PremierOne™ TDD

User Guide

Version 3.3

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Contents

CHAPTER 1

Introduction

PREMIER TDD provides a way for dispatchers to communicate with callers who use a TDD (Telecommunication Device for the Deaf). This document is intended for personnel responsible for handling incoming 911 calls and supports PREMIER TDD Version 3.2.

PREMIER TDD can be used in conjunction with Zetron 3030F, Zetron 3030, and MAARS modules Answering Position Units. This manual does not contain instructions relating to the installation or functions of the equipment. Refer to the respective manuals for this information.

This guide describes how to configure PREMIER TDD and use the PREMIER TDD Call dialog box to communicate with callers.

Using the Documentation

This user guide contains the following chapters:

Chapter 1: "Introduction."
Contains general information about this User Guide and how to report problems that are experienced with PREMIER TDD.

Chapter 2: "Configuring PREMIER TDD."
Contains instructions about how to configure TDD, including hardware setup, system parameters, message configuration, and PSAP configuration.

Chapter 3: "Communicating With a Caller Using Premier TDD."
Contains a description of the PREMIER TDD Call dialog box functions, and how to interrogate an open line and receive a call without interrogation. TDD recommendations, codes, and call logging are also described.

Conventions Used in This Guide

Note the following conventions used in this guide:

- Labeled buttons, commands, and options are in **bold**.
  For example, click **OK** to close the dialog box.
- Information that the user needs to enter is in Courier New font.
  For example, type `BO90001` in the text box.
- File names are in Courier New font.
  For example, locate the file `Motorola\TDD\TDD.exe`.

Notes and Cautions

Throughout this guide, notes and cautions are used to highlight text. Notes indicate information that is of high importance. Cautions contain information that must be observed or damage to the system could result.

NOTE
Information listed in notes is of high importance.

CAUTION
Cautions contain information that must be observed or loss of data could result.

Displaying Version Information

To display PREMIER TDD version information:

From the **Help** menu, select **About**.

The About TDD dialog box appears showing the version of TDD.

Technical Support

You can obtain support by phone from Technical Support at **1-800-323-9949**. International customers, please call **1-847-576-7300**. After you are connected, use the following information to obtain product-specific support.

- For CAD, press 2-6-1
- For RMS, press 2-6-2
- For Mobile, press 2-6-3
- For Jail, press 2-6-4
- For all other products, press 2-6-0

During regular business hours, your call is routed directly to available technical support personnel. After regular business hours, a 24/7 support engineer is contacted and will immediately return your call. Have the following information ready:

- Product name and version number
- Description of the problem
- What you were doing when the problem occurred
- Steps you took to try to solve the problem
- Hardware description
- Exact wording of any messages appearing on your screen

CHAPTER 2

Configuring PREMIER TDD

This chapter describes how to configure PREMIER TDD. Provisioning, configuration, security, setting up the hardware, setting system parameters, configuring messages, and setting up secondary Public Safety Answering Points (PSAPs) are detailed.

Provisioning

Before using TDD, you must set TDD up in Provisioning.

To set up TDD in Provisioning:

1. Access Provisioning.
2. From the navigation pane, select **Resources**, then select **Systems**, and then select **TDD**.
3. From the Systems-TDD filter page, select **Add New** and select the Agency that will be using TDD. Click **OK**.

The Systems-TDD form appears.

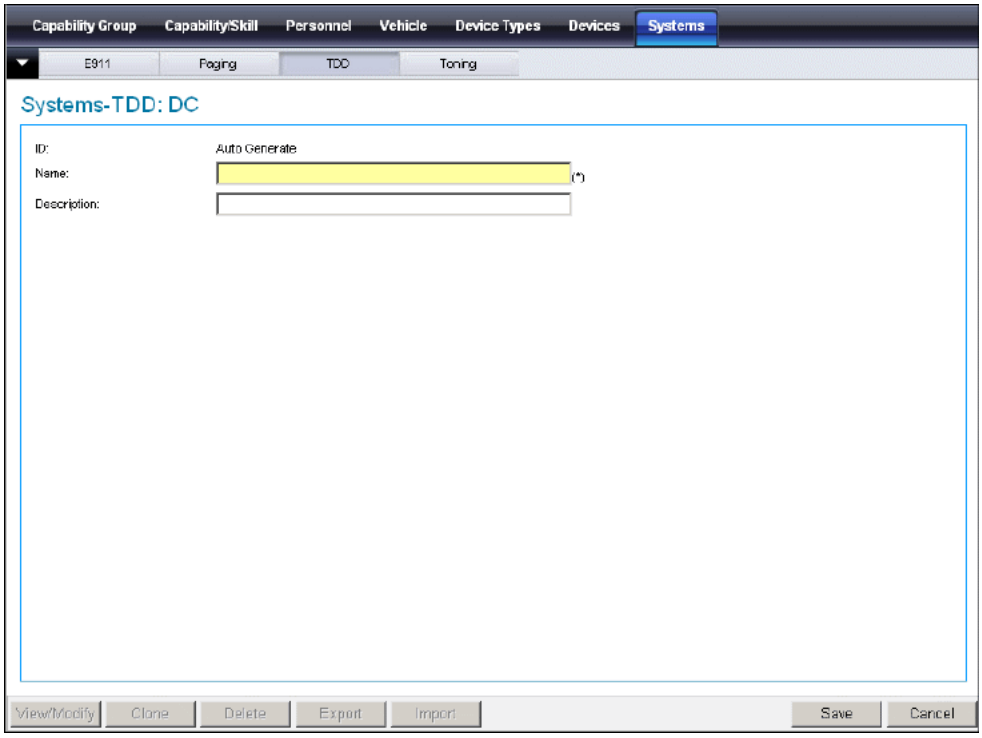

Figure 2-1 Systems-TDD Form

4. In the Name field, type a name for the TDD system.
5. In the Description field, type a description for the TDD system.
6. Click **Save**.

