

Your guide to making a call using Internet Text Relay.

Kia Ora. Welcome to the New Zealand Relay Service.
In this video we'll show you how to make a call using Internet Text Relay.

You will need to use your laptop, home computer, mobile phone or tablet, and open a new internet browser.

Go to the new-look New Zealand Relay website at www.nzrelay.co.nz

Click on the 'Start Text Relay' button located at the top right of the screen.

You can make calls using Internet Text Relay without registering or signing in.

Enter the phone number of the person you would like to talk to.

Then click 'Connect now'.

A chat window will open on your screen and you will be connected to a Relay Assistant.

You'll be able to see your position in the queue.

The Relay Assistant will let you know when the other person has answered and is ready to speak.

Type your message and press send.

The Relay Assistant will voice your message to the person on the other end of the phone and type their response back to you.

Once you are finished and are ready to hang up, click on the 'Exit' button at the bottom of your chat window.

You will be given the option to save your conversation.

If you want to do this, select 'Yes' on the 'Would you like to download your chat transcript' pop up.

Once you close the chat window, this will no longer be available.

If you don't want to save your conversation, select 'No'.

Nau mai haere mai ki New Zealand Relay.

HELP DESK

TTY: 0800 4 713 713

Voice: 0800 4 715 715

Fax: 0800 4 329 697

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