

TTY-PASS Technical Memorandum #3

5/05

Issue: How to use TTY-PASS when no electronic text capturing capability exists at the Call-Taker's TTY Position.

Solution: *Simply pre-arrange a TTY call to a specific Gallaudet University approved script through TTY-PASS. Once the TTY receives the script, print the text from the TTY position and re-type it exactly as it appears. Save the text to a Plain Text file and "cut and paste" that text into the TTY-PASS score program. Wait for result.*

Procedure: Most Call Center positions have the capability to electronically "Cut and Paste" text from the terminal's monitor; however, this capability varies by equipment manufacturer and model. If there is no means to electronically capture the received text, follow this procedure.

Pre-Arrange a TTY Call. Contact TTY-PASS Tech Support and schedule a call to sync-up with a Gallaudet University approved script. The script is an actual call scenario not simply a series of characters. On schedule and in coordination with TTY-PASS Tech Support, make the call from the TTY Call-Taker's position.

Capture and Print Text. At the completion of the test call, print the received text from the TTY Call-Takers position.

Manually Re-Type the Text. At a convenient time, have someone re-type the captured text from the TTY print out. The text needs to be re-typed on a computer with Internet access. The text must be copied exactly, to include all spaces, punctuation and sporadic characters that may appear. Once re-typed, save the text as a Plain Text / NotePad file (refer to Tech Memo #1).

Submit for Score. Once the text has been saved to a text file, login to the TTY-PASS website and navigate to the TTY scoring page. Open the text file, *copy* the text and *paste* the text into the scoring window and hit the score button. You will see your score within seconds.

Note: (Refer to Tech Memo #1) Any manual intervention invites error therefore, it is recommended and encouraged that several "sets of eyes" review the re-typed text for accuracy against the original printed text copied at the TTY Call-Takers Position.