

The NRS app

A smart way to make relay calls

The app lets NRS users make a range of different calls – [Internet Relay](#), [Speak & Listen](#), [Video Relay](#) and [Captioned Relay](#) – all from the one starting point.

The app gives additional benefits for Internet Relay and Speak & Listen users that are only available through the app.

How do I get the app?

You will need an Apple or Android smartphone or tablet. Just go to the app store for your particular device, search for 'NRS app', then download and install it on your device just like any other app.

What are the extra benefits?

Services

Services are sets of start-up messages which you can use for Internet Relay and Speak & Listen calls. Give the Service a name – eg under 'Transport' create 'taxi to airport', and fill in the other fields you want to use when you make the call.

You can also include as many fields as you wish from your Profile (see over page) into any of the Services fields. You just click 'Show Profile info' when the dialogue box comes up.

Service messages are protected by a passcode.

Start a call using Services

Just tap the saved Service to start a call using your selected call channel. The relay officer will read your start-up Services message to the person you are calling.

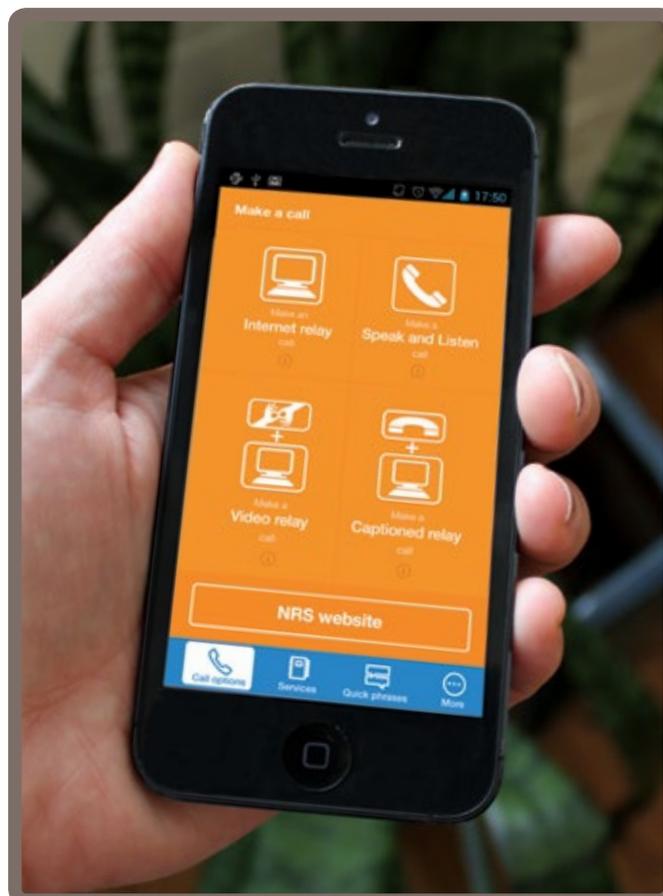
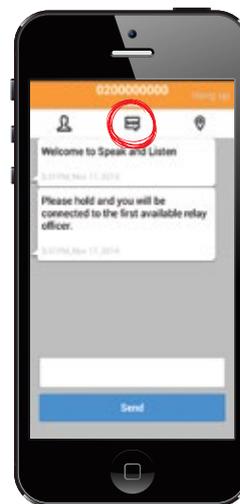


Quick Phrases

Quick Phrases let you create simple messages which you can insert into Internet Relay and Speak & Listen calls AFTER you have started the call. The information in Quick Phrases is not protected by a passcode, so make sure you don't include any confidential information in these phrases.

Using Quick Phrases during a call

Just tap the Quick Phrases icon at the top of the call page after you have started your call. Tap the phrase you want and it will be inserted as text into your call and read to the person you are calling.



Profile

The app Profile lets you enter a wide range of personal information that can later be inserted field-by-field as text during an Internet Relay or Speak & Listen call.

The information in your Profile is protected by a passcode.

The 'Caller notes' field is for special messages about the way you manage your call that you might want to send to the relay officer. Caller notes will not be relayed to the other person on your call unless you specifically ask the relay officer to do so.

Tap the Profile icon at the top left of the call page after the call has started.

Tap the field you want to insert into the call, then tap 'Send'.



If the map that appears on screen doesn't show your correct location, you can drag the pin to the right place.

Information on your phone or tablet

All your Services, Profile and Quick Phrases information is saved on your device and only sent to the NRS if you send it as part of a call.

What does it cost?

The app itself is free and so are any calls within Australia you make using the app. 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 about using the NRS app, and 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.

Contacts

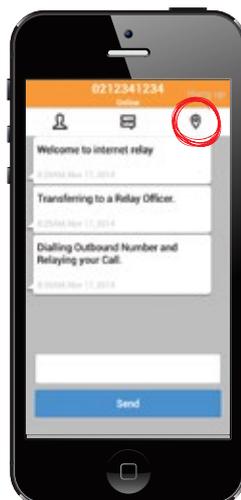
If you are making an Internet Relay or Speak & Listen call you can access the phone numbers of contacts stored in your phone or tablet without having to retype them into the number field.

Sending your location

The app lets you provide your location during an Internet Relay or Speak & Listen call by using the GPS function on your phone or tablet.

First make sure you have activated 'Location services' in your device's settings.

During a call, tap the location icon on the top right of the call screen.



An Australian Government Initiative



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