



TXT 2 9-1-1 User Guide

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Revision History

Date	Revision	Notes	Prime
November 25, 2025	Rev 1	Updates to template	Farhan Azad
May 08, 2026	Rev 1.1	Updated screenshots and added more detailed information about the functionalities.	Gagandeep Singh

Glossary

Term	Description
Call Taker	A Call Taker is a 911 Call Taker inside the PSAP. Each PSAP may be comprised of one or more 911 Call Takers. The default position in each PSAP is called the queue.
CPE	Customer premises equipment. Any terminal associated equipment located at a subscriber's premises and connected with a carrier's telecommunication channel at the demarcation point.
Location	For this purpose, the mobile phone location provided by the carrier for 9-1-1- text calls. Location is NOT available for non-911 text calls and any text call initiated by a Call Taker over a short or 10-digit SMS code.
Message routing	TXT29-1-1 routes messages to the designated PSAP and Call Taker based upon from where the handset location where the session was initiated or transferred. For non-911 text calls, the destination PSAP is called the queue.
MDN	Mobile directory number.
SMS	Industry standard short message service (GSM/CDMA). MT and MO SMS messages are constrained to 160 characters.
MO	Mobile originated message from the mobile phone to TXT29-1-1.
MT	Mobile terminated message from TXT29-1-1 to the mobile phone.
Open Session	An "open" messaging session is one that is not owned by any Call Taker and is the result of a new call or may occur in the case of an unsuccessful transfer and will be seen by all Call Takers at the originating PSAP.
Owned Session	An "owned" messaging session can be accessed only by the Call Taker and supervisor.
PSAP	Public safety answering point; the agency to which 911 calls are routed in a specific geographic area. The term PSAP is applicable to 9-1-1 and non-911 emergency dispatch centres. For non-911 emergency dispatch centres, a 10-digit number is used to receive text calls.
PSAP queue	Default position where open sessions are presented. There is one queue per PSAP. All logged-in Call Takers within the PSAP see all Open and Owned Sessions from the queue.

Introduction

The purpose of this document is to provide the User Guide for the TXT29-1-1 web portal SMS-to-9-1-1 application. Elements of the web portal may be customized for each PSAP (Public Safety Answering Point), and each PSAP must be provisioned before the system can be used.

For technical assistance, please contact Convey support at **1-866-926-6839**. Be sure to indicate that you are using the TXT29-1-1 web application and specify whether the issue involves a 9-1-1 call, a short code, or a 10-digit number.

Web Portal

01 SIGN-ON

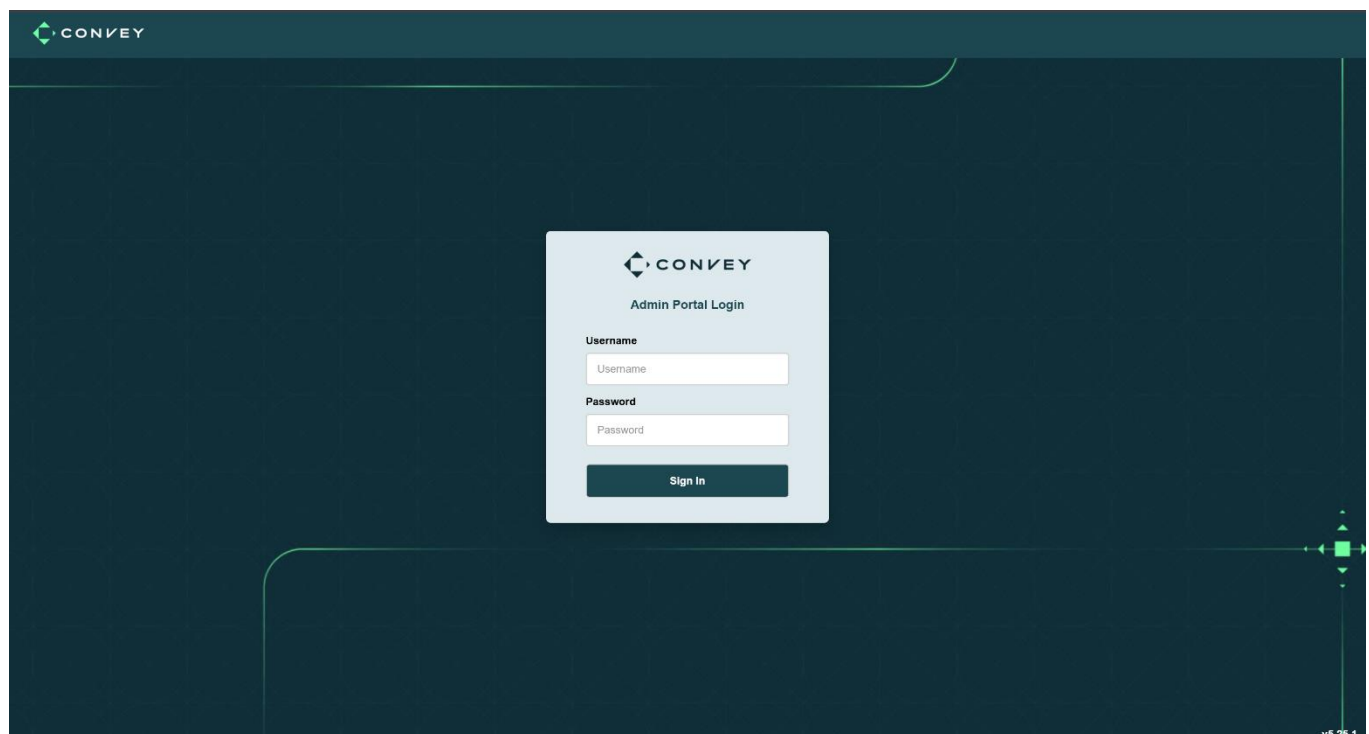


Figure 1: TXT29-1-1 Portal Login Page

Users access the TXT29-1-1 web portal at a **unique URL** provided by Convey (Figure 1). Access to the portal is restricted to the IP range/subnet configured for the PSAP during provisioning. Each user account is associated with a specific PSAP. A PSAP represents a group of workstations or user IDs.

To sign in:

1. Open the TXT29-1-1 portal URL in a supported browser.
2. On the **Admin Portal Login** page (Figure 1), enter your **Username** and **Password**.
3. Click **Sign In**.

Notes:

- The **username is not case sensitive**.
- The **password is case sensitive**.

Session Timeout and Extension

The web session timeout is configurable. Before a session expires, a warning pop-up is displayed (Figure 2), for example, after 24 hours of activity.

To extend your session:

1. When the expiry message appears, click **Extend** to renew the session for the configured period.
2. Click **Cancel** (or close the pop-up) to allow the session to expire and sign out.

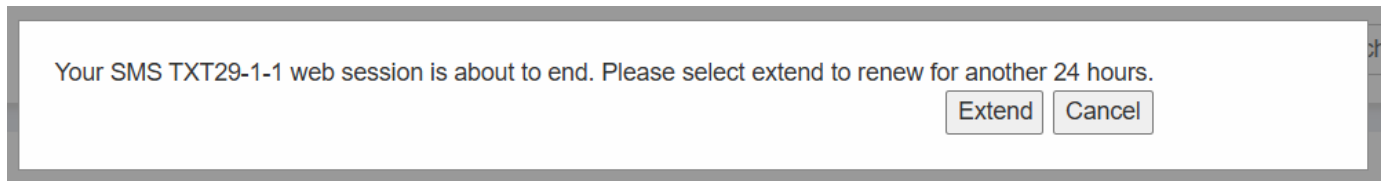


Figure 2: Pop-up window indicating web session is about to expire.

02 LOGOUT

Users log out of the web portal using the **Logout** icon located to the right of the username in the header (Figure 3).

To log out:

1. Click the **Logout** icon in the top-right corner of the portal (Figure 3).
2. If no restrictions apply, you are signed out of the session.

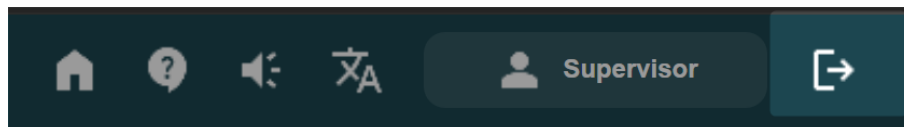


Figure 3: Logout

Logout Restriction: Active Owned Session

A configurable option can prevent logging out if the user currently **owns an active chat session**.

- If enabled, and you attempt to log out while owning an active chat, a warning pop-up appears (Figure 4) indicating that logout is restricted.
- To proceed, end or release all active chats, then click **Logout** again.

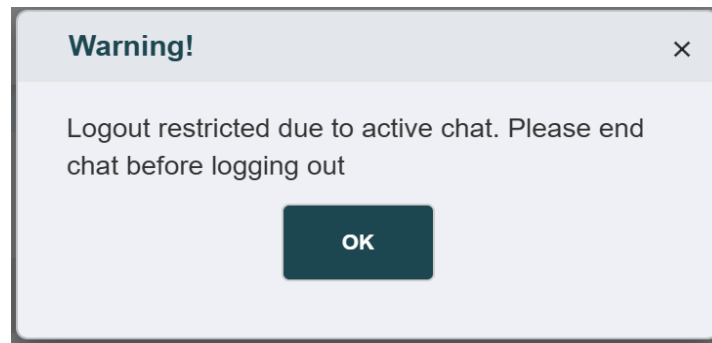


Figure 4: Pop-up window indicating active session in progress when user attempts to log out.

Logout Warning: Conversations in Queue

Another configurable option warns the user if there are **unowned conversations waiting in the queue** when attempting to log out.

- If enabled, and queued conversations exist, a pop-up appears (Figure 5) asking if you are sure you want to log out. See Section 3.3 for more information on the queue.
- Click **Yes** to continue logging out, or **No** to cancel and return to the portal.

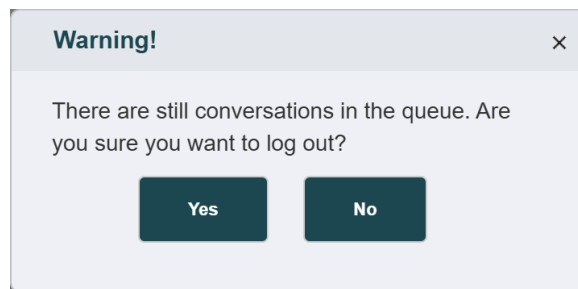


Figure 5: Pop-up window indicating conversations in the queue when attempting to log out.

Home Screen

After successful authentication, the user is directed to the Home Screen.

- **Supervisors** are granted access to all portal modules, including:
 - Text Chat
 - Canned Messages
 - Chat Simulator
 - Reports
 - Add/Edit Users
 - Custom Routing
- **Call Takers** are presented with a similar Home screen layout; however, their access is restricted to the **Text Chat** module only.

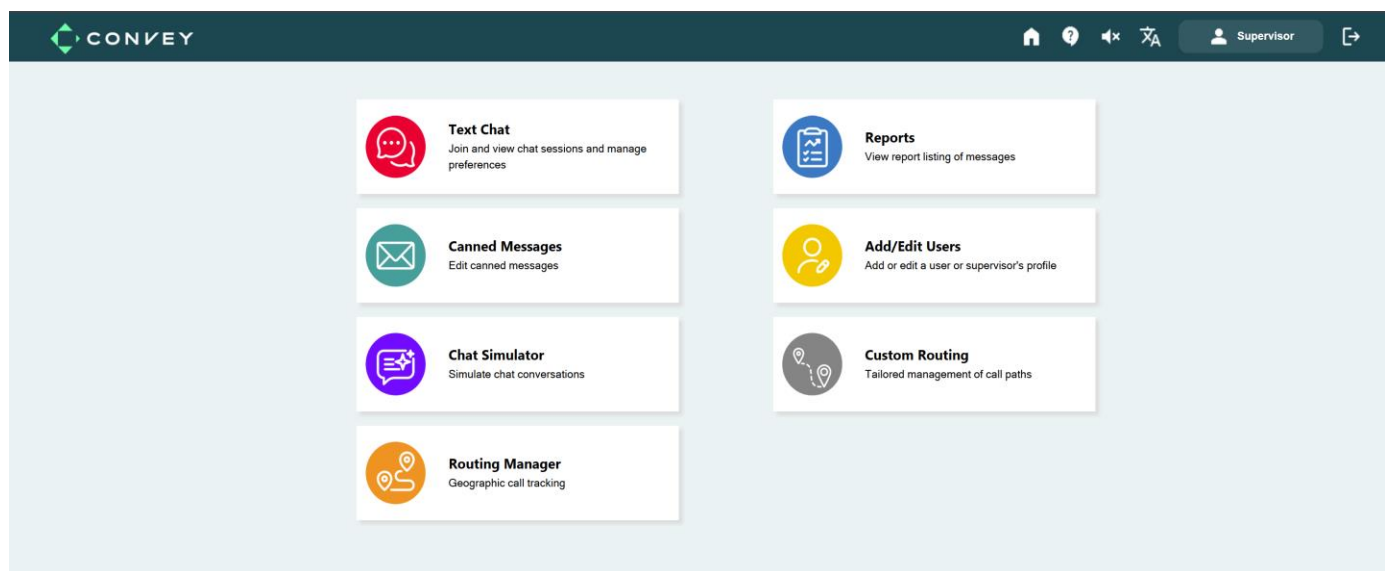


Figure 6: Supervisor Home Page

Both the Call Taker and Supervisor have identical controls within the header bar from Figure 3 shown below:



From left to right, these controls include the Home, Contact, Mute, Help, Language, and logout buttons.

- The Home button returns the user to their home screen.
- The Mute button allows the user to mute browser alerts.
- The Help button (question mark icon) opens the Contact Us page.
- The Language button opens a dropdown menu to select the preferred language for the TEXTBLUE web application portal.
- The Logout button provides an option to log out of the portal.

Note: The roles for supervisors and call takers can be customized based on PSAP requirements to provide more or less access. It is also possible to define additional role groups beyond Supervisor and Call Taker.

Session Manager

The Session Manager displays all active and queued text sessions for a PSAP (Figure 7).

Select user

All Users

Enter phone number*

(224) 326-3849

Start Session

Session Manager

All

Queue

Active

Archived

Participants	Phone	Session Start Time	Latest Message	Messages	Open
		Start	End		
westSup...	12243263849	08/17/2025 6:53 AM	08/18/2025 6:55 AM	08/18/25 06:53:24	6

westSup,west-call2

tries

1

Figure 7: Session Manager

Accessing the Session Manager

1. From the home page, click the **Text Chat** navigation button.
2. The **Session Manager** screen opens.
 - **Supervisors** can view **all chat sessions** for their PSAP, including the **owner's username**.
 - **Call Takers** see **only the sessions they own**.

Session Display and Behavior

- New **open** chat sessions (not yet owned) are highlighted in **orange**.
- Existing **owned** chat sessions are highlighted in **blue**.
- The Session Manager automatically **refreshes every 5 seconds**.

- An **audible tone** sounds in the browser when open chat sessions are present and continues until a Call Taker takes ownership of the session. (This audible notification can be muted by the Call Taker.)

When a Call Taker takes ownership of a session:

- The Call Taker becomes associated with that session.
- Their **username** is shown in the **Participants** column on the Session Manager screen.

Note: Messages stored in the database are attributed to the Call Taker who is responsible at the time each message is sent or received. If a session is transferred, multiple Call Takers may be associated with that session in reporting.

The Session Manager (Figure 7) also uses four toggle buttons to control which sessions are displayed:

1. **All**

- Highlighted in **Green** when selected.
- Shows **all sessions**:
 - **Queue** (unassigned, in orange)
 - **Active** (owned, in blue)
 - **Archived** (in alternating shades of Blue (purple))

2. **Queue**

- Highlighted **orange** when selected.
- Shows only **unassigned sessions** that are still in the queue (these rows are also orange).

3. **Active**

- Highlighted in **blue** when selected.
- Shows only **currently active, owned sessions** (these rows are blue).

4. **Archived**

- Highlighted in **Purple** when selected.
- Shows only **archived sessions** (these rows appear in alternating grey shades).

Using the filters

- You can turn each button **on or off** and use **any combination** (for example, **Queue + Active**, or only **Archived**).
- By default, when the Session Manager first opens, **Queue** and **Active** are selected, so both unassigned and active sessions are shown.
- If you select **All**, only the **All** button is highlighted, and **all session types** are displayed, regardless of the other buttons.

01 PHONE FILTER

The Session list can be filtered by phone number. Entering a phone number or a partial mobile number will filter the list accordingly.

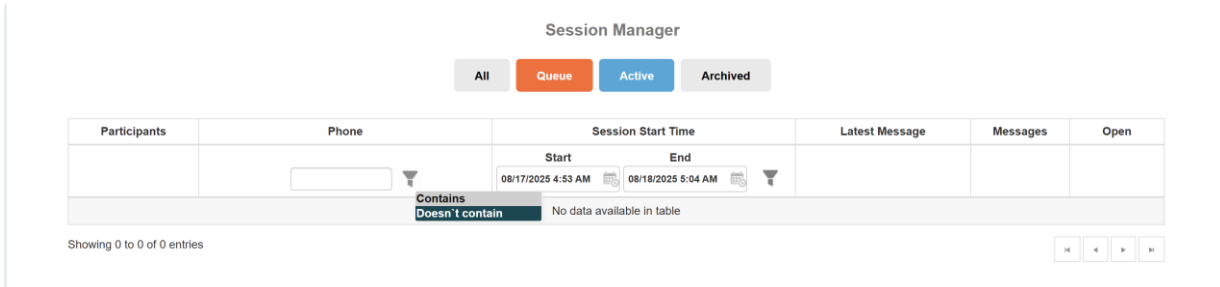


Figure 8: Phone Filter

Clicking the filter button  allows the User to select if the list should contain or does not contain the filter criteria.

02 DATE FILTER

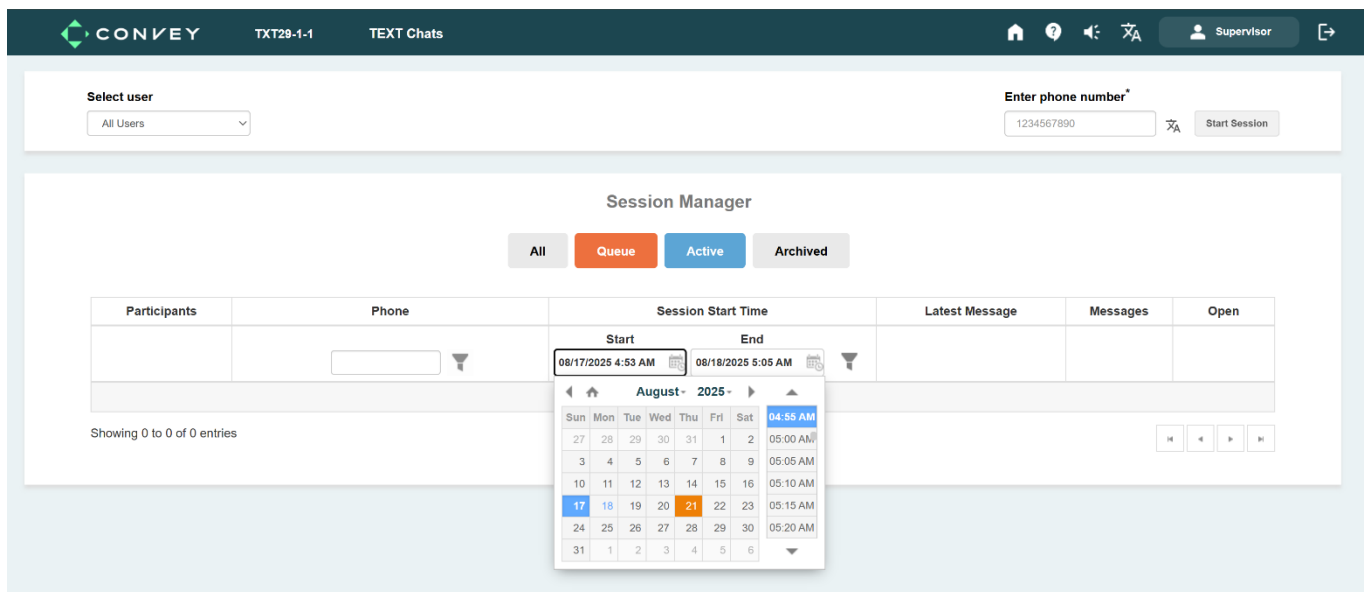


Figure 9: Date Filter

The Date Filter allows the user to filter text calls by date/time ranges. This allows the user to search within a range of dates. The default is the latest 24 hours. Changing the date filter allows the user to search for archived results over a broader time period.

Selecting the Calendar icon  will prompt with a calendar and time tool to help the User to select the date range desired.

Pressing the Filter button  after selecting the desired dates and times will execute the filter and display only matching chats in the Session Manager list.

When the Date Filter is not set to encompass the current date/time, it is possible updates to live data will not be seen on the list. When this occurs, the button “**Click here to see the latest**” will display on the right-hand side above the list as shown in figure 9.2 below.

Selecting this button will reset just the time and date filter back to the most recent 24-hour window. This feature only applies to active calls.

