

Your guide to making a captioned relay call



You can make a captioned relay call using the NZ Relay app. This is where you can talk to another person over the phone with captions appearing on-screen for you to read.

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

- 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.
- 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.

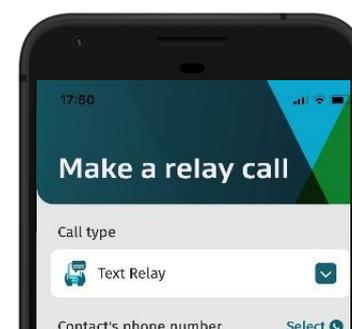
Please note that all captioned relay calls are confidential.

Steps to making a captioned relay call

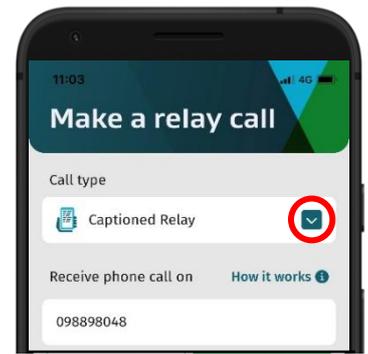
- 1 Tap on the NZ Relay app on your home screen to open it.

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

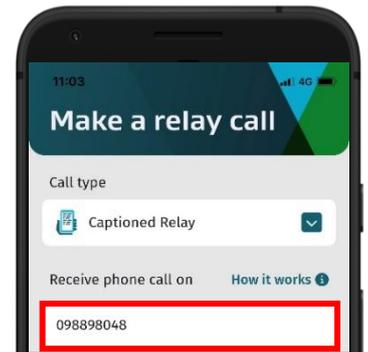
You will then be taken to the 'Make a relay call' screen.



2 Choose the 'Captioned Relay' option from the drop down menu.

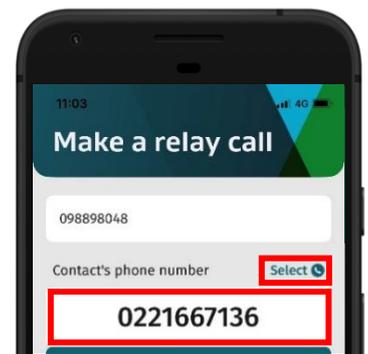


3 Tap on the 'Receive phone call on' field. Enter the phone number you want to receive relay calls on. This can be a mobile or landline number.



4 To enter the phone number of the person you would like to call, you can:

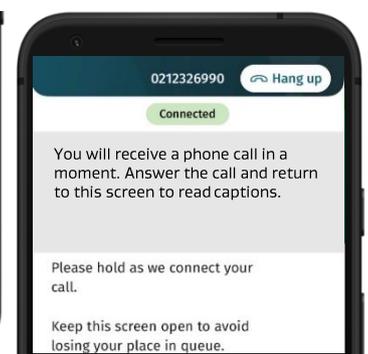
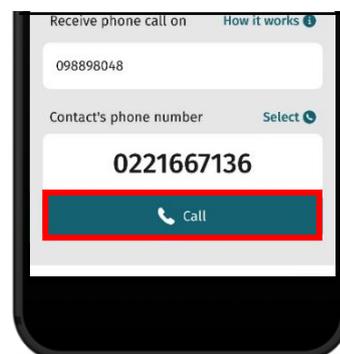
- Tap the 'Contact's phone number' field and enter the number.
- Tap on 'Select' to open your contact list. Tap the contact you would like to call.



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

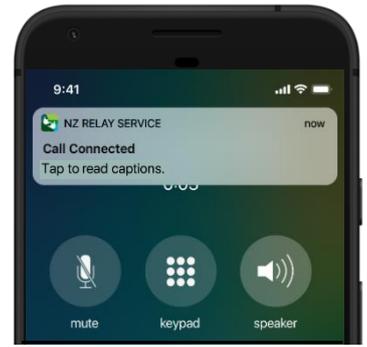
Once connected, you will receive a call from NZ Relay (0800 4 712 712).

Remember, you will receive this call on the mobile or landline number that you entered in Step 3.



6 Answer the call.

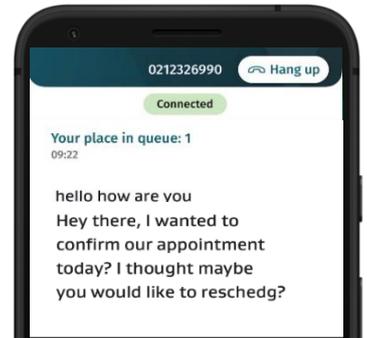
Once answered, you will receive a notification.



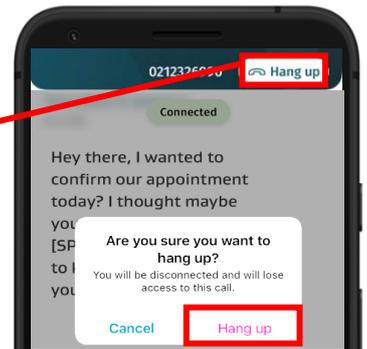
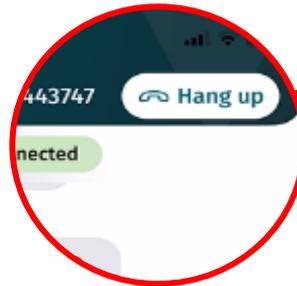
7 Tap on the notification.

This will take you to the captions screen and your contact will be dialed.

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



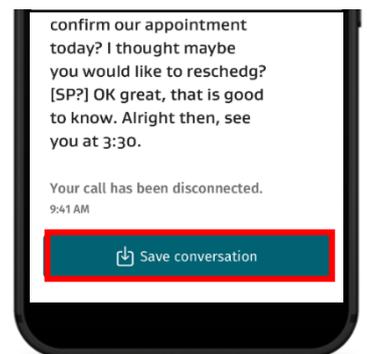
8 When you're ready to hang up, tap the 'Hang up' button.



9 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 captions screen.



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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New Zealand Government