

Your guide to receiving a captioned relay call



You can receive 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 receiving a captioned relay call

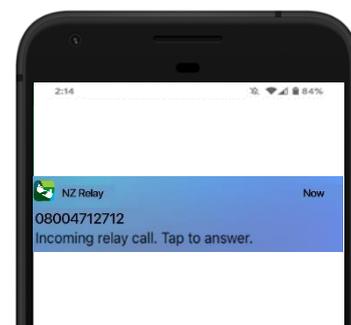
To receive captioned relay calls, you first need to create a NZ Relay account and get your personal NZ Relay phone number. You can give this number to your friends, whānau and businesses, so they can call you.

Our guide to creating an account is available to support you at www.nzrelay.co.nz.

1 When a contact dials your NZ Relay number, you will receive a notification from NZ Relay on your mobile phone or tablet.

2 Tap the notification to accept.

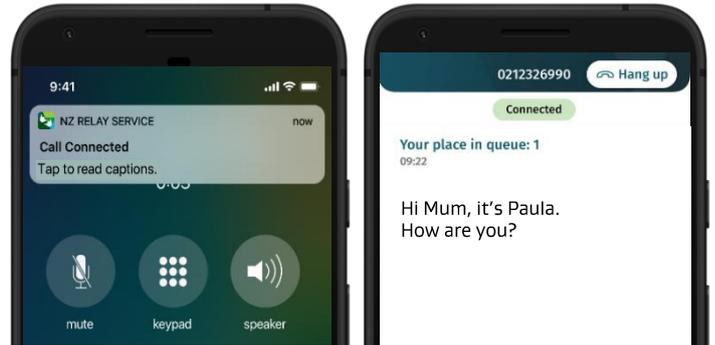
This will take you to the captions screen and your contact's call will be transferred to you.



3 You will receive the call on the mobile or landline number that you specified when you created your account. You can change your preferred number in your account settings.

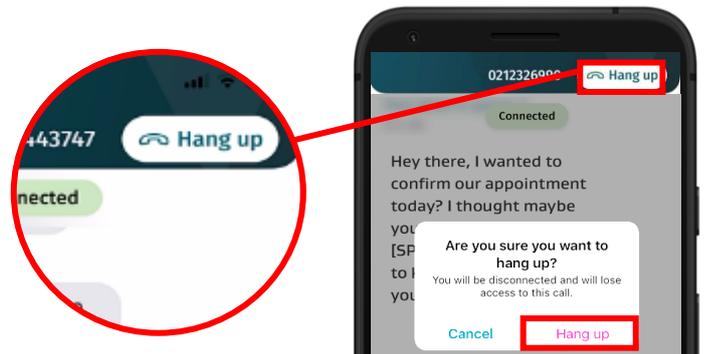


4 Answer the call.
Once answered, you will receive a notification to take you back to the captions screen.



5 Tap on the notification.
You can now speak, listen and read captions.

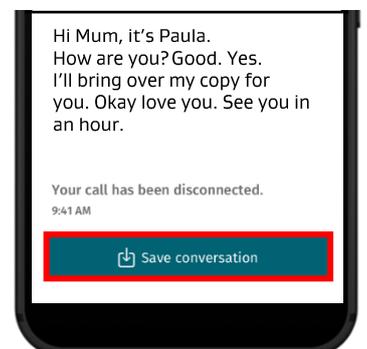
6 When you're ready to hang up, tap the 'Hang up' button.



7 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

NZ Relay is supported and funded by the New Zealand Government through the Ministry of Business, Innovation and Employment (MBIE).



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

New Zealand Government