

VESTA Call-Taker

Video Training Series Companion Document



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Video 1 - LOGGING IN AND OUT OF VESTA

Login with Single Role

To Login; double click on the VESTA 911 Icon to open the login box

If this icon is not on the screen, then...

At the bottom left of screen;

Click on:

1. Windows
2. Programs
3. VESTA
4. VESTA 911

Once you click on VESTA 911 your login box will open:

Type in your User Name and then Password

Note; if you always log in as a “call taker” and this is your default role, you can check the “I want to use my default role” box to save a few steps and always log in as your default role

Then click Log On; you are now logged in and ready to take calls

Login with Multiple Roles

If you have multiple roles and/or agencies, do everything the same as above, but leave the “I want to use my default role” box unchecked

Once you click log on you will have two drop boxes;

The first is for agency; here you will select the agency, typically there is only one agency and this will most likely be labeled as your agency’s name

The second is for Role; here you would select the Role you are using, for example; Calltaker or Supervisor etc.

Other features on the login box:

Bottom left; the button with the i inside the black circle (about or information button), shows the software version you are currently using

The button next to that with multiple black squares is an on screen keyboard, if needed, you can click this and an on screen keyboard will appear for logging in

Clicking on Details will show you information about your login, for example, if you are having trouble logging in, click on Details, it will give you information/status and may show you that your password is incorrect; this is a simple troubleshooting tool if you are having trouble logging into the system

If your agency has multiple layouts and you are required to choose a layout when logging in you can do so by clicking on Layout at the top right of your screen

Also at the top right of the screen you will see Console...

Log Off

To Log off; click on the Console drop down at the top right of the screen and select Log off. A new window will open asking if you are sure you want to log off; you will select yes or no depending on your intentions

Video 2 - GENERAL OVERVIEW OF LAYOUT

Menu

Top Right of screen has menu options:

- Layout
 - Can change layouts if applicable
- Tools
 - Greeting Manager
- Console
 - Logout is found here
- Help/User Guide

Features

Other features on the screen may or may not include (depending on your agency):

- Line Appearances
 - Position Status (Personal Call line appearance)
 - 911 Lines
 - Admin Lines
 - Admin Compact
- Call Information Display (CID)
 - ANI/ALI information displays here
- Toolbar
 - Contains call handling tools, such as mute, conference, hold, etc
- Dial Directory
 - Contains 911 transfers, speed dial buttons and groups
- Contact Search
 - Search contacts list for numbers not in the dial directory
- The text box followed by a dial button and then a clear button to manually dial phone numbers
 - Type in phone number and click the dial button to place a call
 - Click the clear button to delete the number you typed
- Recent Calls
 - AKA Call History
- Abandoned Calls
- TTY
 - Hearing impaired calls
- Agents
 - List other call takers logged in as well as their status
- Master Volume
- Text Calls (if applicable with integrated text to 911)

- Text Conversation (if applicable with integrated text to 911)
- Date and time may be present both on the main layout/screen and at bottom right corner of the screen in the Status Bar

Status Bar

Finally, the status bar at bottom right of the screen shows:

- Information button
 - Shows, who is logged in, agency, position etc
- Status or condition of the system
- Date and time

Video 3 - GREETINGS MANAGER FEATURE

Greetings are pre-recorded by each call taker and are what the caller hears when their call is answered. Greetings must be enabled by a technician and will only work with individual logins as recordings are saved to the login name and not the position recorded on... Also the decision to use recorded greetings is made at the administrative/management level and cannot be enabled per a call taker's individual request.