After you save the file, a 36-digit ID appears in the ID field.

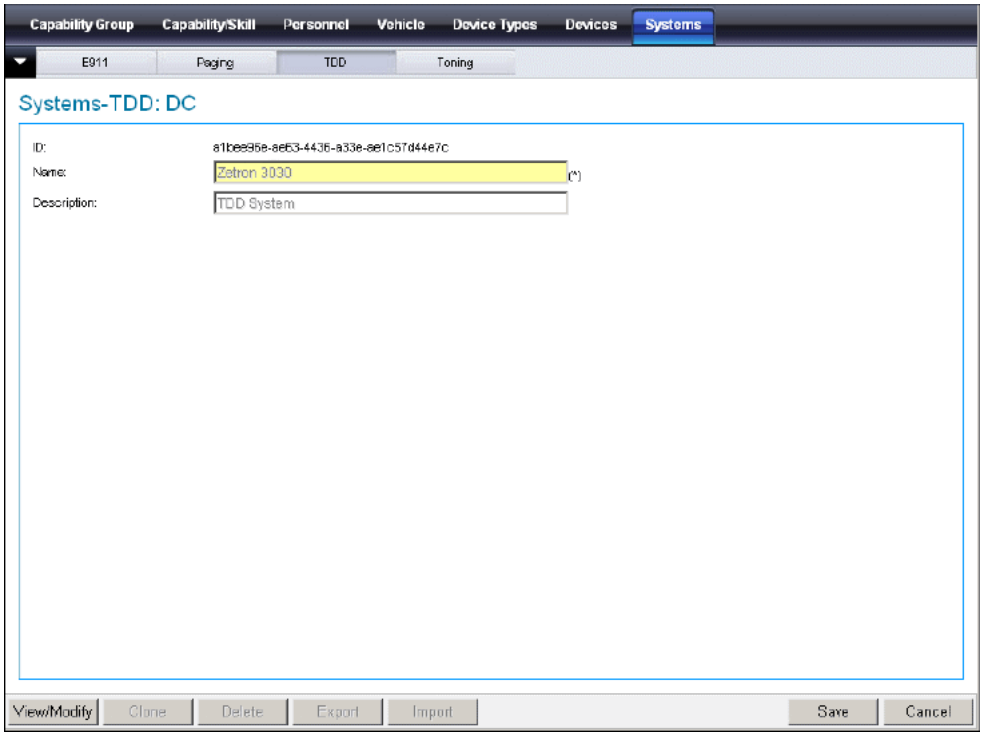

Figure 2-2 Systems-TDD Form Showing ID

7. From the Navigation pane, select **Resources**, then select **Devices**, and then select **Workstation/MDT**.
8. From the Workstation/MDT filter page, select **Add New** and select the Agency that will be using TDD. Click **OK**.

   The Devices form appears.
9. From the Device Type list, select **Workstation**.
10. In the `Device ID` field, type an ID for the device, such as `TDD_Device`.
11. Select the check box for the `TDDWorkstation` field.
12. In the Position field, type the numeral `1`.

    This is for phone position 1.

    The rest of the fields are optional for TDD.
13. Click **Save**.

Configuration

After setting up TDD in Provisioning, you must set it up in int System Management Portal Configuration Module.

To set up TDD in the System Management Tool Portal Configuration module:

1. Access the Configuration module from the System Management Tool Portal. If you are already in Provisioning, you can go to the **View** menu and select **Web Portal**.

