Cal OES
GOVERNOR'S OFFICE
OF EMERGENCY SERVICES

How To Test My Telephone With 9-1-1

The CA 9-1-1 Branch is not able to assist with testing and validating of 9-1-1 calls. All 9-1-1 calls in California are answered by local Public Safety Answering points (PSAPs).

If you would like to test your telephone to ensure your call is routed to the correct PSAP and that your location is reported accurately, please follow the instructions below.

1) **Contact your local law enforcement agency on their non-emergency telephone line.**

   ▶ The non-emergency telephone number will be published in your local telephone book and on the agency's web page.

2) **Not all police departments or sheriff stations are PSAPs. They will connect you with the appropriate agency, if necessary.**

3) **When the dispatcher is on the line, explain to them that you would like to test your telephone by dialing 9-1-1. The dispatcher may ask additional questions to validate your identity and confirm there is not a current emergency.**

4) **The dispatcher may request that you place your test call at a later time due to workload in the PSAP.**

5) **Upon placing your test 9-1-1 call, immediately identify yourself and that you are placing a test 9-1-1 call. At that time please confirm your location's address, telephone number and any other information with the dispatcher.**

   ▶ If there is a location discrepancy, immediately follow up with your telephone service provider to ensure your information is updated.