



TTY PERFORMANCE ASSESSMENT AND SCORING SYSTEM



# TTY-PASS

## Easy 5 (Five) Step

## Process

## STEP 1: Prepare TTY

- At your convenience, have the position to be assessed “stand-down”
- Bring-up the TTY feature at your position



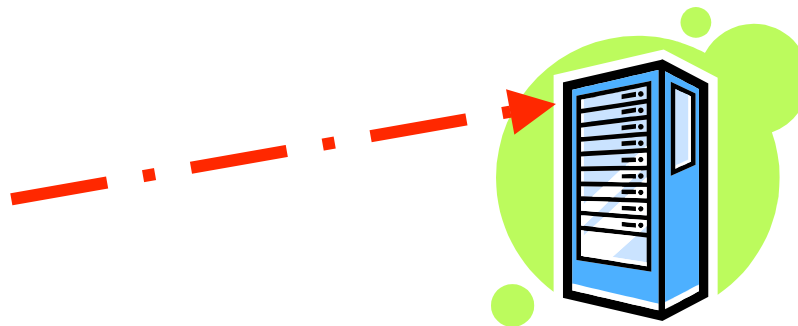
**Call -Taker Position**

## STEP 2: Dial-in

- Have your TTY dial the TTY-PASS 10 digit phone number to reach the TTY Script Generator
- Put the TTY in receive mode
- Observe



Call -Taker Position



TTY Script Generator



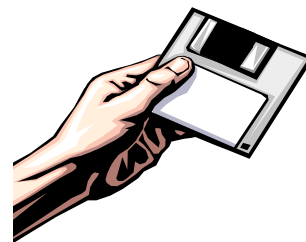


## STEP 3: Capture Received Text

- Electronically capture the received text (cut and paste) and save it to a storage device such as a floppy disk or jump drive
- Move to a computer with Internet Access and log-in to the TTY-PASS website



**Call -Taker Position**



**Move Text**



**Login**



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## **STEP 4: Select TTY, paste in text, score!**

- From “MyHome” page, select the TTY position that received the text
- Click the “Go to Scoring” button and paste the text into the “text box”
- Click on “Score Received Characters”
- Wait for results!!



# TTY PERFORMANCE ASSESSMENT AND SCORING SYSTEM



Logged in as: Bobk

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- [Contact TXI](#)
- [Helpdesk](#)
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- [Logout](#)

**PSAP: xAmerican County USA**  
 123 N. Washington Street  
 Washington, DC 20001  
 (202) 345-6911  
 Total TTYs: 5 (5 enrolled)  
 Contact: Bob Supervisor  
 (202) 123-4567  
 Enroll Date: 6/17/2005 Expiration Date: 6/16/2006

[Click here to view User's Guide](#)  
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**Login takes you to Your MyHome Page**

TTY Pos #	Description	TCER ≤ 1%	Date Tested	Tests Scored
1		---	---	0
2		---	---	0
3		---	---	0
4		---	---	0
5		---	---	0

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**To grade test,  
 Select "Go to  
 Scoring"**

TTY Pos #	Description	TCER ≤ 1%	Date Tested	Tests Scored
1	Position A - Primary	---	---	0

Update Descriptor

Scoring History

Submitted by	Date	TCER
---	---	---

Go to Scoring

TTYPASS Scoring - Microsoft Internet Explorer

File Edit View Favorites Tools Help eFax

Back Forward Stop Refresh Home Search Favorites Media

Address http://tty-pass.telecomxchange.com/TTY-PASS\_Score.php?ttcpeid=48&ttyposnum=1 Go

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TTY Pos #	Description	TCER ≤ 1%	Date Tested	Tests Scored
1	Position A - Primary	---	---	0

**Copy and Paste the entire test results into the text box below**

```
JW.R,CUSOZQ;"$"/DHP:3B8)11'5OPN/GX;F/(G"5/EH5K/HAM: U TKVB1POR3,IB"KYCWW9
$B':.C6/"'2RZ15FL2C !NT51?;BXX$8KX)SVDK.7V2(OV3'T?P$7CJ9$89'8?9I3OVN"P,:4!
FUQF6/G1!$/X3PH;JRHRYKN:CN"6KPS!T1X6NK$R O)4:607K
')Q-O"(K/XMHKMB:9F:NJ51/6P.Y'0$KB75A G-
/3:E( !8MH?.(V ,4UR-T'-
893/S'9'-5!8.NCZ9OE) T 53AH/AT::1'K0//002:QL9E
04BIQDA!CV8)E-M!B: '/BBWE(''C7:YV;:P72CM:4F-DA5AQ:N!
05 TELECOMXCHANGE. ALL RIGHTS RESERVED.
```

