


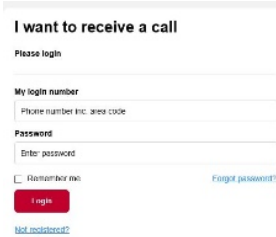








# Instruction sheet 5.2—NRS Captions—answering a call

To receive a NRS Captions call through the NRS, your callers will need to call the NRS on 1300 018 342 and:

- provide your phone number and your name
- ask to be connected to you.

## Step-by-step instructions

Step number	Image	Instruction
1		Go to <a href="http://www.communications.gov.au/accesshub/nrs">www.communications.gov.au/accesshub/nrs</a> . Click the <a href="#">make a NRS Captions call</a> link (the call page can be bookmarked for future use).
2		Go to <b>I want to receive a call</b> on the right hand side of the call page. (You need to be signed up to receive a call. See the end of this document for details on how to sign up). Type the ten digit phone number you signed up with. Type in your password and click <b>login</b> . (Logging in will allow you to receive calls for the next 18 hours).
3		You will be then offered the option to receive a call on a different phone number from the log in phone number. The <b>receive a call chat</b> window will then open up. To receive a call this page must remain open on the device you are using.
4		Answer the telephone when it rings to start the call.
5		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 screen.
6		Listen to the other person and watch the screen for captions. There will be a short delay between hearing the other person's voice and the captions appearing.
7		Speak directly to the other person and watch the screen for captions when they respond.
8		To end the call, say 'goodbye' and hang up the phone. Click <b>end call</b> 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](mailto:helpdesk@relayservice.com.au)
- Phone 1800 555 660
- SMS 0416 001 350
- [Online contact form](#).

## Hints

- If you want to receive a NRS Captions calls you need to sign up first. To sign up:
  - Go to the make a NRS Captions call page.
  - Under “Receive a Call” click Not Registered?
  - Follow the prompts to register your number and set up a password.
  - When you log on to receive NRS Captions calls you can receive calls for the next 18 hours.
  - Remember if you want to receive calls continuously (including overnight) you need to click the receive call button at least every 18 hours.
- To RECEIVE calls you must be logged in and have the NRS Captions receive a call chat page 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 look at the screen for captions to appear when your caller has spoken to you.
- It may be helpful to set up a time with the other party to contact you through NRS Captions so your device is set up to receive the call.