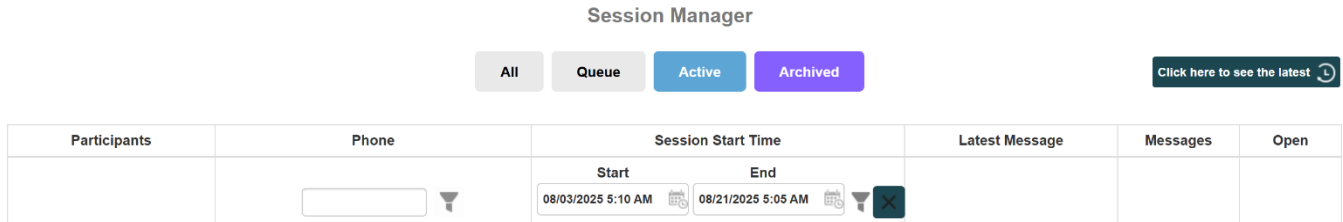


Figure 9.2: “Click here to see the latest” button displayed.

Selecting the “Click here to see the latest” button will allow the Session Manager to show updates to currently active chats and to chats that may be in the Queue. Active Chats and chats in the Queue will only show if the Active and Queue are selected respectively, or if the All button is selected.

03 OPEN A CHAT

To take ownership of an incoming **Open** chat:

1. In the Session Manager, locate the row highlighted in **orange** (new or unread session).
2. Click the **Open** envelope icon on the right side of that row (Figure 10).
3. The chat window opens and you become the **owner** of the session.

Color codes

- **Orange** – New session or unread messages.
- **Blue** – Session is owned and has no new messages.
- **Yellow** – Session is nearing expiration.

Session Manager

All
Queue
Active
Archived

Participants	Phone	Session Start Time		Latest Message	Messages	Open
		Start	End			
		08/17/2025 5:08 AM	08/18/2025 5:10 AM			
westSup	12243263849	08/18/25 05:05:25		08/18/25 05:05:26	4	
westSup	11111111111	08/18/25 05:08:23		08/18/25 05:08:24	3	
QUEUE	(872) 762-8165	08/18/25 05:08:28		08/18/25 05:08:29	2	

Showing 1 to 3 of 3 entries

⏮
⏪
1
⏩
⏭

Figure 10: Session Manager

04 TOGGLE CALL TAKER QUEUE

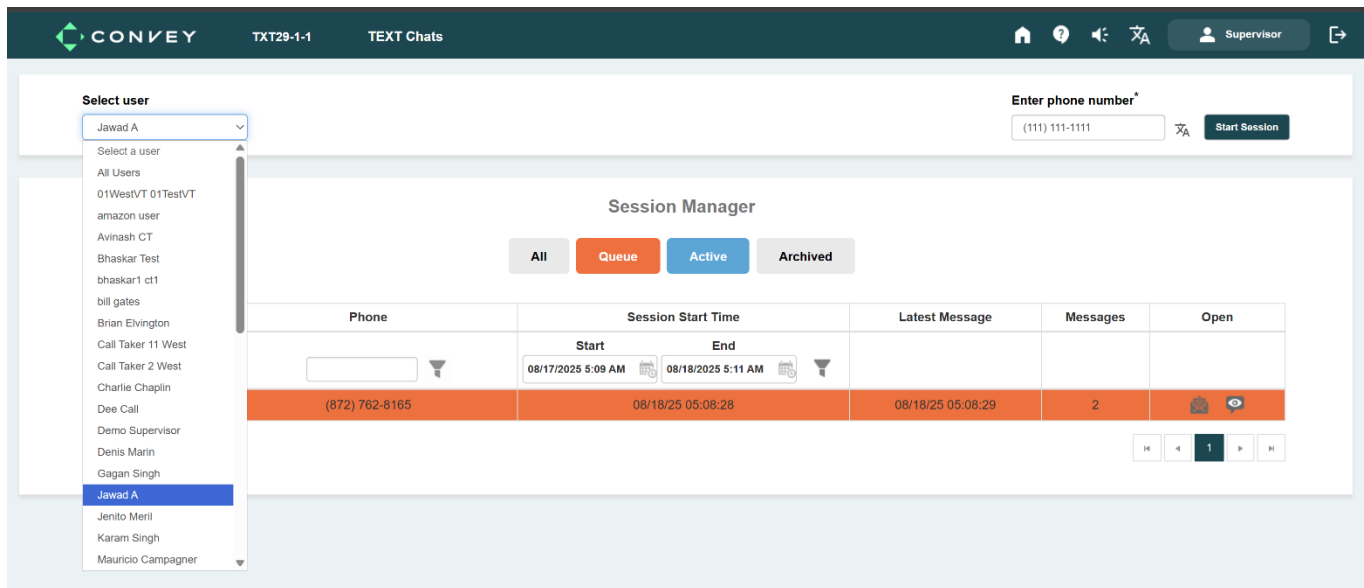
Supervisors can filter the Session Manager by Call Taker or Supervisor using the **Username** filter (Figure 10).

To view queues for a specific user:

1. In the Session Manager, go to the **Select user** dropdown in the upper-left corner.
2. Choose the desired **username** from the list.
3. The Session Manager updates to show only the chats associated with that user.

To view queues for all users:

1. In the **Select user** dropdown, select **All Users**.
2. The Session Manager displays chats for every user in the PSAP.



The screenshot shows the CONVEY application interface. At the top, there's a header with the CONVEY logo, 'TXT29-1-1', 'TEXT Chats', and a 'Supervisor' button. Below the header, on the left, is a 'Select user' dropdown menu that is open, showing a list of users including 'Jawad A' (highlighted), 'Jenito Merit', 'Karam Singh', and 'Mauricio Campagner'. On the right, there's a 'Enter phone number*' field with '(111) 111-1111' and a 'Start Session' button. The main area displays the 'Session Manager' table with filters for 'All', 'Queue' (selected), 'Active', and 'Archived'. The table shows a single entry for '(872) 762-8165' with a session start time of '08/18/25 05:08:28' and a latest message of '08/18/25 05:08:29'. At the bottom right, there are pagination controls showing '1' of 1 items.

Figure 11: Select User

05 ARCHIVED SESSIONS

Call Takers can review inactive (released) sessions from the Session Manager.

To view archived sessions:

1. In the Session Manager, click the **Archived** button (Figure 12).
2. The table updates to show only **archived/inactive chats**—sessions that have been **released by their owner**.

Archived chats are listed in order of their **Session Start Time** (date/time), from latest to earliest.

Session Manager

All Queue Active Archived

Participants	Phone	Session Start Time		Latest Message	Messages	Open
		Start	End			
		08/17/2025 5:11 AM 	08/18/2025 5:11 AM 			
westSup	17852749412	08/18/25 03:26:49		08/18/25 03:37:43	13	
westSup	12243263849	08/18/25 04:47:25		08/18/25 04:49:10	5	
westSup	(872) 762-8165	08/18/25 04:52:20		08/18/25 04:53:25	5	
westSup	12243263849	08/18/25 05:05:25		08/18/25 05:10:27	7	

Showing 1 to 4 of 4 entries



1



Figure 12: Archived Tab Selected

05 INITIATING A TEXT BACK CHAT SESSION

Call Takers can start an outbound (“text-back”) session directly from the Session Manager.

To initiate a text-back session:

1. In the **Enter phone number** field (Figure 7), type the caller’s **10-digit MDN**.
2. Select the session language (wireless user language) using the **Language** icon next to the **Enter phone number** field (Figure 7). This option is available upon request only.
3. Click **Start Session**.

When a new session is initiated:

- Messages are sent from a **10-digit commercial long code** (this number is used only for sending/receiving texts in this session; new inbound 9-1-1 texts are **not** received on this number).
- A **system message** is sent to the wireless user indicating that a new session with the PSAP has started.
- The session can be used to gather additional information about prior text or voice calls or to follow up on misdials/pocket dials.

Note: Location rebid is not available for PSAP-initiated text-back sessions.

06 ALERTS

When a **new open chat** is created or a **chat is transferred** to a user, the destination browser plays an **audible alert** and the session row changes color (typically from blue to **orange**).

- Use the **speaker ON/OFF icon** in the top-right corner of the portal (Figure 13) to mute or unmute the audible alert.

Session row colors indicate chat status (see also Figure 7):

- **Orange** – New or unread session (including newly transferred sessions).
- **Blue** – Session is owned and has been opened by the Call Taker since the last incoming message.
- **Yellow** – Session has been idle for the configured warning interval and is nearing expiration.



Figure 13: Audible Alert for incoming call muted.

07 PSAP QUEUE POSITION

Open chat sessions will be in the queue in each PSAP under the following conditions:

- a) a new session has arrived
- b) a session was transferred to this PSAP
- c) a Call Taker signed out without ending the conversation or transferring the message
- d) the Call Taker signed out while performing an unsuccessful session transfer; or
- e) a communications link failure occurred appearing as though the Call Taker signed out

These sessions need someone to take control of the chat by opening it.

08 REACTIVATE CLOSED CONVERSATION

Call Takers can restart a previously terminated (“archived”) text session from the Session Manager.

To reactivate an archived conversation:

1. In the Session Manager, click **Archived** to display archived chats.
 2. Open the desired archived chat.
 3. At the bottom of the window, click **Reactivate conversation** (Figure 14).
- If the reactivation is **successful**:
 - The session is re-established with the **original wireless user**.

- The conversation appears in the Session Manager as an **active, owned** session.
- A **system message** is sent to the wireless user indicating that a communication session with the PSAP has been re-opened.
- If an **error** occurs, a pop-up window informs the Call Taker that the conversation could not be reactivated.

Notes:

- **Location rebid is not available** for reactivated chat sessions.
- Reactivated sessions use a **short code or 10-digit commercial SMS code** and are considered **best-effort** connections.

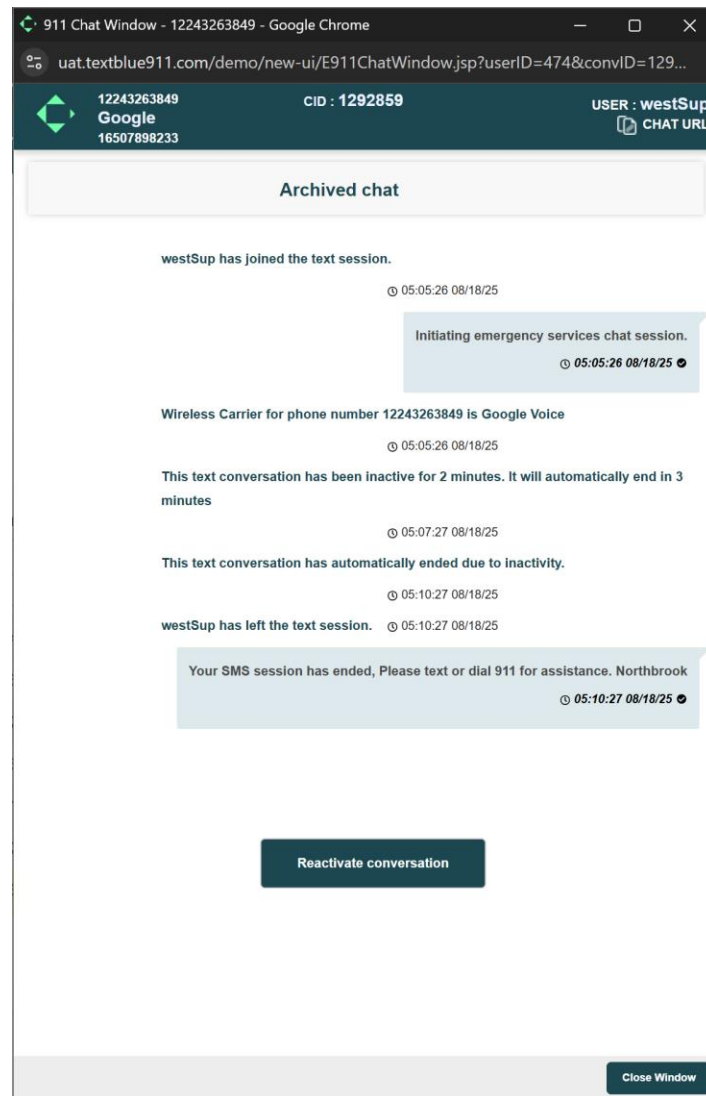


Figure 14: Archived chat

09 SESSION TIME-OUT WARNING

A configurable **inactivity timer** monitors each active chat session. If no **MO (mobile-originated)** or **MT (mobile-terminated)** messages are exchanged for the configured idle interval (for example, 5 minutes), the system generates a warning:

- The session row in **Session Manager** changes to **yellow** for the owner and any Supervisor.
- A system message appears in the chat window in the applicable language, such as:
"This text conversation has been inactive for <X> minutes. It will automatically end in <Y> minutes."

If no further messages are exchanged and the second inactivity threshold is reached:

- The session is **automatically terminated**.
- The wireless user receives the configured **end-of-call message** (for example, *"End of 911 call."*).
- In the **Messaging Report**, the closure is recorded with the system text **"Session automatically terminated"** in place of the standard manual-release message.

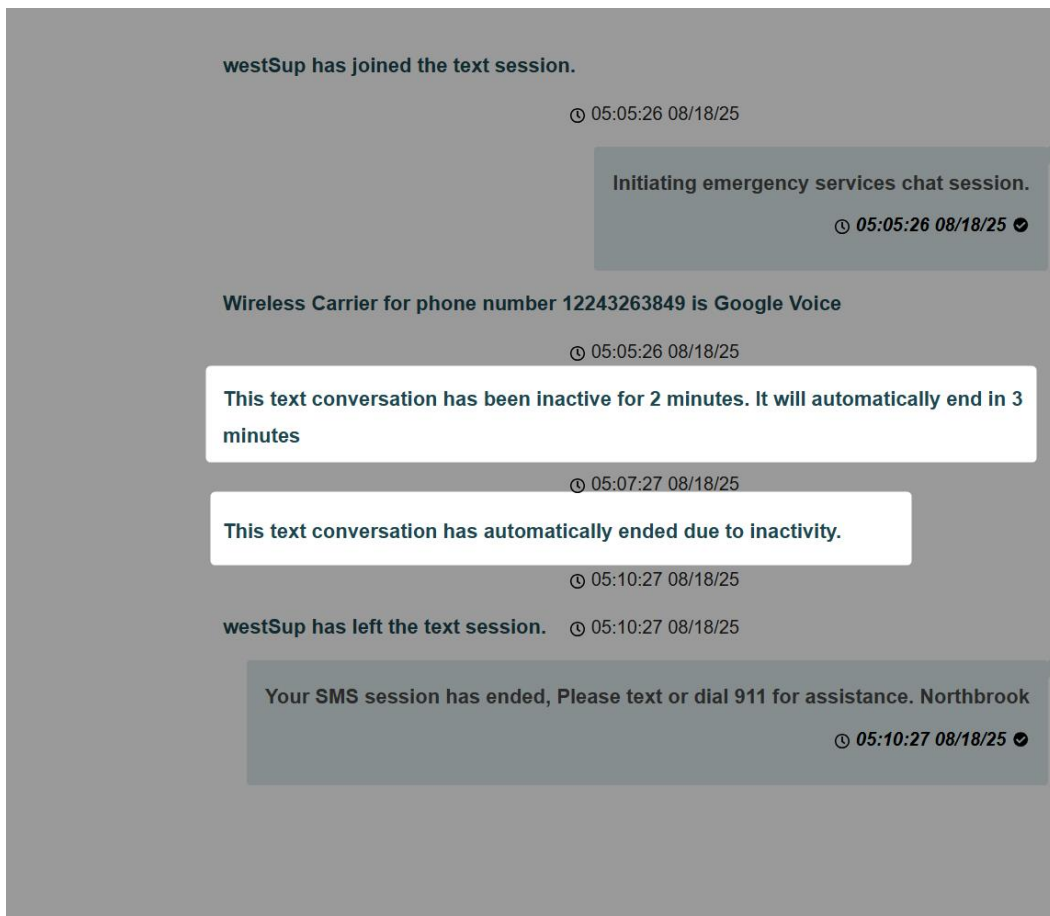


Figure 15: Session Timeout

10 OBSERVER VS. OWNER

Supervisors can view all conversations within their PSAP and interact with them in two ways:

- **Observer mode** – Monitor a Call Taker's session without changing ownership.
- **Owner mode (barge-in)** – Take ownership of a session from a Call Taker.

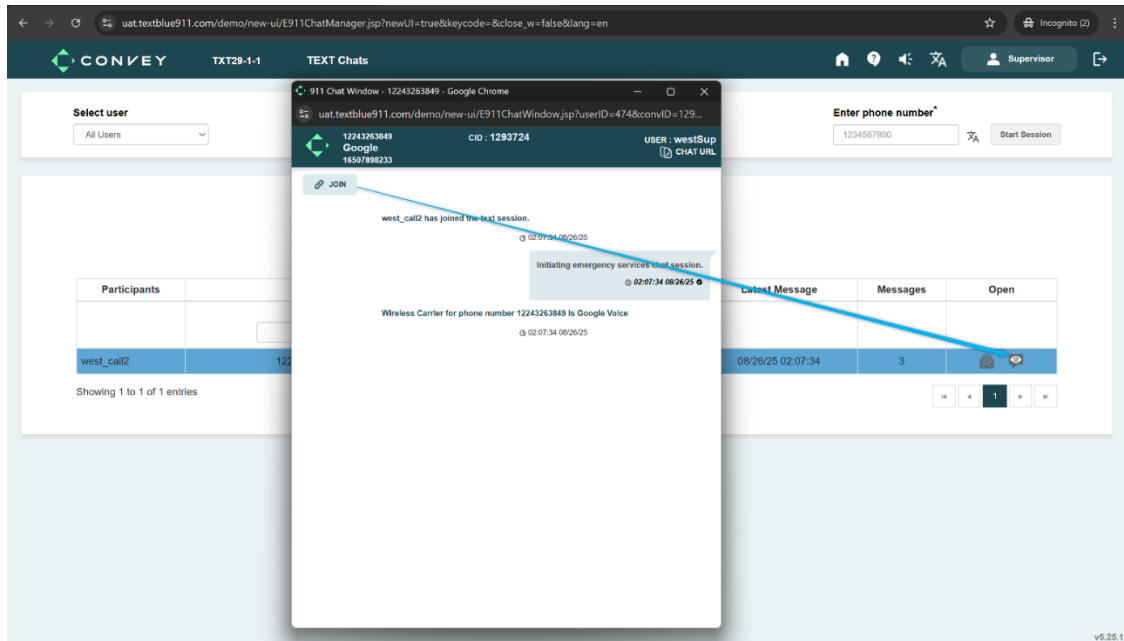


Figure 16: Observer's Chat widow

Observing a Call Taker's Session

1. In the Session Manager, use the **Select user** dropdown (Figure 7) to choose the **Call Taker** whose sessions you want to monitor.
2. In the sessions list, click the **View/Open** icon for any chat owned by that Call Taker.
3. The chat window opens in **observer mode**:
 - The **Call Taker remains the owner** of the session.
 - The supervisor can see all messages and may, if necessary, **send messages on behalf of the Call Taker** without taking over ownership.

In observer mode, the supervisor only sees sessions owned by the **selected Call Taker**, not all PSAP sessions.

Taking Ownership (Barge-In)

To take control of a session:

1. In the **Select user** dropdown, choose **All Users** (or leave the default that shows all sessions).
2. In the Session Manager, click **Open chat** on the desired session.

The supervisor now becomes the **owner** of that session (barge-in). Ownership is updated in the Session Manager, and the supervisor controls the ongoing conversation.

11 BROWSER REFRESH

The TXT29-1-1 application refreshes the Session Manager and chat windows approximately **every 5 seconds** from the browser. If the connection between the workstation and the TXT29-1-1 server is interrupted, the screen will display a message similar to:

“Connectivity may be lost. Please refresh your browser. You may need to login again.”

When this occurs:

1. **Check local connectivity** on the affected workstation (network, VPN, browser).
2. If other Call Takers are affected, **notify a Supervisor**, as the issue may be between the PSAP and the application.

Impact on Active Chats

If the problem is isolated to a single Call Taker, the system treats it as if the Call Taker has logged out:

- Any **active chat sessions** owned by that Call Taker are automatically **returned to the PSAP queue** for another Call Taker to handle.

After connectivity is restored:

1. The Call Taker should confirm that the impacted chat sessions are **no longer in the queue** and verify with the Supervisor that another Call Taker has taken ownership.
2. If a session is **not owned** by another Call Taker, the original Call Taker should:
 - Check the **status of the last outbound message** (sent/delivered/failed).
 - If the message was not successfully delivered, **resend the message** and continue handling the session.

Chat Window

01 INITIAL SYSTEM MESSAGES

When a new text session is received, the top of the chat window displays key system information (Figure 17), including:

- **Date and time stamp** of the first message
- **Caller's MDN (phone number)**
- **Wireless carrier name**
- **TXT29-1-1 code** used for the session
 - 911 in a live system
 - A short code such as 91911 in a demo environment

02 CHAT WINDOW HEADER

When an Inbound text session is received, the chat window header shows following information:

- **Wireless carrier name**
- **Caller's MDN (phone number)**
- **Initial Location co-ordinates.**
- **Call taker's username.**
- **Chat ID**
- **Chat URL**

Below this header information, the chat window shows **inbound and outbound messages**, as well as **system messages** such as chat session transfers and location (Web Rebid) updates.

