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

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# Instruction sheet 7.5—TTY Type and Read—answering a call

To receive a TTY Type 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. | **For Uniphone TTY**—The TTY light flashes and telephone rings.  **For Superprint TTY**—The TTY light flashes and screen shows ‘Ring…ring…’ |
| 2 | Image of TTY On/Off button.  Image of on/off button. | **For Uniphone TTY**—Press **Shift** and the TTY **On/Off** button and type ‘Hello GA’ (go ahead).  **For Superprint TTY**—Press the **black switch** to turn the TTY on and type ‘Hello GA’ (go ahead). |
| 3 | Cartoon of two eyes with two arrows pointing downwards. | Watch the TTY screen.  Read relay officer (RO) name and introduction and your caller’s greeting e.g. ‘Hello GA’. |
| 4 | Cartoon image of a computer keyboard with two hands typing on the keys. | Type what you want to say then ‘GA’. |
| 5 | Cartoon of two eyes with two arrows pointing downwards. | Read the message on the screen.  Wait to read ‘GA’ before replying each time. |
| 6 | Cartoon of a person waving goodbye. | To end the call, type ‘goodbye SKSK’ (Stop Keying. Stop Keying). |
| 7 | Cartoon of two eyes with two arrows pointing downwards. | Read the caller’s goodbye and SKSK. |
| 8 | Image of TTY On/Off button.  Image of on/off button. | **For Uniphone TTY**—Press **Shift** and the **TTY On/Off** button.  **For Superprint TTY**—Press the **black switch** to turn off 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

* If the text is moving too fast for you to read, type: “(RO, please type slower)”.
* If there is no typing from the Relay Officer showing on the screen then it is a direct phone call (not via NRS).  
  Press Ctrl and V. A message will be spoken to your caller e.g. “Please use text telephone or dial relay 133 677”.
* A message in brackets eg. (f), is information from the relay officer for you, not a message from your caller.

### 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 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