**Short cuts to popular TIS menus**

TIS users know what they love – through surveys and usage we know too!

To make it easier to navigate through TIS menus users can create favourites using the special functions menu (link below). If you have a bulletin that you enjoy listening to but don’t have the time or inclination to make it a favourite, here are some quick cheats for you to get to menus quickly and easily.

* Outlook magazine, menu 9 then 5
* Blind Sport feedback line, menu 5 then 2
* Blind Citizens feedback line, menu 5 then 1
* National newspapers, menu 9 then 1
* New audio books in the library, menu 1 then 2
* Television schedules, menu 2
* Check out Menu 4 for all your local family notices (births, marriages, etc…)

We’ll add to this list from time to time.

**How to use the Special Function Menu**

The special function menu has eight functions that are accessed by pressing the star key at any time while listening to the Telephone Information Service (TIS). The star key is to the left of the zero key on the telephone pad. The functions are:

a. Set up favourites of frequently listened to bulletins.

b. Be connected to the Blind Low Vision NZ’s Contact Centre.

c. Save a landline phone number as a preferred phone eliminating the need to enter in user IDs and PINs.

d. Change your user ID and or PIN.

e. Choose the computer generated synthetic voice you prefer.

f. Be connected through to directory service.

**Summary of functions**

To access the Special Functions Menu ring TIS and then press the star (\*) key. You will hear a list of choices.

They are as follows:

Press 1 to go to your favourites and to learn how the Special Functions Menu works.

Press 2 to add or delete a favourite.

Press 3 to be connected the Contact Centre.

Press 4 to be connected to National directory service.

Press 5 to be connected to International directory service.

Press 6 to change your user ID, your personal identification number, or to set up your preferred phone.

Press 7 to choose your preferred computer generated synthetic voice.

Press 8 to go to the main menu.

Press 9 to finish and hang up.

To leave the Special Functions Menu press zero at any time.

**Setting up your preferred phone**

If you are a first time user to the Special Functions Menu we suggest you setup your preferred phone. By doing this you will eliminate the need to enter your user ID and PIN to access directory service or to use the favourites menu. If you have block caller ID set up on your phone you will need to disable it use this function. To set up your preferred phone follow these steps.

a. Ring TIS.

b. Press the star (\*) key.

c. Press 6 as the option to change your user ID, your personal identification number, or to set up your preferred phone.

d. Press 3 to set up your preferred phone. A prompt will ask you if the phone number you are using now is the one you usually use to ring TIS. If the answer is yes press 1.

e. If you have not already entered in your user ID and PIN you will be prompted to enter this now.

You will then hear a confirmation message to say this phone is now set up as your preferred phone.

**How to set up a favourite**

A favourite is a short cut to any bulletin that you want quick access to, or that you frequently listen to. To set up a bulletin as a favourite follow these steps.

a. Ring TIS.

b. Navigate to the bulletin you want to set up as a favourite.

c. Anytime while the bulletin is playing press the star (\*) key to enter the Special Functions Menu.

d. You will hear a prompt saying press 2 to add this to your list of favourites. Press 2.

e. Then press 1 to add this item to your favourites. If you haven’t set up your phone as the preferred phone or you are not logged in, you will be asked to enter in your user ID and PIN.

A confirmation message will tell you this option has been saved and tell you the number it has been saved to.

TIS will then take you back to the bulletin you have just saved.

**How to delete a favourite**

a. Ring TIS.

b. Press the star key to enter the Special Functions Menu.

c. Press 1 for your favourites.

Please note if you haven’t set up your phone as the preferred phone or you are not logged in, you will be asked to enter in your user ID and pin.

d. Enter the number of the bulletin you want to delete. The bulletin will start playing.

e. Press the star (\*) key.

f. Press 2 which is the option to add this bulletin as a favourite or to remove this option from the favourites.

You will hear a prompt saying press 1 to add this to your list of favourites; press 2 to remove this option from your favourites or press zero to leave this menu.

g. Press 2 to remove this option.