**Total Character Error Rate (TCER): 0.00**

The received characters have been evaluated against the industry standard, TIA/EIA IS-840-A, the minimum performance standard for Text Telephone signal detector and Test Telephone Signal Regenerator.  
The requirement for TTY-PASS program registration is 1% or less TCER.

**Paste test script into text box, select "Score Received Characters"**

**Then Select "Submit Score"**





## STEP 5: Submit Score, Log-out

- Upon receiving the assessment score, you may submit the score for the record
- Check your new score entry on “MyHome” page for updated information
- Log-out



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## PSAP: xAmerican County USA

123 N. Washington Street  
Washington, DC 20001  
(202) 345-6911

Contact: Bob  
Supervisor  
(202) 123-4567

Enroll Date: 6/17/2005 Expiration Date: 6/16/2006

**Scoring results  
are logged into  
Database**

TTY Pos #	Description	TCER ≤ 1%	Date Tested	Tests Scored
1	Position A - Primary	✓	6/17/2005	2

**TEST RESULTS: 0.00 TCER 1% or Less**

The test results submitted have been evaluated against the industry standard, TIA/EIA IS-840-A, the minimum performance standard for Text Telephone signal detector and Test Telephone Signal Regenerator. The results met the requirement of <1% total character error rate (TCER) and this TTY has been registered in the TTY-PASS Program. You may submit test results again at any time during your membership in the program.

Finish



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Supervisor  
(202) 123-4567

Enroll Date: 6/17/2005 Expiration Date: 6/16/2006

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[Printer-Friendly Version](#)

**View results on MyHome**

TTY Pos #	Description	TCER ≤ 1%	Date Tested	Tests Scored
<a href="#">1</a>	Position A - Primary	✓	6/17/2005	2
<a href="#">2</a>		---	---	0
<a href="#">3</a>		---	---	0
<a href="#">4</a>		---	---	0
<a href="#">5</a>		---	---	0



# TTY PERFORMANCE ASSESSMENT AND SCORING SYSTEM



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- [Register Now!](#)
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- [Contact TXI](#)
- [Helpdesk](#)
- TTY-PASS Login**
- User-ID
- 
- Password
- 
- Login
- Forgot My Password

Friday, June 17, 2005 6:11:15 PM EST

**When Complete, Log-out!**

**Welcome to the NENA-Sponsored  
TTY-PASS  
TTY Performance Assessment and Scoring System**

Established March 2005 through a partnership with TelecomXchange International (TXI) and the National Emergency Number Association (NENA).

A Message to PSAP Supervisors;

TTY-PASS was developed in support of the Americans with Disabilities Act (ADA) requiring equal access to TTY users. The ADA states very clearly that every call-taking position within a PSAP must have its own TTY or TTY-compatible equipment. PSAPs must have systems that enable call takers to handle TTY calls as properly, promptly, and reliably as voice calls. Every call-taking position needs its own TTY equipment. Further, the ADA requires that TTY equipment must be maintained and tested at least as often as voice telephone equipment, to ensure that the equipment is operating properly. Until now, PSAPs have had no convenient (and cost effective) method to frequently test TTYs for performance!

Our TTY-PASS program, accessed through the internet, provides a very user-friendly, interface to assess your TTYs compliance with industry standards and performance reliability with TTY calls originated from wireline and wireless callers. TTY-PASS is available 24X7 and affords your staff the ability to complete an assessment on their schedule (off peak hours). The test process takes only minutes to complete and the test results for each individual TTY are saved automatically on YOUR PSAPs own web-page.

The registration process is quick and easy so you can begin testing immediately!



TTY PERFORMANCE ASSESSMENT AND SCORING SYSTEM



# It's that simple!

## Questions?

**TTY-PASS Administrator** ([TTY-PASS@telecomxchange.com](mailto:TTY-PASS@telecomxchange.com))

Phone:

(410) 340-7892

Fax:

(443) 451-8224