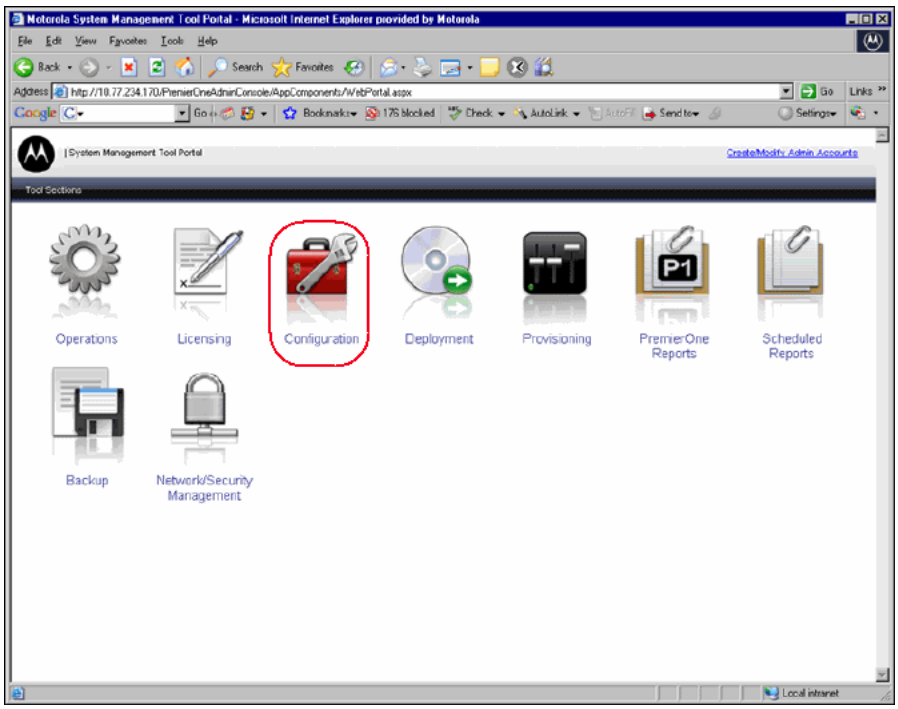

Figure 2-3 System Management Tool Portal – Configuration Module

2. Select the Edit tab.

3. In the pane on the left, scroll down until you can select `Tdd\TddInterface_confix.xml`.

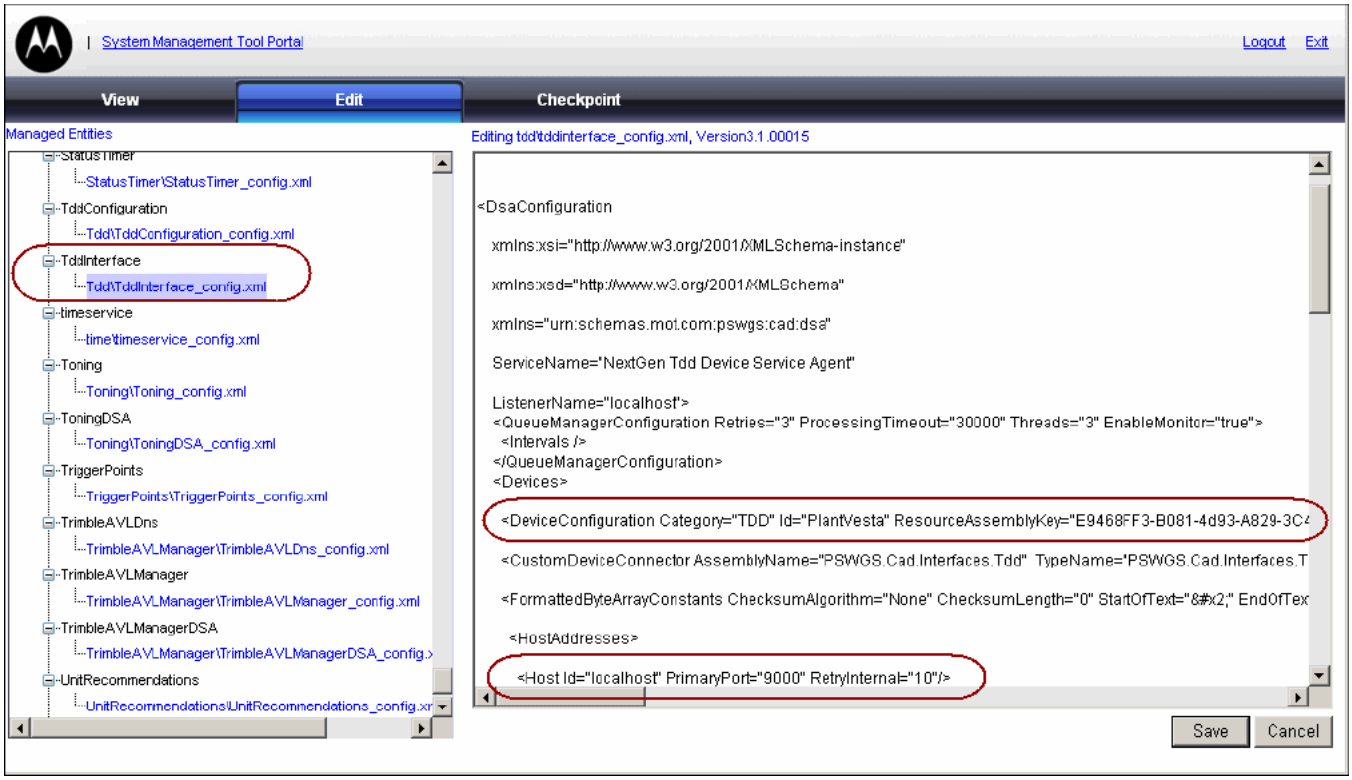

Figure 2-4 TddInterface_Config.xml

4. For the **DeviceConfiguration** element, set the values of the following attributes:
   - Set the value of the `Configuration` attribute to `"TDD"`.
   - Set the value of the `ID` attribute to the name of the TDD system.
   - For the value of the `ResourceAssemblyKey` attribute, copy the 36-digit ID code from the Systems-TDD screen in Provisioning. (See "Provisioning" on page 2-1, specifically step 6.)
5. For the **Host** element, set the values of the following attributes:
   - Set the value of the `ID` attribute to the address of the TDD system (based on the customer environment).
   - Set the value of the PrimaryPort attribute to `"9000"`.
6. Click **Save**.

Security

Changes made to PREMIER TDD that affect the `TDD.INI` file are password protected. When you change any configuration parameters, the Master Password dialog box appears prompting you for your password. The password is initially set by Motorola and can be changed by authorized personnel. Contact Motorola for password information.

To change configuration items:

1. Open the configuration dialog box.
2. Make your changes and click **OK**.

   The Master Password dialog box appears.

Figure 2-1 Master Password Dialog Box

3. Type the master password and click **OK**.

   If you do not have the correct password, the new settings are not saved.

Setting up the System Hardware

The hardware you select determines the other commands that are available for additional system configuration. PREMIER TDD supports the following hardware devices: MAARS, Zetron 3030, and Zetron 3030F.

To set up system hardware:

1. From the **Configure** menu, select **System Hardware**.

The Configure System Hardware dialog box appears.

