The Ultratec TDD Detector
Operator's Instructions
Manual Reset Installation
and
Automatic Reset Installation

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450 Science Drive
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The Ultratec TDD Detector
Operator's Instructions
Manual Reset Installation

Introduction

Many people who are deaf or hard of hearing will not speak into the telephone when they call you. Instead they type a message on their TDD (which stands for Telecommunication Device for the Deaf). This machine, a kind of computer, encodes the message into beeping sounds which are sent over the phone line to be received and displayed by another TDD.

What the TDD Detector does

When you answer a call, the TDD Detector "listens" to see if your caller is typing on a TDD.

The TDD Detector is always listening to the phone line for the sound of someone typing to you on a TDD. If the TDD Detector hears TDD signals, it does two things:

• It turns on a recorded voice to announce, "TDD CALL... TDD CALL." When you hear this announcement on the phone line, you will know there is a person calling you by TDD.

• It sends your caller the TDD message, "911 HERE PLEASE HOLD." Your caller will know his or her call has been received.
1. When you hear the announcement, "TDD CALL...TDD CALL," immediately set up your TDD to answer the call, or follow your center's established procedures for responding to TDD calls.

The "TDD SIGNAL" light on the TDD Detector will flash on and off. This means the TDD Detector has detected a call and has stopped monitoring the phone line. The light continues flashing as you respond to the person who has called. It stops flashing when you press the "RESET" button.

2. Press the "RESET" button when you have finished responding to a TDD call.

The "RESET" button tells the TDD Detector that your TDD call is finished and that it should start "listening" again for TDD signals on the line. The "TDD SIGNAL" light will turn off.

**NOTE:** If you don't press "RESET" at the end of a call, the TDD Detector will reset itself ten minutes after you hang up.

3. Press the "SEND" button when you receive a "silent" TDD call.

What is a "silent" TDD call? Sometimes when people who are hearing impaired call you by TDD, they wait quietly for you to type back to them.

**When you speak into the phone and no one answers, press the TDD Detector's "SEND" button to send the TDD message, "TYPE YOUR NAME GA."** A caller waiting quietly for a response will read this message, and respond by typing his or her name. The TDD Detector will hear the signals and announce, "TDD CALL...TDD CALL." If you hear the announcement, follow established procedures for responding to the TDD call.
4. Type the [*] key on your Touch-Tone® telephone if the TDD Detector interrupts a call by mistake, or if it announces a TDD call, and no one is on the line.

When you type [*] on your telephone, the TDD Detector will wait until you press the "RESET" button to resume monitoring the line.

5. Typing [#][#][1] on your telephone keypad is the same as pressing the "SEND" button on the TDD Detector.

The TDD message, "TYPE YOUR NAME GA," is sent to the person who has called.

6. Typing [#][#][2] is the TDD Detector "TEST" command.

Typing [#][#][2] tells the TDD Detector to test both the voice and TDD message. Voice and TDD messages are sent. All the lights will come on, and the circuits inside the TDD Detector are automatically tested.
Establish a regular testing procedure for your TDD Detector.

To be sure you are ready for TDD calls, you should regularly test three aspects of your system:

1. The TDD Detector itself.

Test the TDD Detector circuits by using the Touch-Tone® "TEST" command (see No. 6 above).

2. The other equipment which supports the TDD Detector, such as the phone lines, etc.

3. Your operators’ preparedness to receive a TDD call. This includes not only how to operate the equipment, but the operators’ general knowledge of TDDs and deafness.

To test the other equipment and your operators, have someone use a TDD to call your number regularly. The best procedure is to make calls on different days of the week and at different times to be sure all of your operators are prepared and that the equipment works at all times.

Some questions and answers

1. What do I do when I answer a call, but no one answers when I speak to them?

You may have answered a "silent" TDD call. Press the "SEND" button on the front panel of the TDD Detector (or type [*][*][1] on your telephone keypad). When the caller types back, you will hear "TDD CALL...TDD CALL." Respond by following your center’s procedures for TDD calls.

2. The TDD Detector has interrupted my call by sending its voice and TDD messages. How can I stop it?

Type [*] on your telephone keypad. This stops the voice and TDD messages, and you can continue your call.
3. What is happening when I answer a call and I hear a recorded message saying, "HEARING IMPAIRED CALLER. USE TDD?"

The person who has called you is using a TDD with a built-in voice announcer. The voice is telling you to use a TDD to answer the call. Respond to this call following established procedures for TDD calls.

4. What happens if I forget to press the "RESET" button after responding to a TDD call?

The TDD Detector will reset itself ten minutes after you finish your call. For those ten minutes, the TDD Detector will not be "listening" to the line.
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What does the TDD Detector do?
When you answer a call, the TDD Detector "listens" for the sound of a TDD.

If the TDD Detector hears TDD signals, it does two things:

• It turns on a recorded voice to announce, "TDD CALL... TDD CALL." When you hear this announcement on the phone line, you know there is a person calling you by TDD.

• It sends your caller the TDD message, "911 HERE PLEASE HOLD." Your caller will know his or her call has been received.
1. When you hear the announcement, "TDD CALL...TDD CALL," immediately follow your center's procedures for responding to TDD calls.

The "TDD SIGNAL" light on the TDD Detector will flash on and off. This means that the TDD Detector has detected a TDD call and has stopped monitoring the phone line. The light will continue flashing until you hang up.

2. When you are finished responding to the TDD call, hang up.

The TDD Detector will reset automatically, and wait for the next call.

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