

# Your guide to making a captioned relay call.

Kia Ora. Welcome to the New Zealand Relay Service.

In this video we'll show you how to make a captioned relay call using the new NZ Relay app.

Please note: There are two ways that you can set up the new captioned relay service, depending on what works best for you.

1. You can speak and listen on one device, while reading captions on another. For example, speak and listen on a landline and read captions on a tablet.

2. You can speak, listen and read captions on the same device. For example, a mobile phone or tablet. If you choose this option, we recommend using loudspeaker, headphones or a Bluetooth hearing aid.

You will need to download the free NZ Relay app from the App Store or Google Play Store.

Once you have downloaded it on to your mobile phone or tablet, tap on the NZ Relay app to open it.

The first time you are using the app, you will need to follow the on-screen prompts to read and accept the Terms and Conditions.

You will then be taken to the 'Make a relay call' screen. You can make captioned relay calls on the NZ Relay app without creating an account or logging in.

On the 'Make a relay call' screen select the 'Captioned Relay' option using the drop down menu.

Tap on the 'Receive phone call on' field.

Enter the phone number you want to receive relay calls on.

This can be a mobile or landline number.

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

To do this, you can tap the 'Contact's phone number' field and enter the number, or tap on 'Select' to open your contact list and tap the contact you would like to call.

Tap the 'Call' button.  
You will now be connected to NZ Relay.

Once connected, you will receive a call from NZ Relay (800 4 712 712). Remember, you will receive this call on the mobile or landline number that you entered in the 'Receive phone call on' field.

Answer the call.

Once answered, you will receive a notification.  
Tap on the notification.  
This will take you to the captions screen and your contact will be dialled.

Once connected, you can speak, listen and read captions.

When you're ready to hang up, tap the 'Hang up' button.

You will be given the option to save your conversation. If you want to do this, tap 'Save conversation' and choose from the options available on your device.

Once you close the captions screen, this option will no longer be available.

If you don't want to save your conversation, simply close the chat screen.

Nau mai haere mai ki New Zealand Relay.

## **HELP DESK**

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