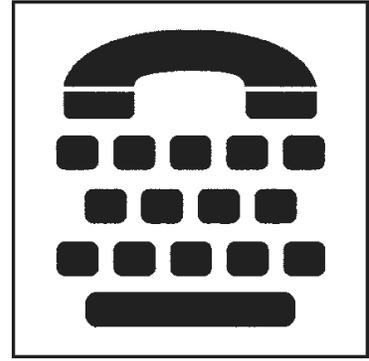


**DHHSC's
Answering A
TTY/TDD
Call
The Basics**



**OH NO, THERE'S A CALL COMING IN ON THAT THING WITH A KEYBOARD,
WHAT DO I DO?**

That thing with a keyboard is known as a TTY (Teletypewriter) by the Deaf Community and TDD (Telecommunications Device for the Deaf) by many in the Hearing Community. Both terms refer to the same piece of equipment. Here we will use the term TTY.

1. First check to see whether or not the TTY has a phone line plugged into the back of it or not. If there is a phone line connected to it, then it is **direct connected** and all you need to do is turn it on. If it's already on with a message saying "AUTO ANS ON" showing on the display, you will need to press the "Esc" key to turn off the answering machine, if you see "REVIEW MESSAGES Y/N" on the display, press the "N" key, but remember to review the messages later. You may now answer the call. Please go to number three.
2. If a phone line is not connected to the TTY, then you will need to pick up the handset from the phone, through which the TTY call is coming, located near the TTY and place the handset into the acoustic cups on top of the TTY. Be sure that the handset's cord is on the left when you're facing the TTY. Turn on the TTY.
3. You are now ready to answer the call. Type in your name and the agency/business you work for followed by "GA". For example; "Hi this is Wayne at DHHSC GA". This tells the caller they've reached your business and to whom they are speaking. The "GA" (Which means Go Ahead) tells the caller it is their turn to type a reply.
4. The conversation will go back and forth with the caller signaling you it is your turn to reply by typing "GA" and you will signal it is their turn when you type "GA". When the conversation is finished the caller will type for example; "Thanks for the info. Have a great day. Bye for now. SKSK". You might reply; " Same to you. Thank you for calling. Bye for now. SKSK".

(Continued on back)

5. “SK” means Stop Keying or more accurately, I’m ready to hang-up now. There is another possibility for the ending of the conversation. You or the caller might type “GA to SK”. Think of this, as someone saying “Is there anything else?” The person receiving the “GA to SK” then has the choice to continue the conversation by saying for example; “What time open you QQ GA” or end the conversation by saying; “Ok thanks. Bye for now SKSK”.

Placing an outgoing TTY call is very similar. In the direct connect mode; hold down the control key and press 1(Dial) key. Type in the number you wish to dial and press Return.

Please review “DHHSC’S GUIDE TO TTY ABBREVIATIONS” to better understand some of the shortcut phrasing used in TTY conversations.

Important Things To Remember When Using A TTY

- The Auto Answer mode on your TTY is the same as any other answering machine. Auto Answer should only be on, if you are unable to answer the TTY. If you are able to answer the TTY, not just the Auto Answer, but also the TTY itself, should be turned off! If the TTY is direct connected and is left on (unless it is in the “Auto Answer” mode), it is the same as having the phone off the hook; callers will get a busy signal when trying to call you.
- TTYs do not have a ringer tone to let you know when a call is coming in. Most have a small light next to their display that will flash, but unless you are looking at it, you won’t know there is an incoming call. In order to know when there is an incoming call, you will either need to connect an analog phone to the second RJ11 port on the back of the TTY thereby using its ringer to alert you or install a telephone signaling device that will flash a desk lamp that is connected to it when there is an incoming call.
- When direct connecting a TTY, you must be sure that it is connected to an analog phone line/connection and not a digital phone line/connection!!! If you direct connect a TTY to a digital phone line/connection, **you may damage the TTY and/or your digital phone system!!!** You may use your TTY with a digital phone, but only if you place the handset in the acoustic cups **instead of** direct connecting the TTY.
- An Individual, whose primary language is American Sign Language (ASL), will often use different grammar and syntax than someone whose primary language is English. An example you may experience is when you answer a call on the TTY and the caller types “John here QQ GA”. You may first be confused thinking they are saying John is there with them. When the caller means, “Is John there?” If you do not understand something that a caller says, ask them to “Please repeat, not clear GA”.

*This flier was developed and provided by **Deaf and Hard of Hearing Service Center, Inc. (DHHSC)**
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