Record a Greeting

- Click on Tools at top right of screen
- Select Greetings Manager
 - For non-emergency call greeting
 - Click Administrative Greeting
 - Click Record
 - Speak greeting in to headset or handset
 - Click Stop
 - Playback and save or discard; if necessary, re-record until happy with recording
 - Save
 - For 911 call greeting
 - Click Emergency Greeting
 - Click Record
 - Speak greeting in to headset or handset
 - Click Stop
 - Playback and save or discard; if necessary, re-record until happy with recording
 - Save

Video 4 - ANSWERING & RELEASING CALLS

Ready / Not Ready Button

Located in the “Toolbar”

- Ready (green)
 - Available to receive new phone calls
- Not Ready (red)
 - Unavailable to receive new phone calls

Click Ready button to make Not Ready; Click Not Ready button to make Ready

Answer a Call

The two fastest/easiest ways to answer a call are by clicking the “Priority Answer” button on the screen or (if equipped) the answer button on the Genovation Keypad... Both of these options will answer the longest waiting emergency (911) call first

You can also click on the ringing bell symbol on the line appearance and then click “pick up” to answer

Note: Priority Answer or Answer on the Genovation Keypad are the recommended ways to quickly answer

Release a Call

Click the “Release” button on the screen or (if equipped) the release button on the Genovation Keypad

Video 5 - LINE APPEARANCES

Position Status (PCA or Personal Calls)

Shows what is happening at your position; for example, a position status button will light up green when you are on an active call.

Multi-Call Appearance (MCA tab)

Typically docked behind the PCA; call takers do not need to do anything here, these are docked on the screen to show the queues coming into the center, it is mainly here to be sure the calls ring in the right order.

911 Lines

When ringing the appearance line will turn red and display a bell icon

Once answered, it will turn green and display a handset icon (and will also be green in your PCA and the PCA will also display a handset)

If call is put on system hold, it will turn yellow and display an hourglass icon (same in the PCA)

If call is put on local hold, it will turn a grayish-yellow or “grayed out” yellow and display an hourglass with a lock icon (same in the PCA)

If answered by another position, the 911 Line will turn brown and display a handset icon (and your PCA will NOT be lit up)

Admin Lines

When ringing it will be bluish-purple and display a bell icon

Once answered it will turn green and display a handset icon (and will also be green with the handset icon in your PCA)

If call is put on system hold, it will turn yellow and display an hourglass icon (same in the PCA)

If call is put on local hold, it will turn a grayish-yellow or “grayed out” yellow and display an hourglass with lock icon (same in the PCA)

If answered by another position, the Admin Line will turn brown and display a handset icon (and your PCA will NOT be lit up)

Compact Lines

Compact lines can be non-emergency or 911 lines; they are compact and display less information than a regular line appearance (compact lines will only display a callback phone number) and are used for space saving reasons (your center may or may not use any compact lines)

Video 6 - HOLD & MUTE

Local Hold

Can only be “picked up” at the position that placed the call on local hold (NOTE: All outbound calls can only be placed on local hold)

To place a call on Local Hold:

- Click the Local Hold button

From your position:

- The Line Appearance (Admin Line or 911 Line) will turn yellow (note: it’s a lighter, “grayed out” yellow as described in video 5 (line appearance video))
- The PCA will also turn same shade of yellow and display an hourglass with a lock symbol (the lock shows the call is on local hold)

To Retrieve the call from Local Hold:

- Click on the hourglass with lock symbol
- Click Retrieve

From another position

- The Line Appearance (Admin Line or 911 Line) will turn the same shade of yellow and display an hourglass with a lock symbol showing that the call is on a local hold at another position and cannot be picked up by any other position

System Hold

Can be “picked up” by any logged in position in the PSAP (NOTE: If equipped with a genovation keypad and using its hold button, all inbound calls are automatically placed on system hold; if you want to place an inbound call on local hold it must be done from the phone screen)

To place a call on System Hold:

- Click the System Hold button

From your position:

- The Line Appearance (Admin Line or 911 Line) will turn yellow
- The PCA will also turn same shade of yellow and display an hourglass symbol showing the call is on System Hold

To Retrieve the call from System Hold:

- Click on the hourglass
- Click Retrieve

From another position

- The Line Appearance (Admin Line or 911 Line) will turn the same shade of yellow and display an hourglass symbol

