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# Toolkit Training-MSAG

TOOL KIT LOGIN

[in911.indigital.net/dashboardToolkit Log-in](http://in911.indigital.net/dashboardToolkitLog-in)



MENU



MSAG portal dashboard

[WWW.in911.net](http://WWW.in911.net)

B 4 U T X T  
9 1 1  
VOICE is best

9-1-1 SAVES LIVES

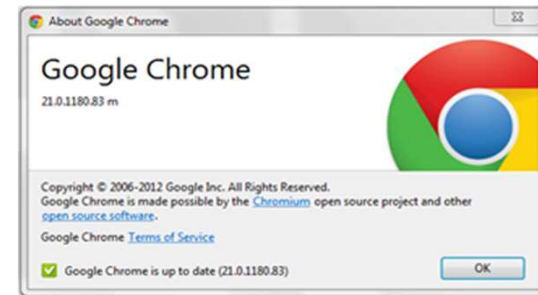
Indiana Statewide 911 Board

REPORT TROUBLE

Google chrome



OR



**NO EXPLORER**



# VIP Access



Security is provided through the use of a one-time password (OTP) on your mobile device (iPhone, android or other smart phone) or a compact password token


Download the app to your phone for easy access through play store  
Credential ID is what is needed to insure your access

**You must have a credential ID setup with INdigital to have access into the site**



# MSAG Portal

[www.in911.net](http://www.in911.net)

 Login

**User ID**

**Password**

Remember me



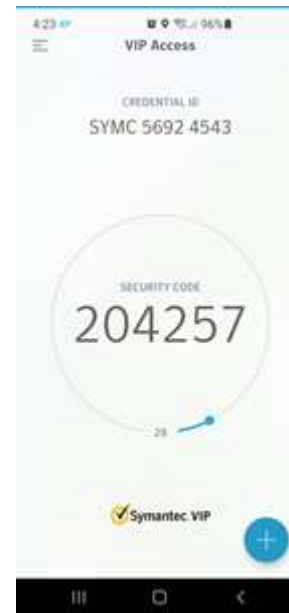
# Enter Security Code

Security Authorization

Token ID SYMC21245356

Security Code Enter your security code

Validate



Changes every 30 seconds



### My Tools

Trouble Tickets

Team Support

**PSAP Toolkit**

Language Line Resources

Network Sentinel Reporter

Admin Tools

Newsfeed Editor

Texty Training

Trouble Ticket Training

Toolkit Text Training

## PSAP Toolkit



The Toolkit is a web based database entry and query portal that allows IN911 stakeholders to query network operation, call history, call volumes and access landline records for investigation and troubleshooting.

[Access Toolkit](#)

# Dashboard

[Home](#) / [Dashboard](#)

## My Tools

[Team Support](#)

[PSAP Toolkit](#)

[Newsfeed Editor](#)

[Textty Training](#)

[Trouble Ticket Training](#)

[Toolkit Text Training](#)

## PSAP Toolkit



The Toolkit is a web based database entry and query portal that allows IN911 stakeholders to query network operation, call history, call volumes and access landline records for investigation and troubleshooting.

[Access Toolkit](#)



## Acronyms/Abbreviations

- PSAP-Public Safety Answering Point
- MSAG- Master Street Address Guide
- ESN-Emergency Service Number
- ESZ-Emergency Services Zone
- ELT- English Language Translation
- ANI- Address Number Identification
- ALI- Address Location Information
- ESRK- Emergency Services Routing Key
- PANI-Pseudo ANI



# PSAP- Public Safety Answering Point

An entity responsible for receiving 9-1-1 calls and processing those calls according to a specific operational policy.




- Primary PSAP: A PSAP to which 9-1-1 calls are routed directly from the 9-1-1 Control Office.
- Secondary PSAP: A PSAP to which 9-1-1 calls are transferred from a Primary PSAP.
- Alternate PSAP: A PSAP designated to receive calls when the primary PSAP is unable to do so.
- Consolidated PSAP: A facility where multiple Public Safety Agencies choose to operate as a single 9-1-1 entity.



