



TTB 3

Minicom 6000 Plus Text Telephone

TEAM LEADER

Print _____ Sign _____

DATE OF BRIEFING

BRIEFED BY

The purpose of this Team Leader-Training Brief is to assist us in the service we provide to our customers.

Call Centre Managers are responsible for delivering this brief to the Team Leaders. The Team Leaders will then brief the Team Leader Assistants as appropriate

Please retain the top sheet of this brief, together with a signed copy of your team list for two years for audit purposes. The brief content pages may be kept for reference as required.

The information contained in this brief supersedes all previous communications, manuals or procedures

<i>Team Leader Task List</i>	<i>Date</i>
Added to TTB Tracker	
Added to Rotamaster	

INTRODUCTION

The **Minicom 6000 Plus** is a **Text Telephone** used by hearing/speech impaired or non-hearing/non-speaking people whereby they can communicate with others using the same device by typing their conversation.

(This is not to be confused with Type Talk whereby an Operator receives a typed message from the Caller and relays that same message verbally to a third party).

The Minicom has it's own dedicated Service telephone number:- **0121 766 2164**.

THE PROCESS

RECEIVING A CALL (Call taking process will take longer using the Minicom method)

Step-by-step instructions should be followed by the Call Handler hearing the Minicom ring:-

1. **Ensure you are logged into Adastra on the computer at the end of the first aisle opposite Mission Control to the left of the white telephone.**
2. The ring indicator on the Minicom will flash & the white telephone to the left of the Minicom will ring. **Turn the Minicom on via the switch located on the right hand side of the display screen. Lift the receiver off of the white telephone & place on DESK (DO NOT put on the acoustic cups on top of the Minicom).**
3. **Type your greeting "Good Morning/Afternoon/Evening, GP out of hours. Can I take the Patient's Doctor's name please, GA". Press RETURN & wait for a response. (GA = Go Ahead – this MUST be done to show you have finished typing & are awaiting their response. The Caller will also finish their sentence with GA prompting you to continue). See table overleaf for further Text telephone abbreviations.**
4. **Enter the Patient's Doctor's name onto ADASTRA to check we cover that Practice. Continue as you would take any other call by asking for the Patient's DOB & contact Telephone number (see item 6 below) & SEARCH to see if they are within our Database.**
5. As you & the Caller type, your conversation will appear in the display screen. A printed script of your conversation will also print out. Everything you type will be in lower case & everything the Caller types will be in upper case. **If you make an error, BACKSPACE.**
6. Continue taking all the relevant information using the normal call taking script. **If the Caller wishes to be contacted back via the Text Telephone system, please ENSURE when entering the details onto Adastra that this is clearly documented in the Case Summary so the Clinician/Despatcher can return the call via this method.**
7. When you have finished the conversation, you must press the **SK key TWICE - (SKSK) (located to the left of the space bar) & Press RETURN.** (SK means: Stop Keying – this informs the Caller you have finished the call).
8. **Hold Down CTRL key & Press 2 (HANGUP) key to terminate the call.** You will be prompted with **Hang up the phone Y/N?** Press the Y key.
9. **Carefully tear off the printed script. (By pressing RETURN RETURN the paper will scroll up a couple of lines if required).**
10. **TURN OFF the Minicom. Replace the receiver back onto the white telephone & continue entering the Case onto Adastra.**

THE PROCESS – continued

MAKING A CALL

Step-by-step instructions should be followed by the Clinician/Despatcher :-

1. **TURN ON** the Minicom located on the right hand side of the display screen.
2. **Hold Down CTRL key & Press 1 (DIAL) key.** This activates the line.
3. **DIAL** telephone number you require with a prefix of **9, (comma)**. Then **Press RETURN**. The screen will display **Ringng**. (9 is for an outside line and the comma inserts a one-second pause which is **essential**).

For example:- 9,01217661234 and press RETURN

4. The display screen will state **RINGING, PLEASE WAIT**. When you see **ANSWERED** on the display screen, **Type your greeting “Good Morning/ Afternoon/Evening, this is the GP out of hours. My name is *****, can I speak to (patient’s name) GA”**. Then **Press RETURN** & wait for a response.
5. Continue the call. When you have finished the conversation, you must press the **SK** key **TWICE - (SKSK) AND Press RETURN**. (SK means: Stop Keying – this informs the Caller you are terminating the call).
6. **Hold Down CTRL key & Press 2 (HANGUP) key to terminate the call.** You will be prompted with **Hang up the phone Y/N? Press the Y key.**
7. **Carefully tear off the printed script.** (By pressing **RETURN RETURN** the paper will scroll up a couple of lines if required).
8. **TURN OFF** the Minicom. **Complete & finish the Case Notes on Adastr.**

TEXT TALK ABBREVIATIONS

GA	go ahead	OPR	operator
SK	stop keying	PLS	please
CD	could	Q	question mark
CUL	see you later	R	are
COS	because	SHD	should
HD	hold	THX	thanks
MTG	meeting	TMW	tomorrow
NBR	number	U	you
OIC	oh, I see	UR	your