

## Avoid Making Accidental 911 Calls on Your Wireless Phone

Many older wireless phones are equipped with a 911 auto-dial feature. The person using the phone may not even be aware of the feature or that it has been pre-activated by the manufacturer or retailer. Accidental dialing of 911 can occur more frequently with open-face design phones that may bump against other objects in a purse, briefcase, or pocket. Newer wireless phones generally either do not have the capability to automatically dial 911, or require the user to activate the feature to make it work.

Accidental 911 calls waste resources and divert public safety personnel from other 911 calls reporting real emergencies because a 911 operator must spend more time on the line to determine whether the 911 call is legitimate

You can help reduce accidental 911 calls by:

- Locking your keypad, which prevents a phone from responding to keystrokes until you unlock the keypad using a short combination of key presses.
- Consider turning off the 911 auto-dial feature if your phone has one. To determine whether your phone has this feature and how to turn it off, check your device settings, user manual or the manufacturer's website, or call your service provider.

### Consumer Help Center

For more information on consumer issues, visit the FCC's Consumer Help Center at [www.fcc.gov/consumers](http://www.fcc.gov/consumers).

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