To retrieve the call from System Hold:

- Click on the hourglass symbol in the Line Appearance
- Click Retrieve

Mute

The Mute button is labeled “Mute All”

It does NOT mute “everyone on the call”

It will only mute the dispatcher and “all” parties “plugged into the position” working as a dispatcher; for example a trainer and trainee situation where both are plugged into the phone jacks for that phone, mute all will mute both of them

To place yourself on mute:

- Click the Mute All button
 - the button turns red, showing that you are muted

To return to normal:

- Click the Mute All button again
 - the button will go back to the original or idle color showing you are no longer muted and the caller will be able to hear you again

Video 7 - JOINING CALLS

As explained in previous videos; when a dispatcher is on an active call they will see a green Admin Line (or 911 Line depending on type of call) appearance AND they will see a green PCA appearance; all with a handset icon

The others (if not on other calls) will only see a brown colored line appearance with a handset icon showing another dispatcher is on an active call (it will either be Admin or 911, again depending on the type of call)

Joining a Call from a Line Appearance Window

- On the brown line appearance, click the handset icon
- Click Join
 - You are now active in the call with the other dispatcher and the brown line appearance has turned green AND you have a green PCA showing you are now on an active call
 - The original (answering) dispatcher will now show two green PCA line appearances since the second dispatcher joined the call (any other participants joining the call will add another green PCA appearance to the original dispatcher's screen)
 - The original dispatcher can remove the dispatcher that joined (or other participants) by clicking on the handset icon on the PCA representing that participant and clicking release OR (if equipped) can click the "Drop Last" button (NOTE: this releases the LAST person that joined the call, so be sure you are releasing the proper participants from the call)
 - As the Original dispatcher; to release yourself and let the second dispatcher take over the call; click the RELEASE button in the main Toolbar **(DO NOT click on the the release found in the menu under the handset icon in the PCA; this will release the ENTIRE call)**

Joining a Call from the Agents Window

- Click on the Agents Window tab to open the Agents Window
- Find the active call in the window and click on it to highlight
- Click the Join button at the bottom of the window
 - You are now active in the call (then follow same as above)

Video 8 - CALL INFORMATION DISPLAY

Caller ID and ANI/ALI

Caller ID on inbound non-emergency calls will display in this window

ANI/ALI information for 911 calls will display here

CID Toolbar Buttons

Update Button (Rebid Button)

Used to update wireless caller location

Call comes in as Phase I; which is a tower location, use Update to try for a Phase II location (better location of the caller)

Phase II is accurate within 50-150 meters (NOT an exact location of the caller)

If caller is moving, using the Update button will provide updated X/Y Coordinates

Manual Request

For Landline phones AND emergencies only

If you have a (landline) phone number, but no address, you can click this button, type in the 10 digit phone number and ALI information for that number will display in the window providing an address to send emergency responders

Incorrect Location

If an error is found in an ALI display; click the Incorrect Location button

An onscreen form will open that you will fill out

When completed, click Submit and it will be sent to your network printer and then should be forwarded to the person in charge of updating the ALI database

Print

Prints the information present in the ALI screen

Update CAD

(IF applicable) sends a new "CAD dump" to CAD; typically only used during an install/cutover scenario

Enhanced Data

(IF applicable) typically NOT integrated in the VESTA system since there are numerous enhanced location providers available elsewhere

Clear

Clears the ALI screen

Video 9 - TOOLBAR 1 - Buttons That Open Windows

(NOTE: not all of these buttons will be available on your VESTA system)

Main Toolbar: Buttons that Open Windows

- **Dial Pad Button**
 - Opens the dial pad to manually dial phone numbers
 - Usually not docked, so it can be moved around the screen when open
- **Master Volume Button**
 - Opens the Master Volume window to adjust volumes of the jackboxes, IRR playback and Aux Audio, if applicable (often built as a tab and docked verses a button)
 - Usually docked, so it cannot be moved around the screen
- **TTY Button**
 - Opens TTY window (often built as a tab and docked, verses a button)
 - Usually docked, so it cannot be moved around the screen

