RNID typetalk

HEARING USER INSTRUCTIONS

FOR CALLS TO/FROM A DEAF PERSON

How to receive a call via Typetalk

When the phone rings, you will not know if it is a hearing person or a textphone user until you answer the call.

When you answer the call, you will hear a recorded message saying, 'Pls hold for an Operator assisted call from a textphone user'.

Wait for a Typetalk Operator to join the line and relay the call. The Operator will ask if you have used the service before.

If 'no' a short explanation of the service will begin. If 'yes' you can begin your conversation with the textphone user.

The Typetalk Operator will read what the textphone user is saying to you, or they may choose to speak to you direct. Do not interrupt as they cannot hear you. The Operator will type your reply back. Remember to say 'go ahead' or 'GA' at the end of your sentence so the Operator knows you have finished speaking.

Once the call has ended simply say 'Goodbye, SKSK' which is an abbreviation for Stop Keying, informing the Operator you have finished your call.

How to make a call via Typetalk

Dial 18002 followed by the full telephone number of the textphone user you are calling, including the area code.

You will hear a recorded message which begins, "welcome to TextDirect, please hold for connection....."

When the textphone user answers the call a Typetalk Operator will join the line to relay the call. You can now begin your conversation.

Remember to say 'go ahead' or 'GA' at the end of your sentence so that the Operator knows you have finished speaking.

The Typetalk Operator will read what the textphone user is saying to you, or they may choose to speak to you direct. Do not interrupt as they cannot hear you. The Operator will type your reply back. Remember to say 'go ahead' or 'GA' at the end of your sentence so the Operator knows you have finished speaking.

Once the call has ended simply say 'goodbye, SKSK' which is an abbreviation for stop keying, informing the Operator you have finished your call.

Enquiries, contact Typetalk Customer Support Team on Freephone 0800 7311 888

8am - 8pm Monday - Friday, 9am - 5pm Saturday and Sunday.