



Call emergency services using TTY (Type and Listen)

Step-by-step instructions

1.



For Uniphone TTY

Press the **dial** button. Pick up the TTY handset.
Type 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. **Type 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.

3.



Pick up the handset.

Wait to hear "Welcome to NRS, this is Relay
Officer [Name]. Please enter which emergency
service you require, police, fire or ambulance
Go Ahead."

4.



Type:

- "PPP" (Police), "FFF" (Fire) or "AAA"
- your exact location including street address and state, and
- then "GA".

5.



Wait for the Relay Officer to connect you with the Emergency Services Officer (ESO).

6.



Listen to the ESO's questions. Wait to hear 'Go Ahead' before you type your answers.

Type your answers then type "GA" (Go Ahead) when you want the ESO to reply.

Do not hang up until the Relay Officer tells you the call is finished.

7.



Turn off the TTY.

For **Uniphone**, press shift and the TTY On/Off button.

For **Superprint**, press the black switch and hang up the handset.