Dial Directory Toolbar: Buttons that Open Windows

- **Contact Search Button**
 - Opens the Contact Search Window, which is usually built as a tab and docked and therefore cannot be moved around the screen
- **Details Button**
 - Will open the details window for a contact or speed dial button

Video 10 - TOOLBAR 2 - Callback Buttons

Redial Button

- Clicking this button will dial the last number dialed/called from the position

Emergency Callback Button

- Clicking this button will callback the last emergency call handled at the position

Priority Abandoned Button

- Clicking this button will callback the longest waiting emergency call that was abandoned (meaning caller disconnected before the call was answered by dispatch)
- All positions logged in will see a small red circle displayed on the Priority Abandoned button showing the number of abandoned 911 calls in the queue; this is also accompanied by an audible tone
- Once called back, the number in the red circle will tick down; if there are no abandoned 911 calls left in the queue, the red circle will disappear

Video 11 - RECORDING BUTTONS

IRR (Instant Retrieval Recorder)

This is position specific and will only record the calls handled at the position, not the entire PSAP

- Click on the IRR Instant Retrieval button to open the IRR window
- The top half of the window will display the calls (911 and admin) in the order they were received
 - All calls are dated and time stamped
 - Duration of the call is displayed
 - Under attachment; will show if admin or 911 or if any notes have been attached to the recording
- To listen, click on and highlight the call you want to listen to

The buttons in the center of the screen may or may not be disabled depending on your administrator's discretion

Enabled buttons will light up when you are actively listening to a recording

- Save Button
 - Can save the call as a Wav file on the computer
- Stop Button
 - Stops the playback
- Play Button
 - Will start playing the playback again
- Attach Button
 - Clicking this button will open the notepad and allow you to add a note to the recording
 - Type note
 - File
 - Save
 - The note will then be displayed under the attachment column in the call display at the top of the IRR window
- Delete Button
 - Deletes the recording (this is a button often disabled by admin)
- Select Date Button
 - Pulls up a calendar to select a date for the calls handled then (often disabled as IRR does not store calls indefinitely, you would need to contact INdigital for calls that were automatically purged from the system)
- Search Button

- Another way to search for a past call; again may not be useful if call you are looking for was automatically purged from the system after a certain amount of time

Playback Control

- Volume
 - Up and down arrows to adjust volume levels
- AGC (Automatic Gain Control)
 - This is a noise filter; if there is too much background noise, clicking this button will help filter out that background noise to make your caller easier to hear in the recording (is NOT available for a LIVE call)
- Loop
 - Check this box to play a section of the call on a loop
 - Move the slide to the section of the call needed to replay on a loop
 - Adjust the number of seconds you want this section to play over and over again (default is set at 6 seconds)
 - When finished, uncheck the Loop box so the next recording you want to listen to plays back properly
- Speed Control
 - Arrow up will speed up the recording (voice will distort and sound like “Alvin and the Chipmunks” (see Auto Pitch Correction below)
 - Arrow down will slow down the recording (voice will distort and sound like “Darth Vader” (see Auto Pitch Correction below)
- Auto Pitch Correction
 - Checking this box will autocorrect the voices to the caller’s original pitch if you have sped up or slowed down the recording with the Speed Control mentioned above

IRR Playback to Phone

This feature will playback a selected recording over the phone to a third party

For example, if an officer calls in and wants to hear a recording you can play it for them over the phone; (Remember, IRR is position specific so this will only work from the position the call was taken at)... NOTE: you can call the officer (or whoever you need to hear the recording) and play the recording on an outbound call as well.