03 MESSAGING

The chat window displays all messages **sent and received** in the conversation. For each message, the **MDN (phone number)** of the recipient and the **carrier** are shown. If the carrier is unknown, it may appear as "**UNK**", which can indicate an over-the-top provider (for example, Comcast).

Call Takers can reply to the wireless user in two ways:

- Enter a **freehand message** directly into the text box.
- Select a **canned message** from the *Insert a canned message into the conversation* dropdown (Figure 17).

Messages sent by the Call Taker are limited to **160 characters**. When the limit is reached, no additional characters can be entered. A **character count** is displayed beneath the freehand text box to indicate the remaining characters.

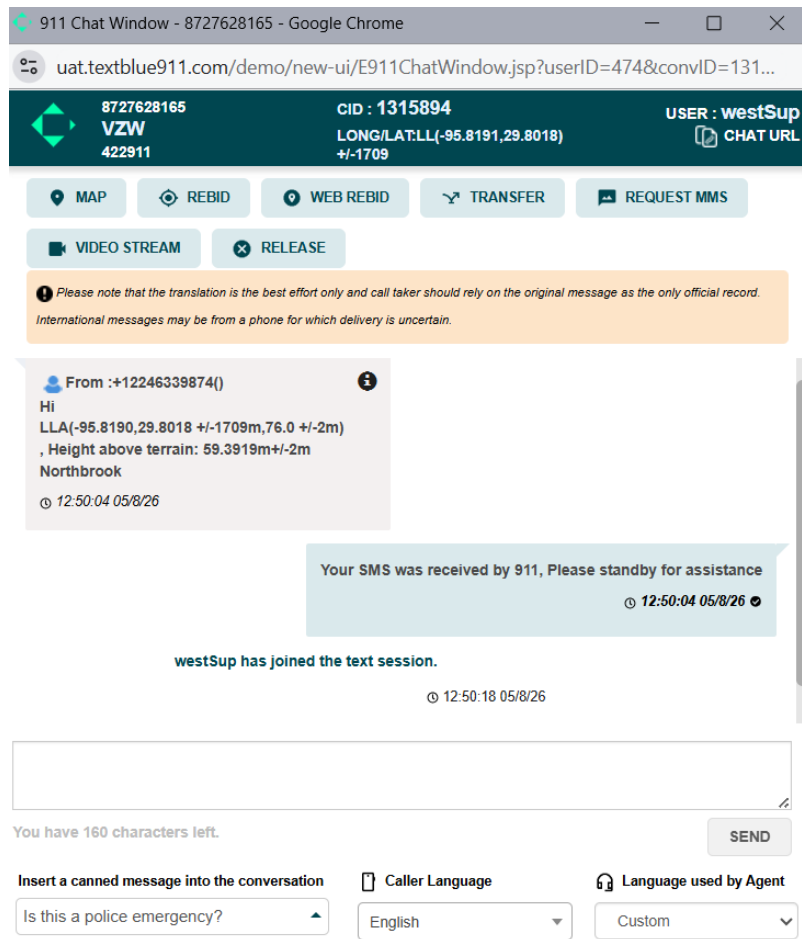


Figure 17: Chat Window

04 ACCESSING CALLER LOCATION

The chat window provides tools to request and view the wireless user's current location (Figure 17).

Requesting an Updated Location (Rebid)

1. In the chat window, click **Rebid** (green box in Figure 17).
2. TEXTBLUE sends a location request to the mobile carrier.
3. When the carrier responds, a **map pop-up** appears showing the caller's approximate location.
4. The **latitude/longitude coordinates** are also added to the chat session.

Note: Location rebid is **not available** for reactivated text chats or for text calls received on a short code or 10-digit commercial SMS code.

Viewing the Last Known Location (Map)

If configured for the PSAP, a **Map** button may also be available (purple box in Figure 18):

1. Click **Map** to display a map of the **currently known location**.
2. No new location request is sent to the carrier; the map uses the last stored coordinates.

If the **Map** button is not configured, it does not appear in the chat window.

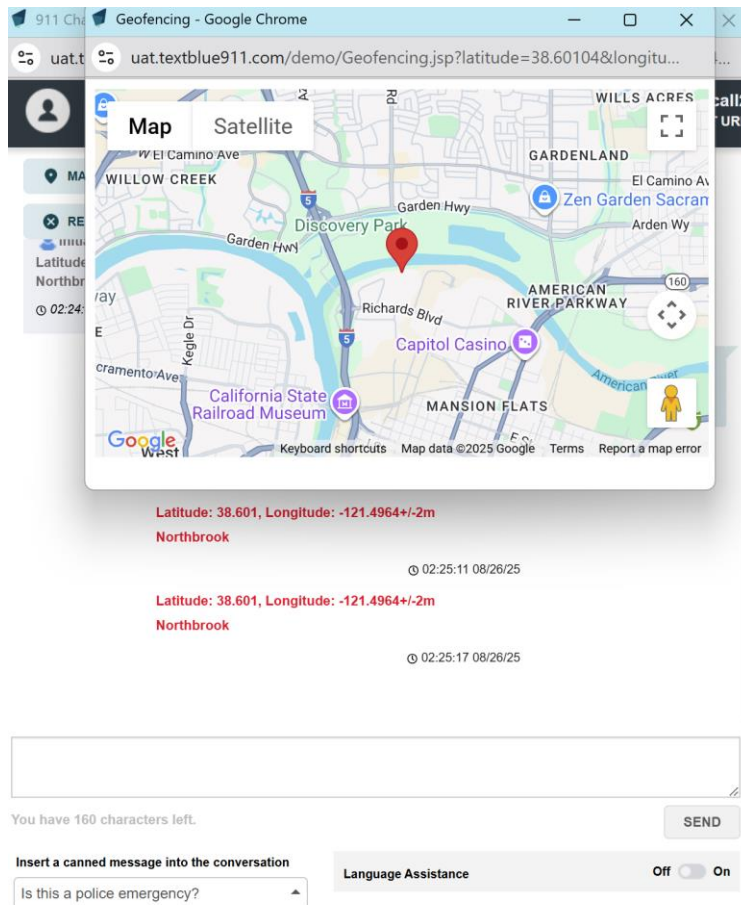


Figure 18: Location rebid and convenience map

05 ACCESSING CALLER LOCATION THROUGH WEBREBID

The **WEB REBID** feature request location directly from the wireless user's smartphone via a browser link (Figures 19–21).

Requesting Location via WEB REBID

1. In the chat window, click **WEB REBID** (green box in Figure 19).
2. TEXTBLUE sends the wireless user an SMS containing a **clickable link**.
3. When the user taps the link, a web page opens asking them to **share their smartphone's location** (Figure 19).
4. After the user confirms, their **location coordinates and full address** are returned to the PSAP and appear in the chat window.
5. A **map** is also displayed in the chat window showing the caller's location (Figure 20).

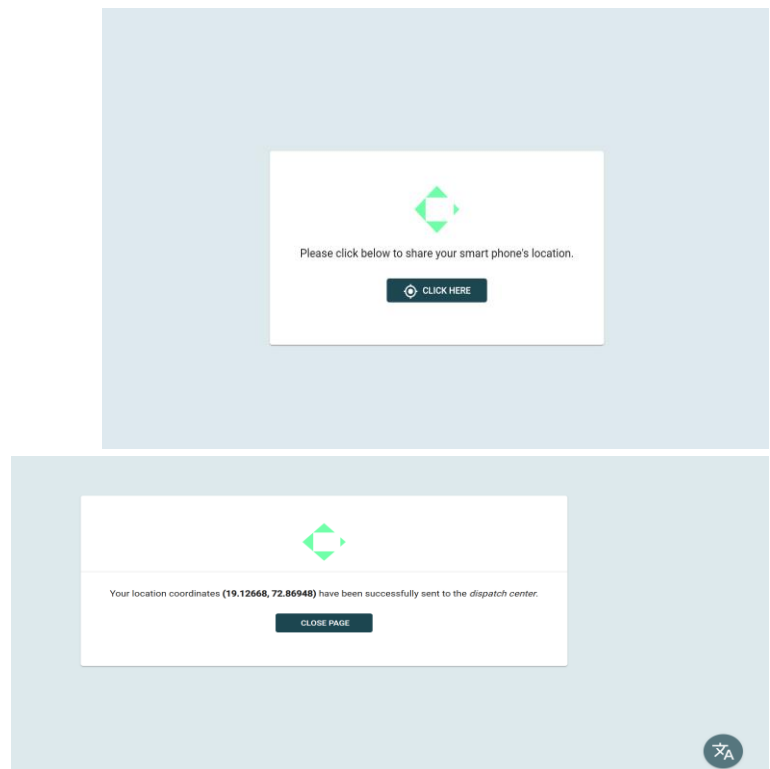


Figure 19: Location through WEB REBID

Viewing the Last Known Location (Map)

If configured for the PSAP, a **Map** button may also be available (chat box in Figure 21):

1. Click **Map** to display a map of the **currently known location**.
2. No new WEB REBID request is sent; the map uses the most recent location received.

If the **Map** button is not configured, it does not appear in the chat window.

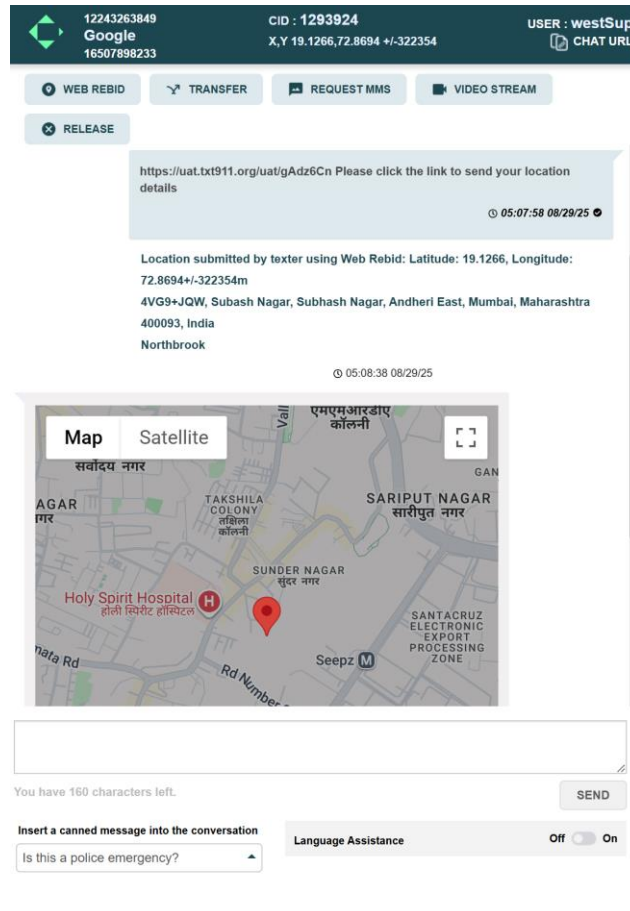


Figure 20: Location through WEB REBID



5555555555
UNKNOWN
SIMULATOR

CID : 1293939
X,Y 38.6010,-121.4964 +/-1
+/-1m

USER : westSup
 CHAT URL

 MAP

 REBID

 WEB REBID

 TRANSFER

 VIDEO STREAM

 RELEASE

 Initial Simulator Message
Latitude: 38.6010, Longitude: -121.4963+/-
-1m
Northbrook
05:19:20 08/29/25

Your SMS was received by 911, Please
standby for assistance
05:19:21 08/29/25

westSup has joined the text session. 05:19:36 08/29/25

You have 160 characters left.

SEND

Insert a canned message into the conversation
Is this a police emergency?

Language Assistance Off On

Figure 21: Chat window showing Map button

05 LANGUAGE ASSIST

The TXT29-1-1 portal can translate chat messages **to and from English** using **Google Translate**. Original text from both the wireless user and the Call Taker is preserved; translations are displayed in addition to, not instead of, the original content.

Enabling Language Assistance

1. In the chat window, set **Language Assistance** to **On** using the toggle (Figure 22).
2. Once enabled, the system analyzes the **two most recent inbound messages** from the wireless user to **auto-detect the caller language**.
3. When a language is detected:
 - Recent messages are translated and the translation appears **beneath the original message in green italics**.
 - As long as Language Assistance remains **On**, **all subsequent inbound and outbound messages** display a translated line below the original text.

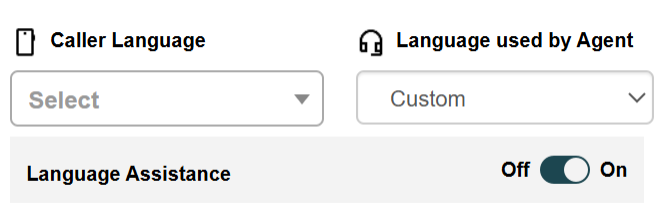


Figure 22: Language Assist Enabled, wireless user Spanish to English Call Taker

The Call Taker can override auto-detection at any time by selecting **Caller Language** and **Language used by Agent** from the dropdown menus.

How Messages Are Delivered

In the portal, the Call Taker sees:

- The **original text** and
- The **translated text in green** under each message.

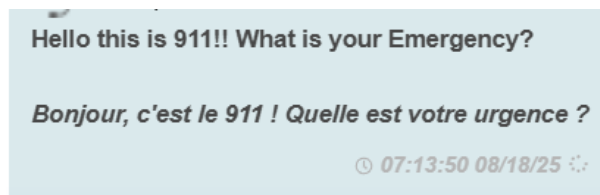


Figure 23: Call Taker translation box in chat window.



On the caller's device, each outbound message is delivered in the format:

Original message [Translated message]

- Example:
 - Call Taker sends: "Hello. How are you?"
 - Caller receives: Hello. How are you? [Hola. Como estas?]

To maximize reliability across devices, some special characters may be normalized or replaced with suitable standard characters in the translated text.

An advanced feature called **Translation Always ON** is available that keeps translation enabled for the duration of the session. It automatically detects the language of incoming messages (MO) and translates them into the call taker's selected language. It also translates the call taker's outgoing messages (MT) into the wireless user's language. When this feature is enabled, the Language Assist buttons may not be visible in the chat window, as manual language selection is not required.

Transfers

01 PROCESS OVERVIEW

The **Transfer** function is implemented as a *conference transfer*. When a chat is transferred:

- The **Sender** (original Call Taker or Supervisor) and the **receiving position/PSAP** are both connected to the same text session with the wireless user.
- Both participants see the **full chat history** in the text window.
- Either participant can release from the call; the **final remaining participant** is responsible for ending the session.
- If no one releases the call, the session will eventually **expire based on the configured expiration policy**.

02 TRANSFEROR (SENDER)

The **Transfer** function is implemented as a *conference transfer*. When a chat is transferred:

- The **Sender** (original Call Taker or Supervisor) and the **receiving position/PSAP** are both connected to the same text session with the wireless user.
- Both participants see the **full chat history** in the text window.
- Either participant can release the call; the **final remaining participant** is responsible for ending the session.
- If no one releases the call, the session will eventually **expire based on the configured expiration policy**.

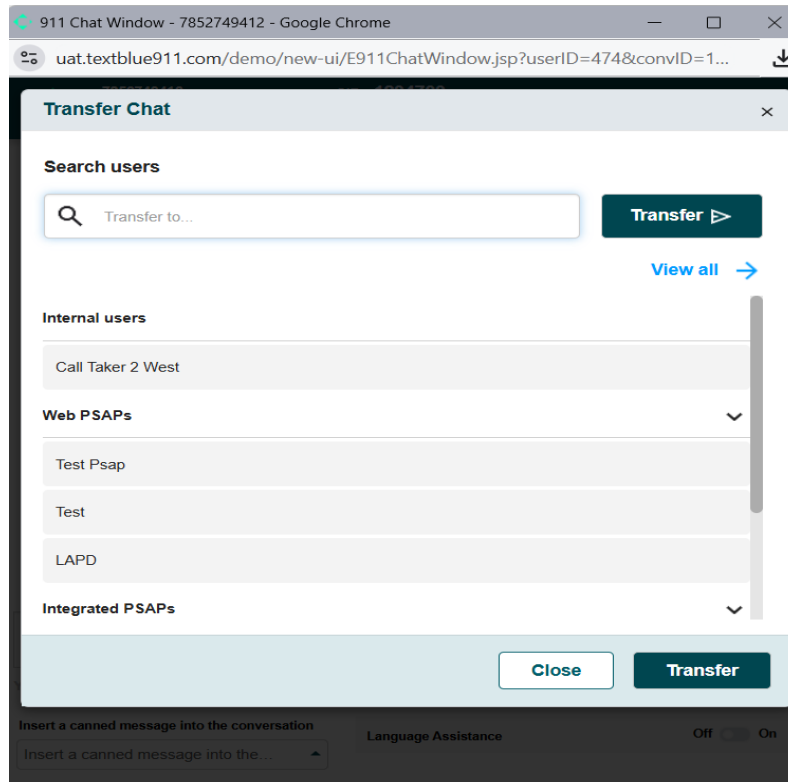


Figure 24: Transfer window.

Transfers are delivered as a conference to the receiving position or PSAP queue. If **no users are logged in** at the selected destination:

- The transfer is **not permitted**, and a pop-up message appears (Figure 25) indicating that the call cannot be transferred because no user is logged in.
- The chat window is also updated with a **system message** describing the failed transfer (for example, indicating a backup PSAP attempt and that no users are logged in), as shown in Figure 26.

In this case, the Sender remains the owner of the chat and must either continue handling the session or attempt a transfer to another logged-in position or PSAP.

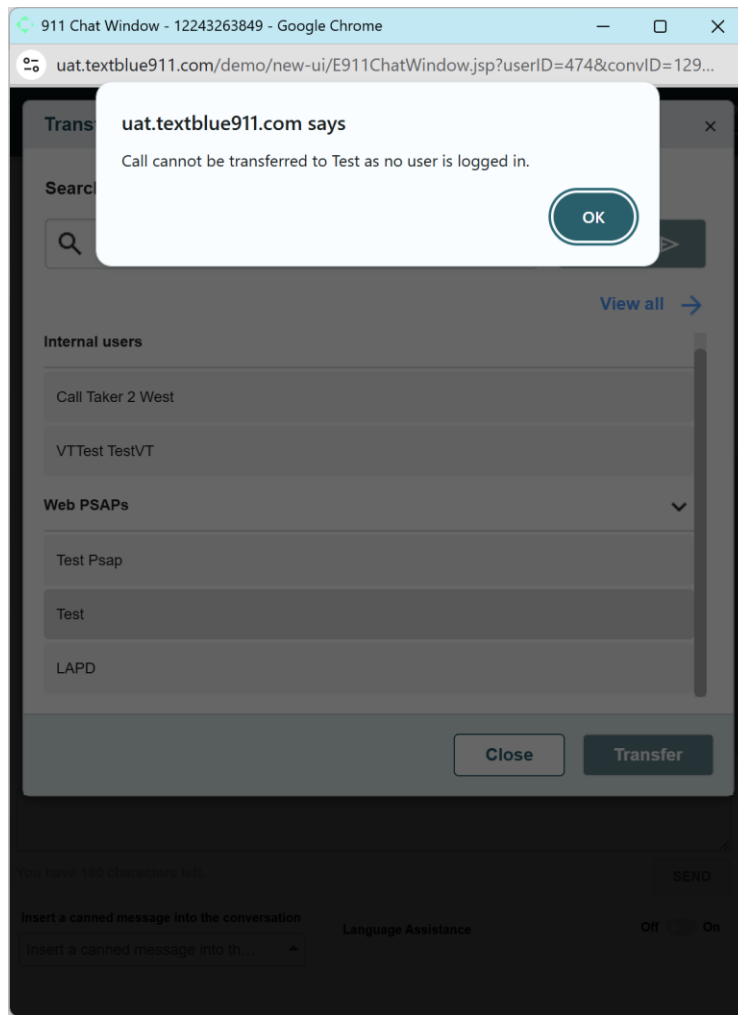


Figure 25: Transfer window pop-up transfer not permitted.



Figure 26: System message showing transfer could not be performed.

03 TRANSFeree (RECIPIENT)

When a transfer is initiated by the Sender, the **Recipient (transferee)** will see the transferred text call highlighted in **orange** in their **Session Manager** (Figure 27).

To accept a transferred chat:

1. On the Recipient's portal, open the **Session Manager**.
2. Select the **Queue** (or relevant) tab and locate the session highlighted in **orange**.
3. Click the **Open** icon for that session to take ownership.

The chat window opens, and the Recipient can resume the text conversation. All previous messages, location updates, and system messages are preserved and visible in the transferred text call.



TXT29-1-1

TEXT Chats






Supervisor



Select user

All Users

Enter phone number*

(785) 274-9412

Start Session

Session Manager

All

Queue

Active

Archived

Participants	Phone	Session Start Time		Latest Message	Messages	Open
		Start	End			
		08/17/2025 7:23 AM	08/18/2025 7:25 AM			
LAPD...	17852749412	08/18/25 07:22:57		08/18/25 07:23:13	6	

Showing 1 to 1 of 1 entries

1



TXT29-1-1

TEXT Chats






LAPD



Select user

All Users

Enter phone number*

1234567890

Start Session

Session Manager

All

Queue

Active

Archived

Participants	Phone	Session Start Time		Latest Message	Messages	Open
		Start	End			
		08/17/2025 4:23 AM	08/18/2025 4:25 AM			
LAPD...	17852749412	08/18/25 04:22:57		08/18/25 04:23:13	6	

Showing 1 to 1 of 1 entries

1

Figure 27: new session transfer on session manager

04 TRANSFERS WITHIN THE SAME PSAP

When a transfer within the same PSAP is successful, the **Sender** sees a confirmation system message in the chat window (Figure 28) indicating that the session has been transferred.

