

# Instruction sheet 7.2—TTY Speak and Read—answering a call

To receive a TTY Speak and Read call through the NRS, a caller will need to call the NRS on 133 677 and:

* provide your number and name
* ask to be connected to you.

## Step-by-step instructions

| Step number | Image | Instruction |
| --- | --- | --- |
| 1 | Cartoon image of a phone ringing.Image of on/off button. | TTY light flashes and telephone rings.**For Superprint TTY**—Press the **black switch** to turn on TTY. Press the **space bar** (announcer) on TTY. |
| 2 | Cartoon image of phone with a hand picking up the receiver. | Pick up the TTY handset.Say ‘Hello. Go ahead.’ |
| 3 | Cartoon image of relay officer typing on a computer and using a phone with a headset. | Watch the screen.You can also listen to the other person’s words or you can turn the volume down or up.Read and hear your caller saying ‘Hello GA’ (Go ahead). |
| 4 | Cartoon image of a person speaking into a phone with one end to their ear and the other end near their mouth. | Speak directly to your caller.Say ‘go ahead’ when you want your caller to reply. |
| 5 | Cartoon of two eyes with two arrows pointing downwards.Cartoon image of person side view with their hand cupped over their ear to try and hear. | Read your caller’s messages on the screen and listen if you want to.Wait to read GA and hear ‘Go Ahead’ before replying each time. |
| 6 | Cartoon of a person waving goodbye. | To end call, say ‘goodbye, signing off.’ |
| 7 | Cartoon of two eyes with two arrows pointing downwards.Cartoon image of person side view with their hand cupped over their ear to try and hear. | Read and hear caller’s goodbye.Wait to see SKSK (Stop Keying. Stop Keying).Your caller has hung up. |
| 8 | Cartoon image of phone hanging up with an arrow going from the handset to the base of the telephone. | **For Uniphone TTY**—Press **shift** and **TTY on/Off** buttons.**For Superprint TTY**—Press **black switch** to turn off TTY. Hang up handset. |

## 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
* Phone 1800 555 660
* SMS 0416 001 350
* TTY 1800 555 630
* Fax 1800 555 690.

## Hints

* If there is no typing from the relay officer showing on the screen then it is a direct phone call (not via NRS).Say: ‘Sorry I can’t hear you. Please call me back by phoning 133 677 and asking for my number’.
* If the text is moving too fast for you to read, say: ‘Relay officer, please type slower’.

### For Uniphone only

* If you have difficulty holding down the Shift key and pressing another key or button, turn on Sticky Keys: Press Shift key five (5) times.
* If the screen doesn’t light up when you pick up the handset: Press MENU and L keys to turn on backlight.
* Screen MUST go dark when TTY is hung up correctly.
* If screen is still lit up: Pick-up handset, press TTY on/off button and hang up handset.

## TTY abbreviations

GA go ahead

GA to SK Go ahead to Stop Keying (You are ready to hang up)

SKSK stop keying/typing (call is finished)

RO Relay Officer

(F) Female (telling you a woman has answered the phone)

(M) Male (telling you a man has answered the phone)

XXX Erasing a typing error or part of a conversation. Can be used instead of backspacing

NBR number

PLS please