



911 Call - User Guide

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Mezmo Corporation

Disclaimer:

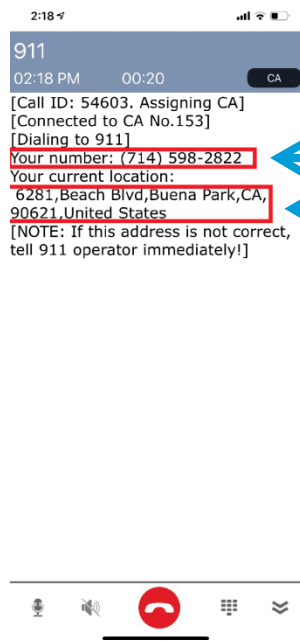
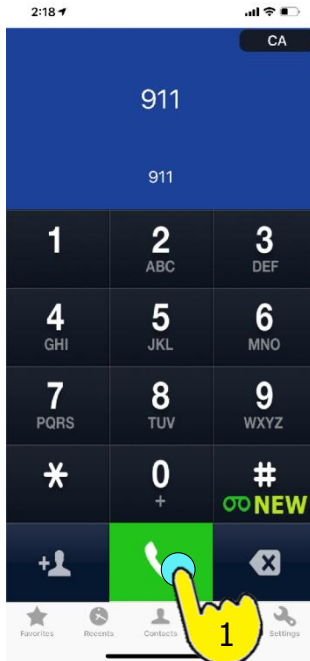
When you dial 911 using the InnoCaption app, your call is prioritized over other callers using InnoCaption. Your call will be connected to the InnoCaption Emergency Call Center (ECRC) first, and then routed to an appropriate Public-Service Answering Point (PSAP). The operator will ask for your name, location (street address, city, state) and callback number (InnoCaption number) to provide to the 911 center in case the call is dropped.

***Important 911 Calling Advisory: Calling 911 from a landline remains the most reliable method of reaching emergency response personnel.**

What you need for a 911 call

- 1 Data Network Connection:** When dialing a 911 call, your phone must be connected to a data network (4G/5G cellular data network or WiFi). If there is no 4G/5G signal or WiFi connection, please move to find a better signal location or call 911 from a landline telephone or use the standard mobile phone dialer.
- 2 Location Services:** Your mobile device's Location Services setting must be enabled. Otherwise, the app will not work. You can test your connectivity to 911 services by dialing 9999 from your InnoCaption+ App.

How to make 911 call : Android/iPhone



InnoCaption number
(Callback number)

Your location
(If incorrect, tell 911 operator immediately)

When a 911 call is successfully connected, you will be asked to provide:

- 1 Your Name**
- 2 Your Address**

If you are not sure of your address, inform the 911 operator immediately (say "I don't know") and the 911 operator will then pull your mobile device's location information (latitude and longitude)
- 3 Your Callback Number**

Tell the 911 operator your InnoCaption number. If you don't remember it, reference the caption screen where it will appear at the top. If you don't require captioning service in the case of a callback, you can also provide your original mobile number