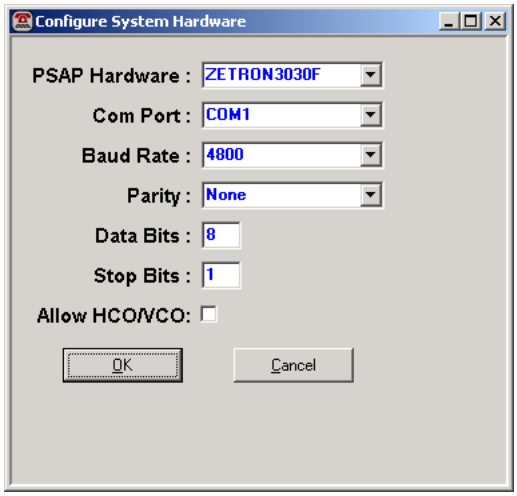

Figure 2-1 Configure System Hardware Dialog Box

2. From the PSAP (Public Safety Answering Point) Hardware drop-down list, select the type of hardware that is installed.

   Options include the following:

   - MAARS – interprets baudot data generated from a standard TDD. Baudot is a transmission code that uses five bits per character, thus allowing up to 32 distinct characters.
   - Zetron 3030 – interprets baudot and ASCII data. ASCII data is generated from a TDD application on a PC.
   - Zetron 3030F – interprets baudot data and ASCII data.

     Zetron 3030F allows the forwarding of the TDD call with existing dialogue to another agency also using a Zetron 3030 or 3030F.

   NOTE
   Zetron 3030 hardware can accept a forwarded call, but cannot forward a call.

3. From the Com Port drop-down list, select the communication port.
4. From the Baud Rate drop-down list, select the transmission rate.

   This is for MAARS configuration only. This entry does not refer to the baud rate of the TDD signal sent to the caller.

5. From the Parity drop-down list, select the data transmission type between the installed hardware and the dispatcher's workstation.

   This is for the MAARS configuration only.

6. Leave the Data Bits set to 8.

7. Leave the Stop Bits set to 1.

8. To allow toggling between voice and typing, select the Allow HCO/VCO (Hearing Carry Over/Voice Carry Over) check box.

   When this check box is selected, the dispatcher can toggle between voice mode and typing mode by pressing Alt+V. This is useful for a caller who can speak but cannot hear.

   If this check box is not selected, the dispatcher can only communicate by typing.

9. Click **OK**.

   The Master Password dialog box appears.

10. Type the master password and click **OK**.

    For additional details about security, see “Security” on page 2-6.

Setting System Parameters

System parameters include the default language of the site-specific messages and corresponding function keys, how the question mark (?) is translated in the caller’s TDD, logging details for the transcript of the TDD call, and CAD identifier and parameter delimeters.

To set up system parameters:

1. From the **Configure** menu, select **System Setup**.

   The System Setup dialog box appears.

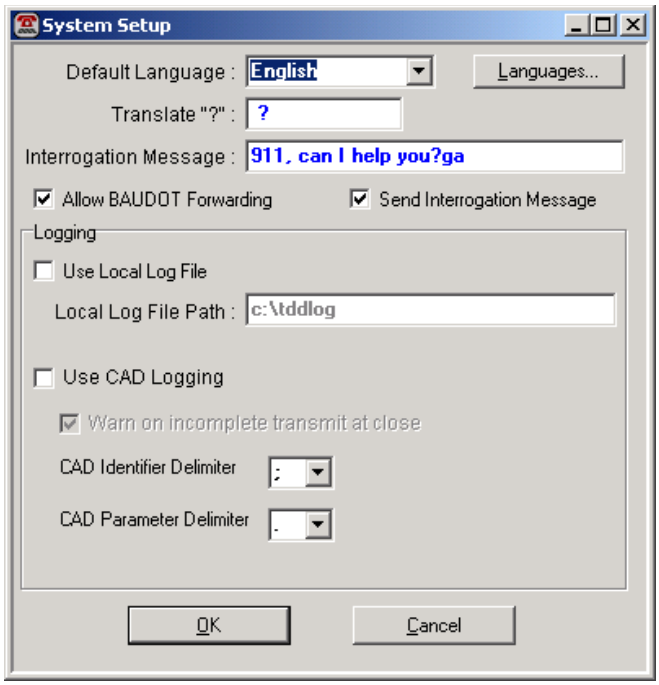

Figure 2-1 System Setup Dialog Box

2. From the Default Language drop-down list, select the language used for the site-specific messages and corresponding function keys.

   To add a new language, click the **Languages** button. For details, see “Adding and Editing Languages” on page 2-11.

3. In the Translate “?” text box, type a string of text that is sent to the caller’s TDD whenever the dispatcher enters a question mark.

   For example, the following TDD convention could be entered:

   ```
   Are you alright QQ
   ```

   With this setting, the QQ is used in place of a question mark.

4. In the Interrogation Message text box, type the message that is automatically sent across the line when a line is interrogated for a possible TDD call.

   For PREMIER TDD to make a connection, the caller must type something after the line is interrogated. The interrogation message must identify the agency and instruct the caller to begin typing.

5. Select the Send Interrogation Message check box.

6. To use Baudot forwarding of calls, select the Allow BAUDOT Forwarding check box.

   If Baudot forwarding is selected, both ASCII and Baudot calls are accessible. If Baudot forwarding is not selected, only ASCII calls are accessible.

   Baudot is a transmission code that uses five bits per character.

7. To store a transcript of the TDD call locally, select the Use Local Log File check box.

   When the TDD Call window closes, the communication between the TDD caller and the dispatcher is appended to the TDD.LOG file. For additional details on log files, see “Local Logging” on page 3-9.

