

Your guide to downloading the NZ Relay app



What is the NZ Relay app?

The NZ Relay app allows you to make and receive captioned relay and text relay calls from your mobile phone or tablet. The app will be free to download from 1 February 2021.

What do I need?

You need a mobile phone or tablet that supports the NZ Relay app.

The operating system versions needed are:

- iOS version 12 and up
- Android version 7 and up

The app will use your mobile data or a Wi-Fi connection.

This guide shows you the steps to download the NZ Relay app, depending on the type of mobile phone or tablet you are using.

- If you are using iOS go to page 2
- If you are using Android go to page 3

See our other guides for support with creating a NZ Relay account, and making and receiving relay calls.

Where can I go for help?

If you need support to check your operating system version, or to download the app, you can contact the NZ Relay help desk. You may also like to ask a whānau member, friend or support person for help.

Help Desk

TTY 0800 4 713 713

Voice 0800 4 715 715

Fax 0800 4 329 697

Help Desk email helpdesk@nzrelay.co.nz

iOS devices – Steps to download

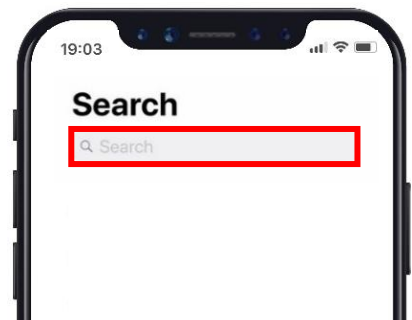
iOS devices include iPhones and iPads

- 1 From your device, find the 'App Store' icon and tap it to access the store.

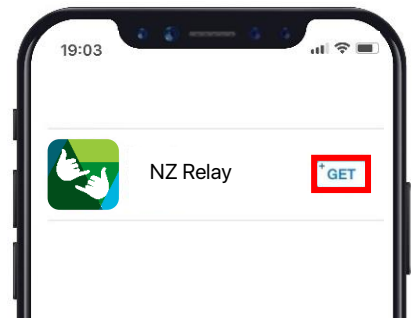


- 2 Use the 'Search' button to search 'NZ Relay'.

Tap on 'NZ Relay' in the list of search results.



- 3 Tap on 'Get' and follow the on-screen prompts to install.



The app is now downloaded on your device. You will see the icon on your home screen.

You can now make NZ Relay calls.



Android devices – Steps to download

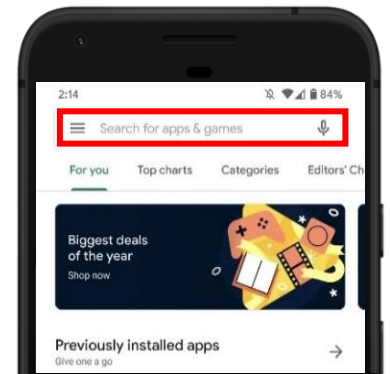
Includes all devices other than iPhone and iPad

- 1 From your device, find the 'Play Store' icon and tap it to access the store.

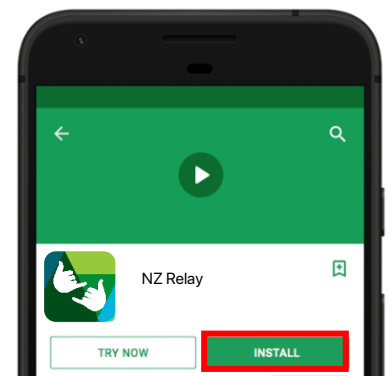


- 2 Use the 'Search' button to search 'NZ Relay'.

Tap on 'NZ Relay' in the list of search results.

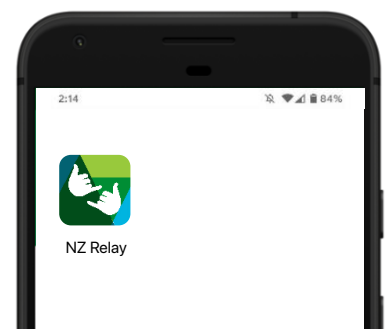


- 3 Tap on 'Install' and follow the on-screen prompts to install.



The app is now downloaded on your device. You will see the icon on your home screen.

You can now make NZ Relay calls.



Check out www.nzrelay.co.nz for more information and resources.

If you are concerned about following this guide on your own, please contact our Help Desk team. We are here to help and will provide the tailored support and assistance that you need to feel confident using this service.



Contact us

TTY 0800 4 713 713 Voice 0800 4 715 715 Fax 0800 4 329 697
Help Desk email helpdesk@nzrelay.co.nz

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**MINISTRY OF BUSINESS,
INNOVATION & EMPLOYMENT**
HĪKINA WHAKATUTUKI

New Zealand Government