

# Determining the source of 911 calls.

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## Issue:

911 calls are being placed from a system and it needs to be determined where the calls are originating.

## Details:

There are several methods with which these calls can be reviewed / tracked.

### Emergency Alert:

When programmed, and a 911 call is placed, this button will light up and a tone will be played continuously on the phone while the 911 call is active. When pressed, this button will allow the user to see what extension placed the call & when. You can scroll through multiple events and the button light will stay lit until all the events are deleted.

This button can be programmed on the following phones:

- Edge 700 series digital phones.
- Edge 5000i-24G & 5000i-LLCDG gigabit IP phones.
- Edge 9800 series IP phones.
  - Can only be programmed on the first page of programmable buttons for the 9830 & 9840c.

### E-mail Alerts:

TVAdmin -> Tools -> System Settings -> E-mail Notification -> Emergency Dialing.

Enable 'Send e-mail notification when emergency numbers are dialed'. You will then be able to choose between the following two options:

1. 'All phone system administrators' - This will send an e-mail to members of the 'Administrators' role in TVAdmin whom have an e-mail address defined.
2. 'E-mail address(es)' - This will send an e-mail to the address(es) defined here. Recommend a distribution list; but multiple addresses, separated by a comma, can also be used.

**NOTE:** For this to work, a configured and working SMTP configuration is required.

### Event Log:

Under the Windows Event Viewer, navigate to 'Applications and Services Logs', expand it and the 'Wave' event log can be found here.

- Filter this log for Event ID 142.

OR

- Using Custom Views, unzip and then import the attached [Wave 911 Calls.zip](#) to provide this information at a

glance for future reference.

Example:

The screenshot shows the Windows Event Viewer interface. On the left, the navigation pane displays 'Event Viewer (Local)' with sections for 'Custom Views', 'Server Roles', 'Windows Logs' (including Application, Security, Setup, System), and 'Applications and Services Log' (including Hardware Events, Internet Explorer). A 'Wave 911 Calls' custom view is selected under 'Custom Views'. The main pane title is 'Wave 911 Calls Number of events: 3'. It contains a table with three rows of event data:

Level	Date and Time	Source	Event ID	Task Category
Information	10/1/2021 12:15:07 PM	Wave	142	None
Information	8/27/2021 11:11:17 AM	Wave	142	None
Information	8/27/2021 11:07:00 AM	Wave	142	None

Below the table, a specific event is expanded: 'Event 142, Wave'. The 'General' tab is selected, showing the message: 'Emergency: 2500 9830(x12143) dialed 911 from Station 1516.'