While on an active phone call with the third party:

1. Click IRR Playback to Phone
2. Click IRR Instant Retrieval
3. Select the call and it will play over the phone

NOTE: You will have to remain on the phone while the recording plays back over the phone (this will not work as a transfer)

IRR Real-Time Voice Monitor

This feature allows you to listen to the recording while you are actively on the call being recorded

If using this feature, be sure to click on STOP; otherwise, the next call you take will also have the recording playing over the live call

Most likely this button will NOT be on your screen; to find it:

- Minimize your phone screen with the minimize button at top right of screen
- It will be behind the screen or below in the status bar
 - Again, be sure to select **STOP** when you are finished using this feature
- **To bring your phone screen back, click on the VESTA 911 tab in the status bar**

Video 12 - CONFERENCE & TRANSFER

Most of the time, you will use a speed dial button for the party you wish to conference with or transfer a call to:

Using a Speed Dial Button to Transfer/Conference

- While on an active call
 - Click the Speed Dial button for the party you want to transfer to (the buttons are programmed to know if you need an admin number or an emergency number when transferring, if you are on an admin call and click the speed dial button, it will call that agency's admin number... If you are on a 911 call and transfer using the speed dial button, it will call that agency's 911 line)
 - When they answer, they will automatically be conferenced into your call
 - If they do NOT answer, hit drop last to remove them from the call or click on their PCA and release them there
 - Once connected with the third party, you can remove yourself from the call by clicking the Release button and the remaining parties will remain connected with each other

NOTE: You can also go to the contact list and double click the contact to accomplish the same as above and bypass the conference and transfer buttons

Conference Button

- While on the active call
 - Click the Conference button
 - Caller will be put on hold
 - Select from the contact list or dial the phone number manually on the dial pad the party you wish to conference with or transfer to
 - When they answer, you will see in your PCA you have one call on hold (yellow) and an active call (green)... you can announce what you are sending them
 - If they want to accept the call
 - Click the Conference button again and all parties will be connected
 - You can then click Release to remove yourself from the call
 - If they CANNOT or will NOT accept the call or if the line is BUSY
 - Click drop last
 - You will then be back live with your caller

No Hold Conference Button

Works the same as the Conference button described above, but doesn't put call on hold

- While on an active call
- Click No Hold Conference
 - Dial the number or select the contact
 - When they answer, you are all together in the call and the caller hears everything, as they were never put on hold
- To remove yourself from the call, click the Release button and the other parties stay connected

Transfer Button

Works similar to the conference button as described above

- While on an active call
- Click the Transfer button
 - Caller is placed on hold
- Dial or select from contacts the party to transfer to
 - When that party answers
 - Announce what you are sending them (because you can announce makes this “supervised” transfer and not a “blind” transfer, see below for “blind” transfer)
 - Click the Transfer button again
 - You are **automatically** released from the call
 - If they CANNOT or will NOT accept the call or if the line is BUSY
 - Click drop last
 - You will then be back live with your caller

Blind Transfer

Call is automatically transferred with no option to announce the call

- While on an active call
- Click Blind Transfer
 - Caller is put on hold
 - Dial or select contact to transfer to
 - As soon as the party answers; you are automatically released from the call and the third party is given no advanced announcement
 - Most agencies will not allow for blind transfers (unsupervised transfers) and therefore you will only be able to make supervised transfers

Video 13 - DIAL DIRECTORY

Speed Dial Buttons and Groups

All Speed Dial buttons are in the Dial Directory window

- Speed Dial Buttons do NOT have an arrow on the right hand side of the button
 - If you click on a speed dial, it will automatically dial the number assigned to it
- Groups DO have an arrow on the right hand side of the button
 - If you click on a group button, it will open another “subgroup” that will contain speed dial buttons (there may also be more group buttons that will open into another subgroup of speed dials and so on). Use the breadcrumb trail at top to navigate back to previous page or the top group

At the top of the Dial Directory window there is a search bar; this search bar will only search the top “layer” you see on the buttons... this top layer could be the label of a single speed dial button or a label for a group of speed dial buttons

At the bottom of the Dial Directory window there is a text bar where you can manually type in the phone number you need to call; type in the number and then hit enter on the keyboard or click the Dial button to the right of the text bar

Below the text bar there are other buttons already discussed in other videos (contact search, conference, transfer etc) there is also a “Details” button...

