

Interpreting Services of the OEO

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HINTS ON USING A TTY

TTYs are teletypewriters used by Deaf and hearing individuals to communicate by telephone. A TTY must be used by both parties in the telephone call. A message typed into one TTY is transmitted through the phone lines as electronic signals and decoded by the TTY at the other end.

Have the TTY conveniently located close to the phone. A caller may hang up if the machine must be taken out of a cabinet and plugged in before the call can be answered. An incoming TTY call sounds like a series of electronic beeps, or silence, if the caller is not tapping the keys. Some people who are not familiar with the sound confuse it with a fax machine.

Answer the call by giving the name of your office and your name; use of abbreviations is acceptable. It is not necessary to use punctuation marks, as it will slow the conversation down, simply use spaces for commas and periods, and use **Q** for question mark.* Examples of abbreviations for TTYs are GA (Go Ahead) and SK (Stop Keying). Use

GA (i.e., Go Ahead at the end of a sentence or comment, to indicate that it is the other person's turn to talk. More abbreviations can be found in the table on the last page.

At the end of the conversation after typing **BYE** or another closing remark, type **GA TO SK** to indicate that you are ready to hang up, this gives the other party an opportunity to add something or agree to hang up. They will type **SKSK** to indicate that they are finished, then you can hang up. (Typing SK without saying BYE or something similar is considered impolite.)

RECEIVING A CALL

Have the TTY conveniently located, close to the phone and plugged into an electrical outlet, as the caller may hang up if the call is not answered promptly by TTY.

An incoming TTY calls sounds like a series of electronic beeps when someone is typing, or might seem like silence, if the keys are not being tapped. Although similar to a fax, the tones are discernible.

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Questions, published in the
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Next turn on the TTY and place the receiver in the cups of the TTY, with the cord in the proper position (following the diagram on most machines).

Begin the call by typing the name of your office and your name; use of abbreviations is recommended.

MAKING A CALL

Turn on the TTY and dial the number you wish to reach. If their phone is answered by voice, ask for the Deaf person and state that you are calling by TTY.

Place the phone receiver into the cups, and wait for the person to come to the phone to start the conversation.

When the person types **GA** (for Go Ahead), respond by typing who you are and briefly why you are calling. Be sure to end your turn by saying **GA**.

GENERAL TIPS:

It is not necessary to use punctuation marks, as it will slow the conversations down. Simply use spaces for commas and periods, and use **Q** for questions marks.

Use **GA** (Go Ahead) at the end of a sentence or comment, to indicate every time that it is the other person's turn to talk.

If you make a mistake, ignore it unless it is totally unreadable. It is must be corrected, type **XXXX** after

the mistake. Deaf people say they prefer **XXXX** to someone backspacing to make the correction.

At the end of the conversation after typing **BYE** or another closing remark, type **GA TO SK** (for Stop Keying) to indicate that you are ready to hang up. This gives the other party an opportunity to add something or agree to hang up. (Typing just **SK** without saying **BYE** or something similar is considered impolite.) The other person will type **SKSK** to indicate that they are finished, then you can hang up and turn off your machine.

TTY PROCUREMENT

TTY equipment and software can be purchased through the Delegated Procurement (DELPRO) system from the following vendors and organizations²:

Harris Communications, Inc.

- (800) 825-9187 TTY
- (800) 825-6758 Voice
- (612) 906-1198 TTY
- (612) 906-1180 Voice
- mail@harriscomm.com

²Disclaimer of Endorsement:
Reference herein to any specific commercial products, process, or service by trade name, trademark, manufacturer, or otherwise, does not necessarily constitute or imply its endorsement, recommendation, or favouring by the United States Government. The views and opinions of authors expressed herein do not necessarily state or reflect those of the United States Government, and shall not be used for advertising or product endorsement purposes.

<http://www.harriscomm.com>

Hitec Group

8160 Madison Avenue
Burr Ridge IL 60521

- 800-288-8303
- 800-536-8890 TTY
- 888-654-9219 FAX

<http://www.hitec.com>

Nxi Communications, Inc.

3191 S. Valley Street
Suite 205
Salt Lake City UT 84109

Technical Support:

- (801)466-1258 voice
- (801)466-0453 tty
- (801)466-1259 fax

Potomac Technology, Inc.