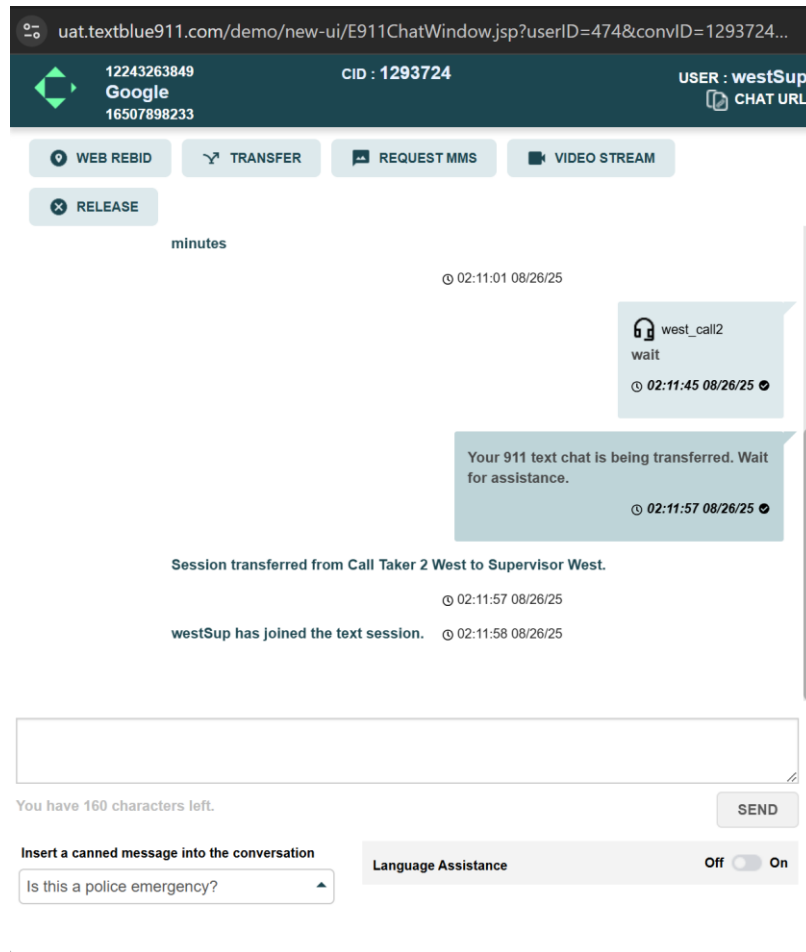


Figure 28: Successful transfer shown in chat window.

What happens after a successful transfer:

1. The receiving position within the PSAP **opens** the transferred text call from the **Session Manager**.
2. Once opened, **both positions** (Sender and Recipient) are connected to the same text session (Figure 29).
3. All **inbound texts** from the wireless user are delivered to **both** positions.
4. Any **outbound text** sent by either position is visible to the **other** position as part of the shared chat history.

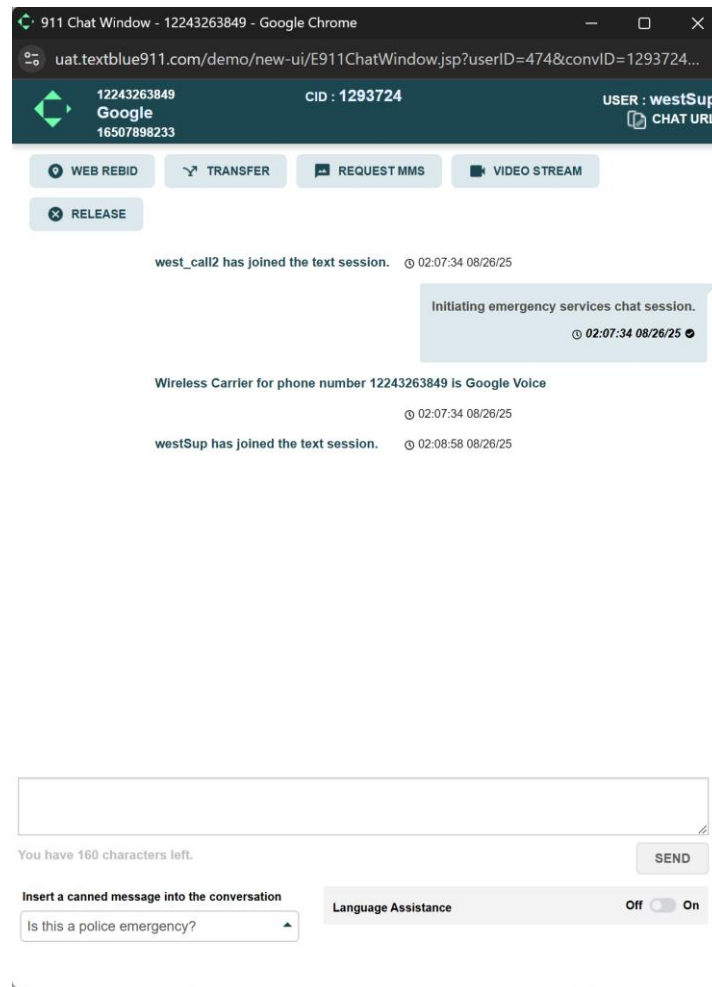


Figure 29: User successfully added to chat session

Releasing from a Conference Transfer

When multiple PSAP positions are in a conference transfer, each position must be released individually.

To leave a conference:

1. In the chat window, click **Release**.
 2. A confirmation pop-up appears (Figure 30) asking if you are sure you want to end the conversation and be removed from the conference.
 3. Click **OK** to leave the text call or **Cancel** to remain connected.
- When the **first party** clicks **OK**, that participant is removed from the conference and the **other party remains** on the call.
 - When the **remaining party** clicks **Release** and confirms with **OK**, they are also removed and the text call is **ended**.
 - The wireless user receives the configured **end-of-call message**. Any new text from the wireless user after that point is routed according to the PSAP's standard routing rules.

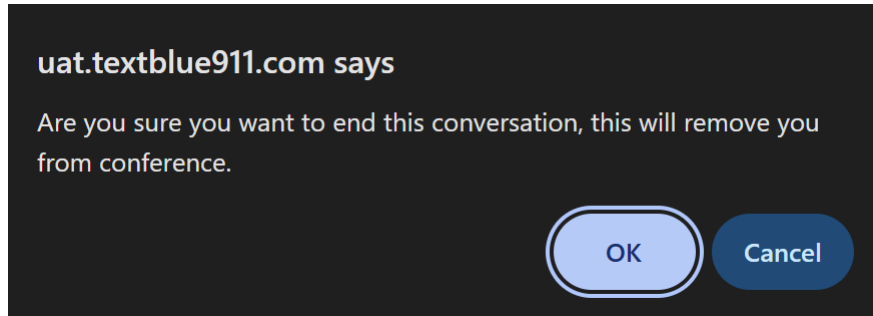
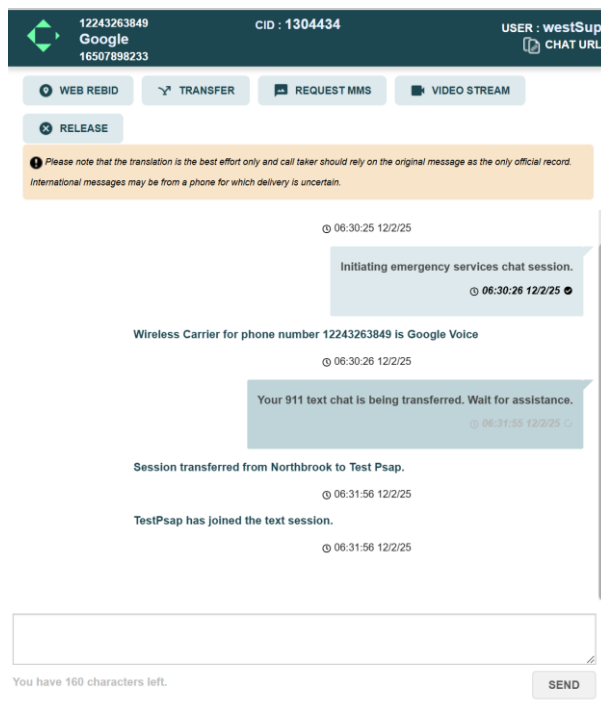
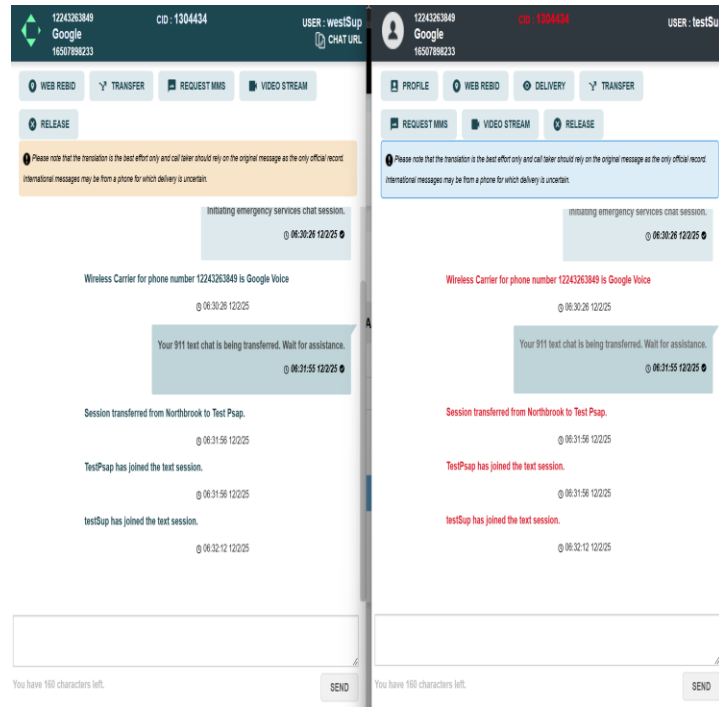


Figure 30: Pop-up when user attempts to release from the chat window

05 TRANSFERS TO OTHER WEB - PSAPS

When the chat session is transferred to another web based PSAP (within TETXBLUE) successfully a system message is received in the chat session as “Session has been transferred from < **transferor** PSAP name> to < **transferee** PSAP name>





06 TEXT CONTROL CENTER (TCC 9-1-1- TRANSFER)

TCC transfers are available from the **Transfer** pop-up under the **Integrated PSAPs** section (Figure 24). This list shows the configured **TCC #T transfers** for the PSAP.

To perform a TCC transfer:

1. In the chat window, click **Transfer**.
2. In the **Integrated PSAPs** section, select the desired TCC destination.
3. Click **Transfer**.

TEXTBLUE sends the message #T [nickname of recipient] as an outbound text to the TCC. The TCC then conferences in the receiving PSAP so that:

- All participating PSAPs and the wireless user are connected to the same text session.
- Each PSAP may **release** independently; the call is not fully terminated until the **last PSAP** leaves the call.
- Inbound **MO messages** from the wireless user are delivered to **each PSAP**.
- Outbound messages sent by one PSAP are **copied to the other PSAP(s)** with an indication that the message was sent by another PSAP.

Multimedia Messaging Service (MMS)

MMS capabilities, including photos or videos can be sent to the PSAP only when explicitly requested by the PSAP.

Requesting MMS from the Texter

1. In the chat window, click **Request MMS** (Figure 31).
2. The system sends the texter an SMS from a **10-digit commercial long code** (MMS cannot be sent to the 9-1-1 short code).
3. Instruct the texter to reply to that message with a **picture or a video**.
 - o Video clips must be **under 60 seconds** in length.

Notes:

- If the session is **transferred after MMS is received**, the picture or video **does not transfer**; MMS content cannot be forwarded between Call Takers.
- If the texter says they have a **link to a video** rather than the video file, ask them to send the **link via normal chat**. The link is treated as text, not MMS media.

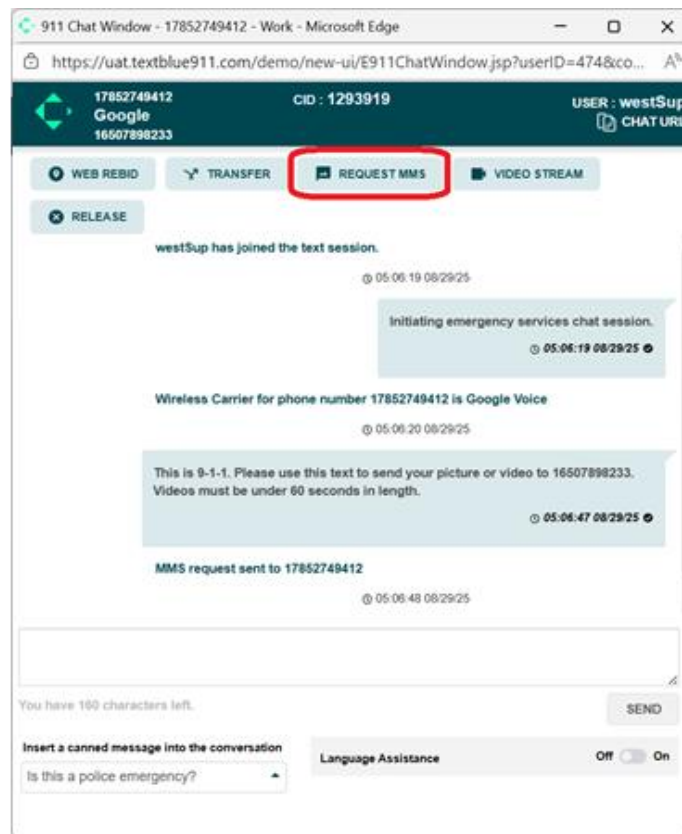


Figure 31: Request MMS Button in Chat Window

Viewing and Managing Received MMS

1. When MMS media is received, it appears in the chat window (Figure 32).
2. The Call Taker can:
 - **Download** the media file.
 - **Open** the media in a browser.
 - **Copy link** to share or open the MMS media separately.

Configuration Option

- MMS media preview in the chat window can be **hidden for Call Takers** via a PSAP configuration setting (Figure 33).

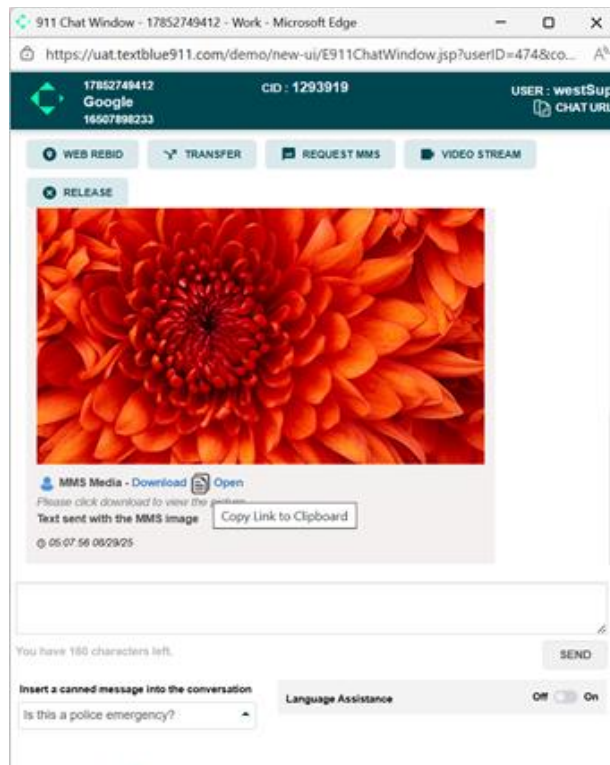
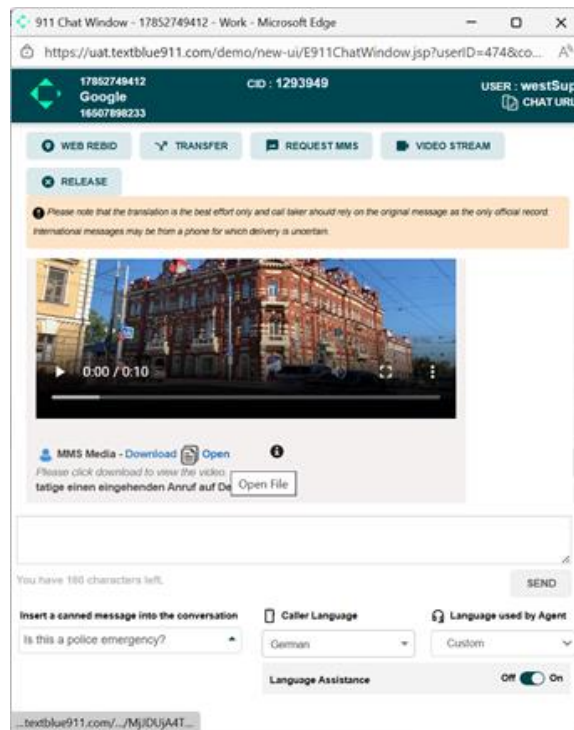


Figure 32: MMS Media (image) preview in Chat Window



MMS Media (Video) preview in Chat Window

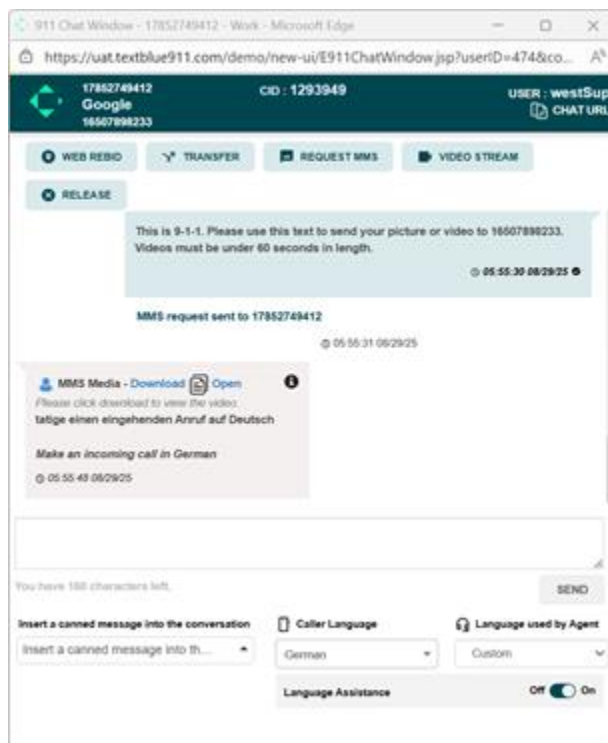


Figure 33: MMS Media preview hidden in Chat Window.

Session Termination

Only Call Takers and Supervisors can terminate a session. To terminate a session:

1. In the chat window, click **Release** (see Figure 34).
2. When the confirmation pop-up window appears (Figure 35), review the session information.
3. Click **Release** to confirm and end the session or **Cancel** to keep the session active.

Once confirmed, the session is terminated and no further messages can be exchanged.

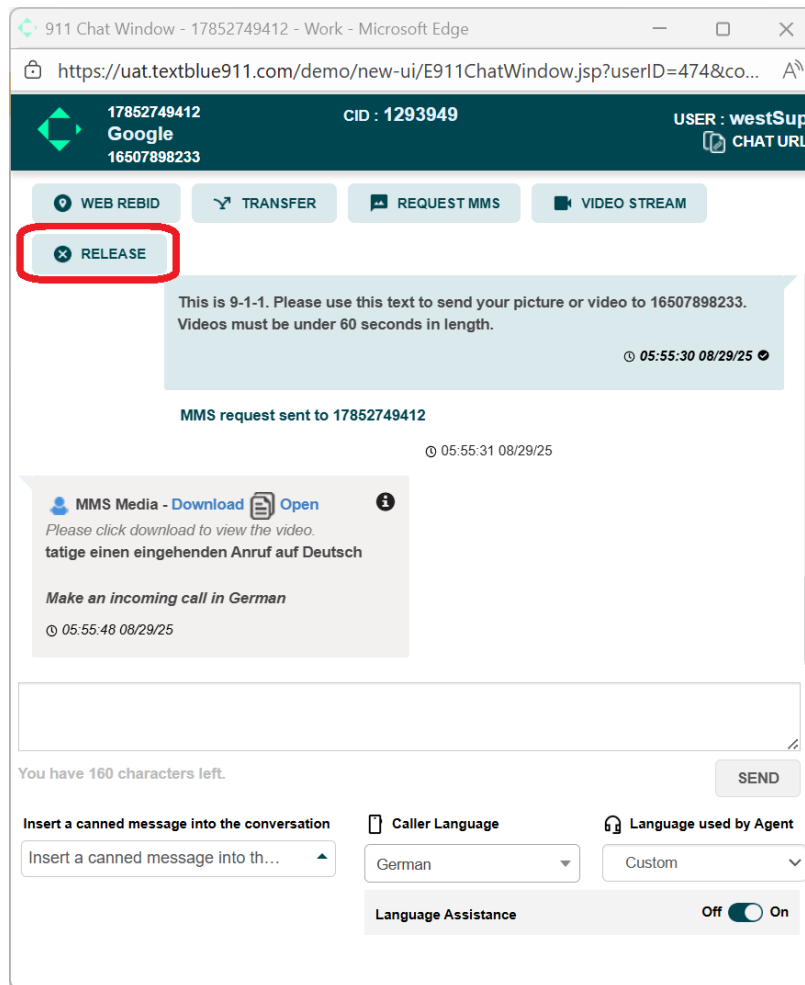


Figure 34: Chat Window Release chat

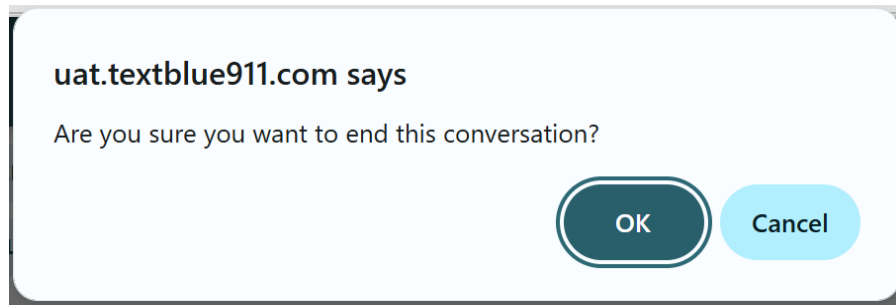


Figure 35: Chat End Confirmation pop-up Window

Video Streaming

VIDEO STREAMING (WEBRTC)

Live video request capability may be enabled for certain PSAPs. Only a Call Taker or Supervisor can initiate a video streaming session. To start a video streaming session:

1. In the chat window, click **Video Stream** (see Figure 36).
2. The system sends the texter an SMS containing a video link.
3. Instruct the texter to click the link and follow the prompts to begin streaming live video.

