



# ALABAMA 911 BOARD

**January 11, 2022  
Talk About It Tuesday!  
Texty 17.5 Upgrade**

# Introduction & Contact Information

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# Agenda

January 11, 2022

➤ **Texty 17.5 Upgrade**



# INdigital Presents....

## Texty 17.5



**In order for Texty 17.5 to function correctly, please make sure Chrome version 74 or later is on the operating system you will be using.**

No changes necessary for the PSAP.

The upgrade will be performed by INdigital staff. Each PSAP will be automatically logged off at 4 am and will have to log back in.

This will be conducted on January 18, 2022 at 4 am cst.

1. The NSOC will be notified that the cut will be taking place
2. The Alabama users in the database will be updated to version 17.5
3. The Texty routing will be updated to send all new sessions to 17.5
4. All sessions that do not have active calls will be expired.
5. This will log out everyone in Alabama. When they log back in, they will be on 17.5.
6. Test messages will be sent to Baldwin County to confirm two-way communication.
7. The NSOC will be notified that the cut is complete.

# New Features in Release 17.5

## AI Translation:

When communicating with textors of another language, the AI Translation feature can be turned on for the conversation. This function will attempt to identify the speaker's language and translate all incoming and outgoing messages.

Over 100 different languages are available on the AI Translation.

The screenshot displays a dispatch software interface with a toolbar at the top containing icons for navigation, location, and communication. The main area shows a list of messages:

- Location Event Received - View marker on map** (07:39:26)  
Latitude: 41.772035 | Longitude: -88.473291  
Approximate location at center: Kane County, Illinois, United States
- (630) 681-0001  
hay un accidente en la 1ra y principal [Spanish --> English] there is an accident on the 1st and main (07:40:30)  
AI Translation Enabled - See translated message(s) above (07:40:34)
- 118-003-5011  
911-demo: is anyone hurt? [English --> Spanish] 911-demo: ¿alguien está herido? (07:40:59)
- (630) 681-0001  
si, manda una ambulancia [Spanish --> English] yes, send an ambulance (07:42:04)

At the bottom, there is a text input field with a dropdown menu set to "Spanish" and the text "911-demo: Type here, use enter to send text." The character count "1014" is shown on the right. Below the input field is a row of buttons: "Transfer/Conference", "Exigent Circumstances", "AI Translation", "Rebid Network Location", "Enhanced Location", and "Hide Map".

# AI Translation

During both an inbound and outbound text session, when a message arrives that is not in English, the Telecommunicator can hit the “AI Translation” button in the “L” area of screen (bottom toolbar). The message in the dialog area will be translated, and the drop down in the chat window “Q” will be set to the selected language. Once activated, all messages to and from the public will be translated to this language. The public will only see the translated message.

The screenshot displays the Teity 9-1-1 interface. On the left, there's a sidebar with '0 Inbound Calls', '9-1-1', and 'My Dialogs' showing 1 Inbound and 0 Outbound. The main area features a map with a location event marker. Below the map, a message from (720) 934-1028 is shown: 'hay un accidente en la carretera' (Spanish) and 'there is an accident on the road' (English). The interface indicates 'AI Translation Enabled - See translated message(s) above'. A subsequent message from 118-800-5011 asks 'Where is your current location?' (English) and '¿Dónde está tu ubicación actual?' (Spanish). The bottom toolbar includes buttons for 'AI Translation', 'Rebid Network Location', and 'Enhanced Location'. A red 'End Dialog' button is also visible.

Field	Value
Location Type	Network
Latitude	41.119138
Longitude	-85.1699961

Location Event Received - View marker on map  
Latitude: 41.119138 | Longitude: -85.1699961 | Radius: 1500 meters  
Approximate location at center: 1516, Directors Row, Fort Wayne, Allen County, Indiana, 46806, United States

AI Translation Enabled - See translated message(s) above

Test 911: Where is your current location? [English -> Spanish] Prueba 911: ¿Dónde está tu ubicación actual?

# Changing the identified language.

If a message arrives but the initial identification was incorrect, the Telecommunicator can hit the auto-detect buttons in either the dialog screen (I) or in the yellow chat window (Q) to rescan the message and update the language. The drop down in the chat window can also be manually selected if the language is known by the Telecommunicator.

The screenshot displays the TeXty 9-1-1 interface. On the left, there are statistics for '0 Inbound Calls' and '9-1-1'. Below this, 'My Dialogs' shows '1 INBOUND' and '0 OUTBOUND' messages. A specific message from '(720) 934-1028' is highlighted. A sidebar on the left provides details for the carrier (Verizon Wireless), elapsed time (00:03:41), auto-close in (19:05), conferenced (No), and barged (No). A red 'End Dialog' button is visible.