# MSAG-Master Street Address Guide

## Master Street Address Guide (MSAG)



- Used as the basis for call routing
- Identifies
  - Street names 
  - Ranges of house numbers 
  - Responsible emergency service agencies 

A database of street names and house number ranges within their associated communities defining Emergency Service Zones (ESZs) and their associated Emergency Service Numbers (ESNs) to enable proper routing of 9-1-1 calls.



## MSAG- Function

- The primary function of the MSAGs are to validate telephone subscriber addresses and to assign an ESN to each telephone number record.
- Accurate ESN assignment ensures the proper routing of a 9-1-1 call and the proper display of emergency agencies on ALI retrieval.



## MSAG- Maintenance

- Expect boundaries to change based on legal ordinance changes or serving agency changes. This will drive the need for an MSAG ESN change or ELT change.
- New roads or road extensions will drive a need for a new or change MSAG record.
- MSAG change/update requests are initiated by either the MSAG Coordinator or 9-1-1 Database Service Provider. MSAG change/updates require the MSAG Coordinator's authorization before they are initialized in the 9-1-1 database.



## MSAG- Discrepancy

An MSAG Discrepancy is defined as a record being retrieved from ALI during an actual E9-1-1 call with incorrect information because an MSAG field was incorrect.

For example: incorrect ESN assignment or transposition of numbers, incorrect house number ranges, odd/even indicator.



## ESN- Emergency Service Number

- An ESN is a one to five digit number representing a unique combination of emergency service agencies (Police, Fire, EMS) designed to serve a specific range of addresses within a particular geographical area, or ESZ.
- The ESN facilitates the selective routing of calls to the appropriate PSAP.



## ESZ-Emergency Service Zone

- ESZ(s) represent geographical areas having unique sets of characteristics. Generally, subscribers within an ESZ share the same
  - Law Enforcement Agency (Police)
  - Fire Protection Agency (Fire)
  - Emergency Medical Services (EMS)
  - Primary PSAP for answering 9-1-1 calls





# ELT- English Language Translation

- A database table in the ALI database storage device that provides the names of the emergency services agencies associated with an ESN/ESZ number which is displayed on the dispatcher's screen at the time of a 9-1-1 call.



## Example: ESN with ELT

- ESN 123:
  - ELT:
    - Police=County Sheriff
    - Fire=Local Fire Department
    - EMS=County Volunteer



## **ANI- Automatic Number Identification**

## **ALI- Automatic Location Identification**

ANI-Telephone number associated with the access line from which a call originates.

ALI-The automatic display at the PSAP of the caller's telephone number, the address/location of the telephone and supplementary emergency services information of the location from which a call originates.



# ANI ALI Reporting

- An ANI/ALI report is generated by the PSAP when there is a problem on a 9-1-1 call. There are three possible causes for ANI/ALI condition:
  - Incorrect address information
  - No record found
  - Misrouted call



## Suggestion- ANI/ALI

- Check of your MSAG and the TN
- Checking the most current MSAG and TN in the database using this method may show if an update has been sent in by the telephone provider to correct the issue.
- Database Teams are very helpful but they do not necessarily know your county area.



## Tips- ANI/ALI

- A misroute might be submitted as a no record found.
- This could happen when the PSAP receives a no record found and obtains the address from the caller
- No record to display when the call has been routed to the incorrect PSAP.
- This condition could occur when the neighboring county has a different landline 9-1-1 service provider than your county does.



## Misrouted Calls

- A misrouted call occurs when a 9-1-1 call is routed to a PSAP other than the PSAP it is intended for. A misroute can happen for various reasons including:
  - Incorrect ESN assignment on the MSAG
  - Overflow conditions
  - Trunk assignment issues or failures



## No Record Found

- When a no record found condition occurs during a 9-1-1 call, the only information that will display to the PSAP dispatcher is the telephone number. The record will not contain address or subscriber name information.
- Report no record found by creating a trouble ticket with the information.





