

PERFORMANCE ALERT




***** TTY WELCOME MESSAGE *****

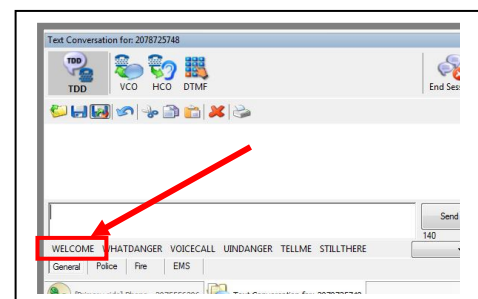
When communicating via the TDD on TTY calls the Welcome message “911 what is the address of your emergency GA” will not automatically be sent out to the caller.

1. When the system detects a hearing-impaired call, the TDD (Telecommunications Device for the Deaf) button in the left navigation bar turns green to indicate a hearing-impaired call.

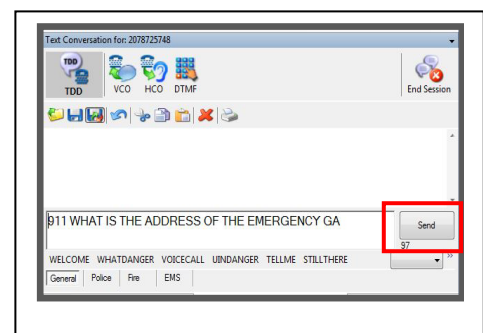


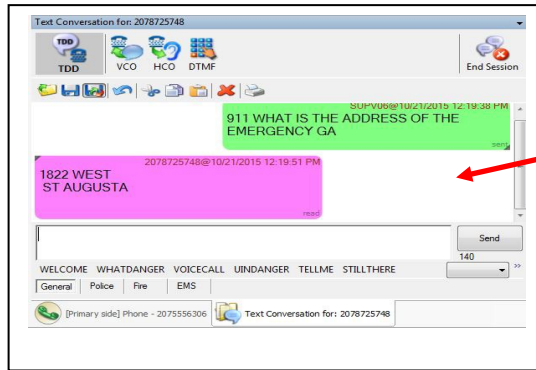
2. You will hear Baudot tones as an additional indication it is a hearing-impaired call, click the **TDD**  button.

3. The calltaker can communicate with the caller by typing text or using the pre-built messages. Select “WELCOME” or type “911 what is the address of your emergency GA”




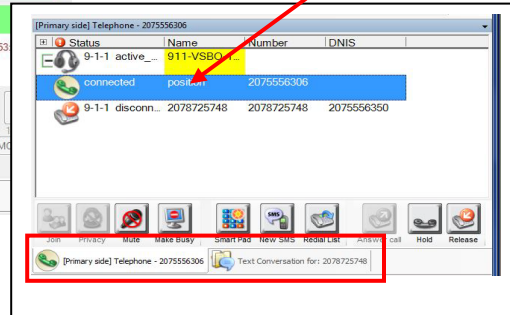
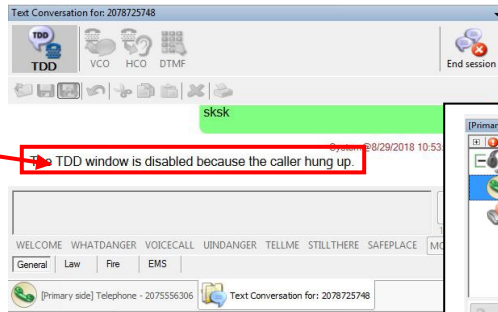
4. Click the “Send” button to transmit your message to the caller.



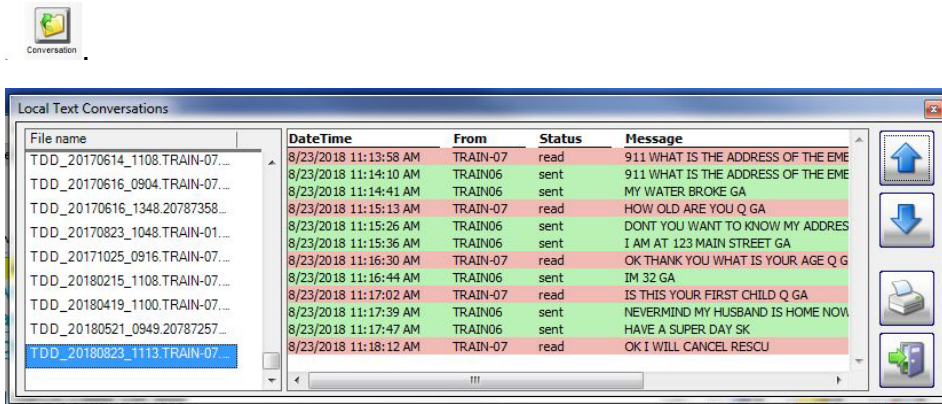


Color coded conversation window

- Continue to communicate with the caller by typing text or by using the pre-built messages.
- Once the conversation is complete and the caller has hung-up, click the “End Session”  button in the upper right corner of the TDD tool then switch to the “Primary Side” Telephone window to release the disconnected call.



- To review the conversation, click “Conversation” tool in the Left Navigation bar



Please contact the Emergency 9-1-1 Center [1 \(866\) 984-3911](tel:18669843911) with any system issues.