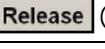
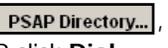
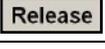
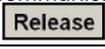


<p>Log-In to VESTA:</p> <ul style="list-style-type: none"> • Within Log-In screen, enter Username and Password. • Click OK button. 	<p>Log-Off of VESTA:</p> <ul style="list-style-type: none"> • From VESTA screen, click once on File menu. • Choose Log-Off. 	<p>Shutting Down VESTA:</p> <ul style="list-style-type: none"> • From Log-In screen, click Cancel.
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Call Conferences & Transfers	9-1-1 Lines	Admin Lines
<p>... Using Direct Number Buttons (Fire, EMS, Police, etc.)</p>	<p>Advise caller to "Stay on the line to be ... ",</p> <ul style="list-style-type: none"> • Click once on direct number button . • When third party answers, all <u>three lines are connected</u>. • Telecommunicator can remain on line (to Conference) or click  (to Transfer). 	<p>Advise caller to "Stay on the line to be ... ",</p> <ul style="list-style-type: none"> • Click once on direct number button . • When third party answers, click  to connect <u>all three parties</u>. • Telecommunicator can remain on line (to Conference) or click  (to Transfer).
<p>... Using Simple List Buttons (PSAP Directory, Special Services, etc)</p>	<p>Advise caller to "Stay on the line to be ... ",</p> <ul style="list-style-type: none"> • Click once on simple list button , select town/agency name and double-click name OR click Dial. • When third party answers, all <u>three lines are connected</u>. • Telecommunicator can remain on line (to Conference) or click  (to Transfer). 	<p>Advise caller to "Stay on the line to be ... ",</p> <ul style="list-style-type: none"> • Click once on simple list button , select town/agency name and double-click name OR click Dial. • When third party answers, click  to connect <u>all three parties</u>. • Telecommunicator can remain on line (to Conference) or click  (to Transfer).
<p>... Using Tabbed List Buttons (Speed Dial, etc)</p>	<p>Advise caller to "Stay on the line to be ... "</p> <ul style="list-style-type: none"> • Click once on tabbed list button , select named tab, select agency name and double-click name OR click Dial. • When third party answers, all <u>three lines are connected</u>. • Telecommunicator can remain on line (to Conference) or click  (to Transfer). 	<p>Advise caller to "Stay on the line to be ... ",</p> <ul style="list-style-type: none"> • Click once on tabbed list button , select named tab, select agency name and double-click name OR click Dial. • When third party answers, click  to connect <u>all three parties</u>. • Telecommunicator can remain on line (to Conference) or click  (to Transfer).
<p>... Using Manual Dial Numbers (Any number not programmed into the Auto Dial window)</p>	<p>Advise caller to "Stay on the line to be ... ",</p> <ul style="list-style-type: none"> • Click once on  button, dial number in Dial Box (11 digits) [1-area code-seven digit number]. • When third party answers, <u>all three lines are connected</u>. • Telecommunicator can remain on line (to Conference) or click  (to Transfer). 	<p>Advise caller to "Stay on the line to be ... ",</p> <ul style="list-style-type: none"> • Click once on  button, dial number in Dial Box (12 digits) [9-1-area code-seven digit number]. • When third party answers, click  to connect <u>all three parties</u>. • Telecommunicator can remain on line (to Conference) or click  (to Transfer).
<p>... Using Internal Transfer (Transfer calls between workstations)</p>	<p>Advise caller to "Stay on the line to be ... ",</p> <ul style="list-style-type: none"> • Click once on  button, to contact another agent. The caller is on hold. • Click once on  button to connect <u>all three parties</u>. • Telecommunicator can remain on line (to Conference) or click  (to Transfer). <div data-bbox="1512 1388 1974 1445" style="border: 1px solid black; padding: 5px; text-align: center;"> <p>Same process for 9-1-1 & Admin lines</p> </div>	