## Incorrect Address

- An incorrect address ANI/ALI is to be submitted when the 9-1-1 caller provides a different address that the dispatcher receives on the ALI display.
- Report incorrect addresses in the PSAP toolkit or by using the Database address correction form.



## ESRK/PANI

The **ESRK** or **PANI** is a number associated with the **911** call and is used to query the ALI database for the location information and the caller's telephone number will display in the CPN (Calling Party Number) field of the display.





# PSAP toolkit



Investigate



Reporter



AS-DB Edits



System Logs



Annual Report

ALI MSAG NAME PANI CBN ELT TEXT

Search ALI, MSAG, Create NEW MSAG, NAME, PANI, CBN

Investigate > ALI

Type in phone number

2604692010

Reset

Investigate ALI allows you to search, edit or gather more info on a phone number



Edit

Created

Modified

Phone

HNO

PRD

Street, City, State

Name



More Info



03-28-2013 @ 12:20

10-30-2017 @ 11:27

(260) 469-2010

1616

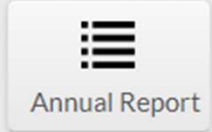
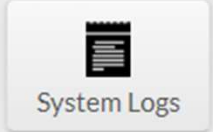
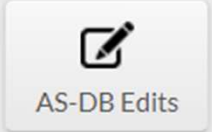
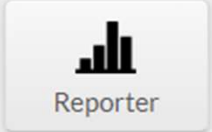
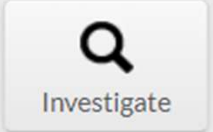
DIRECTORS ROW, FORT WAYNE, IN

INDIGITAL TELECOM





# PSAP toolkit



ALI MSAG NAME PANI CBN ELT TEXT

ALL Edit Record

### Old Record Info

Name	Phone	House Number	Directional Prefix	Street Name	Street Suffix	Directional Suffix	City	State	Location	ESN
INDIGITAL TELECOM	2604692010	1616		DIRECTORS	ROW		FORT WAYNE	IN		101

### New Record Info

Name	Phone	House Number	Directional Prefix	Street Name	Street Suffix	Directional Suffix	City	State	Location	ESN
INDIGITAL TELECOM	2604692010	1616		DIRECTORS	ROW		FORT WAYNE	IN		101

### Note

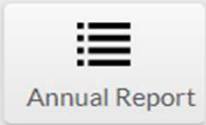
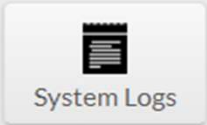
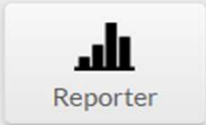
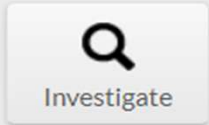
Add a note here...

**Make edits, note the edit and submit ticket**

Cancel Submit Ticket



# PSAP toolkit



ALI MSAG NAME PANI CBN ELT TEXT

Investigate > MSAG > Search

Low Range

High Range

W Washington Center

ESN

Reset

Edit

Street Range

Address

ESN

6400-14799

W WASHINGTON CENTER RD, FORT WAYNE, IN

605

**Investigate, create MSAG,  
type in address and edit**

ALI MSAG NAME PANI CBN ELT TEXT

Investigate > MSAG > Create new

Range

Low Range

-

High Range

Address

Prefix Directional

Street Name

ALY

Post Directional

Community Name, State

Community Name

AL

Side, ESN, Exchange

O

00992

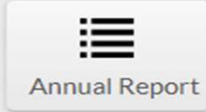
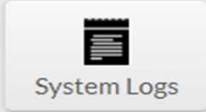
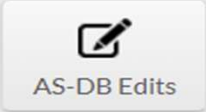
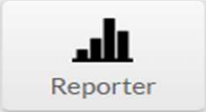
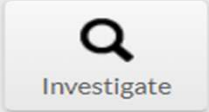
Exchange