Note: If the session is transferred while video streaming is active, both Call Takers will be able to view the video session.

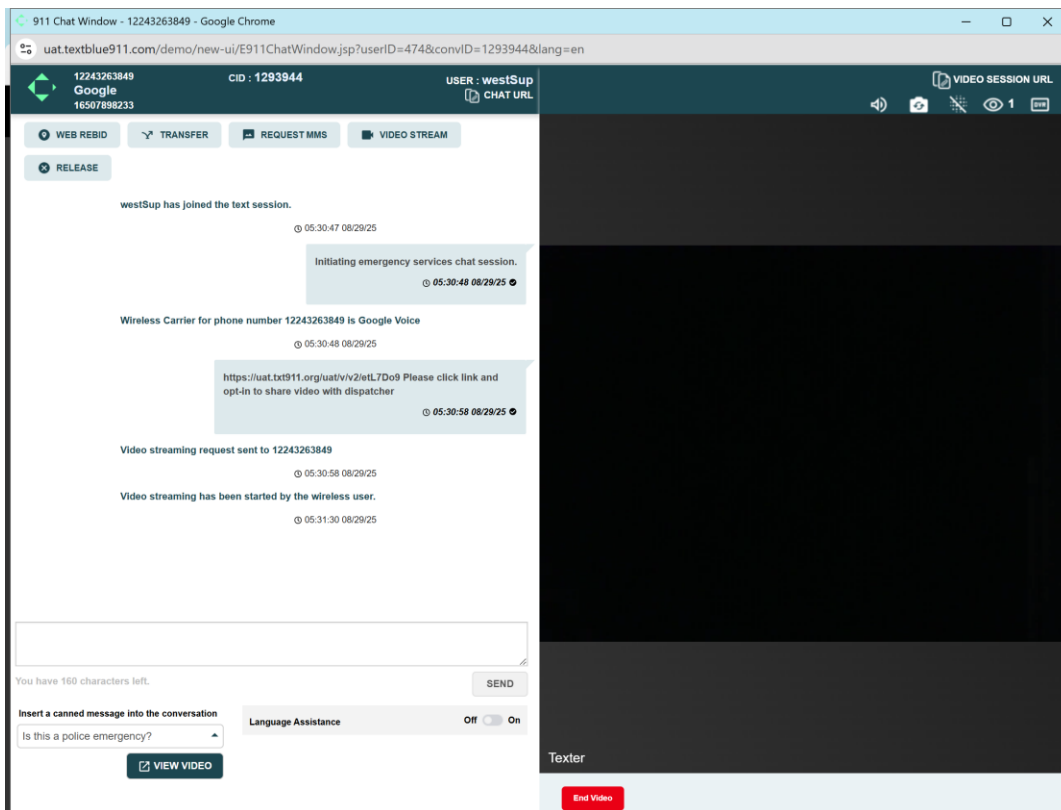


Figure 36: One Way Video Streaming session.

ONE WAY VIDEO STREAMING

The above figure show one way video streaming session where only texter can stream his live video and the video session can be viewed by a Call Taker and first responders. The below figure 37 shows First Responders viewing the video session.

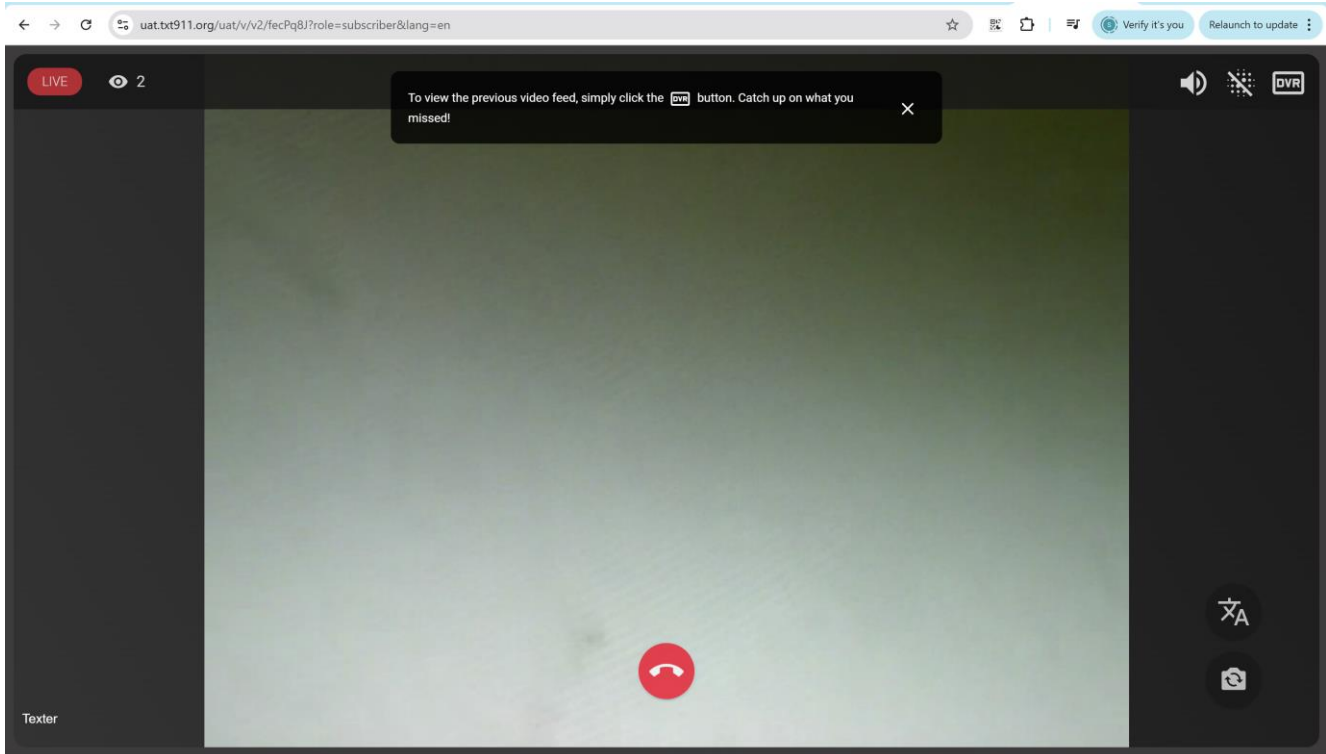


Figure 37: First Responder's view

TWO WAY VIDEO STREAMING

The two-way video streaming feature allows the Call Taker to share their live video in addition to viewing the texter's video stream. The figure below illustrates an active two-way video streaming session.

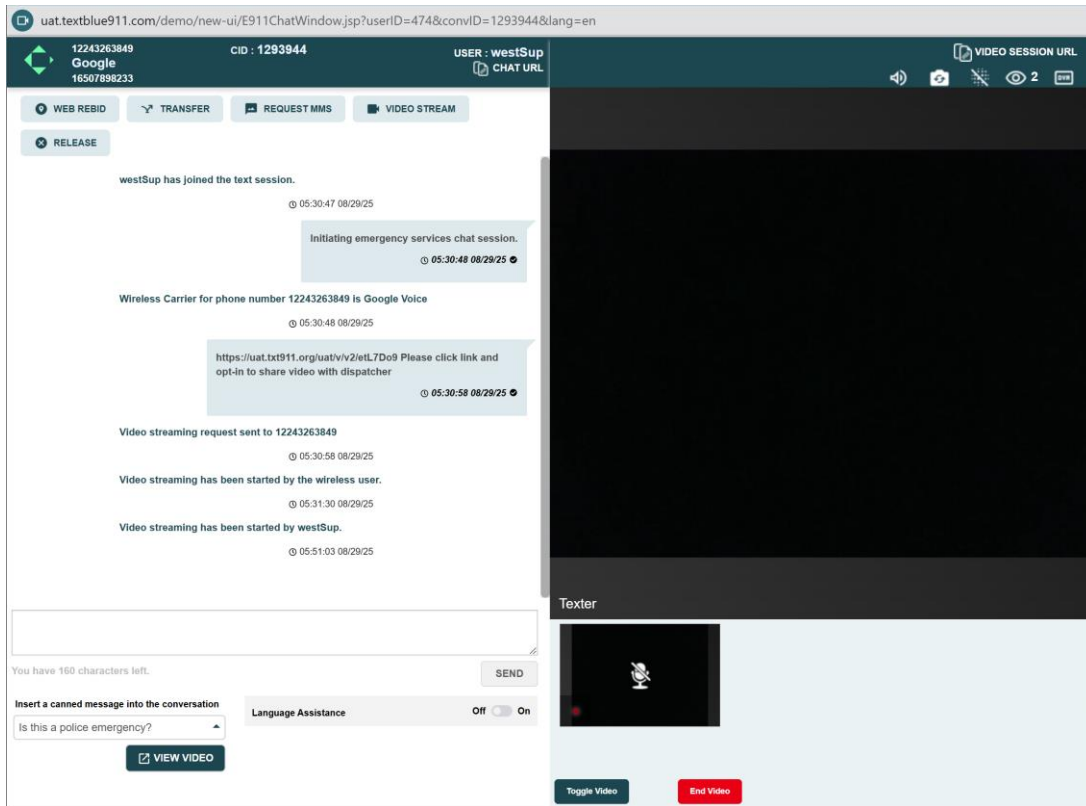


Figure 38: Two Way Video Streaming session.

Additional video streaming features that enhance usability include:

1. **Blur** – When enabled via PSAP configuration, Call Takers and First Responders can blur the live video stream as needed. The texter's view is not affected.
2. **DVR Controls** – PSAP users can move backward and forward within the live video session, subject to PSAP-level configuration.
3. **Mute/Unmute** – PSAP users can mute or unmute their own audio during an active video session.
4. **Switch Camera** – Allows the Call Taker to remotely change the texter's camera direction.
5. **Viewer Count** – Displays the number of participants in the video session; this count is visible to all participants.

Figure 39 highlights the on-screen controls used to access these features.

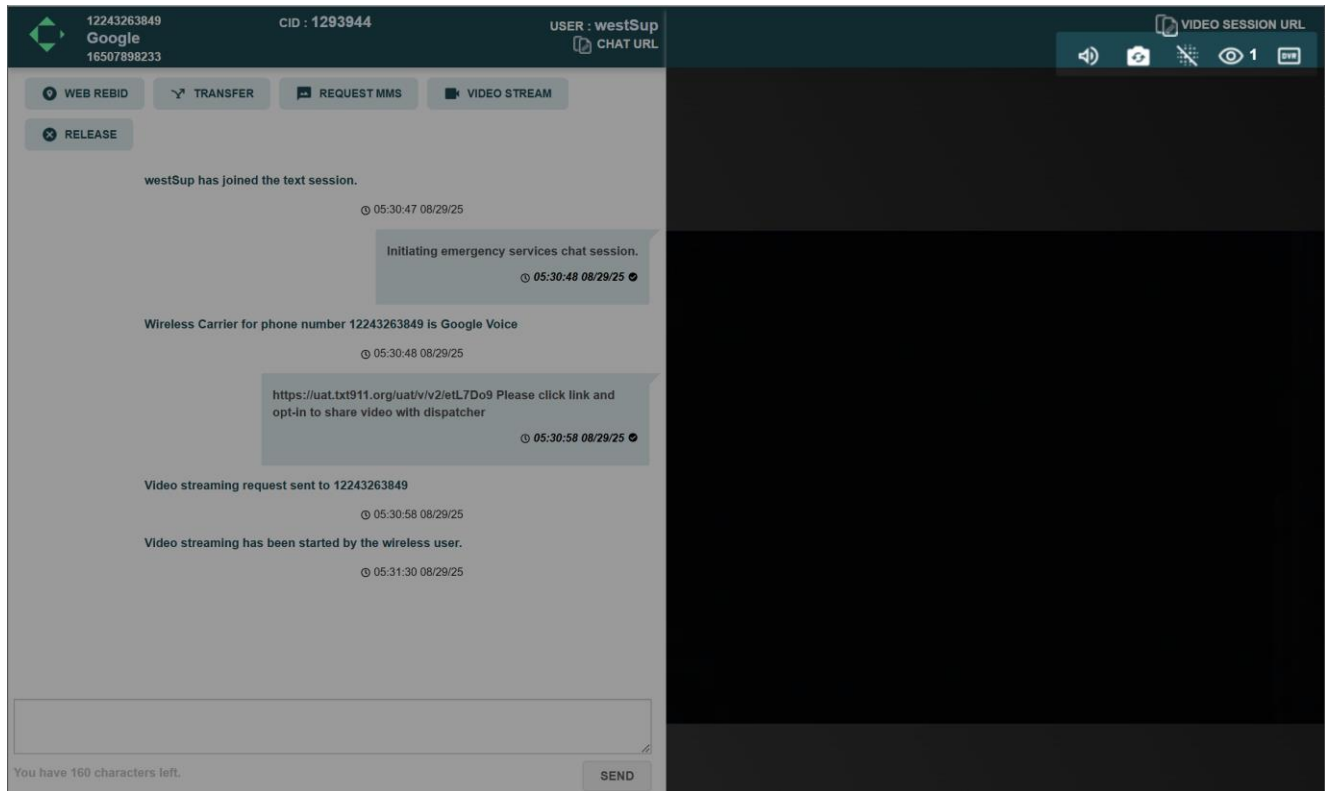


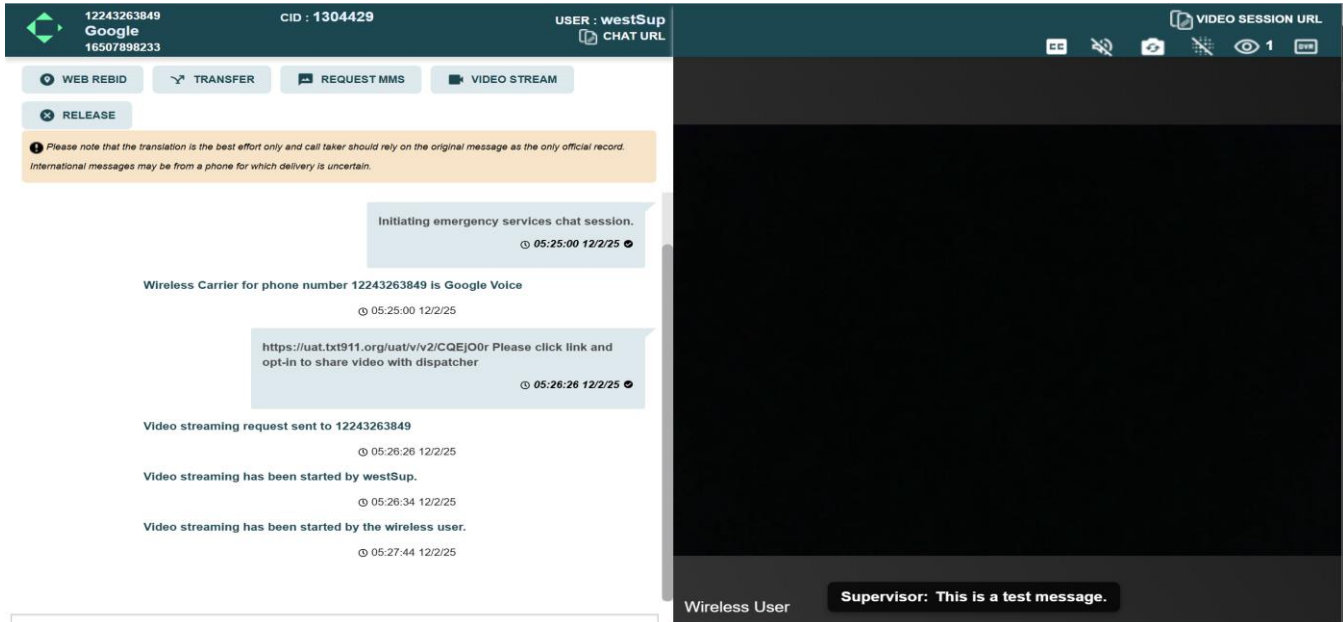
Figure 39: Video Streaming features.

VIDEO STREAMING LIVE CAPTIONS AND TRANSLATIONS

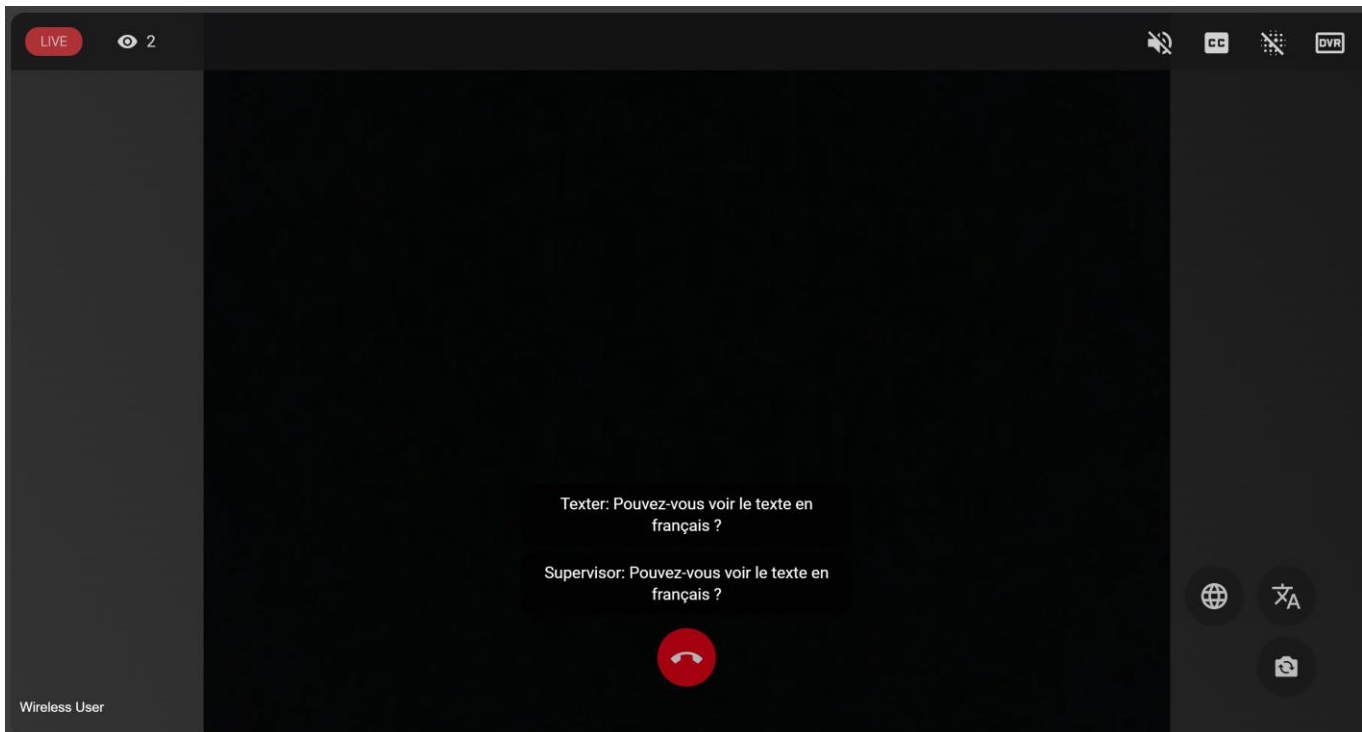
Live captions automatically convert spoken words from a video stream into on-screen text in real-time. These Captions can be enabled with the help of a PSAP level configuration.

This feature allows the call taker, First Responders as well as callers to select their language for the captions by clicking on the  icon. The automatic speech recognition technology enables them to hear the voice of the captions in the language of their choice. The participants can also manually turn the captions ON / OFF by clicking on  icon.

