















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

## Step-by-step instructions

Step number	Image	Instruction
1		<p><b>For Uniphone TTY</b>—Press the <b>dial</b> button.</p> <p><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 TTY.</p>
2		<p><b>For Uniphone TTY</b>—Type <b>133 677</b> (or <b>1800 555 677</b> if calling an 1800 number). Pick up the handset.</p> <p><b>For Superprint TTY</b>—Type <b>133 677</b> (or <b>1800 555 677</b> if calling an 1800 number) then press the <b>return</b> key.</p>
3		<p>Watch the TTY screen.</p> <p>Wait to be transferred to the relay officer (RO).</p>
4		<p>Wait to hear. ‘Welcome to NRS, this is RO (name). Please enter area code and number you wish to call. Go Ahead’.</p>
5		<p>Type the <b>area code</b> and <b>phone number</b> you wish to call then ‘GA’ (Go Ahead).</p>
6		<p>Wait for the relay officer (RO) to dial the number.</p>
7		<p>Listen to the other person’s greeting.</p> <p>Wait to hear the other person say ‘Go Ahead’ before typing your response.</p>
8		<p>Type your message to the other person and type ‘GA’ when you want the other person to reply.</p>

Step number	Image	Instruction
9		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). 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 <b>area code</b> and <b>phone number</b> then 'GA'.
12		If no, type 'No'. <b>For Uniphone TTY</b> —Press the <b>shift</b> and the <b>TTY On/Off</b> buttons. <b>For Superprint TTY</b> —Press the <b>black switch</b> 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](mailto:helpdesk@relayservice.com.au)
- Phone 1800 555 660
- SMS 0416 001 350
- TTY 1800 555 630
- Fax 1800 555 690.

## Hints

The other party will also be able to hear your side of the conversation if you speak as well as type.

### 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

- Take into account that 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.