You will hear a confirmation message to say this option has been deleted.

**How to connect through to the Contact Centre**

a. Ring TIS.

b. Press the star (\*) key.

You will hear a pre recorded voice saying Special Functions Menu. Then there is a list of options for you to choose from

c. Press 3 to be connected to the Contact Centre. If it is after hours you will get the answerphone.

**How to get free access to the telephone directory service**

a. Ring TIS.

b. Press the star (\*) key to enter the Special Functions Menu.

You will hear a pre recorded voice saying Special Functions Menu. Then there is a list of options for you to choose from.

c. If you want the National directory service press 4.

d. If you want the International directory service press 5.

e. Please note if you haven’t set up your phone as the preferred phone or you are not logged in, you will be asked to enter in your user ID and PIN.

f. You will be connected to the service you have selected.

**How to change my 7 digit user ID**

a. Ring TIS.

b. Press the star (\*) key to enter the Special Functions Menu.

You will hear a pre recorded voice saying Special Functions Menu. Then there is a list of options for you to choose from.

c. Press 6 which is the option to change the TIS user number, personal identification number or the preferred phone number.

d. Press 1 to change the 7 digit number.

e. You will hear a prompt saying this feature allows you to change the user number you use to log in to the telephone information service, press 1 to proceed or any other key to quit.

f. Press 1 to proceed. You will hear a voice command asking you to enter your 7 digit user number or the hash key for help. Enter in your 7 digit number.

You will then be asked for your 5 digit PIN number.

You will be asked to enter the new 7 digit number you would like to use from now on.

g. Enter in your new 7 digit user number.

h. You will be asked it enter it in again to confirm the number. Do this now.

**How to change my 5 digit PIN**

a. Ring TIS.

b. Press the star key (\*) to enter the Special Functions Menu.

You will hear a pre recorded voice saying Special Functions Menu. Then there is a list of options for you to choose from.

c. Press 6 which is the option to change your TIS user number, personal identification number or the preferred phone number.

d. Press 2 to change the 5 digit number.

e. You will hear a prompt saying this feature allows you to change your personal identification number you use to log in to the telephone information service, press 1 to proceed or any other key to quit.

f. Press 1 to proceed. You will hear a voice command asking you to enter your 7 digit user number or the hash key for help. Enter in your 7 digit number.

You will be asked to enter a new 5 digit PIN number you would like to use from now on.

g. Enter in the new 5 digit PIN number.

h. You will be asked it enter it in again to confirm the number. Do this now.

**How to select my preferred computer generated synthetic voice**

Some menus and bulletins are narrated using computer generated synthetic speech instead of a human narrator. These include Menu 2 for the television and radio schedules and Menu 9, 1 for the New Zealand Herald national and regional newspapers. There are 4 different voices for synthetic speech.

Through the Special Functions Menu you can select the voice you most prefer to listen to. The voices are British male Daniel, Australian female Karen, Australian male Lee and South African female Tessa.

a. To listen to the voices and choose the voice you want ring TIS.

b. Press the star (\*) key to enter the Special Functions Menu.

You will hear a pre-recorded voice saying Special Functions Menu. Then there is a list of options for you to choose from.

c. Press 7.

d. Then press 1 to listen to a sample of the voices or to choose a preferred voice.

Please note if you haven’t set up your phone as the preferred phone or you are not logged in, you will be asked to enter in your user ID and PIN.

You will hear each voice one after another. You can select the voice you most like as you listen by pressing the 1 key or you can listen to them all and then select the one you like.

Once you have selected a voice you will hear a confirmation message using the voice you have chosen.

You will then be taken back to the last menu or bulletin you were listening to.

Remember you can press the star (\*) key at any time to listen to a favourite bulletin, save or delete a favourite.

If you need a user ID or help with TIS call the Blind Low Vision NZ’s Contact Centre on 0800 24 33 33 Monday to Friday 8.30am to 5pm. Alternatively you can listen to instructions on how to use TIS on TIS Menu 1 5.