



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

- BlackBerry AtHoc release 7.9 or later release
- Notification Delivery Service and its prerequisites. For more information, see the [BlackBerry AtHoc NDS Installation and Configuration Guide](#). To determine which version of NDS to install, check with your BlackBerry AtHoc Professional Services representative.
- Windows Server 2016 or 2019 Standard Edition 64-bit
- Microsoft SQL Server 2016 or 2019
- AppFabric 1.1 for Windows Server
- Internet Information Services (IIS) Standard Edition, Version 7.0
- Microsoft .NET Framework, Version 4.7.2 or later
- Microsoft ASP.NET 2.0 AJAX Extensions 1.0
- Microsoft ASP.NET MVC 4 Runtime
- Microsoft SQL Server 2012 Native Client
- Microsoft SQL Server System CLR Types
- Microsoft System CLR Types for SQL Server 2012
- URL rewrite module for IIS Module 2
- IIS roles and Windows features:
 - WebServer Roles:
 - Common HTTP Features
 - Default Document
 - Directory Browsing
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 - Application Development
 - .NET Extensibility 3.5
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 - Security
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 - Performance
 - Static Content Compression
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- WebServer Management Tools
 - IIS Management Console
 - IIS 6 Management Compatibility
 - IIS 6 Metabase Compatibility
- IIS Features
 - .NET Framework 3.5 Features
 - .NET Framework 3.5 (includes .NET 2.0 and 3.0)
 - HTTP Activation
 - .NET Framework 4.7 Features (All)
 - Windows Process Activation Service
 - Process
 - .NET Environment 3.5
 - Configuration APIs
 - MSMQ
 - MSMQ-Services
 - MSMQ-Server

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://www.blackberry.com/us/en/support/enterpriseapps/athoc>

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

Documentation feedback

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To view additional BlackBerry AtHoc documentation, visit <https://docs.blackberry.com/en/id-comm-collab/blackberry-athoc>. To view the BlackBerry AtHoc Quick Action Guides, see <https://docs.blackberry.com/en/id-comm-collab/blackberry-athoc/Quick-action-guides/latest>.

For more information about BlackBerry AtHoc products or if you need answers to questions about your BlackBerry AtHoc system, visit the Customer Support Portal at <https://www.blackberry.com/us/en/support/enterpriseapps/athoc>.

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