



# Instruction sheet 3.4—NRS app (web browser Captioned Relay)—making a call

## Step-by-step instructions

Step number	Instruction
1	Open the NRS app.
2	Tap <b>make a call</b> .
3	From the <b>call options</b> screen, tap <b>make a captioned relay call</b> and go to <b>I want to make a call</b> .
4	Tap <b>my phone number</b> . Type the area code and the number of the phone you will be using to make this call.
5	Tap <b>telephone number I want to call</b> . Type the <b>area code</b> and <b>phone number</b> to call, into the phone number box OR tap <b>contacts</b> at the top right of the screen to select the stored phone number.
6	Type the security code into the <b>verify it's you</b> box.
7	Tap <b>connect now</b> .
8	Watch your device screen. Pick up your phone when it rings.
9	Wait to read and hear the other person's greeting. Say 'hello' and reply to the other person.
10	Listen to the other person. Watch your device screen for captions. There will be a slight delay between you hearing the other person and the captions appearing.
11	Speak directly to the other person. Watch your device screen for captions.
12	To end the call say 'goodbye' and hang up the phone. Tap <b>end call</b> on the device screen.

## 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.

## 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 (if you have it) to install.

Android smartphone/ tablet users



Google Play

1. Tap the 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.

### Using captions

- You can listen to the other person's voice if you want to, or you can turn the volume down.
- There will be a one-to-two-second delay as the other person's words are captioned.
- If the Relay Officer (RO) is unsure of the spelling of a word you will see <sp?> after a word. You can ask the other person to spell names or places.
- If the meaning of the captions is unclear, you will need to ask the other person to repeat what they said.

## Making a call

- You can make a Captioned Relay call on almost any device with an Internet browser or App compatibility—computer, smartphone, tablet computer etc. You will also need a phone line. You can use a number of different combinations of equipment:
  - Home computer AND landline or mobile phone
  - Tablet computer (eg iPad) AND landline or mobile phone
  - A smartphone (iPhone or Android phone) can be used for both computer connection and the phone line. You will need to have the phone on speaker or use a headset/headphones with a microphone, so you can speak and read the conversation at the same time.
- If you are registered and logged in, you don't have to enter the four character security code).
- If you are logged in, you can save phone numbers to your contacts list by tapping on the person icon next to the phone number box, and then 'Add new contact'. If you would like to make a call to a saved contact, click on 'My contacts' and then select the person you would like to call.

## Registering

1. Go to [www.communications.gov.au/accesshub](http://www.communications.gov.au/accesshub).
2. Click **Make a Captioned Relay call**.
3. Go to: **I want to receive a call**.
4. Click on **Not Registered?**
5. 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'. You can always change the phone number you would like to receive the Captioned Relay call on.
6. Choose a password with at least six letters.