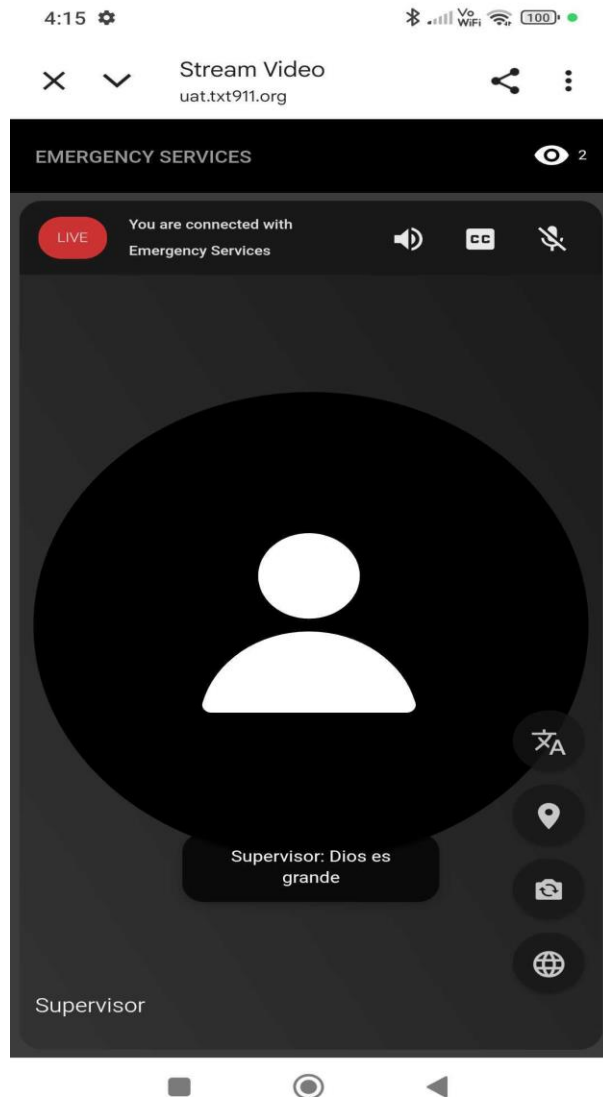
Below images show the chat window displaying captions in English.



First Responder (TXT911 page) showing captions in French language.



Callers mobile screen showing captions language in Spanish language.



TRANSCRIPTIONS AND TRANSLATIONS

The 'Transcriptions' feature automatically converts the spoken conversation into a written text document during a meeting which gets saved in the system in the Archived Video Report in PDF format. This creates a searchable record of discussions, decisions, and action items, enhancing accessibility and eliminating the need for manual note-taking. Transcriptions can be turned ON based on a PSAP level configuration.

Supervisor with access to the Reports module can navigate to Archived Videos Report and click on View button for a particular video record view as well as search through the transcriptions recorded for that video session. The supervisor can also download the transcriptions in PDF format by clicking on 'DOWNLOAD CAPTIONS (.PDF)'



Watch and download your session



Video Recorded on 12-02-2025 05:26:26 EST

DOWNLOAD VIDEO (.MP4)

DOWNLOAD CAPTIONS (.PDF)

Transcript

caption|


Supervisor West (English) 12-02-2025 05:29:18 EST
 English: captions Cole
 Hindi: कैप्शन कोटे


Wireless user (Hindi) 12-02-2025 05:29:18 EST
 Hindi: ये कैप्शंस को टेस्ट
 English: Test these captions


Supervisor West (English) 12-02-2025 05:45:20 EST
 English: A. Can you see the captions? Are you able to see the captions?
 French: A. Pouvez-vous voir les sous-titres ? Arrivez-vous à lire les sous-titres ?
 Spanish: A. ¿Puedes ver los subtítulos? ¿Puedes ver los subtítulos?

Note that this page can also be opened from Messaging Report using the archived video streaming link.

CONVEY Reports - The requests received by Convey system									
CID ↑	Sender	Recipient	Message	Translated Message	Carrier	Date/Time	Status	PSAP	Type
					Select ↓	From: 09/03/2025 7:05 AM To: 12/02/2025 6:05 AM CHANGE DATES			
1304429	westSup	2243263849	westSup has joined t		Goo	12-02-2025 05:25:0...	DEL	Northbrook	Text
1304429	westSup	2243263849	Initiating emergency		Goo	12-02-2025 05:25:0...	DEL	Northbrook	Text
1304429	westSup	474	Wireless Carrier for		Goo	12-02-2025 05:25:0...	DEL	Northbrook	Text
1304429	westSup	2243263849	https://uat.tx911.org/uat/vv2/CQEJO0r Please click link and opt-in to share video with dispatcher Video Stream Link - https://uat.textblue911.com/dem o/media/previewVideo/889b9c39-075f-4a81-82e1-a1000a9f6cf8		Goo	12-02-2025 05:26:2...	DEL	Northbrook	Video Stream
1304429	westSup	2243263849	Video streaming requ		Goo	12-02-2025 05:26:2...	DEL	Northbrook	Text
1304429	westSup	2243263849	Video streaming has		Goo	12-02-2025 05:26:3...	UNK	Northbrook	Text
1304429	westSup	2243263849	Video streaming has		Goo	12-02-2025 05:27:4...	UNK	Northbrook	Text
1304429	westSup	2243263849	Video streaming has		Goo	12-02-2025 05:32:4...	UNK	Northbrook	Text
1304429	westSup	2243263849	Video streaming has		Goo	12-02-2025 05:44:3...	UNK	Northbrook	Text
1304429	westSup	2243263849	Video streaming has		Goo	12-02-2025 05:44:4...	UNK	Northbrook	Text

Administration

The Administration area of the web portal allows Supervisors to monitor system activity, run reports, and manage users.

01 ADMINISTRATIVE REPORTS

Use the Reports Dashboard to generate administrative reports.

To access the Reports Dashboard:

1. From the Supervisor home page, select the **Reports** navigation button.
2. The Reports Dashboard opens and displays the available report tiles (Figure 40).

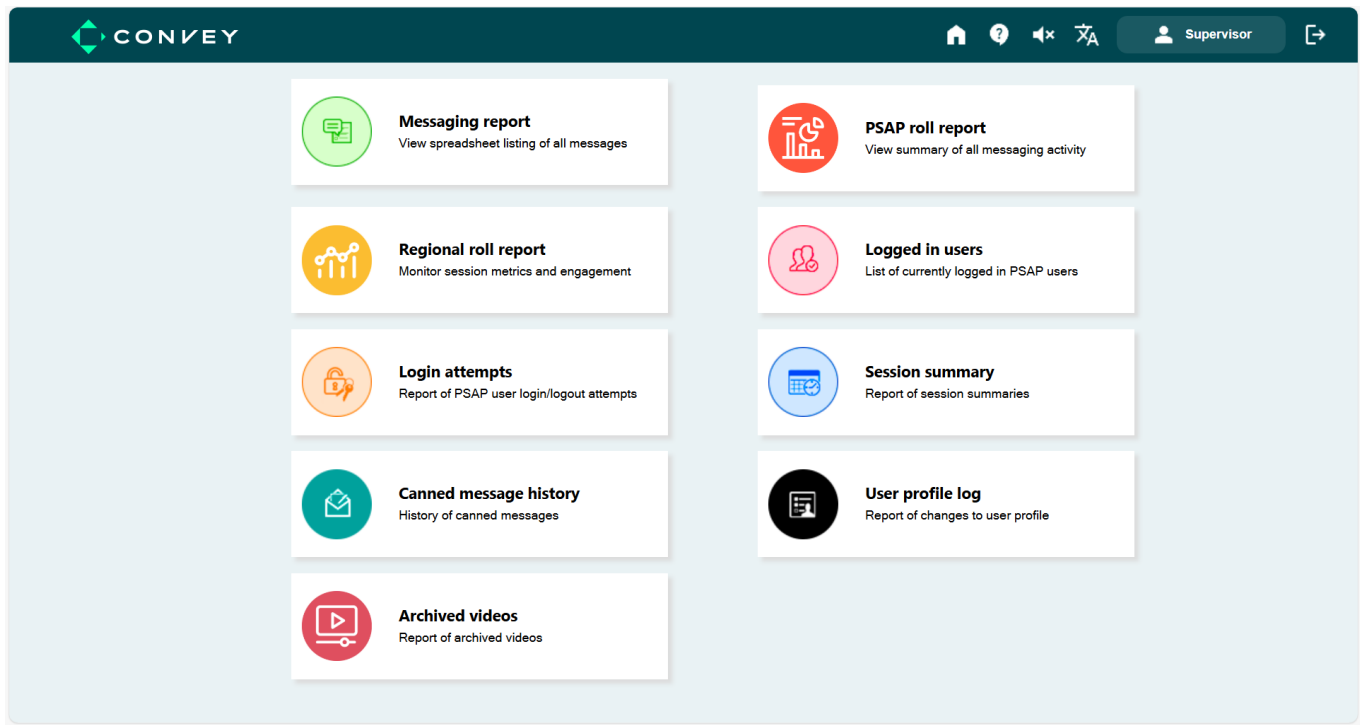


Figure 40: Reports Dashboard

The following reports are available:

- **Messaging report** – Spreadsheet-style listing of all messages
- **PSAP roll report** – Summary of all messaging activity
- **Regional roll report** – Session metrics and engagement
- **Login attempts** – PSAP user login/logout attempts
- **Logged in users** – List of currently logged-in PSAP users
- **Session summary** – Summary of text sessions

- **Canned message history** – History of canned messages
- **User profile log** – Changes to user profiles
- **Archived videos** – Report of archived video sessions

Report data can be viewed on screen and exported as CSV (all or filtered records) or PDF.

01 REPORT DASHBOARD NAVIGATION

Use the Reports Dashboard to open and switch between report views.

To open a report from the Reports Dashboard:

1. From the Supervisor home page, click **Reports**.
2. On the Reports Dashboard, click the title for the report you want to view.

When a report is open, a **Reports** icon appears in the top menu bar next to the Home icon (Figure 41).

To return to the Reports Dashboard:

1. Click the **Reports** icon in the top menu bar.

This returns you to the full list of available reports.

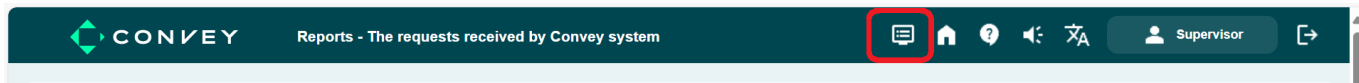


Figure 41: Report menu bar shows reports session

02 MESSAGING REPORT

The Messaging Report lists all text messaging activity, including the following columns (Figure 42): Conversation ID (CID), Sender, Recipient, Message, Translated Message (if applicable), Carrier, Date/Time (in the configured time zone), Status, PSAP, and Type.

To view messaging records:

1. From the Reports Dashboard, click **Messaging report**.
2. Use the date controls to set the desired date range, then apply.

To filter or search messages:

1. In the column header, click the filter icon or type in the filter text box.
2. Enter search criteria (for example, text that a Sender or Message must contain or must not contain).
3. Apply the filter to update the results.

Messages are displayed sequentially by CID and Date/Time. Full conversations remain intact even when filtering on a single user, including messages transferred to or from other users.

CONVEY Reports - The requests received by Convey system									
CID ↑	Sender	Recipient	Message	Translated Message	Carrier	Date/Time	Status	PSAP	Type
					Sel... ↓	From : 05/20/2025 3:34 AM To : 08/18/2025 3:34 AM CHANGE DATES			
1286186	westSup	2246339874	westSup has joined t		Goo	06-26-2025 03:...	DEL	Northbrook	Text
1286186	westSup	474	Text call reactivate		Goo	06-26-2025 03:...	DEL	Northbrook	Text
1286186	westSup	2246339874	Your text session wi		Goo	06-26-2025 03:...	DEL	Northbrook	Text
1286186	westSup	2246339874	This text conversati		Goo	06-26-2025 03:...	DEL	Northbrook	Text
1286186	westSup	2246339874	This text conversati		Goo	06-26-2025 03:...	DEL	Northbrook	Text
1286186	westSup	2246339874	westSup has left the		Goo	06-26-2025 03:...	DEL	Northbrook	Text
1286186	westSup	2246339874	Your SMS session has		Goo	06-26-2025 03:...	DEL	Northbrook	Text
1286191	westSup	2246339874	westSup has joined t		Goo	06-26-2025 03:...	DEL	Northbrook	Text
1286191	westSup	474	Text call reactivate		Goo	06-26-2025 03:...	DEL	Northbrook	Text
1286191	westSup	2246339874	Your text session wi		Goo	06-26-2025 03:...	DEL	Northbrook	Text

Figure 42: Messaging Report

03 LOGGED IN USERS

The Logged In Users report displays all users currently logged into the supervisor's PSAP.

To view the Logged In Users report:

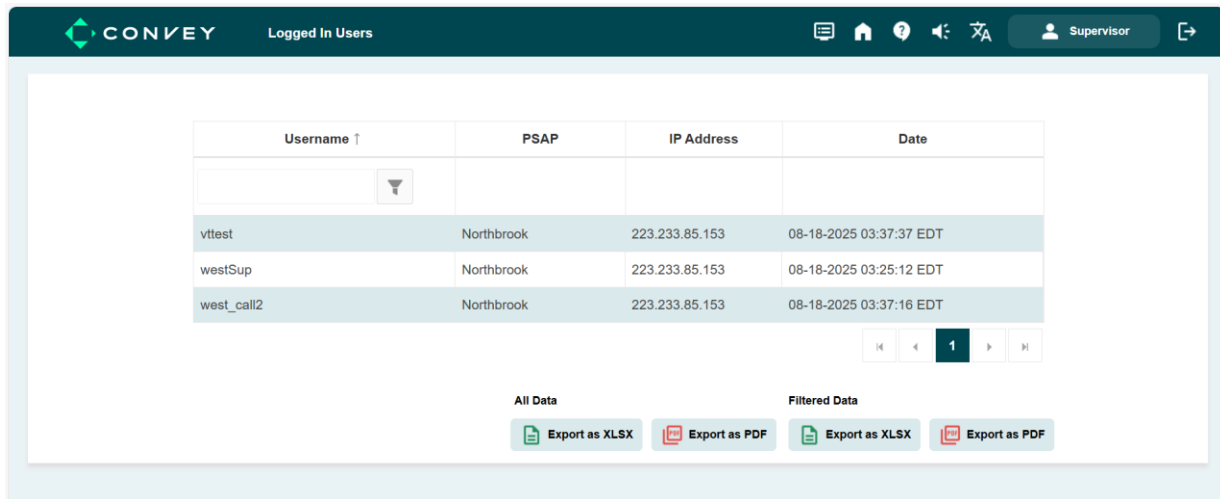
1. From the Reports Dashboard, click **Logged in users**.
2. The Logged In Users page opens (Figure 45), listing active users for your PSAP only.

Working with the report:

- Sort the list by **Username**, **PSAP**, **IP Address**, or **Date** by clicking the corresponding column header.
- Use the pagination controls at the bottom of the table to move between pages.

(Optional if you want to include exports, based on the UI)

- Use **Export as XLSX** or **Export as PDF** buttons to download all data or filtered data.



Username ↑	PSAP	IP Address	Date
vttest	Northbrook	223.233.85.153	08-18-2025 03:37:37 EDT
westSup	Northbrook	223.233.85.153	08-18-2025 03:25:12 EDT
west_call2	Northbrook	223.233.85.153	08-18-2025 03:37:16 EDT

Page 1 of 1

All Data
Export as XLSX
Export as PDF
Filtered Data
Export as XLSX
Export as PDF

Figure 45: Logged-in Users Report

04 LOGIN ATTEMPTS

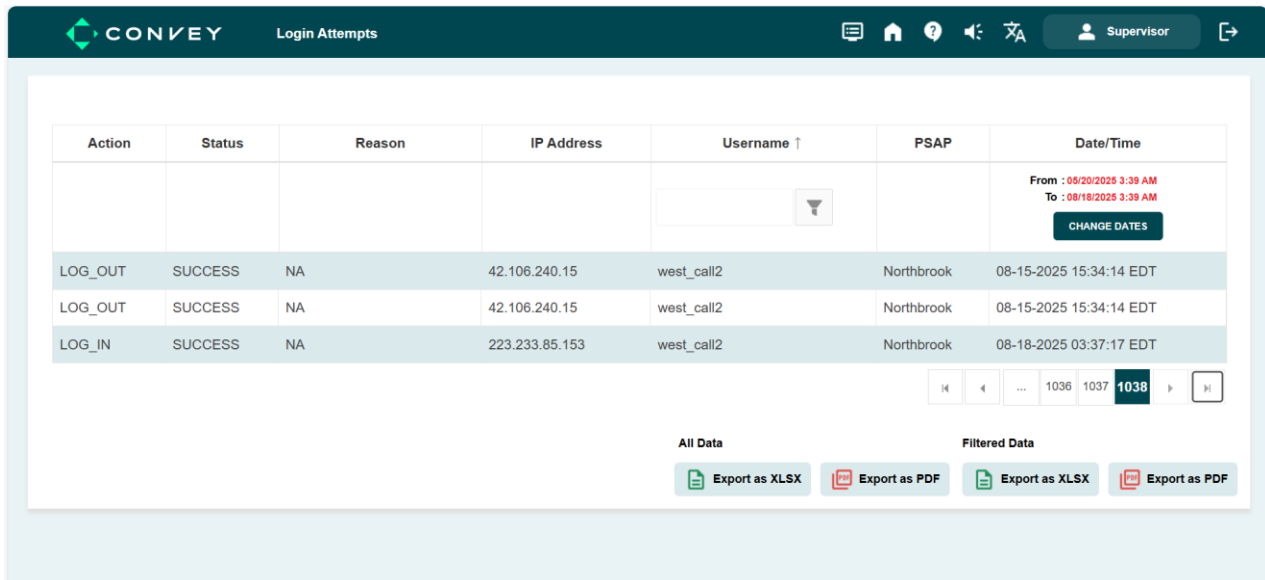
The Login Attempts report lists all login and logout activity for PSAP users (Figure 46).

To view the Login Attempts report:

1. From the Reports Dashboard, click **Login attempts**.
2. Use the **From / To** date controls to set the desired date range, then select **Change Dates**.

Working with the report:

- Sort by **Action**, **Status**, **Reason**, **IP Address**, **Username**, **PSAP**, or **Date/Time** by clicking the corresponding column header.
- For failed login attempts, the **Reason** column displays the cause (for example, *invalid password*).
- Use the **Export as XLSX** or **Export as PDF** buttons to download all data or filtered data, as needed.



Action	Status	Reason	IP Address	Username ↑	PSAP	Date/Time
						From : 08/20/2025 3:39 AM To : 08/18/2025 3:39 AM CHANGE DATES
LOG_OUT	SUCCESS	NA	42.106.240.15	west_call2	Northbrook	08-15-2025 15:34:14 EDT
LOG_OUT	SUCCESS	NA	42.106.240.15	west_call2	Northbrook	08-15-2025 15:34:14 EDT
LOG_IN	SUCCESS	NA	223.233.85.153	west_call2	Northbrook	08-18-2025 03:37:17 EDT

All Data Filtered Data
 Export as XLSX Export as PDF Export as XLSX Export as PDF

Figure 46: Login Attempts Report

05 SESSION SUMMARY

The Session Summary report provides a high-level view of individual chat sessions over a selected date range (Figure 47).

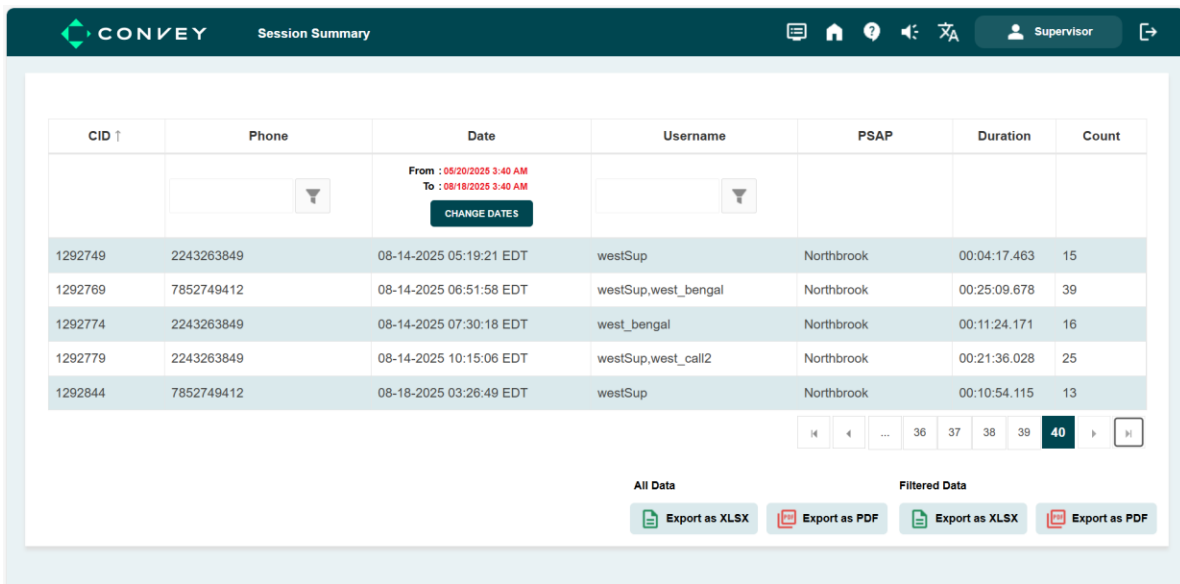
To view the Session Summary report:

1. From the Reports Dashboard, click **Session summary**.
2. Use the **From / To** date controls and select **Change Dates** to set the reporting period.

