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

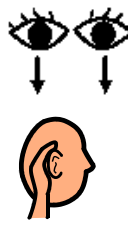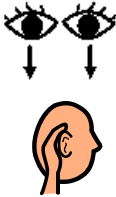| Step number	Image	Instruction
1		TTY light flashes and telephone rings. **For Superprint TTY**—Press the **black switch** to turn on TTY. Press the **space bar** (announcer) on TTY.
2		Pick up the TTY handset. Say 'Hello. Go ahead.'
3		Watch the screen. You can also listen to the other person's words or you can turn the volume down or up. Read and hear your caller saying 'Hello GA' (Go ahead).
4		Speak directly to your caller. Say 'go ahead' when you want your caller to reply.
5		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		To end call, say 'goodbye, signing off.'

Step number	Image	Instruction
7		Read and hear caller's goodbye. Wait to see SKSK (Stop Keying. Stop Keying). Your caller has hung up.
8		**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