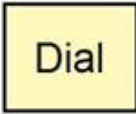















# Instruction sheet 7.1—TTY Speak and Read—making a call

## Step-by-step instructions

Step number	Image	Instruction
1	 	<b>For Uniphone TTY</b> —Press the <b>dial</b> button. <b>For Superprint TTY</b> —Press the <b>black switch</b> to turn on the TTY. Press <b>ctrl</b> and <b>1</b> on the TTY.
2		Pick up TTY handset. Dial <b>133 677</b> (or <b>1800 555 677</b> if calling a 1800 number) Press the <b>return</b> key for Superprint TTY.
3		Watch the screen. Wait to be transferred to a relay officer (RO).
5		Say the <b>area code</b> and <b>phone number</b> you wish to call. Say 'go ahead'. Wait for the RO to dial number.
6		Watch the screen for the other person's greeting. Wait to read GA (go ahead) before replying.
7		Speak directly to the other person. Say 'go ahead' when you want the other person to reply.
8		Read the other person's messages on the screen. Wait to read GA before replying each time.
9		To end the call, say 'goodbye, signing off'.

Step number	Image	Instruction
10		Read the other person's goodbye and SKSK (Stop Keying. Stop Keying). This means the other person has hung up.
11		Read 'RO here, would you like to make another call? GA' If yes, say the <b>area code</b> and <b>phone number</b> then 'go ahead'.
12		If no, say 'no thank you' then: <b>For Uniphone TTY</b> —Press <b>shift</b> and the <b>TTY on/Off</b> buttons <b>For Superprint TTY</b> —Press the <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

- After dialling 133677 you will see this message on the TTY screen: "NRS, NBR PLS". Ignore this message and wait for relay officer.
- A message in brackets eg. [ F ], is information from the relay officer to you, not a message from the other person. If the text is moving too fast for you to read, say: 'Relay officer, please type slower'.
- Don't type the phone number you wish to call, SPEAK to the relay officer. TELL them the area code and phone number.

## 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