

Frequently Asked Questions

These FAQs were prepared in conjunction with a joint NENA-APCO focus group. They are based on a review of the EmFinders technology and operational procedures.

1) *How does an EmFinders activation call present to a PSAP?*

When receiving a call from an EmFinders device, the call will be placed to 9-1-1 and present on the ANI/ALI screens as a wireless call normally does for your PSAP. The carriers name will be in the name field, the tower location will be in the address field, there will be a telephone number associated with the device that can be called back and it will present latitude/longitude if the wireless carrier is able to provide that. The difference with this call will be you receive a voice recording instead of an actual person to speak with. There will not be two way communications to the person wearing the device.

2) *Does EmFinders plan on working directly with the PSAP communities in each state to address PSAP questions and deployment processes?*

Yes, EmFinders has and will continue to reach out to state organizations such as the APCO and NENA chapters and public safety entities throughout the United States.

3) *Will the agency receiving the call be the agency where the missing person report was originated?*

This depends on the location of the cellular tower receiving the signal from the EmFinders device. The EmFinders Operations Center can provide the identity of the originating agency.

4) *If a missing person report has been filed with my agency and we also receive a call from an EmFinders device, should we call the EmFinders Operations Center?*

Yes, it is not possible to guarantee the activation is for the same person. Only the EmFinders Operations Center can verify the name associated with the particular device via the cell phone number on the 9-1-1 screen.

5) *How is the location of the EmFinders device determined?*

The EmFinders device relies upon the network based Uplink Time Difference of Arrival (UTDOA) Phase 2 location system implemented by certain Global Standard for Mobile Communications (GSM) wireless carriers, such as AT&T, T-Mobile and other regional carriers.

EmFinders will not knowingly sell the device where the address of the mentally impaired person is outside of a UTDOA coverage area. The address is run against a UTDOA coverage database, and the sale will not occur if it is outside the coverage area. In addition, EmFinders marketing collateral, web site and legal terms of use indicate that the availability and accuracy of the location information is dependent on a number of factors, including cell coverage and the nature of the wireless carrier's infrastructure.

6) *What happens in areas that do not have Phase II wireless 9-1-1? How does an EmFinders device work in an area that only has basic 911?*

EmFinders network access arrangement allows for the EmFinders device to roam. The location accuracy is limited to the capabilities in that area and the serving PSAP.

If you are unable to receive location information, EmFinders can provide carrier information and cell ID number which may be translated to Lat/Long of the tower.

7) *Will EmFinders be providing notice to the PSAPs or public safety agencies when EmFinders devices are being purchased in a given area/region?*

It is the intention of EmFinders to reach out directly to local public safety agencies and PSAPs when EmFinders devices are purchased in that area.

8) *If an EmFinders device is incorrectly activated and calling 9-1-1 through some type of malfunction, can EmFinders locate the device in its system and deactivate it?*

The EmFinders solution is built upon a rigorous security scheme and process to prevent accidental or malicious activation of the EmFinders device. Once an EmFinders device becomes active it is under complete remote control of the Operations Center and the device can be deactivated if directed by the public safety agency.

9) *Does the EmFinders device have an individual phone number associated with it? Can it be called back?*

Yes, the device has a phone number and it can only be called if it has been activated by the EmFinders Operations Center. Upon being called the EmFinders device plays an audio message:

9-1-1 calltaker, you have called an EmFinders device worn by a critical missing person. For more information about the person please call 1-800-215-8161 that's 1-800-215-8161. This call will terminate and re-dial 9-1-1.

10) *Since the device can access a PSAP through the 9-1-1 system, is EmFinders paying the appropriate state 9-1-1 surcharges?*

Yes. The EmFinders network access provider remits 9-1-1 surcharge fees based on the state/locality of residence of the individual wearing the device.

11) What happens if the Critical Missing Person wanders outside of the coverage area? Will EmFinders know if the device is in an area that has no GSM coverage and will be unable to call 9-1-1?

EmFinder will be able to tell if the Critical Missing Person wanders outside of the cellular coverage area. They will activate the device, but no call will be placed until the missing person comes back into a cellular coverage area. Once in a cellular coverage area the device will place a call to 9-1-1.

12) Does EmFinders monitor device status?

EmFinders performs weekly device maintenance checks and can determine networks, signal strengths, battery strength, software checks, activation/deactivation commands, rebooting device, and over the air software updates.

13) What happens when a call is terminated? What happens if a call is dropped by the cellular carrier?

If the call is terminated, the device will call 9-1-1 back every 5 minutes until EmFinders has deactivated the device.

If the call is dropped by the cellular network, the device will immediately call 9-1-1.

14) Is there a pre-recorded message received from the EmFinders device when it calls 9-1-1?

Yes. There are two messages received based on the age - (Child is anyone under 18)

*Emergency! 9-1-1 operator do not hang up, this is an activation of an EmFinders device showing the location of a critical missing **child**. For more information about the child, please call 1-800-215-8161. You may rebid for updated location. This message will repeat.*

*Emergency! 9-1-1 operator do not hang up, this is an activation of an EmFinders device showing the location of a critical missing **person**. For more information about the person, please call 1-800-215-8161. You may rebid for updated location. This message will repeat.*

Additional Information:

1. In the event an EmFinders device calls 9-1-1 and a calltaker/dispatcher is unable to pick up the call prior to the pre-recorded message's ending (like in an ACD or queued environment) the calltaker/dispatcher will not hear any noise on the line. It will appear as a 9-1-1 open line with no noise. If your protocol is to disconnect and call back, the cellular device will play a pre-recorded message. If your protocol is to keep the line open and call the device you will receive a busy signal. You will not know you have an EmFinders device activation until you call the cellular telephone number back. At that time you will receive a pre-recorded message of an EmFinders activation with instructions.

NOTE: The EmFinders device will begin playing its recordings as soon as the call has been answered. When in an ACD or queued environment, it will begin playing the recording as soon as the call has been answered by a recording and placed in que.

2. If you disconnect from the EmFinders call prior to the message completing, the device will go through a reboot process, which takes 5 minutes, and will call you back once the reboot has completed. You will be unable to contact the device during the reboot process. If this happens call EmFinders to begin information gathering and wait for the device to call you back. (It is suggested that you check with your local law enforcement agencies and/or you're local legal counsel as to whether or not to request EmFinders deactivate the device due to liability issues.)
3. If you are unable to receive location information, EmFinders can provide carrier information and cell ID number which may be translated to Latitude/Longitude of the tower. This information may at least give you a perimeter area where you may be able to begin a search.
4. If you receive a missing person report that you know will be followed up by an EmFinders activation, it is suggested to alert other local PSAP's that they may receive the EmFinders device activation.
5. EmFinders will only work with cellular providers that provide location information from GSM technology. They have no plans to work with cellular providers that provide their location information using Code Division Multiple Access (CDMA) technology.
6. EmFinders Website address for additional information. www.emfinders.com
7. EmFinders collects descriptor information according to APCO ANS 1.101.1-2007 and NENA OID 56-505.