PREVENT ACCIDENTAL WIRELESS 9-1-1 CALLS

*Over the years cell phones have proven to be an invaluable tool for help when faced with an emergency. Access to 9-1-1 is one of the leading reasons people purchase cell phones. While cell phones are a wonderful tool, citizen’s must keep in mind that they can easily dial 9-1-1 on their own, without the phone’s owner being aware that the 9-1-1 call has been made. Accidental 9-1-1 calls are made when the cell phone is put in a pocket or purse, and gets bumped. Another problem is that adults give their old wireless phones to children as toys. Phones with no wireless service still dial 9-1-1, and 9-1-1 calls from children playing with a phone are not uncommon.

*The Idaho PSAP’s are asking each cell phone owner to help in reducing the number of accidental 9-1-1 calls from wireless phones. Each person can do their part to help solve this problem by following 3 easy steps.

1. LOCK your keypad.

2. TURN OFF the 9-1-1 auto dial feature (not all wireless phones have this feature)

3. DO NOT program 9-1-1 into the speed dial (Wireless phone users are encouraged to consult their phone’s manual or contact their carrier for assistance in performing these steps on their phone).

*Accidental 9-1-1 calls tie up the emergency phone lines. This can block real emergency calls from getting through to 9-1-1 centers and callers may not have a second chance to call to report their emergency.

*Accidental 911 calls also tie up the 9-1-1 call takers, so that they are not available to answer real 9-1-1 calls.