

Title	<b>TYPE TALK – A GUIDE FOR HEARING PEOPLE</b>			Number	<b>T09</b>
Effective From:	02.01.05	Duration:	No end date	Review:	01.09.24
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Other Ref:					
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## Version Control

<b>DATE</b>	<b>CHANGE</b>	<b>CHANGED BY</b>
02.01.05	Original Version	TP
26.04.10	Updated	SO
23.09.10	New system in place	SO
20.08.14	Reviewed no change	AT
08.03.16	Reviewed no change	AT
24.09.21	Location of Textphone amended	KK / TP

## Introduction

A textphone is a way of communicating through the phone using text. A phone has a keyboard and enables a person to type a message which appears on a small screen at the other end of the line. When communicating using a text phone the other person with whom you are communicating also needs a textphone. It use is so we can receive and make outgoing calls to people with hearing impairments.

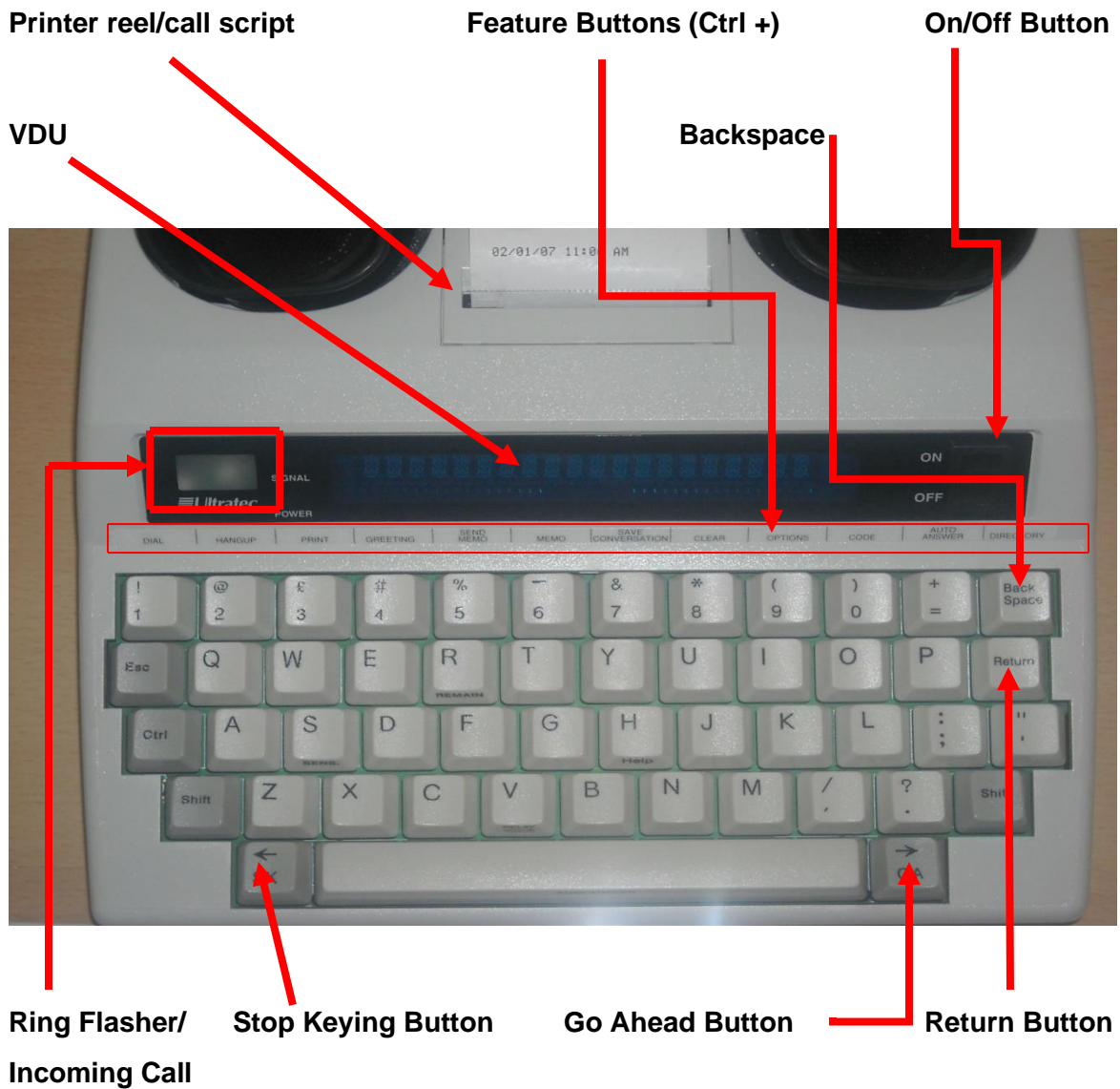
CCG's and surgeries have been notified of our dedicated line so any of the patients who have a textphone can contact us directly via this device. Also, once the caller has registered their details with the call handler, the clinician doing the call back can contact the patient directly via the text phone.

