# TTY-PASS Technical Memorandum #5

7/05

**Issue:** **How to collect and save text using the Zetron InterAct.**

_____

**Solution:** **In order to save the characters from a TTY call using a using a Zetron InterAct CPE, you must "print" the file to the "Generic/Text Only" option from your printer options. This will prompt you to save the text file to your desired location.**

**Procedure** In order to "print" the file, thus saving the captured characters from a TTY call, you must first install a special "printer" option available within Windows.

1.      From the main Windows screen, click "START", then select "CONTROL PANEL", then select "PRINTERS AND FAXES".

2.      Below the "PRINTER TASKS" on the left, select "ADD A PRINTER".

3.      Click "NEXT" when the Add Printer Wizard screen opens.

4.      Select "LOCAL PRINTER", then make sure the "AUTOMATICALLY DETECT AND INSTALL MY PLUG AND PLAY PRINTER" option is not checked, then click "NEXT".

5.      Under "USE THE FOLLOWING PORT" scroll down to the option that says "FILE: (Print to File)", then click "NEXT".

6.      Under "MANUFACTURER" options, select "GENERIC", then under "PRINTERS" select "GENERIC / TEXT ONLY", then click "NEXT".  (This should end the Wizard).

7.      Call the TTY-PASS number and receive the test characters in your CPE's TTY.

8.      Keeping the window open with the received characters, select "PRINT", then select the "GENERIC / TEXT ONLY" option.

9.      *Select your desired location for the text file.

*__Tip__: You may choose to save the file to a "C" or local drive if your computer has Internet access. If your computer does not have internet access, you may choose to save the file to a floppy disk or removable jump drive.  You can then take this file to a computer with Internet access, or provide it to other PSAP personal such as a supervisor for scoring.  Be sure to label the file and / or removable media properly to indicate the TTY position number and the date of the test.