Commonwealth Crest and National Relay Service logo with the words 'An Australian Government Initiative'.

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# 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](mailto: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