General Use

General Use

Reset form

Submit



ALI MSAG **NAME** PANI CBN ELT TEXT

Investigate > NAME

Reset

**Search common name i.e. PIZZA  
Highlighted in RED is unlisted**

Phone	Name	Address
(260) 480-2584	HAPPY PIZZA #81	3205 E STATE BLVD , FORT WAYNE, IN
(260) 424-4143	OLEYS PIZZA	1427 N COLISEUM BLVD , FORT WAYNE, IN
(260) 373-0000	HAPPY PIZZA #81	3205 E STATE BLVD , FORT WAYNE, IN
(260) 432-6688	PAPA JOHN'S PIZZA	6415 W JEFFERSON BLVD , FORT WAYNE, IN
(260) 432-7574	CHEVVY'S PIZZA & SPORTS BAR	3740 W JEFFERSON BLVD , FORT WAYNE, IN
(260) 432-9218	PAPA JOHN'S PIZZA	6415 W JEFFERSON BLVD , FORT WAYNE, IN
(260) 436-4320	PAPA JOHN'S PIZZA	6415 W JEFFERSON BLVD , FORT WAYNE, IN
(260) 436-4748	CHEVVY'S PIZZA & SPORTS BAR	3740 W JEFFERSON BLVD , FORT WAYNE, IN
(260) 436-4978	PAPA JOHN'S PIZZA	6415 W JEFFERSON BLVD , FORT WAYNE, IN
(260) 436-4979	PAPA JOHN'S PIZZA	6415 W JEFFERSON BLVD , FORT WAYNE, IN

FIRST PREV 1 2 3 4 5 6 7 8 9 ... 21 22 NEXT LAST

Showing 1 to 10 of 211 entries



Investigate



Reporter



AS-DB Edits



System Logs



Annual Report

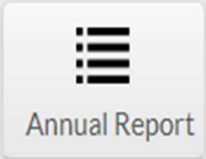
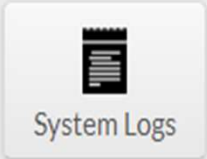
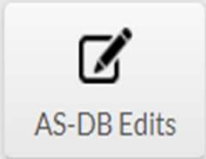
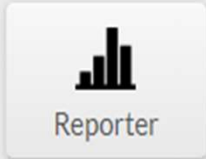
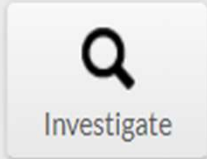
ALI MSAG NAME PANI CBN ELT TEXT



Investigate > PANI

## Search pANI for tower information

Item #	PANI	CBN	Date	Address	Agency ID	Carrier
1	2605113724	0470500047	03/28/17 11:38:27 pm	7536 WINCHESTER RD - E SECTOR, FT WAYNE	5021	SPPCS Sprint PC
2	2605113724	0470500047	03/28/17 11:38:27 pm	7536 WINCHESTER RD - E SECTOR, FT WAYNE	5021	SPPCS Sprint PC
3	2605113918	0470500047	03/28/17 10:21:54 pm	9337 Leo Road NW, Fort Wayne	5021	T-Mobile
4	2605113918	0470500047	03/28/17 10:21:54 pm	9337 Leo Road NW, Fort Wayne	5021	T-Mobile
5	2605113769	0470500047	03/28/17 10:02:05 pm	124 N THOMAS RD - S SECTOR, FT WAYNE	5021	SPPCS Sprint PC
6	2605113769	0470500047	03/28/17 10:02:05 pm	124 N THOMAS RD - S SECTOR, FT WAYNE	5021	SPPCS Sprint PC



