



Instruction sheet 7.8—TTY Type and Listen—answering a call

To receive a TTY Type and Listen 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		<p>For Uniphone TTY—the TTY light flashes and telephone rings.</p> <p>For Superprint TTY—the TTY light flashes and screen shows ‘Ring...ring...’.</p>
2		<p>For Uniphone TTY—Press shift and the TTY On/Off button and type ‘Hello GA’ (go ahead).</p> <p>For Superprint TTY—Press the black switch to turn the TTY on and type ‘Hello GA’ (go ahead).</p>
3		<p>Pick up the handset.</p> <p>Listen to your caller’s greeting.</p> <p>Wait to hear ‘Go Ahead’ and hang up the handset before typing your reply.</p>
4		<p>Type your message to the other person.</p> <p>Type ‘GA’ (go ahead) when you want the other person to reply.</p>
5		<p>Listen to the other person talk to you.</p> <p>Wait to hear ‘Go Ahead’ before you type your reply each time.</p>
6		<p>To end the call, type ‘Bye, SKSK’. (Stop Keying, Stop Keying’).</p> <p>Listen to the other person’s goodbye.</p> <p>The other person has hung up.</p>
7		<p>The call has now ended.</p> <p>For Uniphone TTY—Press shift and the TTY On/Off button. Hang up the handset.</p> <p>For Superprint TTY—Press the black switch to turn off the TTY.</p>

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

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

- You can choose to hold on to the handset and not hang it up during the call but you will have to type with one hand and you may get jumbling (distorted text) in your message if there is background noise in the area. You might prefer to get a stand to hold the handset.