

For further help and advice

Phone: 18001 0800 7311 888 (textphone)
0800 7311 888 (telephone)

Email: helpline@rnid-typetalk.org.uk

Fax: 0151 709 8119

www.typetalk.org

RNID Typetalk
Harrington Road
Brunswick Business Park
Liverpool
L3 4DF

In an emergency dial **18000**

Text users calling from abroad - +44 151 494 1260
Hearing users calling from abroad - +44 151 494 2022

The Customer Support Team are available Monday -
Friday 9am-8pm, Saturday and Sunday 9am-5pm.

This leaflet is available in large print and braille.

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User Guide: minicom V, Supercom speech impaired (hco)

RNID Typetalk

Minicom V, Supercom

Making a call speech impaired (hco)

1. Switch on the M5 / Supercom
2. Hold down the SHIFT/SELECT key and press the RETURN key at the same time
3. On screen you will see CHANGE SETTINGS Y/N. Press N once
4. Put the telephone handset firmly into the rubber cups
5. Dial 18001 followed by the FULL telephone number including the area code on the TELEPHONE
6. You will then see - TXD Dialling - TXD Ringing - TXD Operator Connected PLEASE WAIT...immediately type SI/HCO
7. The Relay Assistant will respond with THANK YOU PLEASE HOLD
8. The Relay Assistant will type the greeting of the hearing person followed by GA
9. You can now type your conversation, when you have finished type GA
10. Wait a few seconds then lift the telephone handset and listen to the reply
11. When the called party has finished speaking, replace the handset into the cups and press the STAR * button on your TELEPHONE
12. After a short pause you can type your reply. To end the call switch off the textphone and replace the handset

Note: Each time your wish to listen, repeat steps 10 and 11

Minicom V, Supercom

Receiving a call speech impaired (hco)

1. When the phone rings, place the telephone handset firmly into the rubber cups then switch on the M5 / Supercom
2. You will then see - Call Via TXD - TXD Operator Connected PLEASE WAIT...immediately type SI/HCO
3. The Relay Assistant will respond with THANK YOU, PLEASE HOLD
4. When you see PLEASE PICK UP NOW IF YOU WISH TO LISTEN
5. Hold down SHIFT/SELECT and press RETURN, you will see on screen CHANGE SETTINGS Y/N
6. Press the letter N TWICE
7. Wait a few seconds then lift the handset and listen
8. When your caller has finished speaking replace the handset back into the rubber cups and press the STAR * button on your telephone
9. After a short pause you can type your reply
10. To end the call - switch off the textphone and replace the handset

Note: Each time your wish to listen, follow steps 7 & 8



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