Details Button in Dial Directory

If you see two Hashtags (pound signs, number signs) and/or a paperclip on a speed dial button, this means there are notes (paperclip) or multiple phone numbers (hashtags) associated with that speed dial button (a default number is programmed to dial when clicking the speed dial button and you can see the default phone number when you hover over the button). You can right click on the button to dial a default number or alternate number.

If you want to see what other numbers are available for that contact or see the notes;

1. Click the Details button
2. Click the speed dial button
 - a. A window will open showing the other phone numbers
 - b. You choose and dial the number by click on the button to the right of the phone number
 - c. To see the notes, click “Show Notes” at the top right of the details window

Video 14 - CONTACT SEARCH

Click on the Contact Search button or select the Contact Search tab under the Dial Directory (both go to same place, an on screen “Rolodex”)

How to Search for a Contact

At the top left of the Contact Search window is a search bar; type at least 2 letters in the name you are searching for and it will pull up a broad list of all contacts containing those 2 letters... the more letters you type the more you can narrow down your search field

If enabled, you can also search by the phone number

Details Button in Contact Search

There is also a Details button in Contact Search, just as there was for the speed dial buttons in the Dial Directory... however, it works the opposite way (for speed dials you click Details first then the speed dial button)

Here, you click and highlight the Contact FIRST then click the Details button; the same information window will open showing the alternate phone numbers as well as any notes that may be present

Place a Call from Contact Search Window

There are a few ways to call using a contact in the Contact Search

1. Double click the contact to call
2. Click to highlight the contact
 - Click the Dial button at the bottom of the window to call
3. Click to highlight the contact
 - Click the Details button at the bottom of the window to open the contact details window
 - Select an alternate phone number to dial by clicking the dial button the right of the alternate phone number

Video 15 - RECENT CALL WINDOWS

AKA: Call History

Shows all the calls handled at your position

Typically will store the last 100 calls handled at your position

Filters

Tabs at the top of the window will filter your list

Inbound

Shows only inbound calls

Outbound

Shows only outbound calls

Location (if configured)

Will filter calls by Location

All

Will show All emergency and non-emergency calls (if **Inbound** is selected and **All** is selected, you will see all emergency and non emergency inbound calls handled at your position)

Admin

Will show Admin calls


Emergency

Will show Emergency (911) calls

Recent Calls List Columns

Indicators

Icons are displayed in this column to show the type of call; for example:

- A black handset icon means it was a voice call
- An outline of a handset means abandoned call
- A star icon means emergency (911) call
- A "wifi" icon  means wireless or TTY call

Date

Date of the call

Time

Time of the call

CPN

Is the calling party's phone number (or callback phone number)

Ways to Call from the Recent Call Window

1. Double click on the call in the recent call window list
2. Highlight the call and then click on the Dial button at the bottom of the screen
3. The Emergency Callback button at the bottom, will call back the last 911 call handled at your position

The **Dial** button and **Emergency Callback** buttons are located at the bottom of the window

View in CID (Call Information Display) Button

This button is located at the bottom of the Recent Call window (between Dial and Emergency Callback)

If you highlight an emergency call in the Recent Call window; then click the View in CID button, it will place that call's ANI/ALI information in the Call Information Display window

This can be helpful if you need to copy location information into CAD or want to display the phone number in a larger easier to read format to transcribe to a text to 911 platform such as Texty

Video 16 - ABANDONED CALL WINDOW

As mentioned previously, the Priority Abandoned Callback button will automatically call back the oldest 911 abandoned call first.

