



BlackBerry AtHoc

TTY Installation and Configuration Guide

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Overview

A TTY teletypewriter, also known as a TDD or Text Telephone, is a telecommunications device that allows people with hearing or speech impairments to communicate by telephone.

BlackBerry AtHoc TTY supports only English.

Note: TTY will be deployed with the TAS plug-in.

Software requirements

To install the TTY plug-in, you must have the following software installed in your environment:

- Application Server Windows 2012 and Microsoft SQL Server 2016
- Microsoft .NET Framework 4.7.2
- BlackBerry AtHoc release 7.9

Prerequisites

Upgrade platform and plug-in to the latest TAS release. For more information, see the BlackBerry AtHoc *Telephony Alerting System Installation and Configuration Guide*.

Configure the TTY plug-in

Add TTY as a device type to the database

From the TAS server, run the following queries to add the TTY device type:

Query 1

```
Use ngdeliveryGo
DECLARE @deviceType NVARCHAR(50),@ResourceType NVARCHAR(50)
SELECT @deviceType='TTY'
SELECT @ResourceType='CONCURRENT'
IF NOT EXISTS (SELECT * FROM NGDeliveryAccount.dbo.DatacenterSiteDetail a
INNER JOIN ProductInfo b
ON a.SiteId=b.SiteId
WHERE a.DeviceType=@deviceType)
BEGIN
INSERT INTO NGDeliveryAccount.dbo.DatacenterSiteDetail([DataCenterId],
[SiteId],[DeviceType],[ResourceType],[CreatedOn])
SELECT 1,siteid , @deviceType,@ResourceType ,GETUTCDATE()
FROM ProductInfo
END
```

Query 2

```
Insert into [ngdeliveryaccount].[dbo].[RscDeviceMap] ( [DeviceType] ,
[ResourceId] ,[ResourceCount]) values ('TTY', 1, 1)
```

Configure TTY

1. Launch NDS Console from C:\Program Files (x86)\AtHocENS\DeliveryServer\Tools\nDSConsole.
2. Navigate to **Menu > Management > Configuration**.
3. Select default configuration for nds.plugin.UcmTas.
4. Add the following configuration to the UCM-plugin parameters table:

```
<TtyRepeats>2</TtyRepeats>
<TtyRepeatInterval>3</TtyRepeatInterval>
```

5. Restart all services on the server.

The TTY/TDD phone device is fully configured.

BlackBerry AtHoc Customer Support Portal

BlackBerry AtHoc customers can obtain more information about BlackBerry AtHoc products or get answers to questions about their BlackBerry AtHoc systems through the Customer Support Portal:

<https://support.athoc.com/customer-support-portal.html>

The BlackBerry AtHoc Customer Support Portal also provides support via computer-based training, operator checklists, best practice resources, reference manuals, and user guides.

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BlackBerry Limited
2200 University Avenue East
Waterloo, Ontario
Canada N2K 0A7

BlackBerry UK Limited
Ground Floor, The Pearce Building, West Street,
Maidenhead, Berkshire SL6 1RL
United Kingdom

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