ALI MSAG NAME PANI **CBN** ELT TEXT

## Search call back number on wireless for tower location ,date ,time and carrier information

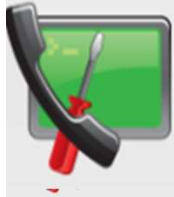
Investigate > CBN

Item #	PANI	CBN	Date	Tower Info	Address	Agency ID	Carrier
11	2602110184		03/28/17 07:44:07 pm		1336 GOSHEN, FORT WAYNE	5021	BAND
12	2602110184		03/28/17 07:44:07 pm		1336 GOSHEN, FORT WAYNE	5021	BAND
13	2605113917		03/28/17 07:37:32 pm		5905 Tillman E SW, Fort Wayne	5021	T-Mobile
14	2605113917		03/28/17 07:37:32 pm		5905 Tillman E SW, Fort Wayne	5021	T-Mobile
15	2605113759		03/28/17 05:48:30 pm	N SECTOR	17119 HURSH TOWN RD , SPENCERVILLE	5021	SPPCS Sprint PC
16	2605113759		03/28/17 05:48:30 pm	N SECTOR	17119 HURSH TOWN RD , SPENCERVILLE	5021	SPPCS Sprint PC
17	2605113759		03/28/17 05:48:25 pm	N SECTOR	17119 HURSH TOWN RD , SPENCERVILLE	5021	SPPCS Sprint PC
18	2605113759		03/28/17 05:48:25 pm	N SECTOR	17119 HURSH TOWN RD , SPENCERVILLE	5021	SPPCS Sprint PC
19	2605113759		03/28/17 05:48:07 pm	N SECTOR	17119 HURSH TOWN RD , SPENCERVILLE	5021	SPPCS Sprint PC
20	2605113759		03/28/17 05:48:07 pm	N SECTOR	17119 HURSH TOWN RD , SPENCERVILLE	5021	SPPCS Sprint PC

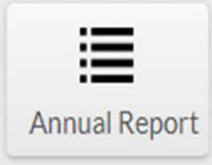
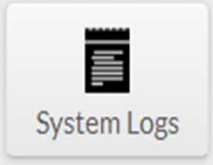
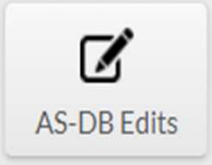
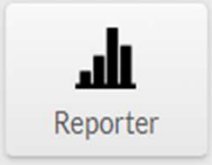
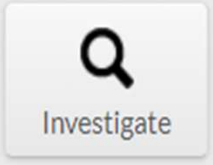
FIRST PREV 1 2 3 4 5 6 7 8 9 ... 420 421 NEXT LAST

Showing 11 to 20 of 4207 entries





# PSAP toolkit



ALI MSAG NAME PANI CBN **ELT** TEXT

Investigate > ELT > Search

Edit	ESN	Service	Name
	5021	PSAP	ALLEN COUNTY SHERIFFS COMMUNICAT
	601	PSAP	ALLEN COUNTY SHERIFFS COMMUNICAT
	602	PSAP	ALLEN COUNTY SHERIFFS COMMUNICAT
	603	PSAP	ALLEN COUNTY SHERIFFS COMMUNICAT
	604	PSAP	ALLEN COUNTY SHERIFFS COMMUNICAT
	605	PSAP	ALLEN COUNTY SHERIFFS COMMUNICAT
	606	PSAP	ALLEN COUNTY SHERIFFS COMMUNICAT
	607	PSAP	ALLEN COUNTY SHERIFFS COMMUNICAT
	608	PSAP	ALLEN COUNTY SHERIFFS COMMUNICAT
	610	PSAP	ALLEN COUNTY SHERIFFS COMMUNICAT



# PSAP toolkit



Investigate



Reporter



AS-DB Edits



System Logs



Annual Report

ALI MSAG NAME PANI CBN ELT TEXT

Investigate > ELT > Create new

Name

ESN Name

Information

ESN Information

ESN

ESN

Service

Service

Reset form

Submit

# Need help?

Call: [877.469.2010](tel:877.469.2010)

To report trouble email: [support@indigital.net](mailto:support@indigital.net)