The main area features a map with a green circle indicating a 1500-meter radius around a location in Fort Wayne, Indiana. Below the map, a table lists fields: Location Type (Network), Latitude (41.119138), and Longitude (-85.3639363). A status bar shows 'AI Translation Enabled - See translated message(s) above' with an information icon (I).

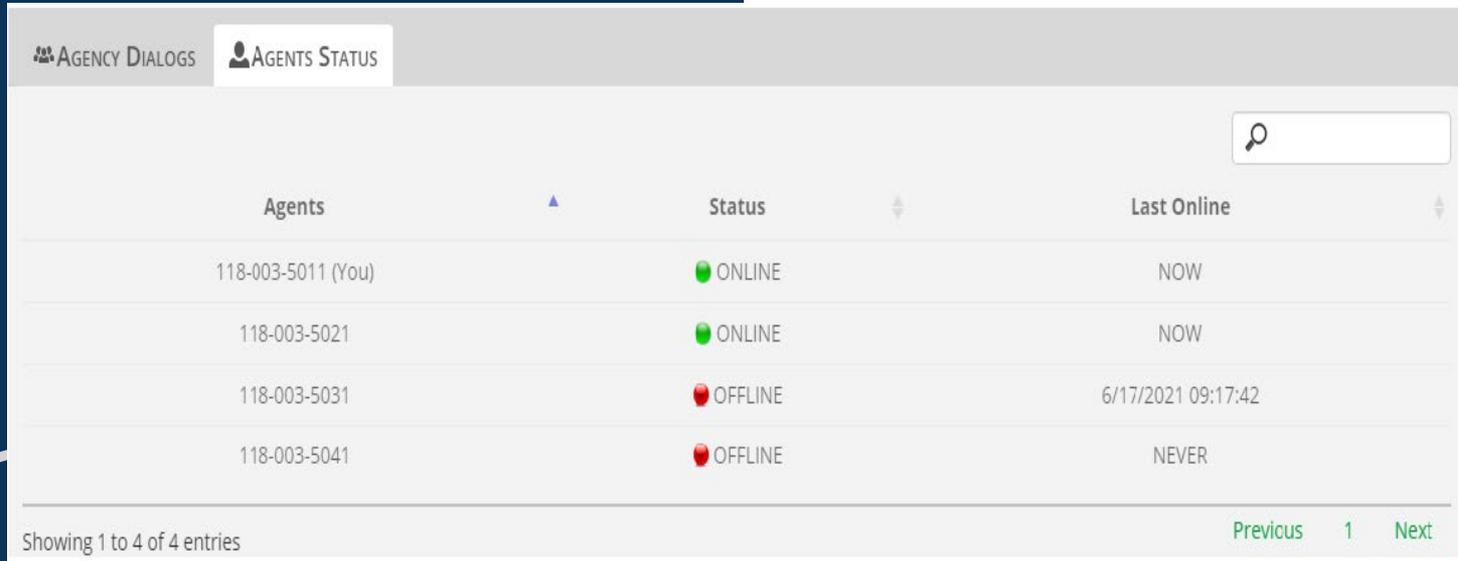
The message history shows a green bubble: 'Test 911: Where is your current location? [English -> Spanish] Prueba 911: ¿Dónde está tu ubicación actual?' (12:36:19). Below it, a yellow bubble shows the received message: '(720) 934-1028 Sono all'uscita 21 [Italian -> English] I'm at exit 21' (12:38:12). A status bar below the message indicates 'Auto-Detection successful - Translation switched to Italian' (12:38:12).

At the bottom, a chat window (Q) shows a dropdown menu set to 'Italian' and a text input field with the placeholder 'Test 911: Type here, use enter to send text'. A 'Q' icon is next to the input field. The bottom toolbar includes buttons for 'Transfer/Conference', 'Exigent Circumstances', 'AI Translation', 'Rebid Network Location', 'Enhanced Location', and 'Hide Map'. The footer shows 'LOGGED IN AS 118-900-5011 CONNECTION STATUS: CONNECTED' and 'Series 17'.



# Agent Status

On the main page there is now an Agent Status tab next to Agency Dialogs. This gives the real-time status of all agents **within the agency**. In addition, when transferring calls **internally**, each agent that is online will be highlighted.



