Homeland Security

Office of Emergency Communications

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TIPS FOR PROGRAMMING YOUR SMARTPHONE FOR GETS OR WPS AND GETS CALLING

INTRODUCTION

The Government Emergency Telecommunications Service (GETS) and Wireless Priority Service (WPS) are priority calling programs that improve call completion in public telephone networks for authorized national security and emergency preparedness (NS/EP) users. They are intended for use in emergency situations when the public network is congested and the probability of completing a normal call is reduced. A GETS user enters the GETS access number, his or her GETS Personal Identification Number (PIN), and a destination number—a total of 32 digits to place a standard GETS call. This process is time consuming and subject to dialing errors, particularly in an emergency situation. By programming "waits" into a smartphone contacts list entry, users can place GETS and/or WPS calls more quickly and accurately. This document provides instructions on how to accomplish this for BlackBerry, iOS, and Android smartphones.

PROGRAMMING THE SMARTPHONE

There are two approaches to programming GETS calls. The first is to create a generic GETS contact and the second approach is to add GETS numbers to existing contacts. Both approaches can accommodate WPS.

These approaches both use the "wait" function, a delay in digit delivery that prompts the user before sending the next string of stored digits. Many smartphones offer a similar function, "pause," which inserts a one to two second pause between digit strings. "Pause" should not be used because no fixed number of pauses guarantees the timely entry of the GETS PIN.

GETS and WPS/GETS combined calls programmed with "wait" were successful on the following phone types and operating systems, though the basic instructions should work on other phone types and operating systems:

- BlackBerry (Bold 9930, BlackBerry 7 OS)
- iOS (iPhone 4s, iOS 7)
- Android (Samsung Galaxy S4, KitKat OS version 4.4.2)

After programming GETS and combined GETS/WPS calls with the "wait" function, OEC recommends that users test the contacts in non-emergency situations to verify that the call programming works.

GENERIC GETS CONTACT

1. In the phone's contacts list, create a new contact named "GETS Call." For the phone number, enter any of the GETS access numbers, which are located on the GETS card.

    a. WPS Option: To create a "WPS + GETS Call" contact, type *272 before the GETS access number.

2. Add a "wait" to the phone number.

   a. For BlackBerry users, press "B" on the keyboard or press and select "Add Wait." A black "W" icon will be inserted into the entry.

   b. For iOS users, press the "+*#" key and then press the "Wait" key (see Figure 1). A semicolon will be inserted into the entry.

   c. For Android users, press the "Sym" key and then the "Wait (;)" key (see Figure 2). A semicolon will be inserted into the entry.

3. Type in your GETS PIN.

INDIVIDUAL GETS NUMBERS

1. In the phone's contacts list, select the appropriate contact to add the GETS or combined WPS and GETS number. Add a new phone number entry for the existing contact (for example, "Work 2"). Begin by typing in any of the GETS access numbers located on the GETS card.
   a. WPS Option: For WPS + GETS Calls, type *272 before the GETS access number.
2. Add a "wait" to the phone number.
   a. For BlackBerry users, press "B" on the keyboard or press and select "Add Wait."
   b. For iOS users, press the "+*#" key and then press the "Wait" key (see Figure 1).
   c. For Android users, press the "Sym" key and then press the "Wait(;)" key (see Figure 2).
3. Type in the GETS PIN.
4. Add a second "wait" to your contact following the instructions in step two above.
5. Type in the contact's destination number.

