

Number: 4.18

Replaces:

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Subject: Routine Testing/ Maintenance

The PSAP where equipment is installed has a responsibility to assure that all equipment provided by the 9-1-1 Authority Board is tested and maintained in accordance with the recommended test procedures provided by equipment vendors. Many of the tests are performed routinely each day when shift changes occur.

The following is a list of recommended items to test on a schedule as deemed appropriate by the equipment vendor.

1. Test Line Card / 9-1-1 Trunk Procedures
2. Test Telephone instrument lights/if applicable daily
3. Hand sets/head phones daily
4. Test ANI/ALI displays daily (This refers to the screens on your computer)
5. Test “make busy” transfer to alternate PSAP once each month
6. Printers – Operational and adequate paper available
7. Logging recorders – No alarms, new 24 hour tape

8. Call check recorder daily
9. UPS Unit as needed (All test procedures completed twice each year by the vendor)
10. Generator – Test run for 30 minutes, under load, on a weekly basis. (Generators are set to run test automatically each week. On duty personnel should observe panel lights located in the dispatch center for any abnormal response)