

TDD MACHINES - HR & Transit

When you talk to another person using a TDD Machine (Telecommunications Devices for the Deaf also known as TTY - Telephone Typewriter), you type while another person reads.

The following are tips for using the machine in your department.

A.M. - Turn machine off. If machine "rings" turn machine on and press the ctrl button and #4 (preset greeting) button at the same time then press return.

P.M. - Turn machine on. Press ctrl and += (auto answer) button at the same time then press return.

Some departments prefer to leave their machines on the night mode to take message that they can respond once they have been able to review the message and need of the citizen. Departments that practice this method should have a process in place for retrieving messages on a regular basis.

CONVERSATION ETIQUETTE

- GA When you want the other person to respond, type GA for "Go ahead."
- GA or SK This gives the other person a chance to say any last words before ending the conversation.
- SKSK To end the conversation.
- Q Some people prefer to type Q instead of question mark because it saves time and is easier to type.

You may use punctuation marks such as commas and periods, however many people choose to omit them for more efficiency. The following are some other commonly accepted abbreviated phrases:

| | | | | | |
|-----|-------------|-----|---------------|-----|---------------|
| SK | stop keying | OPR | operator | PLS | please |
| CD | could | Q | question mark | CUL | see you later |
| R | are | CUZ | because | SHD | should |
| HD | hold | THX | thanks | MTG | meeting |
| TMW | tomorrow | NBR | number | U | you |
| OIC | oh, I see | UR | your | | |

FUNCTION KEYS:

| | | | | | |
|--|------------------|----------------------------------|-----------------------|-------------|-----------------|
| Dial | Ctrl + 1 | Hang-up | Ctrl + 2 | Print | Ctrl + 3 |
| Greeting | Ctrl + 4 | Send Memo | Ctrl + 5 | Memo | Ctrl + 6 |
| Save | Ctrl + 7 | Clear | Ctrl + 8 | Options | Ctrl + 9 |
| Code | Ctrl + 0 | Auto Answer | Ctrl + 21 | Help | Ctrl + H |
| Relay Voice | Ctrl + V | Directory | Ctrl + Backspace | Announcer | Ctrl + Spacebar |
| Interrupt | Ctrl + I | Time | Ctrl + T | Auto Redial | Ctrl + 3 |
| Dial | Ctrl + 1 | Auto Redial | Ctrl + Shift + Return | | |
| Remain | Ctrl + R | Wait for Response | Ctrl + Shift + W | Sensitivity | Ctrl + S |
| 3-Way Call | Ctrl + Shift + F | Change to Baudot from Turbo Code | Ctrl + Shift + B | | |
| Puts Call on Hold to Change to other TTY | Ctrl + Shift + C | | | | |

TDD MACHINES - PW and Recreation & Parks

When you talk to another person using a TDD Machine (Telecommunications Devices for the Deaf also known as TTY - Telephone Typewriter), you type while another person reads.

The following are tips for using the machine in your department.

A.M. - Turn machine off. If machine "rings" turn machine on and type GA return. When you see caller's response, type communications.

P.M. - Turn machine on. Press ctrl and 7 (auto answer) button at the same time then press return. If you do not have a pre-recorded message follow steps in Quick Start.

Some departments prefer to leave their machines on the night mode to take message that they can respond once they have been able to review the message and need of the citizen. Departments that practice this method should have a process in place for retrieving messages on a regular basis.

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| R | are | CUZ | because | SHD | should |
| HD | hold | THX | thanks | MTG | meeting |
| TMW | tomorrow | NBR | number | U | you |
| OIC | oh, I see | UR | your | | |

TDD Phones:

| Department | Location |
|--|--|
| 3318 Economic Development | City Hall Annex - 1st Floor Front Counter |
| 3063 Human Resources/City Manager | City Hall - Suite 1 - Front Counter |
| 3926 Transit & Parking | MSCN - Administration (Fred's Desk) |
| 3827 Public Works/Utilities | MSCS - Front Mail Room |
| 528-5276 Police/Fire Departments | PSB - Dispatch |
| 3289 Recreation & Parks | Steele Lane Center - Front Office |
| 3767 Recreation & Parks | Finley Aquatic Center |