8. In the Local Log File path text box, type the location where you want the log file stored.

9. To store the transcript of the TDD call in PREMIER CAD, select the Use CAD Logging check box.

   The transcript is stored with either the incident that is associated with the TDD call, or the incident type that is defined in the Incident Type field.

   For additional details on CAD log files, see “CAD Logging” on page 3-9.

10. To receive a message indicating an incomplete transmission when you close the TDD Call dialog box, select the Warn on incomplete transmit at close check box.

11. From the CAD Identifier Delimiter drop-down list, select the CAD delimiter.

    The delimiter is used to separate command identifiers and is site-specific. Options include a semicolon (;) or an equal (=) sign.

    For example:
    IR.<*incident number*>.DR;Y or IR <*incident number*> DR=Y.

12. From the CAD Parameter Delimiter drop-down list, select the CAD parameter delimiter.

    The delimiter is used to separate command parameters on the command line and is site-specific. Options include a period or a space.

    For example:
    IR.<*incident number*>.DR;Y or IR <*incident number*> DR=Y.

13. Click **OK**.

    The Master Password dialog box appears.

14. Type the master password and click **OK**.

    For additional details about security, see “Security” on page 2-6.

Managing Languages

You can add, edit, and delete languages in PREMIER TDD. You select the language to be used in the System Setup dialog box.

Adding and Editing Languages

To addor edit a language:

1. From the **Configure** menu, select **System Setup**.

   The System Setup dialog box appears.

2. Click the **Languages** button.

   The Configure Languages dialog box appears.

Figure 2-1 Configure Languages Dialog Box

3. Click the **New** button.

   The Edit Language dialog box appears.

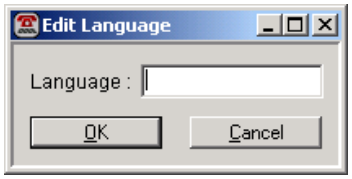

Figure 2-1 Edit Language Dialog Box

4. In the Language text box, type the name of the language.

5. Click **OK**.

Deleting Languages

To delete a language:

1. From the **Configure** menu, select **System Setup**.

   The System Setup dialog box appears.

2. Click the **Languages** button.

   The Configure Languages dialog box appears.

3. Select the language you want to delete and click **Delete**.

4. Click **OK** to close the Configure Languages dialog box.

Configuring Messages

Message configuration allows you to configure the function keys that display in the TDD Call dialog box and the site-specific messages that are transmitted.

To configure messages:

1. From the **Configure** menu, select **Messages**.

The Configure User Messages dialog box appears. The Key column lists the function keys that can have a message attached. When a function key on the keyboard is pressed, the corresponding text is automatically sent to the caller's TDD.

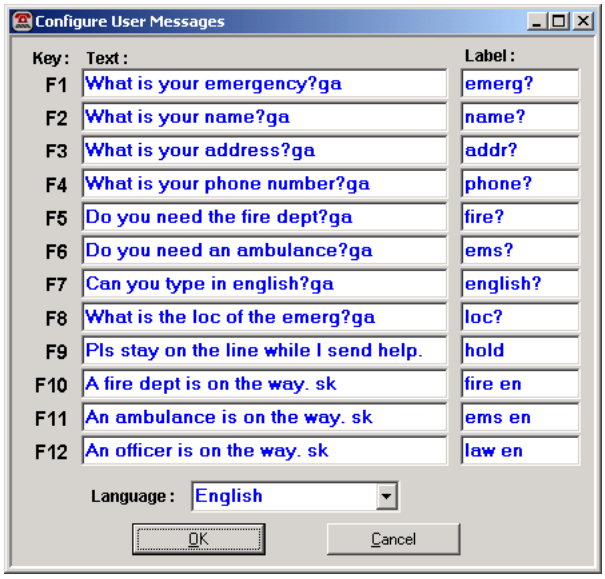

Figure 2-1 Configure User Messages Dialog Box

2. From the Language drop-down list, select the language that is used to create the site-specific messages.

   For details on setting up languages, see "Managing Languages" on page 2-11.

> **NOTE**
> Make sure the language is selected before entering the message in the Text boxes. If a language is selected after text is entered, the existing text clears from the Text boxes.

3. In the Text boxes, type the text of the message for each corresponding function key.
4. In the Label boxes, type a label identifying the text message type for each function key.

   For example, the text `What is your address?` could have the label `Addr?`
5. To configure an additional language, repeat <z blue>step 2 to <z blue>step 4.
6. Click **OK**.

   The Master Password dialog box appears.
7. Type the master password and click **OK**.

   For additional details about security, see "Security" on page 2-6.

Configuring Secondary PSAPS

If you are using Zetron 3030F hardware, you can configure secondary PSAPs (Public Safety Answering Points) to which a TDD call can be forwarded, such as another agency or dispatcher. The secondary PSAPs must also have a Zetron 3030 or 3030F installed. The Zetron 3030 hardware can only receive a forwarded call from a Zetron 3030F. Only calls that are received as ASCII can be forwarded.

Once received, the call cannot be forwarded.

CAUTION

The Zetron 3030F hardware does not release the dispatcher who forwarded the call. Instead, the TDD caller, original dispatcher, and secondary PSAP are linked. PREMIER TDD allows both dispatchers to communicate with the TDD caller.

If the original dispatcher should disconnect from the call, the connection between the TDD caller and the secondary PSAP is lost.

