

## For further help and advice

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

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[www.typetalk.org](http://www.typetalk.org)

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Brunswick Business Park  
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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: Pro 100 with voice (vco)

**RNID Typetalk**

## Pro 100

### Making a call using voice

1. Switch on the Pro 100 and Press MENU and then letter O
2. Press the DIAL button
3. Dial 18001 followed by the full telephone number including the area code
4. You will see TXD Dialling - TXD Ringing - TXD Operator Connected PLEASE WAIT
5. The Relay Assistant will type the greeting of the hearing person followed by GA
6. Press MENU and letter V. You will see 'PICK UP HANDSET', do this immediately.
7. When you see 'OK TO LISTEN/SPEAK', you can begin speaking.
8. When you have finished speaking press the ANNOUNCER (Spacebar) and replace the handset back on the telephone.
9. After a short pause the Relay Assistant will type back their reply
10. To end the call press the on/off button

Note: Each time you wish to speak follow step 6 - 8

## Pro 100

### Receiving a call using voice

1. When the phone rings switch on the Pro 100 and type HELLO
2. You will then see Call Via TXD - TXD Operator Connected PLEASE WAIT
3. The Relay Assistant will type what your caller is saying to you
4. When you see GA press MENU and letter V. You will see 'PICK UP HANDSET', do this immediately
5. When you see 'OK TO LISTEN/SPEAK', you can begin to speak.
6. When you have finished speaking press the ANNOUNCER (Spacebar) and replace the handset
7. After a short pause the Relay Assistant will type back their reply
8. To end the call, press the on/off button

Note: Each time you wish to speak follow step 4 to 6.



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