

Internet relay calls

Internet relay calls are ideal if you are deaf or can't hear well and have difficulty using your voice.

You can ring anyone, anywhere, anytime and your calls are completely confidential.

The main thing you need is an internet connection – through a computer, a tablet or a smartphone.

You can make calls through the NRS app or through the NRS website.

Starting a call through the NRS app

- Open the app and tap 'Make a call'
- Tap 'Make an internet relay call'
- Enter the area code and phone number you want to call – you can do this via the contacts stored on your device without rekeying the number
- Tap 'Connect now'.

Starting a call through the NRS website

- Click the 'Make an internet relay call' on the right-hand side of any page of the NRS website
- Type the area code and phone number you want to call
- Type the letters/numbers in the image into the other box below (this is a security measure)
- Click 'Connect now'.

Once you are connected

- The relay officer will ring the person you want to call, and you can then start typing your side of the conversation in the message window.
- When you have finished each 'turn' or block of text, just click 'Send'.
- The relay officer becomes your voice, reads your words aloud to the person you are calling, listens to what they say then types their words back for you to read.

You can also make calls using AOL Instant Messenger (AIM). However you can't receive calls through AIM.

Benefits of using the NRS app

The app gives you extra features that can make your internet relay calls easier by letting you:

- use pre-set start-up messages (Services) to begin your call
- create your own Quick phrases to insert during the call
- insert information into the call from the Profile you have created on the app
- use your device's GPS to insert your location into a call.

See *The NRS app* factsheet or the NRS website for more on these features.



Receiving a call

If you want to receive calls through internet relay, you will need to register. This is a simple online process through the app or the website – you only need to do it once.

Once registered, login with your 'login phone number' and password. You are then ready to receive calls if someone rings you.

If you want someone to call you through internet relay just ask them to ring **1300 553 467** and follow the prompts.

Call notification

When someone rings you through internet relay, you can often receive a notification of the incoming call.

If you are using the app

You will always be notified of incoming calls when using internet relay on the NRS app. If you want to receive calls on a smartphone or tablet, the app is the best way to do it.

If you are using the website

Whether you can be notified of incoming calls when using internet relay through the NRS website depends on your device and browser:

- Generally if you are using a desktop computer or laptop, you will be able to receive notification.

- Generally if you are using a tablet or smartphone you won't get any call notification though the website – you'll get better results using the app.

See more on our website about the compatibility of call notification with different devices and browsers.

What does it cost?

Internet relay calls within Australia are free, apart from your normal internet connection costs. You will need to pay for calls to overseas or premium 1900 numbers – see more on our website.

More information

Go to www.relayservice.gov.au for more on:

- how to make and receive calls
- using the NRS app
- detailed FAQs

Contact our **Helpdesk** (Monday to Friday, 8am to 6pm Eastern Standard Time):

- TTY: **1800 555 630**
- Voice: **1800 555 660**
- Fax: **1800 555 690**
- SMS: **0416 001 350**
- email: helpdesk@relayservice.com.au

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An Australian Government Initiative



A phone solution for people who are deaf or have a hearing or speech impairment
www.relayservice.gov.au