To configure secondary PSAPs:

1. From the **Configure** menu, select **Secondary PSAPS**.

   The Secondary PSAPs dialog box appears. The Key column lists the function keys that can have a secondary PSAP attached. Pressing the **Shift+function key** on the keyboard forwards the call.

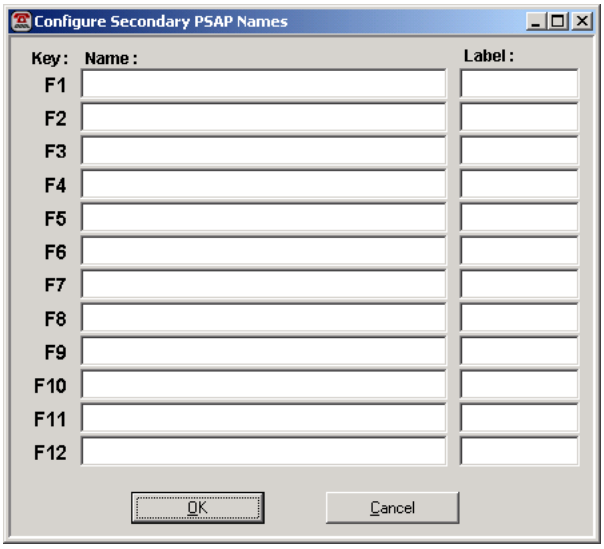

Figure 2-1 Configure Secondary PSAP Names Dialog Box

2. In the Name box, type the full name of the secondary PSAP for each of the corresponding function keys.

3. In the Label box, type a label that easily identifies the corresponding full-length PSAP name for each corresponding function key.

   For example, the Name `High Country Fire` could have the label `HighFire`.

4. Click **OK**.

   The Master Password dialog box appears.

5. Type the master password and click **OK**.

   For additional details about security, see “Security” on page 2-6.

CHAPTER 3

Communicating With a Caller Using Premier TDD

This chapter presents an overview of the functionality of the TDD Call dialog box and describes how to interrogate an open line and receive a TDD call without interrogation. TDD call logging is also described.

Overview of the TDD Call Dialog Box

The TDD Call dialog box is used to communicate with a TDD caller. The caller's communication displays in the C<A>ller's Text box. You use a combination of the site-specific function keys, the Caller's text, and text typed into the <O>utgoing box to communicate with the caller.

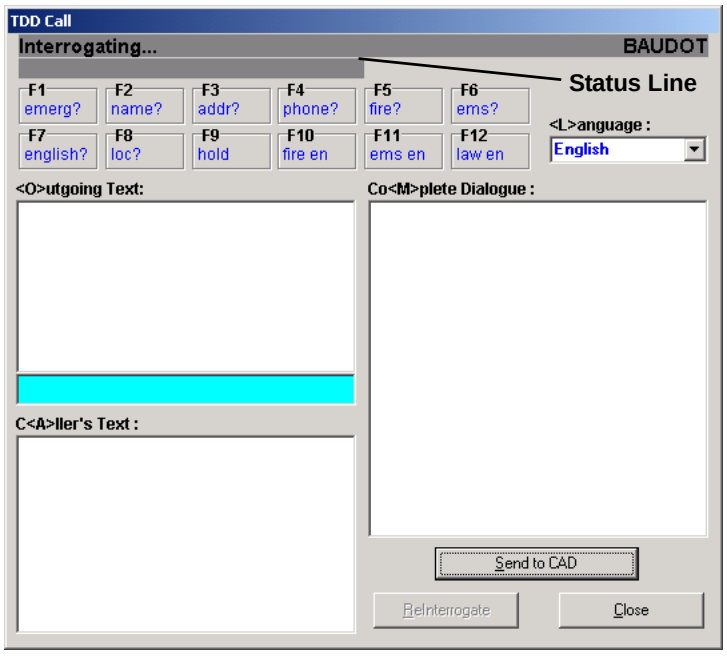

Figure 3-1 TDD Call Dialog Box

The TDD Call dialog box contains the following sections:

- Status Line. The Status line displays the status information about the current TDD operations. The left side of the status line displays status messages about current TDD connections and errors. The right side of the status line indicates the type of data (ASCII or Baudot) that is being received for the current TDD call.

- Function Keys. When pressed, the function keys display the site-specific message functions. The function keys show only the labels for the configured messages. When a specific function key is pressed, the corresponding message text is automatically sent to the caller's TDD. For details on message configuration, see "Configuring Messages" on page 2-12).

- Shift+Function Keys. When pressed, the Shift+function key combination displays the secondary PSAP functions that are currently configured. The secondary PSAP function keys only contain the labels for configured secondary PSAPs. When the Shift+function key is pressed from a Zetron 3030F, the current TDD call and existing communication is forwarded to the selected PSAP. For details on PSAP configuration, see "Configuring Secondary PSAPS" on page 2-14.

  NOTE
  Forwarding a call to a secondary PSAP is available only if Zetron 3030F hardware is installed in the current PREMIER CAD system, and an ASCII connection is established. Any calls that are not ASCII (such as Baudot) cannot be forwarded.

- <L>anguage. This box displays the language used to format the function key labels and the corresponding site-specific messages. You can select a different language from the drop-down list. For details on configuring languages, see "Setting System Parameters" on page 2-8.

- Outgoing Text box. This box contains the cumulative text that you type to communicate with the TDD caller. Text is immediately transmitted to the caller.

  Type each message in the blue text box below the Outgoing text box. Text displays in the Outgoing text box in blue and in lower case.

