*************** Silent Call/DTMF Tone Detection ***************

When handling a Silent Caller you will need to use the TDD tool to see what digits the caller is trying to communicate to you. When a caller is not able to verbally speak you will process as a silent call.

**DTMF Tone Detection – Silent Call Processing**

When a call is received, with no verbal communication, you will:

1. Offer two (2) verbal “Welcome” messages (Auto Greeting, if used, counts as 1)
   a. No reply from the caller, treat as a **Silent Call**

2. Click the **TDD** button, click the DTMF button and verbally advise the caller, using the verbiage required in your PSAP, for example
   a. “If you need the Police Department press 1”
   b. “If you need the Fire Department press 2”
   c. “If you need an Ambulance press 3”
   i. If the caller gives a respond, continue asking “closed end” questions
      1. Asking the caller to press “4” for yes and “5” for no
   d. When the caller presses a number on their telephone keypad (if using a touch tone phone), the number it represents is presented in the TDD window.

   **You are not able to hear any tones through the handset.**

   e. If no response, click the DTMF button to close

3. Test for TTY
Please continue to contact the FERC with any system issues

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