



Instruction sheet 7.5—TTY Type and Read—answering a call

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>Watch the TTY screen.</p> <p>Read relay officer (RO) name and introduction and your caller’s greeting e.g. ‘Hello GA’.</p>
4		Type what you want to say then ‘GA’.
5		<p>Read the message on the screen.</p> <p>Wait to read ‘GA’ before replying each time.</p>
6		To end the call, type ‘goodbye SKSK’ (Stop Keying. Stop Keying).
7		Read the caller’s goodbye and SKSK.
8		<p>For Uniphone TTY—Press Shift and the TTY On/Off button.</p> <p>For Superprint TTY—Press the black switch to turn off 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

- 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