

## TTY-PASS Technical Memorandum #2

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5/05

### **Issue: How to Evaluate the TTY's Transmit (TX) Mode**

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**Explanation:** TTY-PASS is based on the industry standard TIA/EIA/IS-840A, *Minimum Performance Standards for Text Telephone Signal Detector and Text Telephone Signal Regenerator*. More details on this standard can be found by visiting [www.tiaonline.org](http://www.tiaonline.org). The standard is designed to ensure the receiving TTY can accurately interpret tones (Baudot) generated from a digital wireless handset as well as from a wireline terminal. In so doing, it assesses a PSAP's TTY receiver as it is connected and configured to the PSTN. TTY-PASS is not designed to assess a TTY's transmission capability. However, testing a TTY's TX mode is a worthy concept and here are some suggestions on how to accomplish the task.

**Solution:** To test a TTY's transmit capability, TXI suggests using the NENA supported Phone-Pal program. Before implementing this program, here are some critical factors to consider:

**Test with TTY-PASS Registered TTYs.** Before embarking on a scheduled TTY Phone-Pal program, ensure that all TTY's involved are registered with TTY-PASS and are compliant with the industry standard for Total Character Error Rate (TCER) which is 1% or less. This lessens the probability error rate.

**Approved Script.** To further lessen the probability error rate, the TTY Phone-Pal program should use approved TTY test scripts based on select live scenarios. These scripts are available from Gallaudet University (<http://tap.gallaudet.edu/TTYtools>) and TXI.

**Scoring.** Scoring is completed at the PSAP level and results should be recorded.

**Frequency of Testing.** There is no requirement.

**Note:** Use the *Contact TXI* or *NENA* links found on the TTY-PASS Home page for more details on the Phone-Pal program.