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		**For Uniphone TTY**—The TTY light flashes and telephone rings. **For Superprint TTY**—The TTY light flashes and screen shows 'Ring…ring…'
2		**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		Watch the TTY screen. Read relay officer (RO) name and introduction and your caller's greeting e.g. 'Hello GA'.
4		Type what you want to say then 'GA'.
5		Read the message on the screen. Wait to read 'GA' before replying each time.
6		To end the call, type 'goodbye SKSK' (Stop Keying. Stop Keying).
7		Read the caller's goodbye and SKSK.
8		**For Uniphone TTY**—Press **Shift** and the **TTY On/Off** button. **For Superprint TTY**—Press the **black switch** to turn off TTY.

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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 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