The screenshot shows a web interface with two tabs: 'AGENCY DIALOGS' and 'AGENTS STATUS'. The 'AGENTS STATUS' tab is active. Below the tabs is a search bar with a magnifying glass icon. The main content is a table with the following columns: 'Agents', 'Status', and 'Last Online'. The table contains four rows of data. The first row is highlighted in light blue. At the bottom of the table, there is a pagination bar showing 'Showing 1 to 4 of 4 entries' and navigation links for 'Previous', '1', and 'Next'.

Agents	Status	Last Online
118-003-5011 (You)	ONLINE	NOW
118-003-5021	ONLINE	NOW
118-003-5031	OFFLINE	6/17/2021 09:17:42
118-003-5041	OFFLINE	NEVER

Showing 1 to 4 of 4 entries [Previous](#) [1](#) [Next](#)

## Conference/Transfer to an agency or agent

Type an agency or agent

External

Internal

ALLEN COUNTY

118-003-5021 (online)

118-003-5031

118-003-5041

Cancel

## Exigent Circumstances:

Exigent circumstances are notes that each agency can have added to give carrier specific information. When texting with a caller, the agent can click on Exigent Circumstances button to view information based on the carrier of the caller.

### Exigent Circumstances

#### Carrier Details

**Carrier Name**

Verizon Wireless

**Mobile Country Code**

311

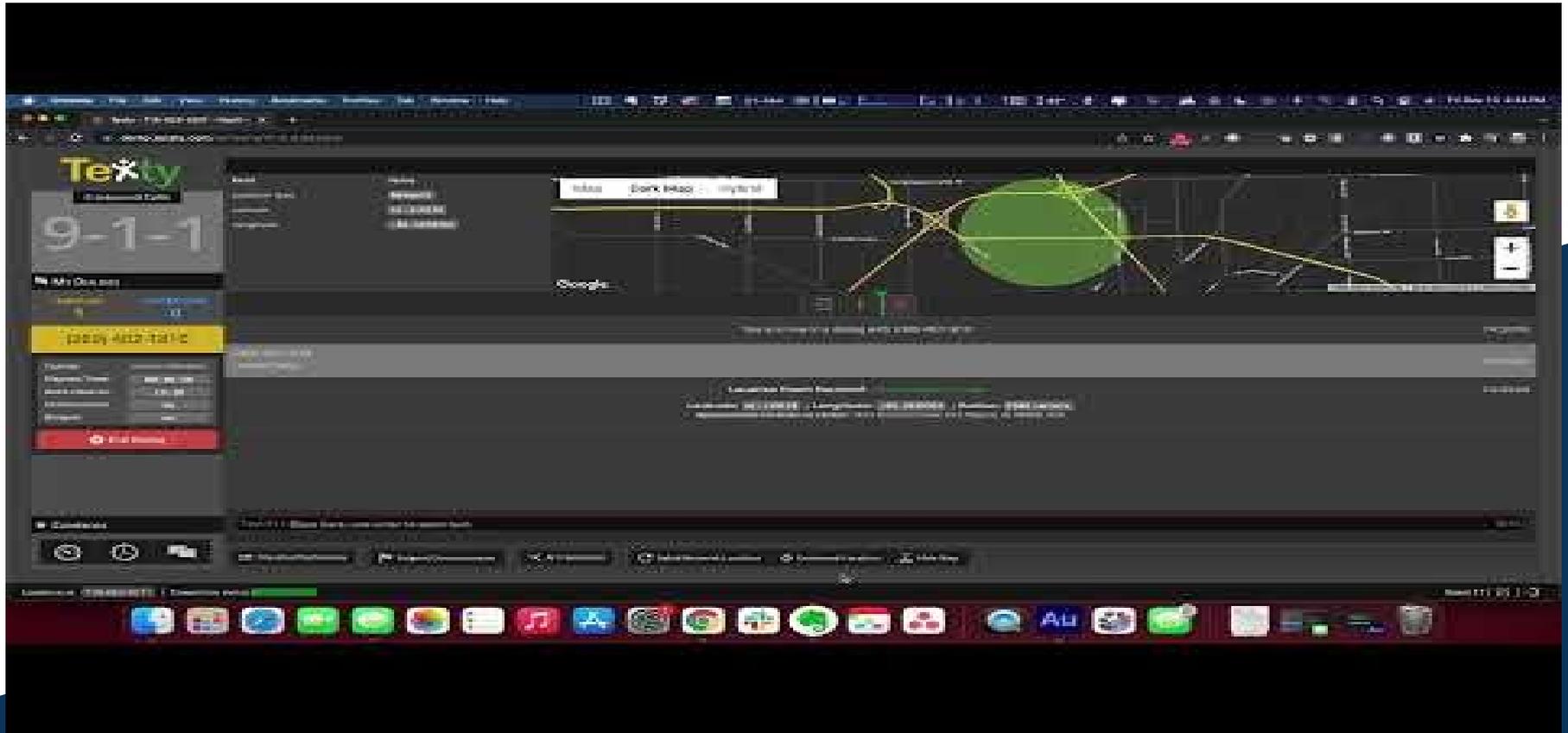
**Mobile Network Code**

489

#### Notes

**Please call our National Service Operations Center (NSOC) for immediate assistance (877) 469-2010**





# RapidSOS Integration

Using the Enhanced Location Button will allow the Telecommunicator to do a rebid on the location of the texter to obtain a better location. Once the Enhanced Location button is clicked “L” (bottom toolbar), Texty will query from the RapidSOS NG9-1-1 Clearinghouse. If a location is available it will display on the active session map. At this time you will see two location circles, the darker of the two will display the precise location.

The screenshot displays the Texty 9-1-1 interface. On the left, there are panels for '0 Inbound Calls', '9-1-1', 'MY DIALOGS' (showing 1 inbound and 0 outbound), and 'CONTROLS'. The main area shows a call log for '(646) 717-4069' with the text 'I need help'. A location event is shown with the following details:

Field	Value
Location Type	Enhanced EE
Latitude	41.1193525
Longitude	-85.1639685
Radius	24.687 meters

The map shows two location circles: a large, light red one and a smaller, darker red one. The darker circle is labeled 'FF' and 'iNdigital telecom'. The interface also shows a message: 'You are now in a dialog with (646) 717-4069'. The bottom toolbar includes buttons for 'Push to CAD', 'Transfer/Conference', 'Rebid Network Location', 'Enhanced Location', 'Hide Map', and a button labeled 'L'. A curved arrow points from the 'Enhanced Location' button to the darker location circle on the map.

