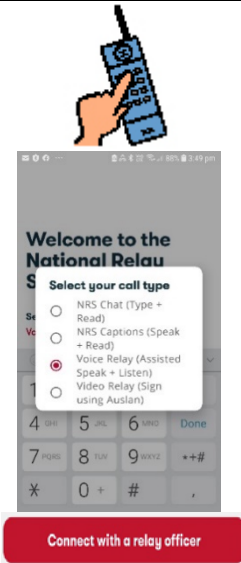













NRS—Instruction sheet 6.1—Voice Relay—making a call

Step-by-step instructions

Step number	Image	Instructions
1		Dial 1300 555 727 . Or, you can make a Voice Relay call using the NRS app. Just open the app and select Voice Relay (Assisted Speak & Listen) from the Select your call type menu, then click Connect with a relay officer .
2		Listen to the message. You will be asked to press 1 if you want to make an emergency call.
3		If you don't want to make an emergency call, but just a normal Voice Relay call, don't press anything, just wait on the line to connect with a relay officer. (If you do want to make an emergency call, see NRS—Instruction sheet 6.3—Voice Relay—call to emergency services)
4		The RO will ask for your Caller Code , area code and phone number to call or the name on your Caller List . (For more information see Hints on the next page)
5		You can talk about the call with the RO first. The RO will ask you if you want to do this.
6		The RO will dial the number.



Step number	Image	Instructions
7		Wait for the RO to introduce your call to the other person. Wait until you hear 'Go Ahead caller'.
8		Talk to the person you have called. The RO will help if the person can't understand you.
9		When finished, say 'goodbye' to your caller.
10		The RO will ask if you would like to make another call. If yes, give the name or phone number. If no, say 'no thank you' and hang up the phone.

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
- TTY 1800 555 630
- Fax 1800 555 690
- [Online contact form](#).

Hints

- Creating a "Voice Relay profile" together with a "Caller Code" will help the relay officer understand any special communications needs you have and help your calls go smoothly.
- Your Caller Code is only needed when you are making a call from a phone number that has not been included in your profile.
- To find out more about getting a Caller Code, how to have your usual call number set up and recording your call preferences, complete the new profile form on the [Services Features page](#) on Accesshub.
- 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

