
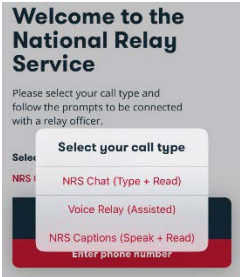
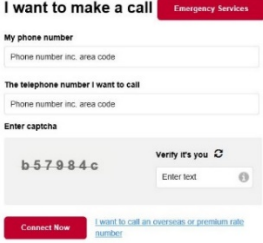
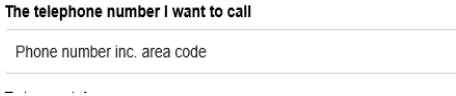

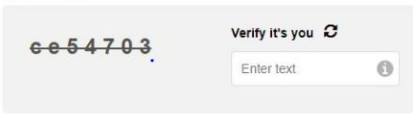











# Instruction sheet 5.1—NRS Captions—making a call

## Step-by-step instructions

Step number	Image	Instruction
1	 	<p>Go to <a href="http://www.communications.gov.au/accesshub/nrs">www.communications.gov.au/accesshub/nrs</a>.</p> <p>Click the <a href="#">make an NRS Captions call</a> link (the call page can be bookmarked for future use).</p> <p>Or, you can make an NRS Captions Call using the NRS app. Just open the app and select <b>NRS Captions (Speak + Read)</b> from the <b>Select your call type</b> menu, then tap <b>Continue</b>.</p>
2		<p>Go to the <b>I want to make a call</b> section on the call page.</p> <p>If you are using the app, this page will appear when you tap <b>Continue</b>.</p> <p>Type the area code and phone number you are calling from in the <b>My phone number</b> box.</p>
3		<p>Type the area code and phone number you want to call in <b>The telephone number I want to call</b> box or select the number from your contact list if you are signed up and logged in.</p>
4		<p>If dialling a number starting with 1800, 1300 or 13, look at the dropdown box underneath the CAPTCHA code and choose the state where you are calling from.</p>
5		<p>Type the CAPTCHA code into the <b>Verify it's you</b> box.</p>
6		<p>Click <b>Connect Now</b>.</p>



Step number	Image	Instruction
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.
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 <b>end call</b> on the screen.

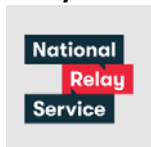
## NRS Helpdesk

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

- You can download the NRS app from the Google Play store  (for android phones and tablets) or the Apple App Store  (for iPhones and iPads). Just search for **NRS** or **National Relay Service** in the search field, select the app and tap to install. The app will look like this:



- 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.