Silent Call Processing

1. Advise the caller to **“Stay on the line while I check for TTY. Do not hang up.”**
2. Click  button on VESTA Toolbar to launch.
3. Click **TTY Disable** button to activate the window.
*Button changes to status of **TTY Active**.*
4. TTY greeting will be sent out automatically.
5. If no response received to first message, send greeting again. *(Greeting tab, double click message).*
6. If still no response, click **TTY Active** button to deactivate window. *Button changes to **TTY Disable**.*
7. Verbally advise caller:
 - **“If you need POLICE, press 1”**
 - **“If you need FIRE, press 2”**
 - **“If you need AMBULANCE, press 3”**
8. Listen for the response and **monitor TTY window for digits being sent by caller.**
9. If caller responds, continue to ask questions in a YES/NO format, telling the caller to each time to:
 - **“Press 4 for YES”**
 - **“Press 5 for NO”**
10. If still no response from the caller, initiate response of emergency services and remain on the line per local procedures.

Incoming TTY Calls

- Incoming TTY calls can be “Silent” or “Tweedle” calls.**
- All Silent Calls **MUST BE checked for TTY**, following steps 1 thru 6 of the Silent Call Process.
 - “Tweedle Calls” are initiated by caller pressing the space bar on a TTY device rapidly. This action produces a tweedle tone which is sent over the line, signaling the TTY window to automatically launch and activate. The greeting message is automatically sent.
 - Telecommunicators should prepare themselves to respond to the caller’s message when they appear.

Outgoing TTY Calls

- To place an outgoing TTY call:
- Use the ANI Callback feature OR enter phone number (using 12 digits, including a “9”) into the Dial Box.
 - Click **Dial** button.
 - Click TTY button on VESTA Toolbar and listen for party to answer.
 - Click **TTY Disable** button to activate the window.
*Button changes to **TTY Active**.*
 - Type message to TTY caller in TTY window.

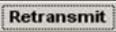
Disability Indicators

- LSS** Life Support System (equipment to sustain life)
- B** Blind
- MI** Mobility Impaired (bedridden, use a wheelchair)
- DHH** Deaf & Hard of Hearing
- CI** Cognitive Impairment (Alzheimer’s, Dementia, mental impairments, etc)
- SI** Speech Impairment
- TTY** Teletypewriter Device (for telephone service)

Class of Telephone Service

- RESD** Residential telephone service
- BUSN** Business telephone service
- PBXb** Business location with a Private Branch Exchange (PBX). (A PBX location has an operator or switchboard to connect calls.)
- PBXr** Residential location with a PBX.
- CNTX** Sophisticated Centrex (PBX) without an operator; Typically using “9” to access an outside line
- RESX** Residential location that has an extension at another address in same community
- BUSX** Business location that has an extension at another address in same community
- FX** Provides local telephone service from a telephone office outside of exchange area
- \$1WY** Pay phone that cannot be called back
- \$2WY** Pay phone that can be called back
- PAY\$** Coin phone (either 1 way or 2 way)
- COIN** Coin phone (either 1 way or 2 way)
- VOIP** Voice Over Internet Protocol telephone service
- TLMA** Telematics (Vehicle Communications Systems)
- WPH1** Wireless telephone service with Phase 1 service (cell site location only)
- WPH2** Wireless telephone service with Phase 2 service (caller location in latitude and longitude)
- WRLS** Wireless telephone service
- MOBL** Mobile or cellular telephone service

ALI Requests/Wireless ALI Re-bids

- If **“No ALI Received Yet”** appears on ALI screen, use  button to request new ALI.
- If **re-bidding a wireless caller’s location**, use  button to request new ALI.

Volume/Audio Adjustments

All audio adjustments, including both receiver and microphone volume settings, as well as ringer volumes, can be made within the **Master Volume** window.



Listening to Recordings

- Instant Recall Recorder** can be used to access and playback recordings.
- Double click to begin playing
 - Adjust playback location (handset, speaker or caller) within **Master Volume**, under Playback.

