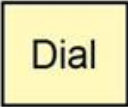

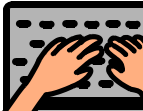

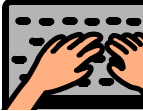










Instruction sheet 7.6—TTY Type and Read—call to emergency services

Step-by-step instructions

Step number	Image	Instruction
1		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 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		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.