



# Call emergency services using TTY (Speak and Read)

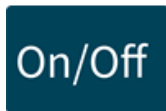
## Step-by-step instructions

1.



### For Uniphone TTY

Press the **dial** button. Pick up the TTY handset.  
**Dial 106.**



### For Superprint TTY

Press the black switch to turn on the TTY. Press **ctrl and 1**. Pick up the TTY handset or plug in a headset. Dial **106**.

2.



Watch the TTY screen.

You will see 'Emergency Relay Service press PPP for police...FFF for fire...AAA for ambulance. Ignore this and wait for the Relay Officer.





Wait to read "Welcome to NRS, this is Relay Officer [Name]. Please say which emergency service you require, police, fire or ambulance GA" (Go ahead).

Wait to be transferred to a Relay Officer.

3.



Say 'POLICE' or 'FIRE' or 'AMBULANCE' and give your exact location including street address and state, then say 'Go ahead'.

4.		Wait for the Relay Officer to connect you with the Emergency Services Officer (ESO).
5.		<p>Watch the screen for questions from the ESO. You can also listen to the ESO.</p> <p>Wait to read 'GA' or hear 'Go ahead' before replying each time.</p>
6.		<p>Answer all questions. Say 'go ahead' each time when you finish your answer.</p> <p><b>Do not hang up</b> until the Relay Officer tells you the call is finished.</p>
7.		<p>To end the call, say "goodbye".</p> <p>Read "goodbye" and "SKSK" (Stop Keying. Stop Keying). This shows that the ESO has hung up.</p>
8.		<p>Turn off the TTY.</p> <p>For <b>Uniphone</b>, press shift and the TTY On/Off button.</p> <p>For <b>Superprint</b>, press the black switch and hang up the handset.</p>