Zoom out display of both locations - This display shows both the initial location (the larger circle) and the location after the rebid (the small red dot inside the larger circle). This will be the precise “Enhanced Location” and will display a new Lat/Long and Radius.

The screenshot displays the TeXty 9-1-1 interface. On the left, there are panels for '0 Inbound Calls', '9-1-1', and 'My DIALOGS' with 'INBOUND 1' and 'OUTBOUND 0'. A call log shows a call from '(646) 717-4069' with the message 'I need help'. The main area features a Google Map with a large red circle and a smaller red dot inside it, both labeled 'FF'. A table at the top left lists the location details:

Field	Value
Location Type	Enhanced
Latitude	41.1193525
Longitude	-85.1639605
Radius	24.087 meters

Below the map, a log of events is visible:

- 11:25:16: You are now in a dialog with (646) 717-4069
- 11:25:16: Location Event Received - View marker on map
- 11:25:16: Latitude: 41.1192278 | Longitude: -85.16349000000002 | Radius: 1500 meters  
Approximate location at center: 1426 Directors Row, Fort Wayne, IN 46808, USA
- 11:26:13: Enhanced location query was successful - Showing new location on map
- 11:26:14: Location Event Received - View marker on map
- 11:26:14: Latitude: 41.1193525 | Longitude: -85.16396050000003 | Radius: 24.087 meters  
Approximate location at center: 1631 Production Rd, Fort Wayne, IN 46808, USA

At the bottom, there is a text input field with '911: Type here, use enter to send text.' and a '1019' character count. A control bar includes buttons for 'Push to CAD', 'Transfer/Conference', 'Rebid Network Location', 'Enhanced Location', and 'Hide Map'.

# Voice Call -Enhanced Location Query

Texty now offers the ability to query a phone number in order to acquire an enhanced location.

- This can only be done once a 9-1-1 voice call has been placed from an enabled iPhone using iOS12 or an Android phone.
- Enter the 10 digit phone number and press enter.

The screenshot displays the Texty interface. On the left, there's a sidebar with 'Texty' logo, '0 Inbound Calls', '9-1-1', and 'My DIALOGS' section showing 'INBOUND 1' and 'OUTBOUND 0' for the number '(260) 888-6757'. The main area features a map of Nashville with a search bar containing '(260) 888-6757'. Below the map is a table of call records.

Caller	Agent(s)	Type	Carrier	Location	Messages	Start Date
(260) 888-6757	118-037-1011	Inbound	Verizon Wireless	1504 Directors Row, Fort Wayne, IN 46808, USA	1	08-17-2018 12:38:09

At the bottom, it says 'Showing 1 of 1 entries'.



