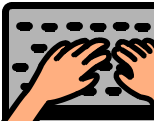
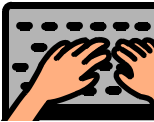









# Instruction sheet 5.2—web browser Captioned Relay—answering a call

## Step-by-step instructions

Step number	Image	Instruction
1		Go to <a href="http://www.communications.gov.au/accesshub">www.communications.gov.au/accesshub</a> . Click the <b>make a Captioned Relay call</b> link (the call page can be bookmarked for future use).
2		Go to <b>I want to receive a call</b> . (You need to be registered to receive a call. See the end of this document for details on how to register). Type the ten digit phone number you registered with. Type in your password and click <b>login</b> .
3		Answer the telephone when it rings. Click on the <b>Captioned Relay screen</b> .
4		Say 'hello' and give your name. The call is now connected to the National Relay Service, with a relay officer (RO) converting the words of the other person to the captions seen on your computer screen.
5		Listen to the other person and watch the computer screen for captions. There will be a short delay between hearing the other person's voice and the captions appearing.
6		Speak directly to the other person and watch the computer screen for captions when they respond.
7		To end the call, say 'goodbye' and hang up the phone. Click <b>end call</b> on the computer 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

- 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 and have the webpage open at the time your call is received by your device.
- Your login number is the ten digit number you registered with, it might be your area code and landline phone number or your mobile number.
- To answer a call, you must answer your phone first, and then click the visual notification on your computer screen.
- To receive the captions for Captioned Relay calls, you need a browser that will alert you to incoming calls.
- Most internet web browsers (but NOT ALL browsers) will alert you to incoming calls.
- When receiving a call to a digital device you should not place the device in sleep mode. If you do so you will not receive notifications of incoming calls.
- You may prefer to use a computer for incoming calls, or to use another NRS call option (such as Internet Relay or SMS relay) which provides you with notification of incoming calls even if you are using another app, or your phone is asleep.

## 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?' link.
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. Create a password with at least six (6) letters.