



HOW DO I USE A MINICOM/TEXTPHONE?

Remember....

- A good opening line when you answer the text phone is

Hello this is (name of organisation), (your name) here GA

- Tell the deaf person your name....they will not be able to recognise you from your typing!
- To tell the person you have finished and it is their turn to talk type GA. This means Go Ahead.
- Keep sentences short
- Do not waffle!
- Use plain English
- Do not be afraid to ask questions you feel are very direct. The deaf person will often understand these types of questions better.
- Take your time when typing. Some deaf people cannot read the words very well if they are appearing too quickly on their text phone display
- To end a call type SKSK. This means Stop Keying Stop Keying. Wait for the other person to type SKSK too before you hang up as they may have something else they want to say. A polite way of ending the call is typing 'bibi, ok to sk?' (bye bye, is it ok to stop keying?)

Do answer the text phone if it rings rather than leave it to go onto the answer phone! Deaf people often get frustrated because the minicom number is always kept on answer machine, however if they ring via typetalk they get through to the voice number instantly.