



USING THE UNIPHONE FOR HCO CALLS

TO MAKE A CALL

1. Lift the receiver and press the TTY ON/OFF button.
2. Press the DIAL button and then dial 800-735-2258.
3. Watch the display and wait for the Relay Operator to type to you. When the Operator is finished typing, you will see the letters "GA."
4. As soon as you see "GA," type the following: "Hi, HCO call pls. I'll type but you talk to me GA." (Don't worry about using the shift or making capitals.)
5. When you hear the Operator talk to you, she/he will ask you for the number you want to call. (If the Operator types this question, go back to [4] above.)
6. Type the number you want the Operator to dial. If you want, you can also give your name and/or the name of the person you are calling. Type "GA" when you are finished.
7. Wait while the Operator dials your call.
8. When you hear the other person talk, wait to hear "Go Ahead." If you do not hear it soon, start typing anyway. Don't forget to type "GA" when you are finished.
9. When you are finished with the call, type "goodbye" or "bye" and "SK"—this lets the Operator know you are hanging up.
10. Hang up and press SHIFT and the TTY ON/OFF button.

TO ANSWER A CALL

1. Lift the receiver and press the TTY ON/OFF button.
2. Type "Hello GA" or "Hello, this is _____, GA."
3. When you hear the other person talk, wait for him/her to say "Go Ahead" before you type your response.
4. Follow the directions above.

****DON'T FORGET TO TYPE "GA" EVERY TIME YOU WANT THE OTHER PERSON TO RESPOND.**



301 W. Preston Street, Suite 1008A
Baltimore, MD 21201
800-552-7724 or 410-767-6960 (Voice/TTY)
443-453-5970 (Video Phone)
mdrelay.org