  If the current call is forwarded to a secondary PSAP, the <O>utgoing Text label changes to Secondary PSAP Text. The secondary PSAP's communication displays in the window. However, the first PSAP dispatcher (who forwarded the call) is not released from the call. Instead, the TDD caller, original dispatcher, and secondary PSAP are able to communicate with the TDD caller.

  If the cursor is not at the end of the line when typing resumes, PREMIER TDD generates a warning sound, moves the cursor to the end of the text, and shows the typed character at the new cursor location.

NOTE
The Alt+O key combination can be used to move the cursor to the Outgoing Text box.

- C<A>ller's Text. This box displays the text from the TDD caller as each character is received. The text displays in red and in upper case.

  NOTE
  The Alt+A key combination can be used to move the cursor to the C<A>ller's Text box. To scroll through the caller's text, use the arrow keys.

- Co<M>plete Dialogue. This box displays the text of the dialogue that occurs between the call taker or dispatcher, the secondary PSAP dispatcher (if any), and the TDD caller as the text is received or transmitted. The transcript created from the dialogue contains various system messages, which are enclosed in brackets. Each system message is followed by a timestamp.

  NOTE
  The Alt–M key combination can be used to move the cursor to the Co<M>plete Dialogue box.

- Send to CAD button. Click this button to send a copy of the dialogue to PREMIER CAD. For additional details, see "Interrogating an Open Line" on page 3-5.

- Reinterrogate button. Click this button to interrogate an open line a second time if a reply is not received after sending the initial interrogation message.

  If a connection is not made after a site-specific delay, the following message displays in the Co<M>plete Dialogue box:

  ```
  <10 seconds No Reply> <Disconnected>
  ```

  In Zetron systems, the status line of the TDD Call dialog box additionally displays `Interrogation Timeout`. If this message displays, click the **Close** button to terminate the call.

- Terminate/Close/Disconnect. The following labels can display on this button:

  Terminate. Displays if an active TDD call has just taken place. Click this button to end the connection, append the text in the Complete Dialogue box to the `TDD.LOG` file, and disconnect the TDD Call dialog box.

  Close. Displays if an open line did not connect to a TDD caller. Click this button to close the TDD Call dialog box.

  Disconnect. Displays if the current call was forwarded to a secondary PSAP. Click this button to disconnect the TDD call.

For details on configuring the `TDD.LOG`, see "Setting System Parameters" on page 2-8.

CAUTION

If the original dispatcher clicks the Disconnect button, the connection between the TDD caller and the secondary PSAP is lost.

TDD Recommendations

Because of the limitations of the average TDD device, keep in mind the following conventions and recommendations when communicating with a TDD caller:

- Begin each transmission with at least two blank spaces to separate your message from the caller's message in the caller's TDD display.
- End each transmission with a carriage return after the GA code (see following table for a description of codes).
- Keep messages short. Most TDD devices use a dot-matrix display that is capable of showing only 20 characters at a time. Even though the speed of TDD communications is relatively slow (about five characters per second), text sent at maximum speed can still scroll by faster than the caller can read it.
- Avoid use of punctuation. Most TDD keyboards differ from standard typewriter or computer keyboards. Generally, a TDD device has only three rows of keys. Punctuation (except for the period and comma) and numbers are created by using the Shift key and a designated letter of the keyboard. Because many callers use their TDD devices infrequently, they tend not to use punctuation.

TDD Codes

The following table lists standard TDD codes that are used to indicate when a person is finished sending a message and the other person can reply; how to replace punctuation; and how distinguish the end of the telephone conversation.

Table 3-1 TDD Codes and Meanings

TDD Code	Meaning
GA	Use to signal Go Ahead to mark the end of your message and that the other person may respond. For example: `IS EVERYONE OK? GA`
QQ	Use to replace a question mark (?), which some TDDs do not have. The GA code must still be typed at the end of the transmission. For example: `IS EVERYONE OK QQ GA`
GA SK GA/SK GA or SK	Use to signal intent to sign off (such as “This ends my side of the conversation. Do you have something else to add?”). For example: `A POLICEMAN IS ON THE WAY. GA/SK`
SK SK SK/SK	Use to acknowledge the other person’s GA/SK and to terminate the conversation on both sides. For example: `THANK YOU. I'LL WAIT OUTSIDE. SK/SK`

Interrogating an Open Line

To interrogate an open line:

1. Display the PREMIER TDD main window.
2. Do one of the following:
   - For Zetron hardware, from the **File** menu, select the **Interrogate** command.
   - On the MAARS console, press the **TDD Function** key twice.

   The interrogation message that is currently configured is transmitted to the caller’s TDD. This message displays in the Complete Dialogue box.

> **NOTE**
> An interrogation timeout occurs in about twenty seconds; until then, PREMIER TDD disables the Reinterrogate and Close buttons.

If a response is not received:

a. Interrogate the line again by clicking the **Reinterrogate** button or by using the Alt+R key combination.

The interrogation message is resent. The Zetron or MAARS waits a configured amount of time, and sends a disconnect message if no transmission is received.

If a response is received, the Caller's Text box of the TDD Call dialog box displays the caller's reply and a Connected message displays in the Complete Dialogue box.

b. Click **Close** to minimize the TDD Call dialog box and return focus to PREMIER CAD.

Receiving a TDD Call Without Interrogation

If a TDD caller begins typing before an interrogation message has been sent, the TDD Call dialog box immediately displays on top of the PREMIER CAD window. If the call taker is initiating an incident for another call, the call taker may need to use the Alt+Tab key combination to return to PREMIER CAD to complete the task.

