

## Monthly MEVO Testing

It is **recommended** that this procedure be conducted monthly. Please determine testing dates and times with your surrounding partner PSAPs so you are not causing any interference with their operations.

1. Inspect the MEVO phone to ensure that all phones are in service in your center. Ensure the "911 Transfer" buttons are correct for your agency. Also, inspect all hotkeys on your MEVO phone to ensure you are familiar with their locations and include the agencies you will transfer to most frequently. Ensure the "Local Resources" are available for use.
2. Using the MEVO phone follow the steps listed in the "Monthly MEVO Test Record" below. The PSAP you are calling will receive this call on their CPE during normal conditions. During abnormal operational conditions, the receiving PSAP will receive the call on their MEVO phone.
3. Choosing alternate tests such as checking recordings, Conferencing, and Barge each month or alternating the PSAP you test with helps ensure all systems on the MEVO are working correctly.
4. If you experience an issue, then please call the INdigital Network Operations Center (NOC) at 877-469-2010 to have the issues you are experiencing repaired.

This is a method for Directors to test and validate the operational readiness of your MEVOs on a regular basis before a disaster occurs. If you need additional help in developing and understanding your preparedness for future disasters, please contact INdigital at 260-469-2010, Caleb Branch or Holly Peacock.

### Training Videos

MEVO - <https://www.youtube.com/watch?v=DL8rw147rnM>

Abandon (OSB) button - <https://youtu.be/AiVqrQvrcMw>

## Monthly MEVO Test Record

Validate your MEVO phones by using the checklist below:

1. Notify your surrounding agency reference Testing your MEVO.  
☐ Yes  
☐ No
2. Confirm 911 transfers work by transferring test 911 calls.  
☐ Yes  
☐ No
3. Confirm audio is clear.  
☐ Yes  
☐ No
4. Confirm your local resources work by transferring test non-emergency calls.  
☐ Yes  
☐ No
5. Confirm your local resources work by transferring test non-emergency calls.  
☐ Yes  
☐ No
6. Confirm administrative dial-out by placing a test call to another phone in your center.  
☐ Yes  
☐ No
7. Confirm audio is clear.  
☐ Yes  
☐ No

If you need material to assist in navigating your MEVO phone, then please contact your Alabama Service Manager Holly Peacock [hpeacock@indigital.net](mailto:hpeacock@indigital.net)

Date validated: \_\_\_\_\_

Signature: \_\_\_\_\_