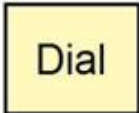

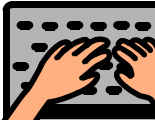



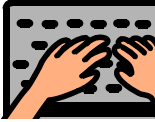


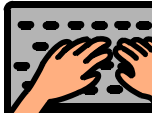






Instruction sheet 7.9—TTY Type and Listen—call to emergency services

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 screen: ‘Emergency Relay Service press PPP for police...FFF for fire...AAA for ambulance GA’ (Go ahead). Ignore this message and wait for the RO (relay officer).
4		Pick up the handset. Wait to hear “Welcome to NRS, this is RO (name) here... please enter the emergency you require: POLICE, FIRE, AMBULANCE. Go Ahead.’
5		For Uniphone TTY —Hang up handset. Type PPP or FFF or AAA then GA. For Superprint TTY —Type PPP or FFF or AAA then GA.
6		Wait for relay officer (RO) to connect you to Emergency Services Officer (ESO). The RO will let you know when the ESO on the line. Do not hang up.

Step number	Image	Instruction
7		Listen to the ESO's questions. Wait to hear 'Go Ahead' before you type your replies. For Uniphone TTY —Wait to hear 'Go Ahead' and hang up the handset before you type your reply each time.
8		Type your answers then 'GA' (Go Ahead) when you want the ESO to reply. Do not hang up until the RO tells you the call is finished.
9		To end call, type 'goodbye, SKSK' (Stop Keying. Stop Keying). For Uniphone TTY —Pick up handset. Listen to the other person's goodbye. For Superprint TTY —Listen to the other person's goodbye. This means the ESO has hung up.
10		For Uniphone TTY —Press shift and the TTY On/Off button. For Superprint TTY —Press the black switch to turn off the 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.