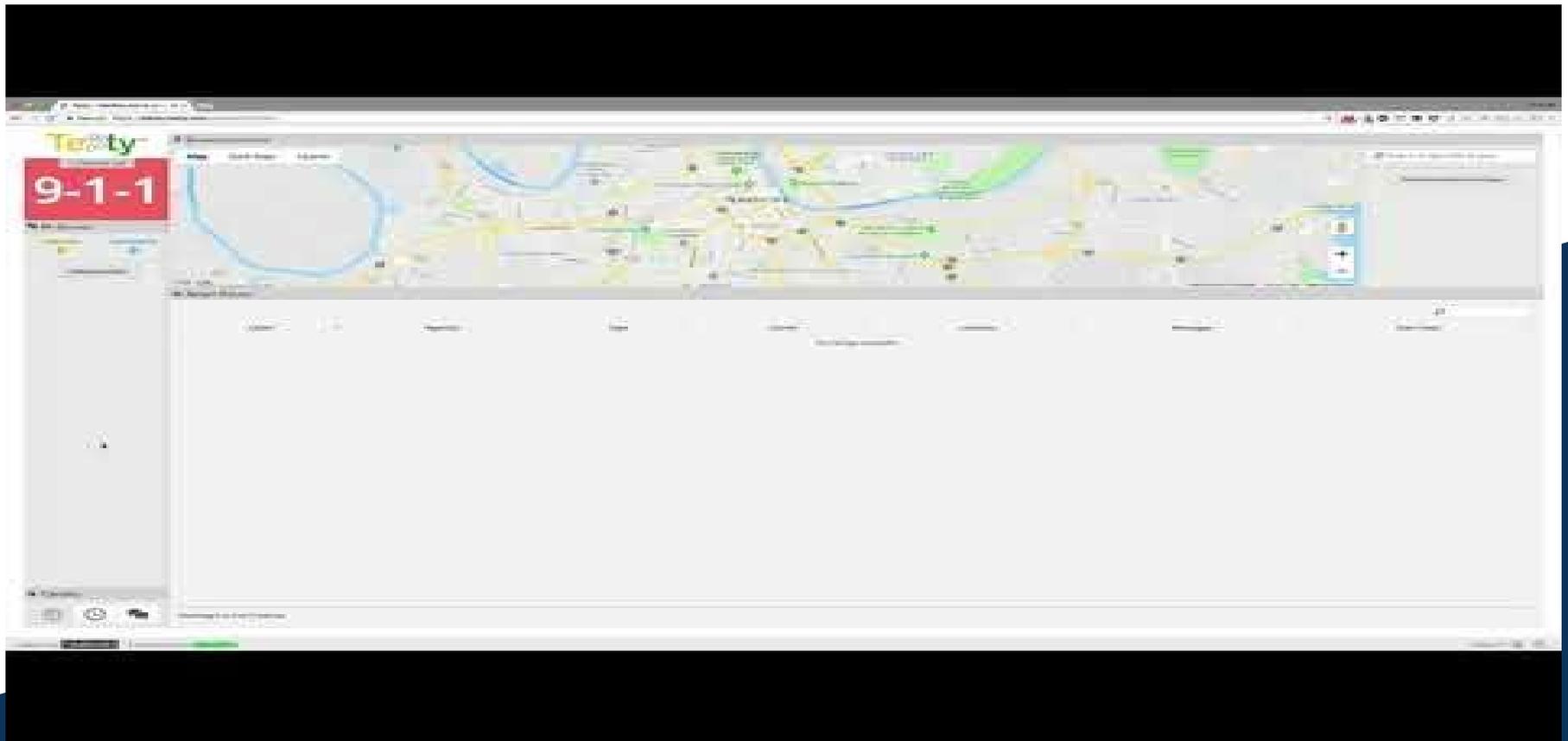
## Voice Call - Enhanced Location Query - A successful query will display the following in the map display:

- a. CBN (callback number)
- b. Carrier
- c. Position
- d. Uncertainty
- e. Altitude
- f. Reverse Geocoded Address
- g. Query Number X
- h. Location Record Timestamp
- i. Emergency Call Timestamp
- j. Location Source



A telecommunicator can refresh the location every 3-5 seconds when accompanied by an active 9-1-1 voice call. **Once a 9-1-1 hang up or misdial occurs, the ability to query a number is possible for only a short time after the call has released.**

Once that time period has ended, another 9-1-1 call must be made in order to query a number.



# Questions?

## Contact Us



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46808



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NSOC



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# Questions

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