

## **We now offer a TTY line**

**TTY: 563-355-2545**

### **What is a TTY?**

TTY stands for basically a teletypewriter. The acoustic coupler was invented by a deaf man named Robert H Witbrecht in 1963 which allowed the telephone to connect the telephone.

### **How does it work?**

A TTY is required at both ends of the conversation. In other words the credit union has to have the appropriate equipment to communicate with a member with their own TTY equipment. To use the equipment you set the receiver (telephone handset) onto the special acoustic cups on the TTY equipment. Then you type the message you want to send on the TTY's keyboard. As you type the message is sent over the phone line to the other TTY machine and the receiver can read the message on the equipment text display.

### **Who uses the TTY?**

Currently there are over 4 million users nationwide with 3 million hearing impaired and the other 1 million have severe speech impairments.

### **How many rings should I allow when calling a deaf or HH (hard of hearing) TTY user?**

10 times or more to allow the deaf or HH person enough time to see the flashing light and respond to it.

### **How do you answer?**

Type a short message identifying yourself and our company name. It is considered polite when you type your name immediately after you answer a TTY call.

Example: Do: (type) HI THIS IS SUE GEORGE AT ASCENTRA  
CREDIT UNION GA.

Keep the messages short and try to abbreviate when appropriate...such as: Do: (type) I want to TY for newsltr article and msg u sent me fri abt...Don't: I want to thank you for the newsletter article and message you sent me Friday about...

Abbreviations (similar to texting): See attached list

You should end every conversation with GA OR SK or GA TO SK and wait for them to confirm with SK or GA TO SK.

### **Can I interrupt the person without getting the GA?**

In general no, wait until the other person types GA. If you have an emergency or are getting garbled messages or numbers and can't read the message, interrupt by typing: STOP PLS or XX STOP STOP CAN'T RD U XX or HD HD HD and wait for the other person to respond. Then type something like this: "SORRY I MISSED UR MESG IT

WAS GARBLED PLS TYPE AFTER I MEET U AT QQ” or “PLS REPEAT” or “I CAN’T RD U CAN U RD ME Q”

**What do I do if I make a typing error?**

Just type XXX after the error and retype. It’s too time consuming to use the backspace key to correct your error.

## **Abbreviations**

ABT: About

ANS: Answer

ASAP: As soon as possible

ASST: Assistant

BIZ: Business

CA: Communication Assistant (Relay Operator)

CC: Close captioned

CD: Could

CHK: Check

CMTY: Community

CN: Can

COLL: College

CTR: Center

CUL: See you later

CSTMR: Customer

GA: Go ahead

GA TO SK: Go ahead if you have more to say but I'm finished

GOVT: Government

HAND: Have a nice day

HD: Hold

HLTH: Health

HOH or HH: Hard of hearing

HOSP: Hospital

INFO: Information

ILY: I love you

IMPT: Important

KIT: Keep in touch

LK FRWD: Look forward

LTR: Letter

LV: Leave  
MIN: Minute  
MSG: Message  
MTG: Meeting  
N: And  
NBR or NU: Number  
NITE: Night  
NP: No Problem  
NOYB: None of your business  
NTID: National Technical Institute for the Deaf  
OIC: Oh, I see  
OFC: Office  
OC: Open captioned  
OPR: Operator  
OXOX: Love and Kisses  
PRGM: Program  
PLS: Please  
PPL: People  
PROB: Problem  
PRO: Problem  
Q: Question  
R: Are  
RD: Read  
REC: Receive  
SCHL: School  
SPEC: Special  
SRVC or SVC or SERV: Service  
SHD: Should  
SK: Stop Keying (end of call)  
SKSK: Hanging Up  
TERP: Interpreter

THX: Thanks

THRU: Through

TRS: Telecommunications Relay Service

TY: Thank you

TMW: Tomorrow

U: You

UR: Your

URS: Yours

VCO: Voice Carry Over (Relay Service)

HCO: Hearing Carry Over (Relay Service)

WML: Wallace Memorial Library

XX: Error