

# 911 Emergency Call FAQs

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## 1. *What number do I dial in an emergency?*

- Using any **UniCom office phone**, dial any of the following:
  - **911** (goes to IU Northwest Police)
  - **9-911** (goes to IU Northwest Police)
  - **6501** (goes to IU Northwest Police) (*IU Northwest Police's campus 4-digit extension*)
- Using an indoor **Campus Phone**, dial any of the following:
  - Press the **button** next to **RED IUN PD** tag (goes to IU Northwest Police)
  - **911** (goes to IU Northwest Police)
  - **9-911** (goes to IU Northwest Police)
  - **6501** (goes to IU Northwest Police) (*IU Northwest Police's campus 4-digit extension*)
- Using an **outdoor Emergency Phone** or **Elevator Phone**:
  - Outside – Tall red poles, push **HELP** button (goes to IU Northwest Police)
  - Outside – Yellow box phones, **open box** and **lift handset** (goes to IU Northwest Police)
  - Elevators – Use the **Push to Talk** button or use handset if present (goes to IU Northwest Police)
- Using a personal **cell phone**:
  - Dial (219) 980-6501 (goes to IU Northwest Police)
  - Dial 911 (Call will be routed to nearest off-campus 911 emergency center. Your call will not go to the IU Northwest Police.)

## 2. *How do emergency call services work now that the campus uses UniCom for phone service?*

- UniCom phone calls do not display your phone location
- If you make an emergency call, please, immediately provide your location, a description of the problem, and your name.

## 3. *What is a "Campus Phone"?*

- Campus Phones, which are not part of the UniCom system, are located in publicly accessible areas of the campus buildings. These will operate for several hours even if there is no electrical power on campus. A full list of Campus Phones is located [here](#).
- **Please take time to locate the Campus Phone nearest you.**
- During non-emergency times, you may use a Campus Phone to dial any campus 4-digit extension.

## 4. *What is an "Emergency Phone"?*

- There are two kinds of Emergency Phones located on the campus grounds. Both types connect to the IU Northwest Police without dialing any numbers and display the approximate location of the phone to the dispatcher. A full list of Emergency Phones is located [here](#).
  - **"Code Blue" phones** are located on the **tall red poles** with the **blue light** on top. To operate, push the **large red circular button labeled HELP**. You will be automatically connected to the IU Northwest Police.
  - **Yellow box phones** are strategically located on campus grounds. To operate, **open the box and lift the handset**. You will be automatically connected to the IU Northwest Police.

- **Please take time to locate the Emergency Phone nearest you.**
    - Or, please view the **map** to see a listing of **Emergency Phones** on campus: <http://www.iun.edu/map/emergency-phones/index.htm>.
5. *Why do campus emergency calls go to the IU Northwest Police?*
- IU Northwest Police personnel are fully authorized police officers. They are highly trained in emergency procedures. As they are located on-campus and familiar with the campus, they can respond more quickly than off-campus emergency responders.
  - IU Northwest Police will contact and assist with any other emergency services needed, such as fire or medical.
6. *What happens if my office internet is not working or electrical power goes out?*
- When the campus loses electrical power, internet and phone service via the office phones will not work. Your alternatives are:
  - Use a personal **cell phone** until power is restored:
    - Dial (219) **980-6501** (goes to IU Northwest Police)
    - Dial **911** (Call will be routed to nearest off-campus 911 emergency center. Your call will not go to the IU Northwest Police.)
  - If you do not have a cell phone or prefer not to use it you can:
    - Use the **Campus Phone** nearest to your location. See #1.
    - Use an outdoor **Emergency Phone**. See #1.
7. *What if my office phone is not working?*
- Use the **Campus Phone** or **Emergency Phone** nearest to your location. See #1.
  - If only your office phone is not working, use **any other office phone** that is available. It does not matter whether the phone is in a “locked” or “unlocked” status—any working phone can be used to make emergency calls. See #1.
8. *What if the Exchange server for Outlook is down?*
- **If you still have an Internet connection**, pick up the handset of your office phone and dial **911**. It does not matter whether the phone is in a “locked” or “unlocked” status.
9. *Where are Emergency and Campus Phones located?*
- Emergency and Campus Phones, which are not part of the UniCom system, are located in publicly accessible areas of the campus buildings and grounds. These will all operate for several hours even if there is no electrical power. Campus Phones are located inside campus buildings, and Emergency Phones are located outdoors on the campus grounds.
  - A full list of Campus Phones is located [here](#).
  - A full list of Emergency Phones is located [here](#).
  - **Please take time to locate the Emergency and Campus Phones nearest you.**
  - Or, please view this **map** to see a listing of **Emergency Phones** on campus: <http://www.iun.edu/map/emergency-phones/index.htm>.
10. *Who do I contact if I have a question about these services?*
- Contact the UITS Northwest Support Center
    - **Call** (219) 981-4357 (HELP), **email** [iunhelp@iun.edu](mailto:iunhelp@iun.edu), or **visit** Hawthorn Hall, Room 108.