Working with the report:

- Each row represents a single chat session and is identified by a unique **Conversation ID (CID)**.
- The report displays the end user's **Phone** number and the **Date/Time** the chat started.
- Because this is a summary report, individual messages are not listed; instead, the **Count** column shows the total number of messages in the session.
- The **Duration** column shows the total length of the chat.
- The **Username** column identifies the Call Taker who last owned the chat, and **PSAP** shows the associated PSAP.

Use sorting, filtering, and export options (XLSX or PDF) as needed to analyze session activity.



CID ↑	Phone	Date	Username	PSAP	Duration	Count
		From : 08/20/2025 3:40 AM To : 08/18/2025 3:40 AM CHANGE DATES				
1292749	2243263849	08-14-2025 05:19:21 EDT	westSup	Northbrook	00:04:17.463	15
1292769	7852749412	08-14-2025 06:51:58 EDT	westSup,west_bengal	Northbrook	00:25:09.678	39
1292774	2243263849	08-14-2025 07:30:18 EDT	west_bengal	Northbrook	00:11:24.171	16
1292779	2243263849	08-14-2025 10:15:06 EDT	westSup,west_call2	Northbrook	00:21:36.028	25
1292844	7852749412	08-18-2025 03:26:49 EDT	westSup	Northbrook	00:10:54.115	13

All Data Filtered Data
 Export as XLSX Export as PDF Export as XLSX Export as PDF

Figure 47: Session Summary Report

06 CANNED MESSAGE HISTORY

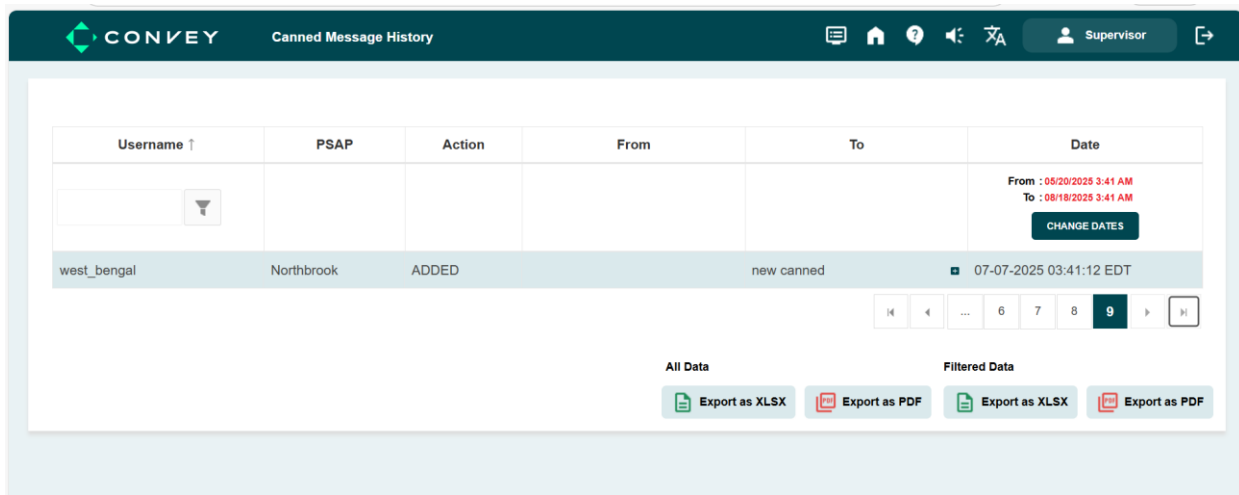
The Canned Message History report shows all configuration changes made to canned messages (Figure 48).

To view the Canned Message History report:

1. From the Reports Dashboard, click **Canned Message History**.
2. Use the **From / To** date controls and select **Change Dates** to set the reporting period.

Working with the report:

- Sort by **Username**, **PSAP**, **Action** (for example, ADDED, EDITED, DELETED), **From**, **To**, or **Date** by clicking the column headers.
- Use export options (**Export as XLSX** or **Export as PDF**) to download all data or filtered results.



Username ↑	PSAP	Action	From	To	Date
					From : 05/20/2025 3:41 AM To : 08/18/2025 3:41 AM CHANGE DATES
west_bengal	Northbrook	ADDED		new canned	07-07-2025 03:41:12 EDT

All Data: [Export as XLSX](#) [Export as PDF](#)
 Filtered Data: [Export as XLSX](#) [Export as PDF](#)

Figure 48: Canned Message History Report

07 USER PROFILE LOG

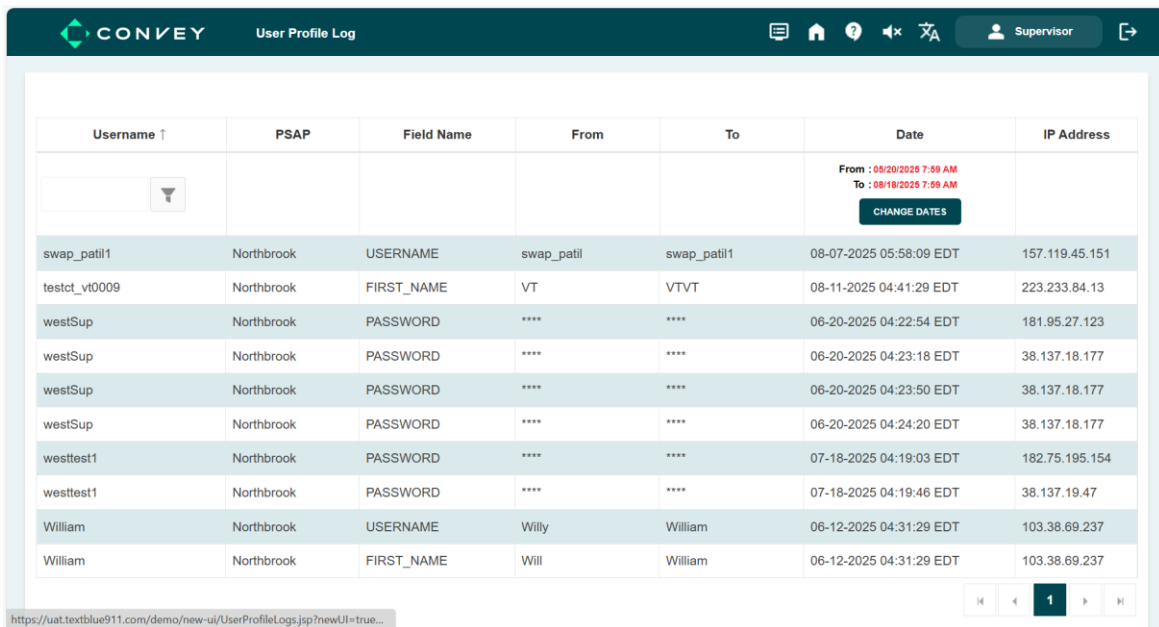
The User Profile Log report shows all changes made to PSAP user profiles (Figure 49).

To view the User Profile Log report:

1. From the Reports Dashboard, click **User profile log**.
2. Use the **From / To** date controls and select **Change Dates** to set the reporting period.

Working with the report:

- Each row represents a single profile change and displays **Username**, **PSAP**, **Field Name**, **From** (original value), **To** (new value), **Date**, and **IP Address** of the user who made the change.
- Click any column header (Username, PSAP, Field Name, From, To, Date, IP Address) to sort by that column.
- Use export options (**Export as XLSX** or **Export as PDF**) to download all data or filtered results.



Username ↑	PSAP	Field Name	From	To	Date	IP Address
					From : 05/20/2025 7:59 AM To : 08/18/2025 7:59 AM CHANGE DATES	
swap_patil1	Northbrook	USERNAME	swap_patil	swap_patil1	08-07-2025 05:58:09 EDT	157.119.45.151
testct_vt0009	Northbrook	FIRST_NAME	VT	VTVT	08-11-2025 04:41:29 EDT	223.233.84.13
westSup	Northbrook	PASSWORD	****	****	06-20-2025 04:22:54 EDT	181.95.27.123
westSup	Northbrook	PASSWORD	****	****	06-20-2025 04:23:18 EDT	38.137.18.177
westSup	Northbrook	PASSWORD	****	****	06-20-2025 04:23:50 EDT	38.137.18.177
westSup	Northbrook	PASSWORD	****	****	06-20-2025 04:24:20 EDT	38.137.18.177
westtest1	Northbrook	PASSWORD	****	****	07-18-2025 04:19:03 EDT	182.75.195.154
westtest1	Northbrook	PASSWORD	****	****	07-18-2025 04:19:46 EDT	38.137.19.47
William	Northbrook	USERNAME	Willy	William	06-12-2025 04:31:29 EDT	103.38.69.237
William	Northbrook	FIRST_NAME	Will	William	06-12-2025 04:31:29 EDT	103.38.69.237

Figure 49: User Profile Log Report

08 ARCHIVED VIDEOS REPORT

The Archived Videos report lists all stored video streaming sessions and their usage details (Figure 50).

To view the Archived Videos report:

1. From the Reports Dashboard, click **Archived videos**.
2. Use the **From / To** date controls and select **Change Dates** to set the reporting period.

Working with the report:

- Each row represents a single video record and displays **CID**, **Recipient**, **Date/Time**, **File Size**, **Video Actions/URL**, **Access Count**, **Views**, **Downloads**, and **Access Log**.
- Sort by any of these columns (CID, Recipient, Date/Time, File Size, Access Count, Views, Downloads) by clicking the column header.
- The **Video Actions/URL** column is configured at the PSAP level and may allow **View**, **Download**, or both, depending on your PSAP settings.

To review access details for a video:

1. In the **Access Log** column, click **Review** for the desired video.
2. The Media Access page (Figure 51) opens and shows each access event with **Date/Time**, **Source**, **Username**, **Action**, and **IP Address**.

Use the export options (**Export as XLSX** or **Export as PDF**) to download all data or filtered results as needed.

CONVEY Archived Videos									
CID	Recipient	Date/Time	File Size	Video Actions/URL	Transcripts	Access Count	Views	Downloads	Access Log
		From : 03/26/2026 1:23 PM To : 06/06/2026 1:23 PM CHANGE DATES							
1315854	2243263849	05-08-2026 07:16:32 EDT	1.9 MB	View Download	Download	6	4	2	Review
1315804	2243263849	05-07-2026 06:52:42 EDT	255.0 KB	View Download	Download	1	1	0	Review
1315799	2246339874	05-07-2026 06:49:30 EDT	10.8 MB	View Download	Download	3	3	0	Review
1315734	3128600515	05-05-2026 10:13:48 EDT	336.7 KB	View Download	Download	1	1	0	Review
1315729	8727628165	05-05-2026 10:06:02 EDT	51.0 KB	View Download	Download	1	1	0	Review
1315609	2243263849	05-05-2026 06:13:12 EDT	5.0 MB	View Download	Download	2	2	0	Review
1315599	2246339874	05-05-2026 05:57:08 EDT	21.7 MB	View Download	Download	5	5	0	Review
1315529	2246339874	05-04-2026 06:51:37 EDT	26.5 MB	View Download	Download	2	2	0	Review
1315434	2243263849	04-29-2026 12:48:57 EDT	190.7 KB	View Download	Download	1	1	0	Review
1315404	8727628165	04-29-2026 09:57:10 EDT	23.6 MB	View Download	Download	1	1	0	Review

Figure 50: Archived Videos Report

Media Access Details				
CID: 1315854 Access Count: 6	Recipient: 2243263849 Views: 4	Date: 05-08-2026 Time: 07:16:32 EDT	File Size: 1.9 MB Downloads: 2	
Date/Time	Source	Username	Action	IP
05-08-2026 07:12:55 EDT	PORTAL	Sherlock_Holmes	VIEW	45.127.44.16
05-08-2026 07:13:50 EDT	PORTAL		VIEW	45.127.44.16
05-08-2026 13:20:54 EDT	PORTAL	westSup	DOWNLOAD	101.0.45.86
05-08-2026 13:20:57 EDT	PORTAL	westSup	VIEW	101.0.45.86
05-08-2026 13:22:50 EDT	PORTAL	westSup	DOWNLOAD	101.0.45.86
05-08-2026 13:23:12 EDT	PORTAL	westSup	VIEW	101.0.45.86

Figure 51: Media Access Detail

09 PSAP ROLLUP REPORT

The PSAP Rollup Report provides a summary of messaging activity for one or more PSAPs. By default, it displays data from the previous month for all PSAPs.

To open the PSAP Rollup Report:

1. From the Reports Dashboard, click **PSAP roll report**.
2. The PSAP Rollup Report page opens (Figure 43).

To filter the report:

1. Use the **Date Range** controls to select the reporting period.
2. In the **PSAP** drop-down, select a specific PSAP to view its details, or leave it set to *All* to see combined results.

The report includes all chat sessions within the defined date range and provides:

- **Statistics overview** (high-level counts and totals)
- **Detailed metrics** (session duration, volume, messages per session, etc.)
- **Session insights** (busy times, busy days, carrier distribution)
- **PSAP data** (PSAP-level session counts and timings)
- **Transfer details** (sessions transferred between PSAPs)

Supervisors can adjust the date range and PSAP selection at any time to review session details for one or more PSAPs.



Figure 43: PSAP Rollup Report

10 REGIONAL ROLLUP REPORT

The Regional Rollup Report summarizes messaging activity across multiple PSAPs in a region. By default, it displays data from the previous month for all PSAPs.

To open the Regional Rollup Report:

1. From the Reports Dashboard, click **Regional Rollup Report**.
2. The Regional Rollup Report page opens (Figure 44).

To filter the report:

1. Use the **From / To** date controls to select the desired date range.
2. In the **PSAP** drop-down, select:
 - **All PSAPs** to view combined regional data, or
 - A specific PSAP to view that PSAP's metrics within the region.

The report provides details of all chat sessions in the selected period, including PSAP session counts, duration, transfers, and related metrics. It is used to visualize and consolidate activity across multiple PSAPs that belong to the same region or reporting group.

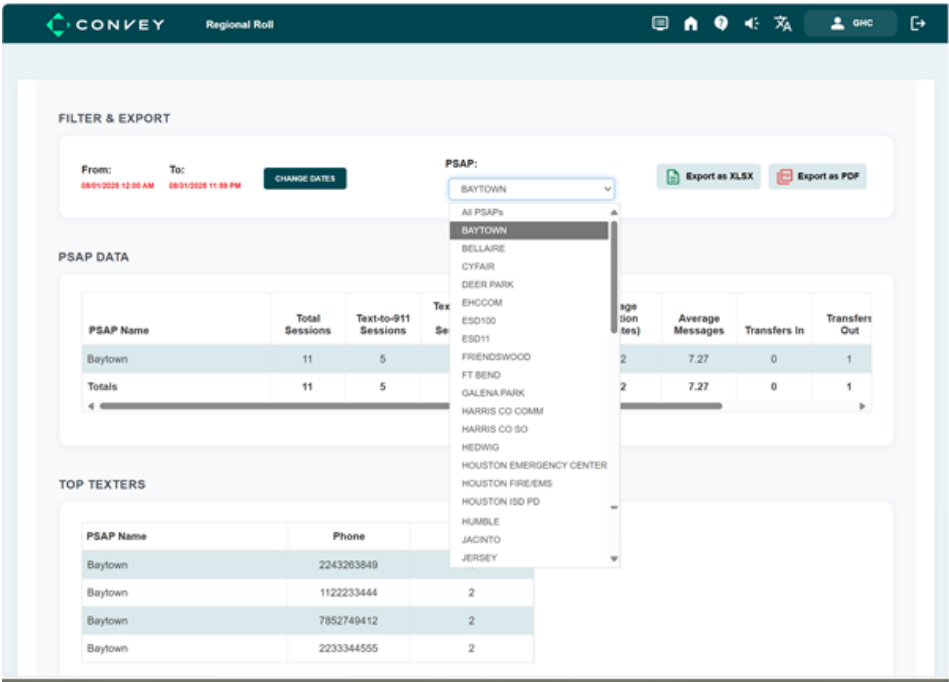
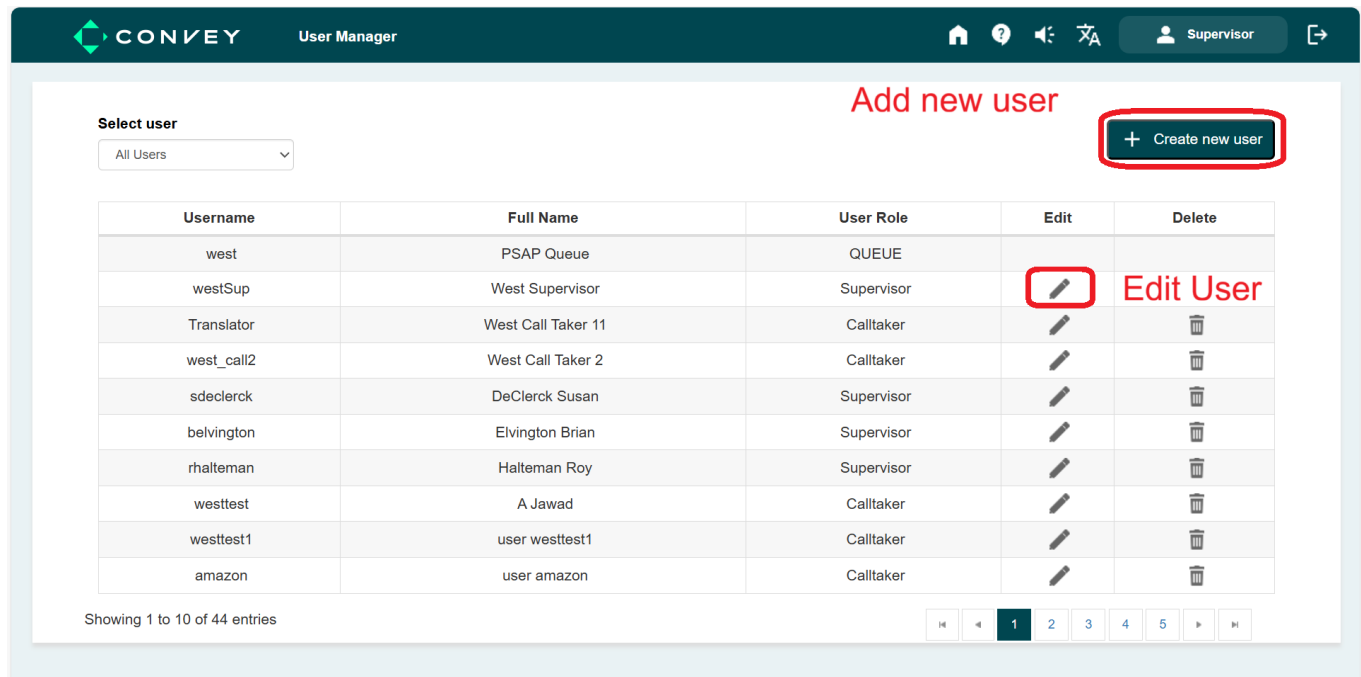


Figure 44: Regional Rollup Report

02 USER MANAGEMENT

ADD AND EDIT USERS

Supervisors manage Call Taker and Supervisor accounts from the **User Manager** page (Figure 52). When a user is *deleted*, their profile is set to inactive to preserve historical reporting data; inactive (deleted) users are no longer displayed in the list or available for login.



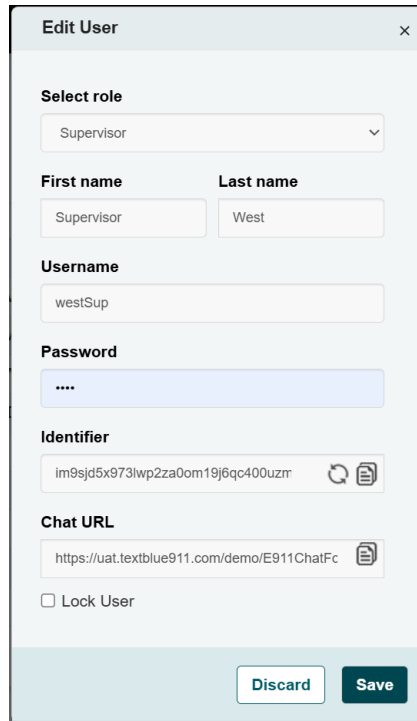
The screenshot shows the 'User Manager' page in the CONVEY system. At the top, there's a header with the CONVEY logo, 'User Manager' title, and navigation icons. A 'Supervisor' user profile is visible in the top right. The main content area has a 'Select user' dropdown set to 'All Users'. To the right, there's a red 'Add new user' button and a blue '+ Create new user' button. Below these is a table of users with columns for Username, Full Name, User Role, Edit, and Delete. The 'Edit' column contains pencil icons, and the 'Delete' column contains trash can icons. A red box highlights the pencil icon for the 'westSup' user, with the text 'Edit User' next to it. At the bottom, it says 'Showing 1 to 10 of 44 entries' and has a pagination bar with numbers 1 through 5.

