

## For further help and advice

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

Email: [helpline@rnid-typetalk.org.uk](mailto:helpline@rnid-typetalk.org.uk)

Fax: 0151 709 8119

[www.typetalk.org](http://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 with voice (vco)

**RNID Typetalk**

## Minicom V, Supercom

### Making a call using voice

1. Switch on the M5 Supercom
2. Hold down the SHIFT/SELECT key and press the RETURN key
3. Your screen should say 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
7. The Relay Assistant will type the greeting of the hearing person followed by GA
8. Lift the handset, wait 2 seconds then speak
9. When you finish speaking put the handset back into the rubber cups and press the STAR \* button on your TELEPHONE
10. The Relay Assistant will type back their reply
11. To end the call - switch off the textphone and replace the handset

Note: Each time your wish to speak, follow steps 8 & 9

## Minicom V, Supercom

### Receiving a call using voice

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
3. The operator will type what your caller is saying to you
4. When you see GA - Hold down SHIFT/SELECT and press RETURN
5. Press the letter N TWICE
6. Lift the handset, wait 2 seconds then speak
7. When you finish speaking replace the handset back into the rubber cups and press the STAR \* button on your telephone
8. The Operator will type back their reply
9. To end the call - switch off the textphone and replace the handset

Note: Each time your wish to speak, follow steps 6 & 7



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