
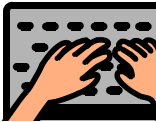
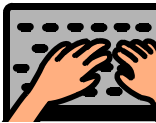
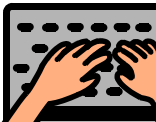










# Instruction sheet 5.1—web browser Captioned Relay—making a call

## 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> .<br>Click the <b>make a Captioned Relay call</b> link (the call page can be bookmarked for future use).                                 |
| 2           |    | Right click in the <b>my phone number</b> box.<br>Type the area code and phone number you are calling from.   |
| 3           |  | Right click in the <b>telephone number I want to call</b> box.<br>Type the phone number you want to call or select the number from the contact list if you are registered and logged in.  |
| 4           |  | Type the four character security code into the <b>verify it's you</b> box.  |
| 5           |  | Click <b>connect now</b> .  |
| 6           |  | Watch the computer screen and answer your phone when it rings.<br>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. |
| 7           |  | Wait for the other person's greeting.<br>Say 'hello' and give your name.  |
| 8           |  | Listen to the other person.<br>Watch the computer screen for captions.<br>There will be a short delay between hearing the other person and the captions appearing.  |

| Step number | Image   | Instruction  |
|-------------|---|--|
| 9           |  | Continue to speak directly to the other person and watch the computer screen for captions when they respond. |
| 10          |  | To end the call, say 'goodbye' and hang up the phone.<br>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 can make a Captioned Relay call on almost any device with an internet browser – 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.
- If you are using a smartphone to read the captions, you will need to have the phone on speaker or use a headset/headphones with a microphone, so you can speak and read the captions 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 clicking 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.
- You can listen to the other person's voice if you want to, or you can turn the volume down.
- There will be a short delay as the hearing 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.