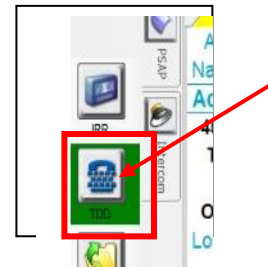



PERFORMANCE ALERT

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

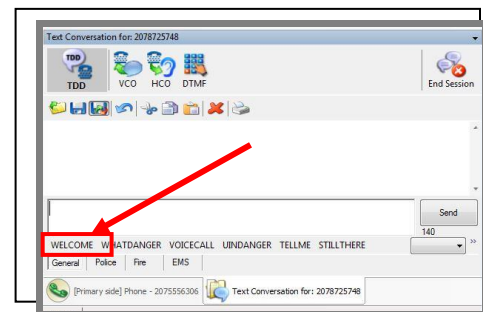
When communicating via the TDD on TTY calls the Welcome message “911 what is the address of your emergency GA” will not automatically be sent out to the caller.

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.

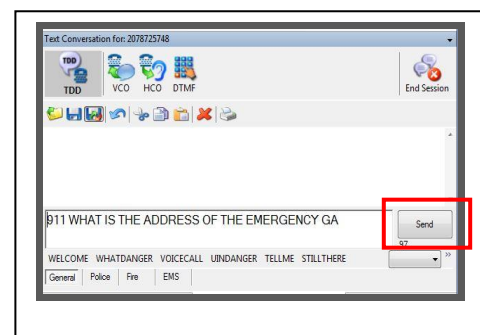


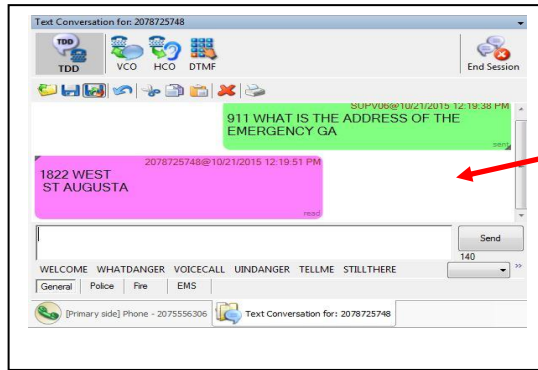
2. You will hear Baudot tones as an additional indication it is a hearing-impaired call, click the **TDD**  button.

3. The call taker 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”




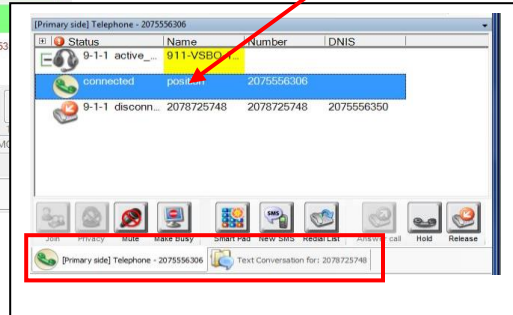
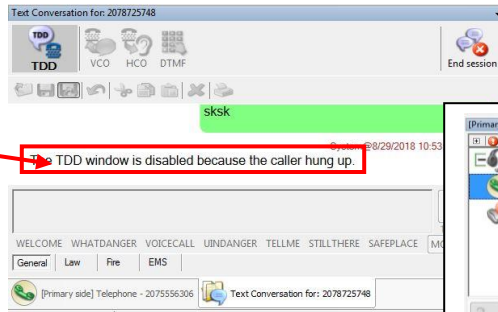
4. Click the “Send” button to transmit your message to the TTY caller.






Color coded conversation window

- Continue to communicate with the caller by typing text or by using the pre-built messages.
- Once the TTY conversation is completed 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 Nav bar .

File name	DateTime	From	Status	Message
TDD_20170614_1108.TRAIN-07...	8/23/2018 11:13:58 AM	TRAIN-07	read	911 WHAT IS THE ADDRESS OF THE EME
TDD_20170616_0904.TRAIN-07...	8/23/2018 11:14:10 AM	TRAIN06	sent	911 WHAT IS THE ADDRESS OF THE EME
TDD_20170616_1348.20787358...	8/23/2018 11:14:41 AM	TRAIN06	sent	MY WATER BROKE GA
TDD_20170823_1048.TRAIN-01...	8/23/2018 11:15:13 AM	TRAIN-07	read	HOW OLD ARE YOU Q GA
TDD_20170823_1048.TRAIN-01...	8/23/2018 11:15:26 AM	TRAIN06	sent	DONT YOU WANT TO KNOW MY ADDRES
TDD_20171025_0916.TRAIN-07...	8/23/2018 11:15:36 AM	TRAIN06	sent	I AM AT 123 MAIN STREET GA
TDD_20171025_0916.TRAIN-07...	8/23/2018 11:16:30 AM	TRAIN-07	read	OK THANK YOU WHAT IS YOUR AGE Q G
TDD_20180215_1108.TRAIN-07...	8/23/2018 11:16:44 AM	TRAIN06	sent	IM 32 GA
TDD_20180419_1100.TRAIN-07...	8/23/2018 11:17:02 AM	TRAIN-07	read	IS THIS YOUR FIRST CHILD Q GA
TDD_20180419_1100.TRAIN-07...	8/23/2018 11:17:39 AM	TRAIN06	sent	NEVERMIND MY HUSBAND IS HOME NOV
TDD_20180521_0949.20787257...	8/23/2018 11:17:47 AM	TRAIN06	sent	HAVE A SUPER DAY SK
TDD_20180823_1113.TRAIN-07...	8/23/2018 11:18:12 AM	TRAIN-07	read	OK I WILL CANCEL RESCU

Please contact the Emergency 9-1-1 Center 1 (866) 984-3911 with any system issues.