



Instruction sheet 3.5—NRS app (web browser Captioned Relay)—answering a call

Step-by-step instructions

Step number	Instructions
1	Open the NRS app.
2	Tap make a call .
3	From the call options screen, tap make a captioned relay call and go to I want to receive a call . Log in using your ten digit login number and password.
4	Tap my phone number . Type the area code and the number of the phone you will be using to make this call.
5	Wait for your phone to ring.
6	Watch your device screen. Pick up your phone when it rings.
7	Wait to read and hear the other person's greeting. Say 'hello' and reply to the other person.
8	Listen to the other person. Watch your device screen for captions. There will be a slight delay between you hearing the other caller and the captions appearing.
9	Speak directly to your caller. Watch your device screen for captions.
10	To end the call say 'goodbye' and hang up phone. Tap end call on device 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.

Hints

Downloading the NRS app

iPhone/iPad users



- Tap the Apple App Store icon.
- Tap **Search** on the bottom right corner of the screen.
- Tap the search field and type: **NRS app**.
- Tap to select the NRS app.
- Tap **Get** to download the app.
- Tap **install** to add the app to your device or use Touch ID (if you have it) to install.

Android smartphone/ tablet users



Google Play

- Tap Google Play Store icon.
- Tap the search bar and type: **NRS app**.
- Tap to select the NRS app.
- Tap **install** to download the app.

Using captions

- You can listen to the other person's voice if you want to, or you can turn the volume down.
- There will be a 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.

Receiving a call

- You must register your details with the NRS if you want people to be able to call you. You only need to do this once. See below for step-by-step instructions on registering.
- To RECEIVE calls you must be logged in and have the webpage or NRS app 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 phone number or your mobile number.
- To receive a call, answer your phone when it rings. You will see a visual notification on the screen of your device which says 'Dialling your telephone number: [your phone number]'. The captions will appear below this message after a slight delay.

Incoming call notifications

- When receiving a call to your digital device you should not place the device in sleep mode or minimise the NRS app. If you do so you will not receive notification of incoming calls.
- You may prefer to use a computer for incoming calls, or to use another call option (such as Internet Relay or SMS Relay) which provides you with notification of incoming calls even if you are using another app, or your phone is asleep.

Registering

- Go to www.communications.gov.au/accesshub
- Click **Make a Captioned Relay call**
- Go to: **I want to receive a call.**
- Click on **Not Registered?**
- Fill in your details: name, phone number, email address. You can use any ten digit mobile phone number or landline number as your 'login number'. You can always change the phone number you would like to receive the Captioned Relay call on.
- Choose a password with at least six (6) letters.