Instruction sheet 7.6—TTY Type and Read—call to emergency services

Step-by-step instructions

Step number	Image	Instruction
1	Dial / ON OFF	**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		**For Uniphone TTY**—Type **106**. **For Superprint TTY**—Type **106** then press the **return** key.
3		The call will be given priority in the relay service call answer queue. Read on the screen: 'Emergency Relay Service press PPP for police…FFF for fire…AAA for ambulance GA' (Go ahead).
4		Type PPP or FFF or AAA your exact location including street address and state then 'GA'.
5		Wait for the relay officer (RO) to connect you to the Emergency Services Officer (ESO). The RO will let you know when the ESO on the line. Do not hang up.
6		Read the ESO's questions on screen and wait to read 'GA'.
7		Type your answers then 'GA'. Do not hang up until the RO tells you the call is finished.
8		To end the call, type 'goodbye, SKSK' (Stop Keying. Stop Keying). Read SKSK.
9	TTY On/Off / ON OFF	**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
- Phone   1800 555 660
- SMS   0416 001 350
- TTY   1800 555 630
- Fax   1800 555 690.