






Instruction sheet 3.7—NRS app (Speak and Listen)—making a call

Step-by-step instructions

Step number	Instruction
1	Open the NRS app.
2	Tap make a call .
3	From the call options screen, tap make a speak and listen call .
4	Tap the my phone number box. Type the area code and number of the phone you will be using to make this call.
5	Tap the number I want to call box. Type the area code and phone number of the person to be called. Or tap contacts at the top right of the screen to select the stored phone number.
6	Tap connect now .
7	Answer the phone when it rings to connect to a relay officer (RO).
8	If you are a smartphone user, go back to the NRS app to see the text screen.
9	Say or type your Caller Code when asked. If you don't have a caller code say 'no code'.
10	You can talk about the call with the RO.
11	The RO will dial the other person's number and then introduce you. Wait to hear 'go ahead caller'.
12	Talk to the person you have called. The RO will help if the other person doesn't understand you.

You can send typed messages during the call and the RO will read the typed messages to the other person.

There are four ways you can send typed messages during a call:

1. Type your message in the text box at the bottom of the screen. Type 'GA' (Go ahead). Tap **send**.
13. Tap the **profile** button  to send pre-stored information from your profile. Select the type of message, for example, first name from your profile. Type 'GA'. Tap **send**.
3. Tap the **quick phrases** button  to select pre-stored phrases from your list. Type 'GA'. Tap **send**.
4. Tap the **location** button  to find your current address. Tap **done** and your GPS address will be added to your conversation.

Step number	Instruction
14	You can also ask the RO to type the other person's words.
15	Listen to the other person's reply, or read their message.
16	When finished say or type 'goodbye' to your caller.
17	RO will ask if you want to make another call. If yes, give the name or phone number you wish to call. If no, say 'no thank you' and hang up.
18	To end the call, press hang up on top of the app screen, then click hang up again to confirm. Hang up your voice phone call.

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

- Incoming Speak and Listen calls to your smartphone will be received as a regular Speak and Listen voice call. You can't use the app for an incoming call.
- Your Caller Code is only needed when you are making a call from a phone number that has not been included in your profile. To find out more about getting a Caller Code, how to have your usual call number set up and recording your call preferences, complete the [Speak and Listen—new profile form](#) on www.communications.gov.au/accesshub.