



# Instruction sheet 7.2—TTY Speak and Read—answering a call

## Step-by-step instructions

Step number	Image	Instruction
1		TTY light flashes and telephone rings.  <b>For Superprint TTY</b> —Press the <b>black switch</b> to turn on TTY. Press the <b>space bar</b> (announcer) on TTY.
2		Pick up the TTY handset. Say 'Hello. Go ahead.'
3		Watch the screen. Read your caller saying 'Hello GA' (Go ahead).
4		Speak directly to your caller. Say 'go ahead' when you want your caller to reply.
5		Read your caller's messages on the screen. Wait to read GA before replying each time.
6		To end call, say 'goodbye, signing off.'
7		Read caller's goodbye. Wait to see SKSK (Stop Keying. Stop Keying). Your caller has hung up.
8		<b>For Uniphone TTY</b> —Press <b>shift</b> and <b>TTY on/Off</b> buttons. <b>For Superprint TTY</b> —Press <b>black switch</b> to turn off TTY. Hang up handset.

## 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 there is no typing from the relay officer showing on the screen then it is a direct phone call (not via NRS). Say: 'Sorry I can't hear you. Please call me back by phoning 133 677 and asking for my number'.
- If the text is moving too fast for you to read, say: 'Relay officer, please type slower'.

## 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