















Instruction sheet 7.7—TTY Type and Listen—making a call

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 TTY.
2		For Uniphone TTY —Type 133 677 (or 1800 555 677 if calling an 1800 number). Pick up the handset. For Superprint TTY —Type 133 677 (or 1800 555 677 if calling an 1800 number) then press the return key.
3		Watch the TTY screen. Wait to be transferred to the relay officer (RO).
4		For Superprint TTY —Pick up the handset. Wait to hear. ‘Welcome to NRS, this is RO (name). Please enter area code and number you wish to call. Go Ahead’.
5		For Uniphone TTY —Hang up the handset. Type the area code and phone number you wish to call then ‘GA’ (Go Ahead).
6		Wait for the relay officer (RO) to dial the number.
7		For Uniphone TTY —Quickly pick up the handset when you have finished typing and listen to the phone ringing. Listen to the other person’s greeting. Wait to hear the other person say ‘Go Ahead’ and hang up the handset before typing each time.

Step number	Image	Instruction
8		Type your message to the other person and type 'GA' when you want the other person to reply.
9		For Uniphone TTY —Pick up the handset and listen to the other person. Wait to hear 'Go Ahead' and hang up the handset before you type your reply each time. For Superprint TTY —Listen to the other person talk to you. Wait to hear 'Go Ahead' before typing your reply each time.
10		To end call, type 'goodbye, SKSK' (Stop Keying. Stop Keying). For Uniphone TTY —Pick up the handset and listen to the other person's good bye. For Superprint TTY —listen to the other person's good bye. The other person has hung up.
11		Hear the RO say 'Would you like to make another call? Go Ahead' If yes, type the area code and phone number then 'GA'.
12		If no, type 'No'. For Uniphone TTY —Press the shift and the TTY On/Off buttons. 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.



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.