department.

Post your address and phone number near each phone in your home or on the refrigerator. Visitors, babysitters and even family members may need to relay this information in a stressful situation.

- Try to stay calm. Dial 9-1-1.
- Give 9-1-1 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 9-1-1's questions
- Don't hang up until the call is complete.



*Know How to Use*  
**9-1-1**  
*with the Phone You Own!*

**9-1-1** May Be the Most Important  
Number You Ever Dial!

*Learn How to Use the Phone  
You Own.*

This message brought to you by  
your local 9-1-1 Public Educators.

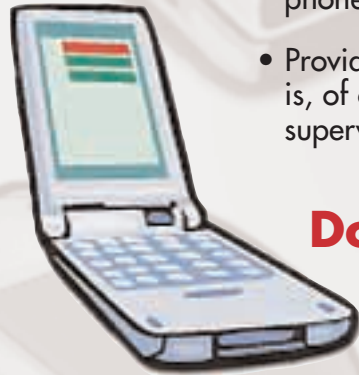
## Traditional Phones

“hard-wired” landline

- Provide 9-1-1 with your address and phone number
- Continue to work during electrical power outages
- Will not work during telephone outages

## Cordless Phones

- Can be carried into garage or yard
- Caller may need to press “Talk” before or after dialing 9-1-1
- **Will not work during an electrical power outage**
- Provide 9-1-1 with your address and phone number



## All Cell Phones

- Keep your phone charged
- Dial 9-1-1, then press “Send” or “Talk”
- Most cell phones provide an **approximate** location to **9-1-1 centers that have advanced equipment.**
- Calls may drop or fail to go through based on signal strength
- Call may not arrive at the correct 9-1-1 center and may need to be transferred
- 9-1-1 is not equipped to receive text messages.

## Kid’s Cell Phones

- Teach your children to dial 9-1-1 only in an emergency. Help them understand what an emergency is by providing examples.
- In an emergency, instruct your children to call 9-1-1 first, rather than anyone else.
- Help your children learn their address and phone number.
- Some phones marketed for children have a non-traditional dialing pad. Owners may need to program the phone to dial 9-1-1.
- Providing your child with a cell phone is, of course, no substitute for parental supervision.

## Donated Cell Phones & Garage Sale Finds

- May be provided by a non-profit organization
- Give your location right away. With many phone models, 9-1-1 does not receive location information.
- Call back if you’re disconnected, most of these phones cannot receive incoming calls.

## Pre-paid Cell Phones

- Give your location right away. With some models, 9-1-1 does not receive location information
- If you run out of minutes during a 9-1-1 call, the call will end. 9-1-1 cannot call you back.

## VoIP/Internet Phones

- Know the emergency calling features of your phone provider.
- Give your location and call back number. Some VoIP providers do not pass this information.
- Be sure to provide and update your registered location with your VoIP provider.
- May not work during electric or cable power outages
- If you travel with a 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, when traveling, if you need 9-1-1 service, use another phone.



**Know How to Use 9-1-1 with the Phone You Own...**