



An Australian Government Initiative



Fact sheet 3—NRS app

What equipment is needed?

An Apple or Android smartphone or tablet and an internet connection is needed to download and use the NRS app.

How much will it cost?

The app is free. Broadband data costs will apply to download the app and make calls.

Things to remember

- The NRS app allows users to access a number of call options, including Internet Relay, Speak and Listen, Video Relay and web browser Captioned Relay.
- The NRS app offers extra features for Internet Relay and Speak and Listen users:
 - **Services:** Start-up messages can be pre-set to save time when contacting services that need to be accessed through a phone call. The messages are protected by your NRS app passcode so can include confidential details.
 - **Quick phrases:** Simple messages can be saved to insert into Internet Relay and Speak and Listen calls. The information saved here is not protected by a passcode so should not include any confidential information.
 - **Profile:** Personal information can be saved to insert as text into an Internet Relay or Speak and Listen call. Profile information is protected by your NRS app passcode.
 - **Contacts:** Internet Relay or Speak and Listen users can access the phone numbers of contacts stored in their phone or tablet without having to retype them into the number field.
 - **Send your location:** Location details can be provided during an Internet Relay or Speak and Listen call by using the GPS function on the phone or tablet.
- All saved information is stored on your device and only sent to the NRS when you include it as part of a call.
- For a detailed step-by-step explanation about how to download and use this option, read the NRS app instruction sheets on the website.

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.