Before returning to PREMIER CAD, however, the call taker should use the appropriate TDD function key to send a predefined message to the TDD caller. This action assures the TDD caller that a connection has been made. If the TDD Call dialog box is positioned so that the Complete Dialogue box remains visible when placed behind PREMIER CAD, the call taker can monitor the incoming text.

Sending the Dialogue to PREMIER CAD

You can send a copy of the complete dialogue in the TDD Call dialog box to the incident in PREMIER CAD.

To send the dialogue to PREMIER CAD:

1. From the TDD Call dialog box, click the **Send to CAD** button.

   The CAD Logging dialog box appears.

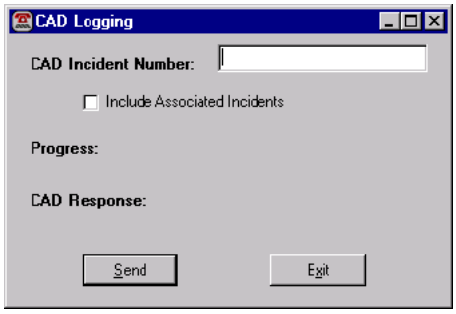

Figure 3-1 CAD Logging Dialog Box

2. In the CAD Incident Number text box, type the incident number to which you want the conversation transmitted.

   The usual configuration rules apply with regard to the incident number; you may need to specify an agency ID or # depending on the configuration for the site. If the incident is active, you can substitute a unit ID.

3. To include associated incidents, select the **Include Associated Incidents** check box.

4. Click the **Send** button.

The conversation is transmitted to PREMIER CAD. The progress of the transmission displays in the CAD Logging dialog box. The Message <TDD Conversation Sent to this Point> displays in the Co<M>plete Dialogue box to indicate how much information has been transmitted.

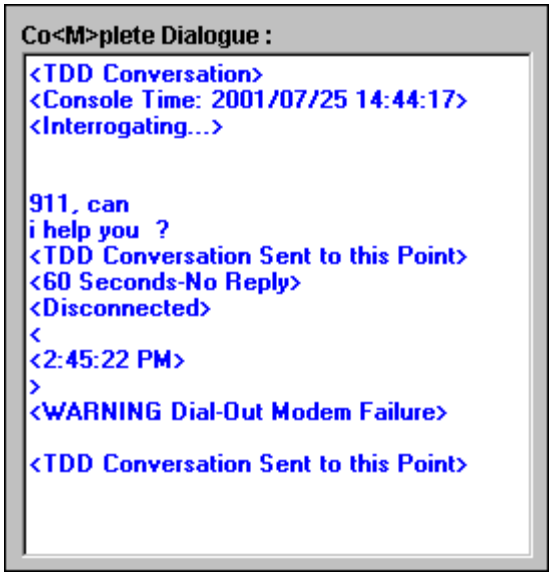

Figure 3-1 Co<m>plete Dialogue Box Displaying Transmission Messages

Each line of code is transmitted as an individual record. Operator-initiated messages begin with `O-`, System messages begin with `S-`, and Caller messages begin with `C-`. If PREMIER CAD cannot identify the source (such as a carriage return or line feed) the message is indicated by `?-`.

5. Repeat <z blue>step 1 through <z blue>step 4 as many times as needed.

   You can send pieces of the conversation sequentially. This might be useful when you want to send the initial details to PREMIER CAD for dispatching and then later want to send any updates.

   If you select Warn on incomplete transmit on close in the configuration settings and then close the TDD Call dialog box without transmitting all of the conversation, the Warning dialog box appears. For details on the configuration settings, see “Setting System Parameters” on page 2-8

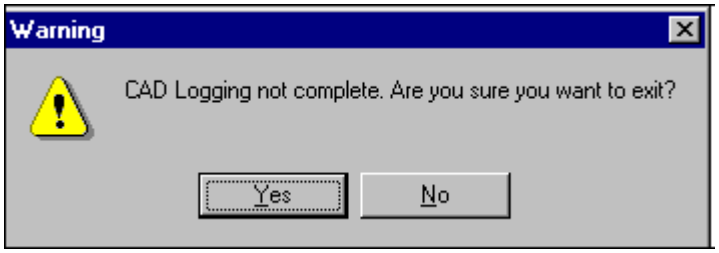

Figure 3-1 Warning Dialog Box

Click **No** to return to the TDD Call dialog box and finish sending the CAD information.

TDD Call Logging

PREMIER TDD provides two methods for logging the TDD dialogue transcript:

- Use Local Log File
- Use CAD Logging

To enable logging, see “Setting System Parameters” on page 2-8.

Local Logging

For local logging, the complete transcript created from the TDD call is logged to `TDD.LOG`. Closing the TDD Call dialog box appends the dialogue of the TDD caller and the primary dispatcher and secondary dispatcher (if any) to the log file. The transcript is the text that is displayed in the Complete Dialogue box of the TDD Call dialog box.

The TDD.LOG file is identified by a filename that indicates the date in YYMDD format; M is in hexadecimal format where 0=January. An example file name is `TDD10A04.LOG`). Each new transcript that is appended to the file is identified with the message `TDD Call Begin`, and the end of the transcript is identified by the message `TDD Call End`.

```
********** TDD Call Begin **********

<Interrogating...>
<2010/10/17 08:52:02.580>
911, can I help you qq  ga
<10 Seconds- No Reply>
<Disconnected>
<2010/10/17 08:52:12.030>

*********** TDD CALL END ***********
```

Figure 3-2 Sample Transcript in the TDD.LOG File

CAD Logging

For CAD Logging, the TDD call transcript is stored in PREMIER CAD as a comment field for the corresponding incident record.

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