1010 Rockville Pike
Rockville, MD 20852

- (301) 762-4005

EIN: 139159051301 (DELPRO or P.O.)

Nationwide Flashing Signal Systems

8120 Fenton Street

Silver Spring, MD 20910

TEL: (301) 589-6671 (V), (301) 589-6670 (TTY)

<http://www.nfss.com>,
sales@nfss.com

EIN: 152121723301 (DELPRO or P.O.)

Models prices can range from approximately \$200 to \$600 with an average model costing about \$250.

If you have questions about procuring a TTY (or any other reasonable accommodation, please contact Gary M. Morin, Program

Analyst on (301) 496-4628 V or 496-9755 TTY or Carlton Coleman, Diversity Program Manager, Office of Equal Opportunity on 496-2096 V or 402-8014 TTY.

TELEPHONE RELAY SERVICES: If your office does not have a TTY.

Telephone relay services are used by Deaf and hearing people to communicate by phone when the hearing person does not have their own TTY. One person calls the relay service and gives the name and number of the other person whom they wish to call. The "Communication Assistant" will then place the call and inform the caller that the line is ringing, busy, or being answered by an answering machine. The Communication Assistant speaks what the Deaf person types and types what the hearing person says.

The Relay services also offer such services as Voice-Carryover and Hearing-Carryover. Voice-Carryover allows the deaf or hard-of-hearing person to use their own speech and read back the text of the other party. Hearing-Carryover allows the speech-impaired person with normal hearing to hear the other party and then respond by typing.

US GOVERNMENT RELAY SERVICE - Sprint, under a GSA-Contract

Nationwide 1-800-877-8339 TTY/V
8:00 AM-8:00 PM M-F, EST

http://www.fts.gsa.gov/frs/frs_main.htm. (Any government employee may call or be called. Further information about this service can be found on [GSA's World Wide Web home page](#).)

MARYLAND RELAY SERVICE

1-800-735-2258 (1-800-REL-BALT), for both Voice and TTY callers.

<http://www.mdrelay.org/>

VIRGINIA RELAY SERVICE

1-800-828-1120, for TTY Users
1-800-828-1140, for Voice Callers

DISTRICT OF COLUMBIA RELAY SERVICE

202-855-1234, for TTY Users
202-855-1000, for Voice Callers

Information Resources in the Metro Washington DC Area

[Telecommunications for the Deaf, Inc.](#)

8630 Fenton Street, Suite 604
Silver Spring, MD 20910-3803

- 301-589-3786 (Voice)
- 301-589-3006 (TTY)
- 301-589-3797 (FAX)

[Metropolitan Washington Telecommunication Directory for the Deaf, Inc. \(MWTDD\)](#)

814 Thayer Avenue, Suite 303,
Silver Spring, MD 20910-4500

- TTY (301) 585-DEAF
- FAX (301) 585-3324
- red@mwtd.com

Glossary of TTY Abbreviations			
ABT	About	OFC	Office
ANS	Answer	OIC	Oh, I see
ASAP	As soon as possible	OK	Alright
ASST	Assistant	OPR	Operator
BIZ	Business	PLS	Please
BYE	Goodbye	PPL	People
CA	Communication assistant	PRO	Professional
CD, CUD or CLD	Could	Q	Question
CUL	See you later	R	Are
CUZ or BCUZ	Because	REC	Receive
DR or DOC	Doctor	SD or SHD	Should
EDUC	Education	SERV or SVC	Service
FIGS	Figures	SHD	Should
GA	Go ahead (your tum)	SK	Ending of message
GA SK	About to hang up	SKSK	Hanging up
HD or HLD	Hold	THKS or THX	Thanks
ILY	I love you	THRU	Through
IMPT	Important	TMR or TMW	Tomorrow
LTRS	Letters	TTY	Teletypewriter
MIN PLS	One moment, please	U	You
MISC	Miscellaneous	UR	Your
MSG or MSGE	Message	URS	Yours
MTG	Meeting	WUD	Would
NBR OR NU	Numbers	XXXX	Erases an error
NXT	Next		