

RNID typetalk

BT Textphone *Speech-Impaired (HCO)*



Making a call

1. Switch on the BT Textphone
2. Press the Dial/End call button
3. Dial the FULL telephone number including the area code on the BT TEXTPHONE and PRESS ENTER
4. You will then see - TXD Dialling - TXD Ringing - TXD Operator Connected PLEASE WAIT...immediately type SI/HCO
5. The Operator will respond with THANKYOU, PLEASE HOLD
6. When you see 'Call Connected GA', you are connected to the Operator and the number you have called
7. You can now type your conversation, when you have finished type GA
8. Wait a few seconds then lift the telephone handset then press the F8/VCO button and listen
9. When the called party has finished speaking press the SPACE/ANNOUNCER BAR and after a short pause type your reply
10. To end the call - replace the handset and hold down the Dial/End key.
N.B. Each time you wish to listen, repeat steps 8 & 9



Text user prefix 18001
Hearing user prefix 18002
Emergency 18000



Receiving a call

1. When the phone rings type HELLO on the BT TEXTPHONE
2. You will then see Call via TXD - TXD Operator connected PLEASE WAIT...immediately type SI/HCO
3. The Operator will respond with THANK YOU, PLEASE HOLD..
4. When you see PLEASE PICK UP NOW IF YOU WISH TO LISTEN
5. Wait a few seconds then lift the TELEPHONE handset and press the F8/VCO button and listen
6. When your caller has finished speaking press the SPACE/ANNOUNCER bar
7. After a short pause you can type your reply
8. To end the call - replace the handset and hold down the Dial/End key.

N.B. Each time you wish to listen, repeat steps 5 & 6

For further help and advice

Customer Support (Text) - 18001 0800 500 888

Customer Support (Hearing) - 0800 7311 888

Switchboard - 0151 709 9494

Fax - 0151 709 8119

email - helpline@rnid-typetalk.org.uk

Website - www.typetalk.org

Registered Charity No: 207720

In an Emergency dial 18000

Text user prefix - 18001

Hearing user prefix - 18002

Text users calling from abroad - +44 151 494 1260

Hearing users calling from abroad - +44 151 494 2022

Available in large print and braille

Updated - Feb 06