

Commonly Used Abbreviations and other Tips

GA	Go Ahead (your turn to type)
SK	Stop Keying (ending conversation)
HD	Hold
UR	Your
R	Are
OIC	Oh, I understand
PLS	Please
Q	Question
SMILE	To show appreciation
U	You
THX	Thank You
MMSG	Message
RPT	Repeat

If you make a mistake in spelling, you can either type "xxx" and then retype the correct spelling or use the Backspace key to delete the misspelled word(s).

On some TTY's, to type numbers you may have to use the Shift key. Consult your TTY manual for specific operating instructions.

The message of some TTY callers may appear to be in non-standard English. Please do not mistake this as a lack of intelligence on the part of the caller. Instead, it may be due to differences between hearing and deaf cultures or the use of TTY terminology. Extend the same patience and courtesy to TTY callers as you do to all others.

Additional General Information

TTY's should be placed near a telephone so there is minimal delay in answering TTY calls.

TTY calls can be transferred to another extension in the same manner as all other calls.

Adding "V/TTY" to any listing of your office phone informs Deaf and Hard of Hearing individuals that the phone is accessible via a TTY.

The University of Tennessee is an EEO/AA/Title VI/Title IX/Section 504/ADA/ADEA institution in the provision of its education and employment programs and services.

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Need to Request a Sign Language Interpreter or Transcriber?

Should you need the services of a sign language Interpreter or a Transcriber to meet in person with an individual who is Deaf or hard of hearing, please visit the Office of Disability Services website at <http://ods.utk.edu> and complete the "Interpreting and Transcribing Request Form."

The Role of an Interpreter

A sign language interpreter is one who provides translation between sign language (a manual language) and spoken English (an auditory language). When one individual speaks, the interpreter translates the spoken words into sign language. Likewise, when the individual who is Deaf or hard of hearing communicates by using sign language, the interpreter will then translate into spoken English. The interpreter's job is to be a communication facilitator and not as a participant in the meeting. The interpreter will not provide additional information or interject her/his opinion into the conversation. In maintaining the role of communication facilitator, the interpreter is able to ensure communication is easily accessible for everyone involved.

The Role of a Transcriber

Transcription services provide students who are Deaf or hard of hearing and who do not use sign language access to spoken language. The transcriber will type what is being spoken using a special software system. As the transcriber types, the typed information is transmitted to another laptop computer that the individual who is Deaf or hard of Hearing uses to read the lecture. The individual who is deaf or hard of hearing will place the laptop in a visually appropriate space which will allow them to access the information being spoken and to maintain eye contact with the speaker. If necessary be, the individual who is Deaf or hard of hearing can type their questions or responses and the transcriber will speak for them. The transcriber is to function as a communication facilitator and not as a participant in the meeting. The transcriber will not provide additional information or interject her/his opinion into the conversation. In maintaining the role of communication facilitator, the transcriber is able to ensure communication is easily accessible for all individuals involved.

For more information regarding using a TTY, contact our office or visit these websites:

Tennessee Relay Services: 1-800-848-0299
<http://www.fcc.gov/cgb/dro/trs.html>

Telecommunications for the Deaf, Inc. (TDI):
www.tdi-online.org

THE UNIVERSITY of TENNESSEE
Office of Disability Services

Common Etiquette Using a TTY: Receiving and Making a Call



2227 Dunford Hall
Knoxville, TN 37996-4020
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Tel: 865-974-6087 (V/TTY)
Fax: 865-974-9552

What is a TTY?

The teletypewriter (or TTY) is a device that allows individuals who are Deaf or hard of hearing and individuals who can hear to communicate via typing back and forth using regular phone lines. You may encounter three different terms for this device. TTY is the historical term, which is a remnant of the days when access to the telephone was first provided for Deaf individuals by the use of the Western Union Teletypewriter, originally used for provision of telegraph service. Many Deaf people still prefer to use the term “TTY” because of its expression of heritage and because it is easier to pronounce, fingerspell, and speech-read. However, the more recent term “TDD” (Telecommunication Device for the Deaf) is often used. A still newer term, “Text Telephone,” began to appear with the passage of the Americans with Disabilities Act, but has yet to gain widespread acceptance because its application was never standardized.



TTY Training

The Office of Disability Services (ODS) is available to provide training for your staff upon request. Please contact the Coordinator of Hearing Services at the ODS (974-6087) to set up a training at your convenience.

How to receive a TTY call

Anyone who answers the office phone needs to know how to recognize and answer a TTY call.

Usually a TTY call can be identified by a high-pitched, electronic beeping sound. However, some TTY's do not make the beeping sound, or the person calling may forget to tap the space bar to produce it. Therefore, if you hear no voice, assume it is a TTY call.

Place the phone receiver in the acoustic coupler of your TTY adapter and turn your TTY on. Look at the top of your TTY for a graphic to see the correct placement of the phone receiver.

Since you are answering the call, you will be the first to type. Type the typical greeting you offer to all callers adding your office name and your name. Then type “GA,” which means “go ahead, your turn to talk.” Each person is expected to take a turn only after receiving a “GA” from the other party.

Continue taking turns and ending with “GA.” At the end of the call, type “GA to SK,” which means you are ready to end the call or to “stop keying.” The person on the other end of the call will respond with the same if they are ready to end the call.

How to make a TTY call

Place the handset of the phone in the acoustic coupler of the TTY and turn on the power. Two small lights will come on. Only the power light will stay on. The phone light waits to respond to any sounds picked up by the coupler.

Dial the number and watch the phone light, which shows the dial tone, busy signal, or ringing by corresponding light patterns. The light remains on for the length of the sound and goes off when there is no sound. For example, the light flashes rapidly for a busy signal.

People answering the phone will respond with their names and a short message, followed by “GA,” which means “Go ahead, your turn to talk.”

Start typing, making sure to identify yourself at the beginning of the TTY call.

When you have completed the conversation, type “GA to SK,” which communicates you are finished with your part of the conversation and prepare to hang up if the other party is finished.

TTY Etiquette

Callers should identify themselves (i.e. *This is Mary* or *This is Parking Services, Mary here*) at the beginning of calls.

Callers should use standard abbreviations to shorten the length of the call (see list).

Always tell TTY users when calls are going to be put on “hold” or transferred.

When TTY users type *Can you read me?* they want to know if the message is clear and without garbled letters and numbers. If the message is garbled, you should strike the space bar and see if the message clears up. If not, when the person stops typing, you should say, *Message is garbled, please repeat.* If the garbled messages continue, this may mean that one of the TTY's is not working properly or that you have a bad connection. In this case you should say something like, *Let's hang up and you call me back or I'll call you back.*

Punctuation marks are not commonly used during TTY conversations. Simply skip a couple of spaces between sentences.

When calling TTY users, let the phone ring at least 10 or more times before hanging up. Many deaf and hard of hearing TTY users rely on flashing lights to alert them to ringing phones. Flashers can take longer than sound to attract attention.



Relay Service

The Tennessee Relay Service is available to enable individuals who use a TTY to make phone calls to individuals who do not have a TTY and vice versa. A person with a TTY can call another person without a TTY (i.e. a campus office), by calling through a Relay Service. The caller with a TTY first connects to the Relay Service in their local area to reach a communication assistant (CA) with Relay Service who has a telephone and a TTY. The caller gives the CA the number to call, and the CA then calls the other person by voice and exchanges messages, voice, and text, be-