Username	Full Name	User Role	Edit	Delete
west	PSAP Queue	QUEUE		
westSup	West Supervisor	Supervisor		
Translator	West Call Taker 11	Calltaker		
west_call2	West Call Taker 2	Calltaker		
sdeclerck	DeClerck Susan	Supervisor		
belvington	Elvington Brian	Supervisor		
rhalteman	Halteman Roy	Supervisor		
westtest	A Jawad	Calltaker		
westtest1	user westtest1	Calltaker		
amazon	user amazon	Calltaker		

Figure 52: User Manager

Edit an Existing User

1. Open **User Manager** from the Supervisor portal.
2. Locate the user in the list (use the **Select user** filter if needed).
3. In the **Edit** column, click the **Edit** (pencil) icon for that user.
4. In the **Edit User** window (Figure 53), update the required fields (for example, **Select role**, **First name**, **Last name**, **Username**, or **Password**).
5. If the account was locked due to failed login attempts, updating the **Password** will unlock the user.
6. Click **Save** to apply for the changes, or **Discard** to cancel.



Edit User [X]

Select role
 Supervisor

First name Supervisor **Last name** West

Username
 westSup

Password

Identifier
 im9sjd5x973lwp2za0om19j6qc400uzm [Refresh] [Copy]

Chat URL
 https://uat.textblue911.com/demo/E911ChatFc [Copy]

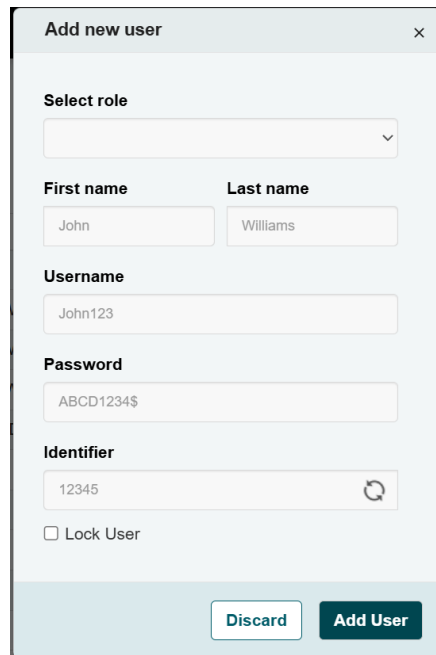
☐ Lock User

Discard Save

Figure 53: Edit User

Add a New Call Taker or Supervisor

1. On the **User Manager** page, click **Create new user** in the upper-right corner (Figure 52).
2. In the **Add new user** window (Figure 54), select the appropriate **role** (Call Taker or Supervisor).
3. Enter the required details, including **First name**, **Last name**, **Username**, **Password**, and **Identifier**.
4. (Optional) Select **Lock User** if the account should be created in a locked state.
5. Click **Add User** to create the new account, or **Discard** to cancel.



The image shows a modal window titled "Add new user" with a close button (X) in the top right corner. The form contains the following fields and controls:

- Select role:** A dropdown menu.
- First name:** A text input field containing "John".
- Last name:** A text input field containing "Williams".
- Username:** A text input field containing "John123".
- Password:** A text input field containing "ABCD1234\$".
- Identifier:** A text input field containing "12345" with a refresh icon (circular arrow) to its right.
- Lock User:** A checkbox that is currently unchecked.
- Buttons:** At the bottom right, there are two buttons: "Discard" (light blue) and "Add User" (dark blue).

Figure 54: Add User

Delete (Deactivate) a User

1. On the **User Manager** page (Figure 52), locate the user you want to remove.
2. Click the **Delete** (trash) icon in the **Delete** column.
3. Confirm the action when prompted.

The user's profile is marked inactive (deleted) and will no longer appear in the User Manager list or be able to log in, but their historical activity remains available in system reports.

03 CANNED MESSAGES CONFIGURATIONS

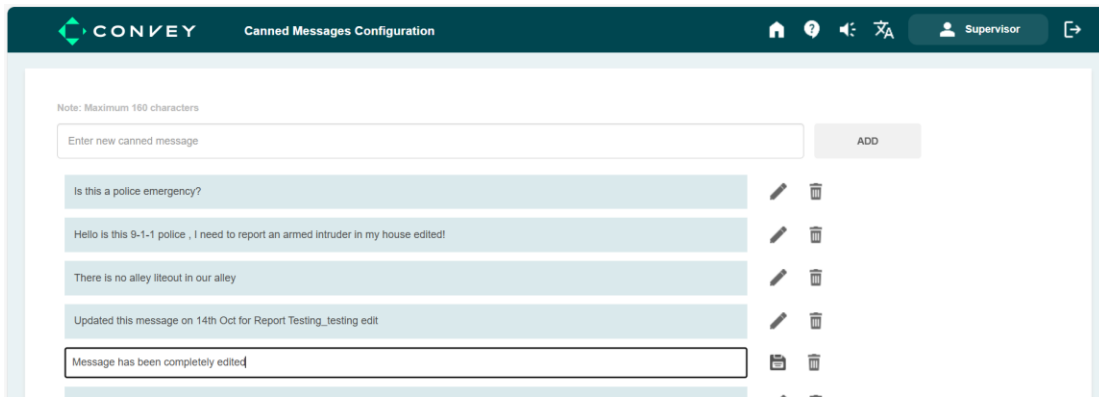
ADD/EDIT CANNED MESSAGES

Canned Messages are predefined messages that Call Takers can insert into an active chat and send to the texter (Figure 55). Messages appear in the chat window as a selectable list (Figure 56); when a Call Taker selects a canned message, the text is inserted into the message field and delivered to the texter as an SMS when sent.

Add or Edit Basic Canned Messages (Supervisors)

1. From the Supervisor portal, open the **Canned Messages Configuration** page (Figure 55).
2. To **add** a new canned message:
 - Enter the message text in the *Enter new canned message* field.
 - Click **Add** to save the new canned message.
3. To **edit** an existing canned message:
 - Click the **Edit** (pencil) icon next to the message.
 - Modify the text as needed.
 - Click **Save** (or the equivalent update control) to apply the changes.

Supervisors must click **Add** or **Save** after adding or editing to update the available Canned Messages.



The screenshot displays the 'Canned Messages Configuration' interface. At the top, there's a header with the CONVEY logo and navigation icons. Below the header, a note states 'Maximum 160 characters'. The main area contains a list of existing canned messages, each with an edit (pencil) icon and a delete (trash) icon. The messages listed are: 'Is this a police emergency?', 'Hello is this 9-1-1 police , I need to report an armed intruder in my house edited!', 'There is no alley liteout in our alley', and 'Updated this message on 14th Oct for Report Testing_testing edit'. At the bottom, there is a text input field with the placeholder 'Enter new canned message' and an 'ADD' button next to it. The input field currently contains the text 'Message has been completely edited'.

Figure 55: Edit Canned Messages

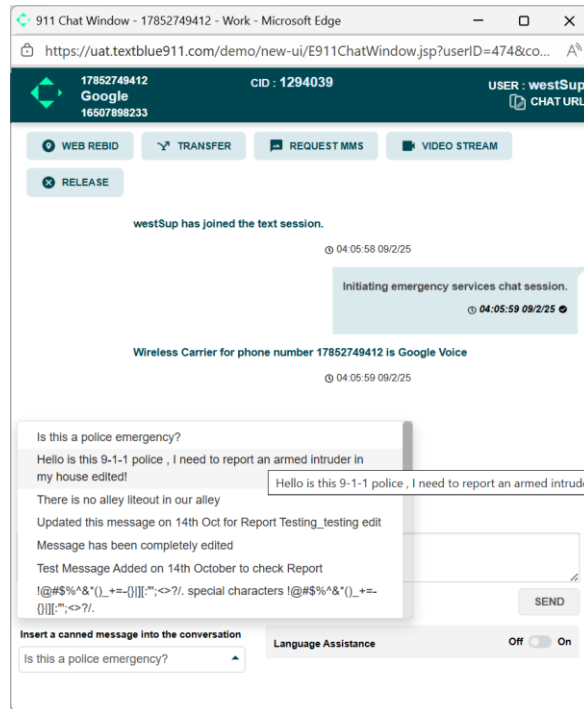


Figure 56: Canned Messages in Chat Window

Advanced Canned Message Configuration

Advanced users can configure additional properties for canned messages (Figure 57):

- **Message ID**
- **Predefined Category** (for example, Police, Fire, Medical)
- **Predefined Language**
- **Message Text**
- **Tags** (for searching and grouping)

In the chat window (Figure 58), canned messages are organized by Category, and users can search and sort messages by Language, making it easier to select the appropriate message for the current text session.

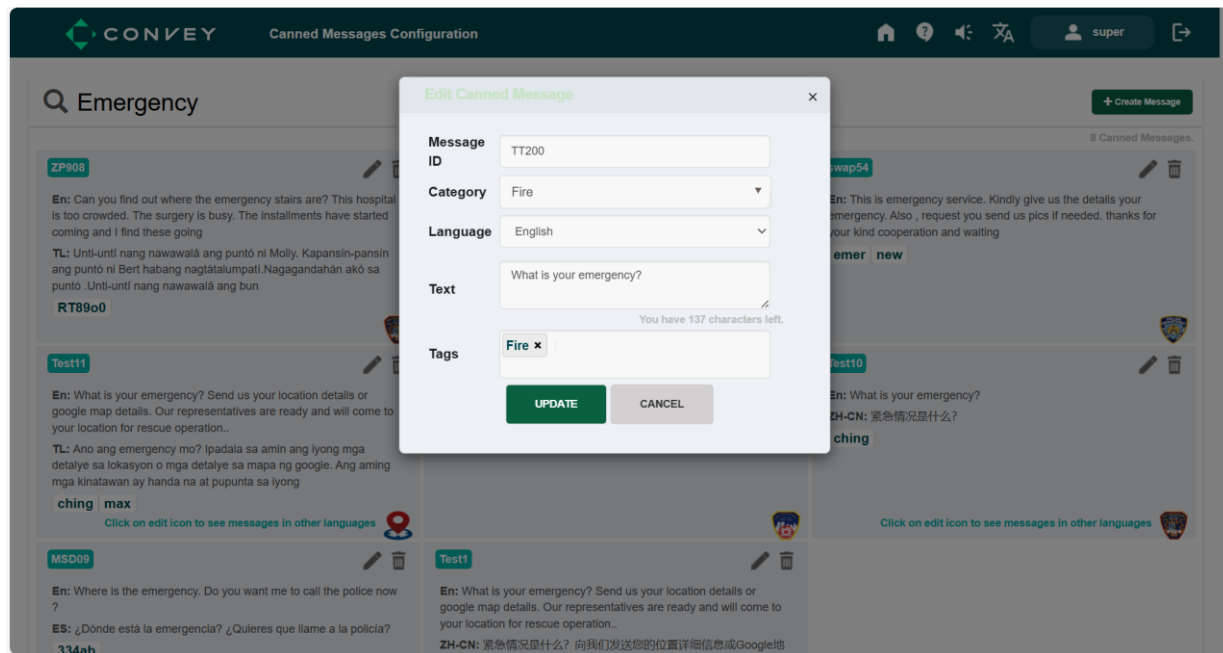


Figure 57: Canned Messages Advance Users

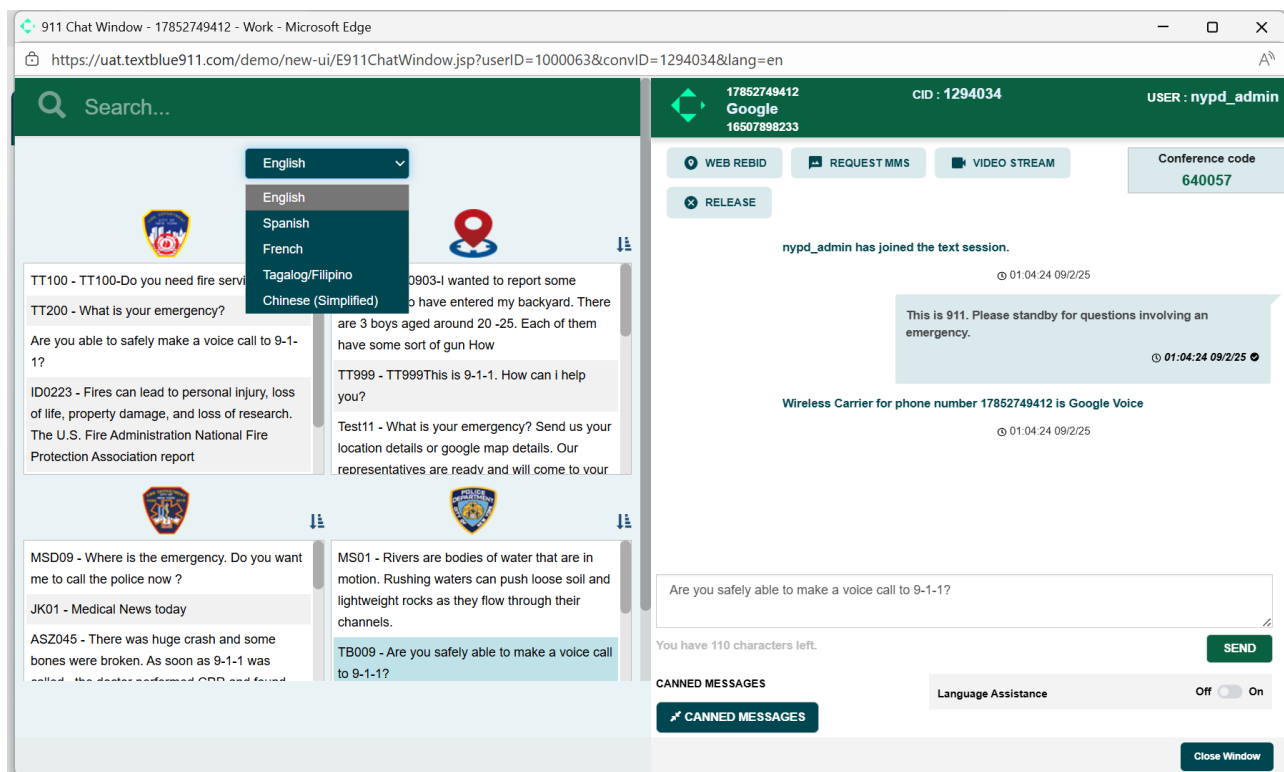
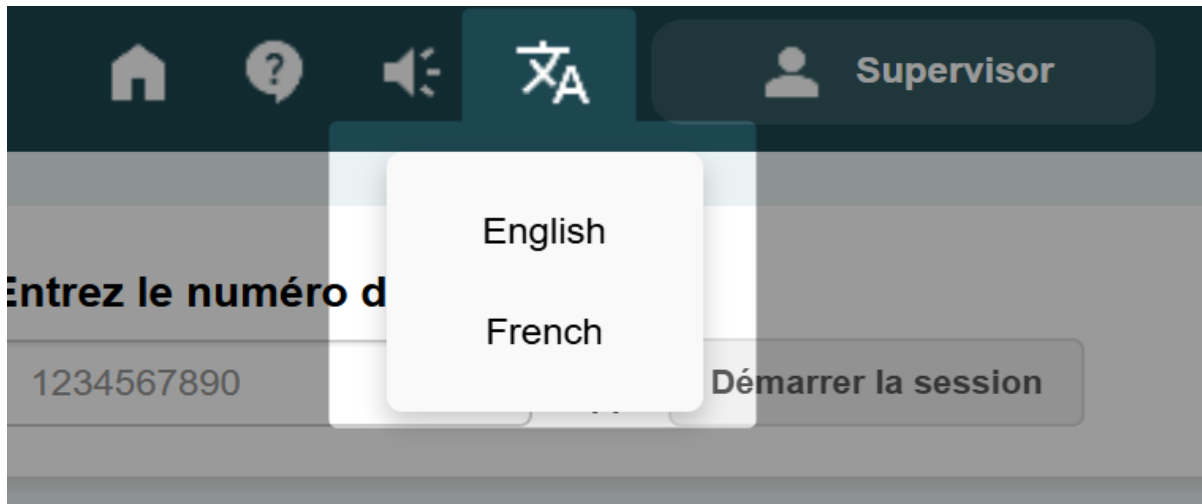


Figure 58: Advance Canned Messages in Chat Window

Localization

TEXTBLUE supports English and French (Canada). A language selection dropdown is available in the application header (see Figure 59). When a language is selected, all user interface elements including menus, labels, and informational pages are displayed in the chosen language, providing a fully localized experience.



Video Streaming and Web Rebid Interface for CAPI (Chat API) users

TEXTBLUE provides a dedicated interface for Video Streaming and Web Rebid, accessible via a unique URL generated when a video session is initiated.

- For **API integrations**, URLs are generated for the Call Taker, First Responder, and Wireless User.
- For **web portal users**, URLs are generated for the Wireless User and First Responder.

During an active text session, the Wireless User is automatically directed to their video stream, while the First Responder URL is distributed by the PSAP using internal communication channels.

The TXT911 Video Streaming Interface includes the following features, as shown in Figure 60:

- **Video Stream for All Parties:** Provides a live video stream for the Call Taker, First Responder, and Wireless User. The role names may vary depending on the PSAP.
- **Web Rebid (Location Request):** Allows the PSAP to request the browser-based location of the Wireless User using a location icon.
- **Blur Feature:** Controlled by PSAP-level configuration, this feature allows Call Takers and First Responders to blur the live video feed if needed. The texter's view remains unaffected.
- **DVR Feature:** Allows PSAP users to rewind or fast-forward the video stream during an active session, subject to PSAP configuration.
- **Mute/Unmute:** Enables PSAP users to mute or unmute their microphone during the video streaming session.
- **Switch Camera:** Allows Call Takers to remotely switch the Wireless User's camera direction during the session.
- **Viewer Count:** Displays the number of participants in the video stream session, visible to all participants.

Figure 60: Video Streaming and Web Rebid interface.

Localization is available for video streaming interface as well, as shown in Figure 61.

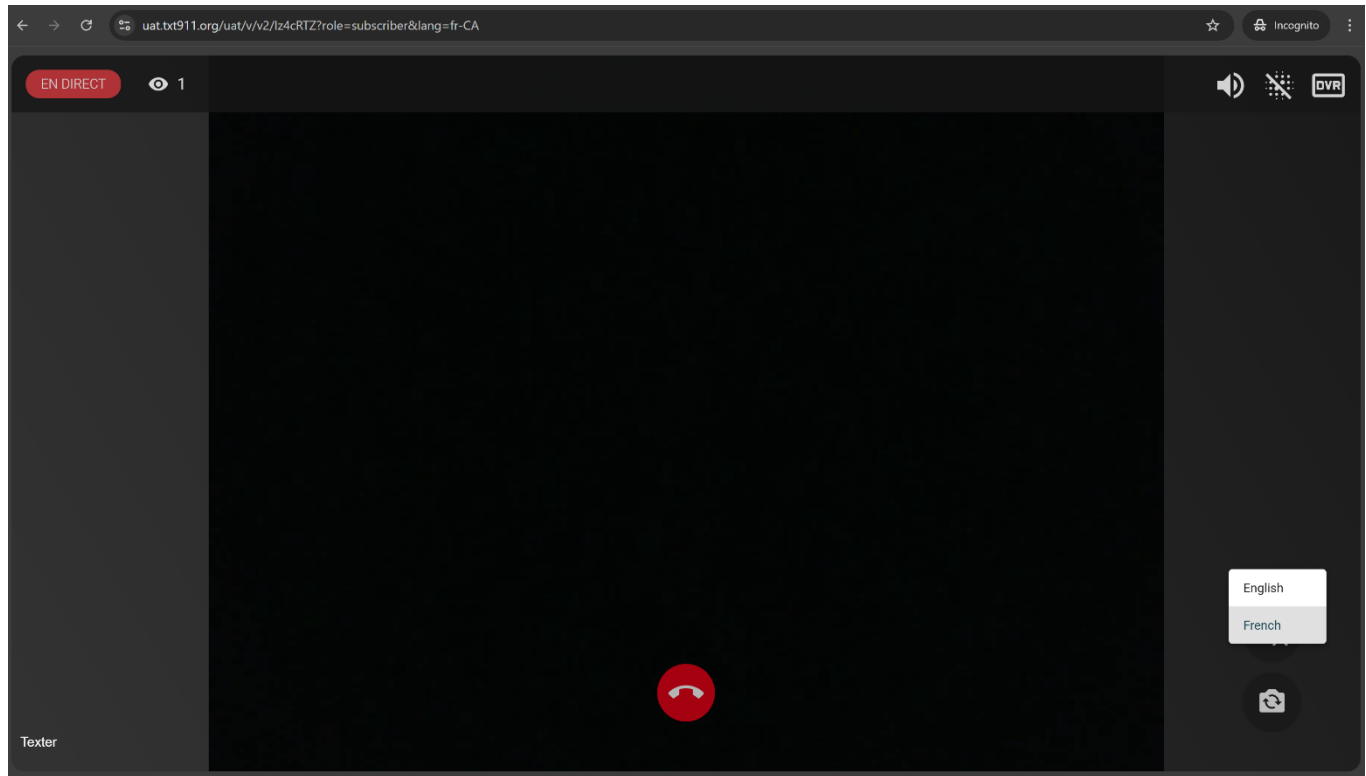


Figure 61: Localization of video streaming interface in French (Canada) language.