



RELIABLE TEXT-TO-911

TEXTY



Texty empowers ECCs to send and receive 911 messages from a simple, web-based interface. Whether it's a domestic incident or an emergency in a crowded space, Texty ensures help is still within reach—even when speaking isn't possible.

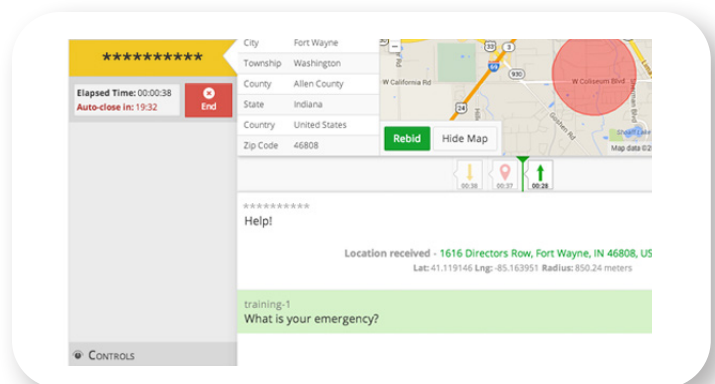
**TEXT-TO-911 THAT CONNECTS
WHEN VOICE CAN'T.**

SMART FEATURES

- ✓ Automatic language translation (supports 108+ languages)
- ✓ Text-from-911 capability
- ✓ Visual + audio alerts
- ✓ Real-time dashboard
- ✓ Conference, transfer, and barge-in functionality
- ✓ Cloud-based, always up-to-date
- ✓ Standards compliant (ATIS JSTD-110, NENA i3)

WHY TEXTY?

- Faster deployment, no infrastructure upgrade required
- Seamless integration into existing workflows
- Improves response in sensitive or speech-limited emergencies
- Backed by INdigital's 24/7/365 accountable support system



WHEN THE WORDS CAN'T BE **SPOKEN**, THE LINE STILL HOLDS.

Some calls for help never make a sound – a caller who cannot speak, a moment where speaking aloud would be dangerous, a medical emergency that takes the voice away. Each one still needs a fast, accurate path to 9-1-1. Texty opens that path over ordinary SMS and gives telecommunicators the same situational picture, location intelligence, and supervisory tools they rely on for a voice call.

A TEXT-TO-911 SESSION, START TO FINISH

1. RINGING ALERT

The inbound indicator turns red with an audible tone for every new segment.

2. ANSWER

One click accepts the dialog; the caller's number and carrier appear.

3. LOCATE

Map shows the caller's position, with tools to refine it in seconds.

4. CONVERSE

Type freely or send pre-canned replies; scroll earlier segments with instant recall.

5. RESOLVE

Transfer, conference, or close the dialog... every action is logged.

LOCATION TOOLS OVERVIEW

REBID NETWORK

- Requests a fresh location from the wireless carrier
- First move when the initial fix looks imprecise
- Updates the map and location type

ENHANCED LOCATION

- Queries the NG9-1-1 location clearinghouse (RapidSOS)
- Adds a tighter, more precise circle on the map
- Returns updated lat/long and radius

LOCATION QUERY

- Track a 10-digit callback after a 9-1-1 voice call ends
- Refreshes every few seconds for live tracking
- Launch an outbound text straight from the result

WHAT3WORDS

- Three-word codes pinpoint any spot worldwide
- Texty auto-detects w3w strings in messages
- Send a caller a pre-composed location link

ONE DASHBOARD. FULL COMMAND.

- Live dialog board. Carrier, elapsed & auto-close timers
- Enhanced-location map for active sessions
- Exigent circumstances notes per caller number
- Up to 100 pre-canned messages
- Instant recall of earlier segments
- Connection status confirmed each shift

SUPERVISION & **MONITOR / BARAGE**

Supervisors watch any active dialog in real time from another position, then barge in to open a private line with the telecommunicator or join the conversation.

CONFERENCE & **TEXT-FROM-911**

- Transfer or conference a session to another ECC, with both telecommunicators texting the public on one thread.
- Start an outbound text to follow up on 911 hang-ups or accidental dials.
- Every position keeps its last 30 dialogs, with export to PDF for the record.

SPEAK EVERY LANGUAGE

A non-English message is auto-detected and translated to English on arrival. Replies typed in English reach the caller in their own language, and every message thereafter is translated both ways until the session ends ... across more than 108 languages, in both text-to-911 and text-from-911 sessions.