

Frequently Asked Questions about the 9100M TTY

The New Zealand Relay team has put together some of the most frequently asked questions that we have received about the 9100M TTY. If you have a question that is not here please contact us and we will find an answer for you.

- **Which cell phones can be used with the Textlink 9100M?**

If your cell phone has a socket for a headphone, the adaptor provided with the 9100 should work without any additional equipment.



If your cell phone does not have this socket it's likely that you will need to buy an adaptor.



For information concerning cell phones that can connect using the 9100M please contact the NZ Relay Help Desk and have the details of your cell phone make and model handy. NZ Relay has most of the popular types of adaptor available and can generally provide them free of charge.

- **How much does it cost to make a call using a cell phone and the 9100?**

The cost of your call will depend on the pricing plan you have with your service provider although many plans now have free minutes available. Most providers have details of pricing etc on their websites. Remember, you will have to pay for all calls made using your cell-phone which includes calls to NZ Relay.

One thing to remember is that the sometimes unreliable nature of the cellular network may mean that there may be occasions when

connecting via your cell phone takes longer than is usual.

- **Can I use the Textlink 9100M for Hearing Carry-Over (HCO) and Voice Carry Over (VCO) calls?**

Yes, however if you are using the 9100 to make a VCO or HCO call you will need either an additional phone with a handset or a cell phone. As the equipment manual has not been written with the relay service in mind please contact the NZ Relay Help Desk if you need more details on how to place a VCO or HCO call.

- **Is the 9100M battery operated or does it need a power supply?**

The 9100M should be used by plugging it in to a power source, however it does have a back up battery installed.

- **How long does the battery last?**

The battery can last for about 50 hours, depending on use and the type of battery installed. However, it is recommended that the battery be changed every 2 years.

- **Does the battery charge when the 9100M is plugged into the power supply?**

The unit will *not* re-charge batteries. Install only AA Alkaline (non rechargeable) batteries in your unit.

- **Can I make international calls?**

Yes you can. **HOWEVER** – for *direct* calls to the USA the communication code must be manually set to “Baudot” (refer page 78 of the User Guide), and must be **manually reset** to V.18(Automatic)” for normal operation in New Zealand.

It pays to remember also that when making a call overseas via NZ Relay that the conversation can only take place in **English**.



- **Can I connect my 9100M to a PC?**

Yes you can, however you will need a copy of the 'PC Link' software. This package comes with a special cable for connection of the 9100 to the serial port on your PC.

- **Can I use the 9100M on the same line as my fax machine?**

Yes, you can, you just need a double adaptor for the phone jackpoint. These can be purchased from any electrical goods outlet such as Dick Smith Electronics.

- **Can I have a visual alert with the 9100M**

Yes you can. You can either request a visual alert **or** a vibrating alert be provided with your 9100M rent free. Please let us know on your application form which you would prefer.

- **Will the 9100M be covered by my household contents insurance?**

It's most likely that it will be covered by your insurance policy however we would strongly recommend that you contact your insurance company to confirm this.

- **What if the 9100M does not suit me?**

If you find that the 9100M does not meet your needs please contact the NZ Relay Help Desk either by TTY, Voice or by e-mail and let us know. We can arrange an exchange for a different model phone.

If you have any other questions about the 9100M. Please contact the NZ Relay Help Desk

Help Desk TTY: 0800 4 716 716

Help Desk Voice: 0800 4 717 717

E-mail: helpdesk@nzrelay.co.nz