The Abandoned Call window will show the list of abandoned calls with date and time information as well as how long it's been waiting in the queue and a callback phone number listed.

Abandoned Call Window Tabs

Queued

Shows a list of the queue abandoned calls that need to be called back

There is a Dial button (calls the highlighted call back) and View in CID button (will put the call's ANI/ALI information in the CID window on main screen) with this list

Answered

Shows a list of the abandoned calls that have already been called back and answered and includes a date and time stamp and CPN

There is also a Dial button and View in CID button at the bottom of the Answered tab

Called

List of calls that have been called back

There is only a Dial button at the bottom of this tab

Video 17 - AGENTS WINDOW

Lists the logged in Agents (dispatchers) and their status (you will not see yourself in this window)

Calling “Station to Station”

- Go to Agents Window
- Select the Agent (dispatcher or position) and highlight
- Click on the Dial button at the bottom of the window
 - This will ring that agent’s position
 - **To ANSWER click the bell icon on the PCA Line Appearance (you cannot answer a station to station call with the Priority Answer button)**
 - To release, use the (standard) Release Button

Join a Call from the Agents Window

- Go to Agents Window
- Select the proper Agent actively on the call you wish to join
 - Click the Join button at the bottom of the window
 - See Joining calls in video 7 for detailed information on Joining a call

Monitor Feature

If applicable; often a feature only available to supervisors (NOTE: the call taker will not know they are being monitored)

- Go to Agents Window
- Select the Agent that is on the call you wish to listen to or monitor
 - Highlight it
 - Click the Monitor button at the bottom of the window

Video 18 - TTY WINDOW

Gray box on the left side is where conversation will take place.

Anything typed to you (inbound) will be in BOLD letters... outbound will be more grayscale

Tabs on right will have canned messages that you can select and send to the caller

Long text bar at bottom is where you can type a message of your own

TTY Buttons/Features

Six buttons at the bottom of the window:

Detect TTY- By law; anytime a silent call is received you need to open the TTY screen and choose Detect TTY to insure you do not have a hearing-impaired caller using TTY on the other end

When you click on Detect TTY it sends tones out; if there is no response to the tone, then you do not have a TTY call and you are free to hang up

Voice- While in TTY if someone picks up phone on other end and is speaking, click on Voice to switch from TTY to a Voice call and the buttons will be grayed out until you choose session control... see next

Session Control- Click to take control of the call (other buttons will be grayed out unless you take control of the session)

Mode- Will have a drop-down box with 4 options... The first two go together and the last two go together.

-The top two options are:

Baudot (HCO) Hearing Carry Over... Caller can hear, but cannot speak

Baudot (VCO) Voice Carry Over... Caller cannot hear, but can speak

-The Baudot language is most common computer language for TTY; just choose whether HCO or VCO

-The bottom two options are:

ASCII Answer (console answers call)

ASCII Originate (console initiates the call)

-This is a less common computer language... if text coming in looks like a bunch of symbols and cannot be read, clicking on one of the ASCII options (Originate if you called/Answer if you answered) will change the text to a readable text.

Video 19 - MASTER VOLUME

Adjust volumes to your ideal levels and saves to your profile

Jackboxes tab

Headset 1 is your headset (your ears); adjust the volume to your ideal hearing level

Headset 2 may or may not be applicable (this could be a trainee)

Headset 3 same as above

Column 4 is your mic; adjust the mic for ideal modulation

IRR Playback

Check enable under either Speakers or Headsets to choose how you hear your IRR playback
Control IRR volume here as well... if user cannot hear IRR, check this location to make sure
proper location is enabled... if it is not or turned down, correct and save

Aux Audio

Any outside audio not associated with the phone (for example, listening to the television through
headset; the volume would be controlled here... NOT a common feature and rarely used in any
centers)

****CLICK SAVE****

You can change all volumes as often as you like; just be sure to save your volume settings at
any time you make a change and they will always stay the same no matter which console you
log in to.



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