**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.
5. Continue to communicate with the caller by typing text or by using the pre-built messages.

6. 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.

7. To review the conversation click “Conversation” tool in the Left Nav bar.

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