






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 www.communications.gov.au/accesshub/nrs . Click the make a NRS Captions call link (the call page can be bookmarked for future use).
2		You need to log on first using the phone number you registered with and your password. If you are not registered – click on the ‘not registered’ link to register and follow the prompts.
2		Go to I want to receive a call on the right hand side of the welcome page. Type the phone number you want to receive the call on. Click ‘Receive a call’.
3		The receive a call chat 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.

Step number	Image	Instruction
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 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

- 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 phone 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.