

# Your guide to making a text relay call.

Kia Ora. Welcome to the New Zealand Relay Service.

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

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.

If this is the first time you are using the app, you will see a welcome screen. 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 calls without creating an account or logging in.

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

You can type the number of the person you would like to call, or you can select a phone number from the contacts list you already have on your mobile phone or tablet.

Tap on the 'Select' option to open your contact list, then select the number you would like to call.

When you are ready to start the call, press the 'Call' button.

The app will take you to the chat screen.

If you are calling during a busy time, you may need to wait to be connected with a Relay Assistant.

While you wait, you will be able to see your position in the queue.

Your call will be connected to a Relay Assistant. They will let you know when your contact has answered and is ready to speak.

When you type your message, with the letters 'GA.' This stands for 'go ahead,' and helps the Relay Assistant know that you are ready for them to pass on your message.

The Relay Assistant will voice your message to your contact.

They will listen and type the response of our contact back to you, which will appear on your screen.

Once you have finished, you can end your call by tapping the 'Hang up' button on your screen.

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 chat 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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