



Instruction sheet 3.2—NRS app (Internet Relay)—answering a call

Step-by-step instructions

Step number	Instruction
1	To receive a call through the NRS app: <ul style="list-style-type: none">• open the NRS app• be registered and logged in• leave the NRS app open or running in the background
2	When receiving an incoming call, a notification will be seen on the device.
3	Tap accept to answer the call.
4	Type 'Hi (your name) here. GA' (Go ahead) or use a pre-stored quick phrase and tap send .
5	Wait to read the caller's greeting and 'GA' before replying.
6	Type your message and 'GA' in the text window or use the pre-stored information in profile or quick phrases .
7	Tap send .
8	To end the call, type 'goodbye SKSK' (Stop Keying. Stop Keying) or use a pre-stored phrase.
9	Read the caller's 'goodbye SKSK'.
10	Tap hang up in top right corner of the screen and again in pop-up box.

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.

Hints

Downloading the NRS app

iPhone/iPad users



1. Tap the Apple App Store icon.
2. Tap **Search** on the bottom right corner of the screen.
3. Tap the search field and type: **NRS app**.
4. Tap to select the NRS app.
5. Tap **Get** to download the app.
6. Tap install to add the app to your device or use Touch Id to install.

Android smartphone/ tablet users



Google Play

1. Tap Google Play Store icon.
2. Tap the search bar and type: **NRS app**.
3. Tap to select the NRS app.
4. Tap **install** to download the app.

Receiving a call

- You must register your details with the NRS if you want people to be able to call you. You only need to do this once.
- To RECEIVE calls you must be logged in at the time the call is made to your device. You can only be logged on to one device at the time you receive the call.
- Ask the caller to call 1300 553 467 to give the RO your login phone number.
- To answer a call, click the green 'ACCEPT' button and then type your message. Until you have sent your first message, the RO does not know you have answered.

Incoming call notifications

- You can make an NRS Internet Relay call on almost any device with an Internet browser—computer, smartphone, and tablet computer. Most internet browsers (but NOT ALL browsers) will alert you to incoming calls.
- For portable devices, using the NRS app is the best way to insure you are notified of incoming calls.

NRS app passcode

- You can protect some of the information you store in the NRS app by creating and using your own specific NRS app passcode. You will be asked to create a passcode the first time you save information to your Services or Profile. You will need to remember this passcode each time you wish to access your stored information.

Registering

1. Open the app.
2. Click 'Not registered?'
3. Fill in your details: name, phone number, email address. You can use any ten digit mobile phone number or landline number as your 'login number'. Incoming calls will come to the device you are logged in to.
4. Choose a password with at least 6 letters.
5. You will receive a confirmation email. Click on the activation link supplied and registration is complete.
6. Note: If you have already registered to receive Internet Relay or web browser Captioned Relay calls on your computer, you can use the same login details.

Logging in

1. Open the app
2. Click Login
3. Enter your login number and password.
4. Click login. You only need to do this once, the app will remember your login details if you do not log out or use a different device.

Your login number is the ten digit number you registered with, it might be your area code and phone number or your mobile number.

Special NRS app features

Quick phrases



- Quick phrases allows you to pre-store sentences which can be inserted as text into an Internet Relay call.
You might like to pre-store sentences you will use regularly so that you do not need to type them every time.
E.g. Okay, thank you for calling SKSK.
- To create Quick Phrases open the app, tap **Quick phrases**, and then tap the **plus icon** at the top of the screen. Type your stored message and tap **save**.
- To insert Quick Phrases into your call tap the Quick **phrases** icon at the top of the screen. Then tap the pre-store sentence you would like to insert and tap **Use Quick Phrase**.
- Information stored in Quick Phrases is not protected by your NRS app passcode so it is best not to save private or sensitive information here. Anyone with access to your phone can access this information.

Services



- Use Services to pre-store start-up messages, which can make it quicker to start an Internet Relay call.
You might like to save a start-up message in the business category for a company you call regularly.
E.g. Hi, I need to make an appointment with Dr Green. It's Carol Smith here GA.
- Information stored in Services is protected by your NRS app passcode.
 - To setup Services open the app, tap **Services**, enter your passcode, and then tap the category you would like to save the start-up message to. Tap the **plus icon** at the top of the screen. Type your message and tap **save**.
 - When you setup a Services start-up message you can chose to automatically share information from your Profile caller notes with the RO. To do this, slide the **OFF** button next to **Send caller notes** to the **ON** position.
 - Tap the **Services** icon to begin a call using your stored start-up messages. You will need to type in your NRS app passcode and then select which category you have saved the pre-stored message in.

Profile



- Your Profile allows you to pre-store personal information that can be inserted as text into an Internet Relay call.
- Information that is stored in your Profile is protected by your NRS app passcode.
- To create your Profile open the app, tap the **More** icon, then tap **Profile**. Type in the information you would like to store and tap **save**.
- To insert information from your profile during a call tap the **Profile** icon at the top of the screen.

Caller notes

- Use the Caller notes section in your app Profile to pre-store information to help the relay officer understand any issues you may having managing your NRS calls.
- E.g. 'I'm a slow typist, please ask my caller to be patient'.
- Caller notes will not be relayed to the other person on your call unless you specifically ask the relay officer to do so.
- To add Caller notes to your Profile tap the **More** icon, then tap **Profile**. Scroll down to the field titled Caller notes. Type in the information you would like the RO to know and tap **save**.
- You can choose to send this information to the RO automatically at the start of every call by turning on Caller notes during the setup of a Services message.
- To send the RO Caller notes during a call tap on the **Profile** icon at the top of the screen. Tap on the **Caller notes** field, tap **select** and **send**.

Location



- Use Location to enter your current address into an Internet Relay call using the GPS function on your device.
- To use this function you will need to have ‘Location services’ turned on for your device. Note that the Location button is only visible during a call.
- To insert your location during a call tap the drop pin icon and tap **done**.
- You should always check that the pin is at the correct location before you click **done**—you may have to correct it before sending.
- You can adjust your location manually by:
 - Holding and dragging the drop pin to the right location (for Android devices) or tapping **Drag pin** and dragging the pin (for Apple devices).
 - Tapping **Search** and typing your address into the pop-up box that appears.