

Internet Relay calls

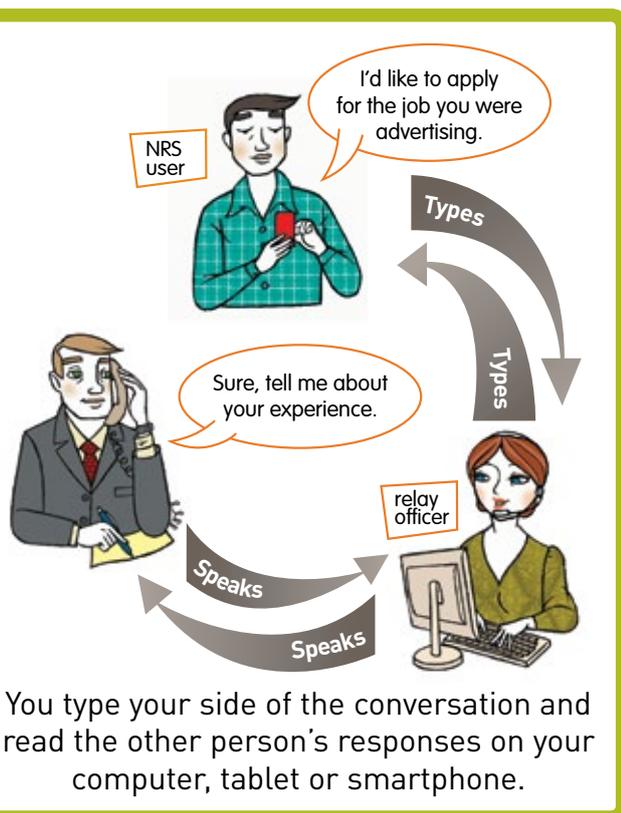
[Internet Relay calls](#) can be used by anyone who is deaf, can't hear well or has difficulty using their voice. You can ring anyone, anywhere at any time. Your calls are confidential. In each call a **relay officer** is on the line to relay your text to the other person and the other person's words back to you as text.

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 retyping the number.
- Tap 'Connect now'.



Starting a call through the NRS website

- Click 'Make an Internet Relay call' on the right-hand side of any page of the NRS website.
- Enter the area code and phone number you want to call.
- Enter the letters/numbers from the image into the security capture box.
- 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, type 'GA' or 'go ahead' and just click 'Send'.
- The relay officer becomes your voice, reads your words to the person you are calling, listens to what they say then types their words back for you to read.

If you want to see how an Internet Relay call works without making a live call, check out the interactive [call tutorial](#) on our website.

Benefits of using the NRS app

The app can make your Internet Relay calls easier by letting you:

- use pre-set start-up messages (called 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.

Can people make calls to me?

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, just login with your details. 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 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 as long as you are logged in and have the app running in the background.

If you are using the website

You can be notified of incoming calls when using Internet Relay through the NRS website but it 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 through the website – you'll get better results if you use the NRS app.

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

What does it cost?

Relay calls within Australia are free. However you will be connecting to the internet, and charges for your data use will depend on your internet or mobile data plan.

More info

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

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

You can also contact our [Helpdesk](#) (Monday to Friday, 8am to 6pm Eastern Standard Time) if you have any questions:

- phone: **1800 555 660**
- SMS: **0416 001 350**
- email: helpdesk@relayservice.com.au

The National Relay Service is an Australian Government initiative funded by a levy on eligible telecommunications carriers.



04/18



An Australian Government Initiative



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