








# Instruction sheet 2.2—SMS Relay— answering a call

August 2022

To receive an SMS Relay call through the NRS, a caller will need to call the NRS on 133 677.

## Step-by-step instructions

Step number	Image	Instruction
1		<p>You will receive an SMS from <b>NRS</b> from the number 0481612432.</p> <p>“This is a message from the NRS. Someone is contacting you via SMS – Receive a call. Please reply to this message to start your NRS session.”</p> <p>Your reply will initiate the session and loop in a Relay Officer.</p>
2		<p>Reply to message:</p> <p>‘This is (your name). GA (Go ahead)’.</p> <p>If you don’t respond within two minutes, the relay officer will ask for a response. If there is no response after another two minutes, then they will end the call.</p> <p>You will then receive this message, “Your caller has disconnected, and the session has expired. If you want to initiate the call, you can contact the NRS for SMS – Make a call via 0423677767</p>
3		<p>Wait for message from your caller.</p> <p>Wait for GA at end of message.</p>
4		<p>If you need to respond, send your reply message.</p> <p>Type GA at end of message if you want your caller to respond or type SKSK (Stop Keying. Stop Keying) if you have finished your call.</p>
5		<p>Read SKSK from your caller.</p> <p>Call is finished.</p> <p>You will then receive this message, “Your caller has disconnected, and the session has expired. If you want to initiate a call, you can contact the NRS for SMS – Make a call via 0423677767.</p>

## Automated Messages

**1 – If you do not reply to the initial message after 180 seconds, you will receive this automated message prompting for a response every 180 seconds:**

“Your caller is still on the line. Please reply to this message to start your NRS session.”

**2 – You will receive this automated message when your caller disconnects, or the 12-minute default wait time has passed:**

“Your caller has disconnected, and the session has expired. If you want to initiate a call, you can contact the NRS for SMS – Make a call via 0423677767.”

**3 – You will receive this automated message if you contact 0481612432 and there is no active SMS – Receive a call session:**

“You currently do not have a caller waiting for SMS – Receive a call. If you want to initiate a call, you can contact the NRS for SMS – Make a call via 0423677767.”

## NRS Helpdesk

The Helpdesk is open from 8am to 6pm, Monday to Friday (Eastern Standard Time). There are a number of ways to make contact with Helpdesk staff:

- Email [helpdesk@relayservice.com.au](mailto:helpdesk@relayservice.com.au)
- Phone 1800 555 660
- SMS 0416 001 350
- Fax 1800 555 690.

## Hints

- Ask the other person for a response if needed.
- Be specific, offer options if possible.
- E.g. Which time is best: 10am or 4pm? Rather than: Can we change the time?
- If you don't respond within two minutes, the relay officer will ask for a response. If there is no response after another two minutes, then they will end the call.

## Extra abbreviations

[F]	female
[M]	male
B4	before
GR8	great
NBR	number
PLS	please
R	are
SRY	sorry
THX	thanks
U	you