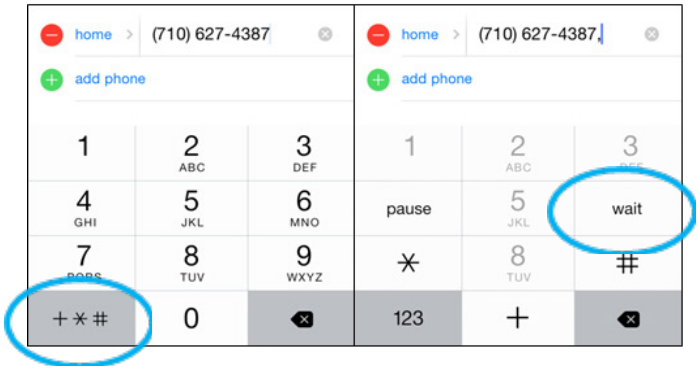

Figure 1: Accessing "Wait" on iOS

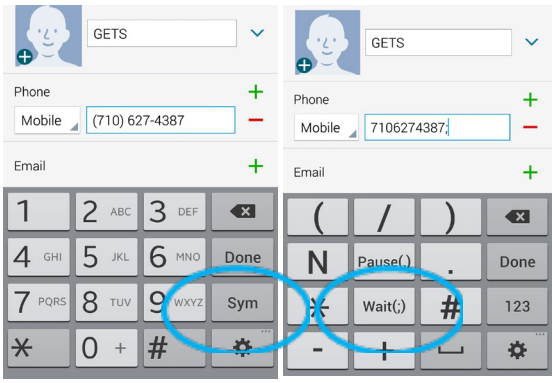

Figure 2: Accessing "Wait" on Andrioid

USING PRE-PROGRAMMED CONTACTS

Using pre-programmed GETS contacts is similar to dialing GETS manually. The key difference with pre-programmed contacts is that the user sends the next string of stored digits (the PIN or destination number) by responding to an on-screen prompt rather than entering the digits manually. Figures 3, 4, and 5 show the on-screen prompts to send stored digits for BlackBerry, iOS, and Android phones, respectively. If using the generic GETS contact, the destination number must be entered manually after sending the PIN.

If the call does not complete or a prompt to reenter the PIN is received, first check that the programmed contact contains the correct numbers. If the contact was correctly programmed, try reprogramming the contact using a different GETS access number, which is available on the GETS card.

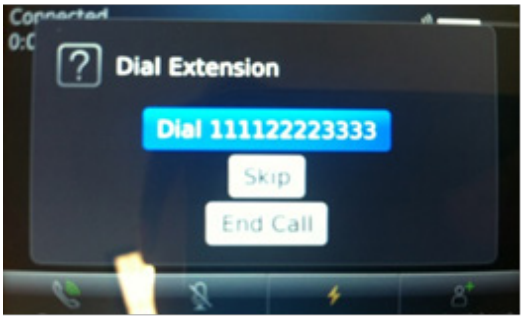

Figure 3: Blackberry "Wait" Prompt

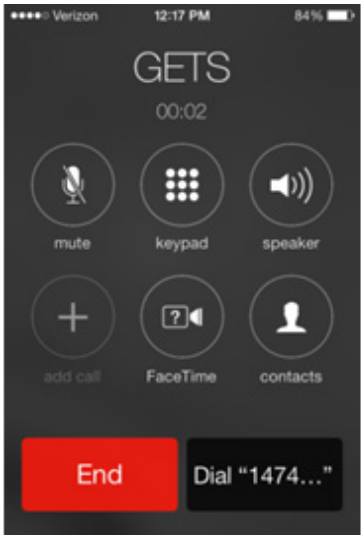

Figure 4: iOS "Wait" Prompt

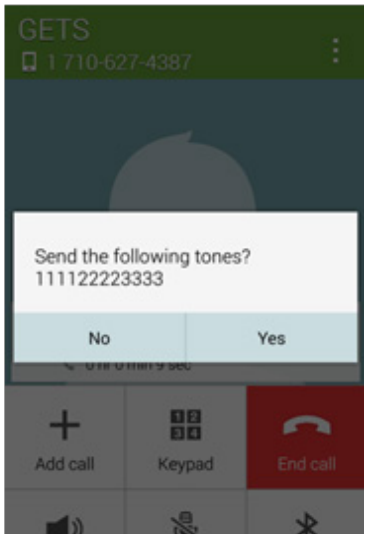

Figure 5: Android "Wait" Prompt

FOR ADDITIONAL INFORMATION

Please contact OEC@dhs.gov or visit www.dhs.gov/oec.