















# Instruction sheet 7.3—TTY Speak and Read—call to emergency services

## 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 the handset. Dial <b>106</b> .
3		Watch the screen. You will see ‘Emergency relay service, press PPP for police, FFF for fire, AAA for ambulance.’
		Ignore this and wait for relay officer (RO). The call will be given priority in the relay service call answer queue.
4		Wait to read ‘Welcome to NRS, this is RO (name). Please say which emergency service you require, police, fire, or ambulance GA’ (Go ahead).
5		Say ‘POLICE’ or ‘FIRE’ or ‘AMBULANCE’ and your exact location including street address and state then ‘go ahead’.
6		Wait for the RO to connect you with the Emergency Services Officer (ESO).
7		Watch the screen for questions from the ESO. You can also listen to the ESO’s instructions.
		Wait to read GA and hear Go Ahead (if listening) before replying each time.
8		Answer all questions. Say ‘go ahead’. Do not hang up until the RO tells you the call is finished.
9		To end the call, say ‘goodbye, signing off’. Read goodbye and SKSK (Stop Keying. Stop Keying). ESO has hung up.
10		<b>For Uniphone TTY</b> —Press <b>shift</b> and <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.