

Section 6.10: Teletypewriter (TTY)

The TTY allows you to communicate with hearing and speech-impaired callers. This feature is found in a tab underneath the Dial Directory Toolbar. When any TTY 911 call is received, the system will automatically bring up the TTY functions. If you hear a silent 911 call or a series of tones and the TTY functions have not turned on, by law you must attempt to make contact with the caller by using the “Detect TTY” button found on this tab. This button will send a message to the caller’s TTY machine in their home that will turn it on and start the conversation. Since we are a secondary PSAP we may be brought into a pre-existing TTY call from Brazos County.

Assets of the TTY Window:

1. Detect TTY: Automatically sends a message to the caller and will turn on their TTY machine if necessary.
2. Voice: If, while you are having a TTY conversation, someone else gets on the phone and starts to speak to you, you can switch back to voice mode using this button. This will suspend the TTY conversation.
3. Mode: This will alter the way you communicate with the caller. You can switch to the following modes:
 - a. Hearing Carry Over (HCO): allows speech-impaired callers to hear you while they type their messages to you.
 - b. Voice Carry Over (VCO): allows hearing-impaired callers to talk to you while they receive typed messages from you.
4. Session Control: By selecting session control on a TTY, you have control over features such as transmitting characters, switching modes, and changing from TTY to Voice. If there is more than one call taker on the session, you can give up control so the other call taker can gain control of the session. This may happen when you are transferring a 911 call to another agency or if you receive a TTY transfer from Brazos County or CSFD.

In the top right hand corner of the TTY window, there are groups of preprogrammed questions. These groups include general questions, fire, EMS, police, and American Sign. By double clicking on these messages you can send the message to the caller.

If you need to type out a message you can use the text box. Keep in mind that when you are typing a message it is being sent at the same time so you should avoid backspacing at all costs. If you need to “erase” something, type “XXXX” and continue on with the message. The “Characters Pending” counter increments to show the number of characters sent to the caller. To clear the text box, hit “enter”. This will not affect the transmission of the message in any way.

Refer to the Appendix for approved TTY abbreviations.