







Instruction sheet 5.1—NRS Captions—making a call

Step-by-step instructions

Step number	Image	Instruction
1		Go to www.communications.gov.au/accesshub/nrs . Click the make an NRS Captions call link (the call page can be bookmarked for future use).
2		Go to I want to make a call on the left hand side of the call page. Type the area code and phone number you are calling from in the My phone number box.
3		Type the phone number you want to call in The telephone number I want to call box or select the number from your contact list if you are signed up and logged in.
4		If dialling a number starting with 1800, 1300 or 13, look at the dropdown box and choose the state where you are calling from.
5		Type the CAPTCHA code into the verify it's you box.
6		Click Connect Now .
7		Watch the screen and answer your phone when it rings.
8		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 screen.

Step number	Image	Instruction
9		You should explain to the other person that you are using NRS Captions. There will be a short delay between hearing the other person and the captions appearing on your screen.
10		Listen to the other person. Watch the screen for captions.
11		Continue to speak directly to the other person and watch the screen for captions when they respond.
12		To end the call, say 'goodbye' and hang up the phone. Click end call on the 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
- Phone 1800 555 660
- SMS 0416 001 350
- [Online contact form](#).

Hints

- You can make an NRS Captions call on almost any device with an internet browser – computer, laptop, smartphone, tablet etc. You will also need a fixed line or mobile phone connection. You can use a number of different combinations of equipment:
 - home computer AND landline or mobile phone
 - tablet (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 signed up and logged in, you don't have to enter the CAPTCHA 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 the + symbol next to the number to call box 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 meaning of the captions is unclear, you will need to ask the other person to repeat what they said.
- If you receive a 'part of call missed' message you can ask the other person to repeat what they said.