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# Instruction sheet 7.4—TTY Type and Read—making a call

## Step-by-step instructions

| Step number | Image | Instruction |
| --- | --- | --- |
| 1 | Image of dial button.  Image of on/off button. | **For Uniphone TTY**—Press the **dial** button.  **For Superprint TTY**—Press the **black switch** to turn on the TTY. Press **ctrl** and **1** on the TTY. |
| 2 | Cartoon image of a computer keyboard with two hands typing on the keys. | **For Uniphone TTY**—Type **133 677** (or **1800 555 677** if calling an 1800 number).  **For Superprint TTY**—Type **133 677** (or **1800 555 677** if calling an 1800 number) then press **return** key. |
| 3 | Cartoon of two eyes with two arrows pointing downwards. | Watch the TTY screen.  Follow the instructions from the relay officer (RO). |
| 4 | Cartoon image of a computer keyboard with two hands typing on the keys. | Type the **area code** and **phone number** you wish to call then ‘GA’. |
| 5 | Cartoon image of relay officer typing on a computer and using a phone with a headset. | Wait for the RO to dial the number. |
| 6 | Cartoon of two eyes with two arrows pointing downwards. | Watch the screen for other person’s greeting.  Wait to read ‘GA’ before replying. |
| 7 | Cartoon image of a computer keyboard with two hands typing on the keys. | Type your message to the other person and type ‘GA’ when you want the other person to reply. |
| 8 | Cartoon of two eyes with two arrows pointing downwards. | Read the other person’s messages on the screen.  Wait to read ‘GA’ before replying each time. |
| 9 | Cartoon of a person waving goodbye. | To end the call, type ‘goodbye, SKSK’ (Stop Keying. Stop Keying).  Read the other person’s goodbye and SKSK. |
| 10 | Cartoon of two eyes with two arrows pointing downwards. | Read ‘RO here. Would you like to make another call? GA.’  If yes, type the **area code** and **phone number** then ‘GA’. |
| 11 | Image of dial button.  Image of on/off button. | **For Uniphone TTY**—If no, press **shift** and the **TTY On/Off** button.  **For Superprint TTY**—If no, hang up handset and press the **black switch** to turn off the TTY. |

## 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

* A message in brackets eg (F), is information from the relay officer for you, not a message from the other person.

### For Superprint only

* Use **Memos** to store phone numbers or sentences in the Superprint memory so you don’t have to type them every time. Refer to your manual on the use of memos.

### 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