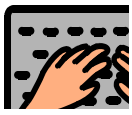
An Australian Government Initiative

National Relay Service

Instruction sheet 7.4—TTY Type and Read—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 the TTY.
2		**For Uniphone TTY**—Type **133 677** (or **1800 555 677** if calling an 1800 number). **For Superprint TTY**—Type **133 677** (or **1800 555 677** if calling an 1800 number) then press **return** key.
3		Watch the TTY screen. Follow the instructions from the relay officer (RO).
4		Type the **area code** and **phone number** you wish to call then ‘GA’.
5		Wait for the RO to dial the number.
6		Watch the screen for other person’s greeting. Wait to read ‘GA’ before replying.
7		Type your message to the other person and type ‘GA’ when you want the other person to reply.
8		Read the other person’s messages on the screen. Wait to read ‘GA’ before replying each time.
9		To end the call, type ‘goodbye, SKSK’ (Stop Keying. Stop Keying). Read the other person’s goodbye and SKSK.
10		Read ‘RO here. Would you like to make another call? GA.’ If yes, type the **area code** and **phone number** then ‘GA’.
11		**For Uniphone TTY**—If no, press **shift** and the **TTY On/Off** button. **For Superprint TTY**—If no, hang up handset and 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.

Hints

- A message in brackets eg (F), is information from the relay officer for you, not a message from the other person.

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 five (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