Whilst typing the conversation on the textphone and receiving text, there is a printer reel which prints out the full conversation. There is also a white phone attached to the textphone. This has had to be added so there is a ringer on the phone as the textphone comes with a flashing display only. The ringer that has been set on the added phone is of much higher pitch than the rest of the phones on the call centre floor to make it more obvious when a call is coming through. The locality of the phone and instructions on how to use it are below.

## Locality of the Textphone

The Phone is located in UTS Section of the call centre at Bourne Road.(Next to the Fax Machine).

## Diagram of Textphone



## Key For Diagram

**Printer reel** – Prints off all typed conversation, both incoming and out going

**VDU** – visual display unit, displays all text, both incoming and outgoing

**Feature Buttons** – By pressing the Ctrl and one of the number buttons at the same time it will do the command above that number (Ctrl + 1) will dial

**On/Off Button** - When a call comes through, switch button to on to receive call, message should appear on the VDU and printer reel. Turn off once finished call.

**Ring Flasher** – When this is flashing it indicates there is an incoming call, this is when you should switch on the textphone

**Stop Keying Button** – This button is used once you have completed all conversation with the caller and you want to end the call. The letters SK will appear on the VDU and printer reel, then press return.

**Go Ahead Button** – This button is used when you have finished a question or what you have to say and are wanting a response from the person that you are engaging with. This will also appear on the VDU and printer reel when typed, press return to send.

**Return Button** – This button must be pressed after either using the GA button or the SK button. If this is not pressed then the message will not be sent.

**Back Space** – When you are typing a sentence on the textphone, you will be able to see if you have keyed any words incorrectly via the VDU and/or print reel. To delete a mistake or return back to where a mistake has been made use the backspace button. Please be aware that this action will also be printed out on the printer reel, so please take care when typing.

## Receiving a Call (Call Handlers)

Receiving a call – This step by step instruction should be used by the call handler on hearing the textphone ring.

- The ring flasher along with the white phone attached will ring, you need to turn the text phone on, lift the receiver of the white phone to disable the ringer and sit it on the desk, **NOT** back on the phone.
- Ensure that you are logged into Aداstra on the desk in front of you.
- Then type a greeting (Welcome to your GP out of hours, can I take the patients doctors name please. GA) Press return and wait for a response.
- Once you receive a response the sender will finish there sentence with GA, prompting you to continue the conversation, this must be done after every time you have finished what you have to say and are awaiting a response.

- After obtaining all the relevant information, if the caller wishes to be contacted back via the textphone please make sure this is clearly noted on Adastra so the clinician can see this resulting in the return call being made via the textphone.
- When you have finished the conversation you need to hit stop keying (SK), then the return button, this will inform the person you have finished the call.
- Then press the Ctrl + 2 buttons together, this will terminate the call.
- Turn off the textphone and tear off the printed script, you may need this just to check the details correspond with what you have inputted on Adastra.

## Making a Call (Clinician Call Back)

- Turn on the textphone.
- Then hold down the Ctrl button and the 1(dial) button simultaneously, this activates the line.
- Dial the telephone number that you require, with a prefix of 9, (9 will give the outside line just as if you were dialling out on a normal phone, the comma is essential. For example 9,01217662100.
- When you see “answer” on the display, type your greeting, press the GA button and then return and wait for a response.
- When you have finished your conversation, at the end of your last sentence, press the SK key and return key, this will indicate that you are terminating the call.
- Press the Ctrl key and 2 (hang up) button, this will terminate the line.
- Remove the printer script from the phone.

## 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

**If you have an issues or problems with the textphone please notify the Team leader.**