*Location of Campus Phones:*

Location	Inside Location(s)
Dunes Medical/Professional Building	<ul style="list-style-type: none"> <li>• 1<sup>st</sup> floor near Campus Clinic</li> <li>• 1<sup>st</sup> floor near south elevator (near 1999F, around corner from fountain)</li> <li>• 2<sup>nd</sup> floor north end</li> <li>• 2<sup>nd</sup> floor near south elevator (near 2999F, around corner from fountain)</li> <li>• 3<sup>rd</sup> floor directly behind locked doors leading to Medical School labs</li> <li>• 3<sup>rd</sup> floor near south elevator (near 3999F, around corner from fountain)</li> </ul>
Hawthorn Hall	<ul style="list-style-type: none"> <li>• 1<sup>st</sup> floor northeast corner between doors and elevator</li> <li>• 1<sup>st</sup> floor southwest corner between inner and outer entrance doors</li> <li>• 2<sup>nd</sup> floor northwest corner near glass windows overlooking Broadway</li> <li>• 2<sup>nd</sup> floor southwest corner</li> <li>• 3<sup>rd</sup> floor northeast corner near glass windows overlooking Broadway</li> <li>• 3<sup>rd</sup> floor southwest corner</li> <li>• 4<sup>th</sup> floor northeast corner near glass windows overlooking Broadway</li> <li>• 4<sup>th</sup> floor southwest corner, directly across from Women's Restroom</li> </ul>
John W. Anderson Library Conference Center	<ul style="list-style-type: none"> <li>• 1<sup>st</sup> floor inside north entrance doors</li> <li>• 1<sup>st</sup> floor near elevator</li> <li>• 2<sup>nd</sup> floor near elevator</li> <li>• 3<sup>rd</sup> floor near elevator</li> <li>• 1<sup>st</sup> floor inside south entrance doors (will replace current pay phone)</li> </ul>
Lindenwood Hall	<ul style="list-style-type: none"> <li>• 1<sup>st</sup> floor inside north entrance near directory board</li> </ul>
Marram Hall	<ul style="list-style-type: none"> <li>• 1<sup>st</sup> floor west entrance near revolving doors, next to copy machine</li> <li>• 2<sup>nd</sup> floor next to men's restroom across from Biology fish tank</li> <li>• 3<sup>rd</sup> floor next to men's restroom across from Geology rock display</li> </ul>
Moraine Student Center	<ul style="list-style-type: none"> <li>• Across from south entrance doors near Career Services</li> <li>• Near west entrance doors inside the red booth</li> </ul>
Raintree Hall	<ul style="list-style-type: none"> <li>• 1<sup>st</sup> floor near southwest entrance, next to RH145</li> <li>• 2<sup>nd</sup> floor near elevator, next to RH204</li> </ul>
Savannah Center	<ul style="list-style-type: none"> <li>• 1<sup>st</sup> floor inside north entrance by ticket booth (will replace current cell phone)</li> <li>• 1<sup>st</sup> floor inside south entrance doors near auditorium entrance within grey booth</li> <li>• 2<sup>nd</sup> floor across from SC222, near Student Services Administration</li> <li>• 2<sup>nd</sup> floor near exit, within the jogging track</li> </ul>
Sycamore Hall	<ul style="list-style-type: none"> <li>• 1<sup>st</sup> floor inside north entrance near directory board</li> </ul>

**Location of Emergency Phones:**

<b>Location</b>	<b>Outdoor Location(s)</b>
Arts on Grant	<ul style="list-style-type: none"> <li>• Near building entrance</li> </ul>
Dental Building	<ul style="list-style-type: none"> <li>• East of Broadway and North of 33<sup>rd</sup> Avenue – north side of building</li> </ul>
Dunes Medical/Professional Building	<ul style="list-style-type: none"> <li>• South end near entrance next to the bench</li> <li>• North end near patient parking next to the entrance</li> <li>• East side near the Dunes Medical/Professional Building sign</li> </ul>
Hawthorn Hall	<ul style="list-style-type: none"> <li>• Northeast corner on the pathway to Hawthorn entrance</li> <li>• West side in the central common area</li> </ul>
John W. Anderson Library Conference Center	<ul style="list-style-type: none"> <li>• Southwest corner near the RedHawk Shuttle bus stop near the 'Do Not Enter' sign</li> <li>• South side of the building on the east side of the sidewalk</li> <li>• North side near the entrance next to the sidewalk</li> </ul>
Mail Room	<ul style="list-style-type: none"> <li>• Southeast corner of Broadway &amp; 33<sup>rd</sup> Avenue, southwest corner of building (Blue light above it)</li> </ul>
Marram Hall	<ul style="list-style-type: none"> <li>• North end near entrance path</li> <li>• South end near entrance path</li> </ul>
Parking Lots	<ul style="list-style-type: none"> <li>• Lot # 1: north side of 33<sup>rd</sup> Avenue</li> <li>• Lot #2: south side of 33<sup>rd</sup> Avenue near the exit sign</li> <li>• Lot #11: east side of Broadway midway between 34<sup>th</sup> and 35<sup>th</sup> Avenues</li> </ul>
Raintree Hall	<ul style="list-style-type: none"> <li>• Northwest corner near entrance doorway</li> </ul>
Savannah Center	<ul style="list-style-type: none"> <li>• North side near the entrance ramp</li> <li>• South side near entrance</li> </ul>
Sycamore Hall	<ul style="list-style-type: none"> <li>• Southwest corner of building</li> <li>• North end near building entrance</li> </ul>