

Internet relay calls

Internet relay calls are ideal if you are deaf or can't hear well and have difficulty using your voice.

Like all National Relay Service calls, you can ring anyone, anywhere, anytime and your calls are completely confidential.

The main thing you need is an internet connection – through a computer or mobile phone.

Internet relay calls have lots of advantages over TTY calls:

- you've got greater mobility and can make calls through laptops and certain models of internet-enabled mobile phones while away from your home or office
- you don't need a TTY to make the call
- you can make calls through MSN or AOL instant messaging, or through the NRS website
- you have the benefits of using a full computer keyboard and screen.

Calls via instant messaging

Internet relay by instant messaging is easy. It is also your best option if you want to make a call through a mobile phone or your computer system is relatively old and doesn't have a lot of memory.

First you will need to either:

- download the MSN or AOL application if you don't have it and open a free MSN or AOL account, or
- use a web-based messaging site such as www.meebo.com.au or www.webmessenger.msn.com to access MSN or AOL.

To make a call through instant messaging:

- open MSN or AOL and add 'nrsiprelay@iprelay.com.au' as a contact for MSN, or 'nrsiprelay' to your buddy list for AOL
- send an instant message to 'nrsiprelay' by typing 'call' into the conversation window and press 'Send'
- click on the link shown on the next page and type the area code and number you want into the top box
- type the letters from the image into the box below, then click 'Connect'.

You type your side of the conversation and read the responses on your computer, laptop or mobile phone.



Internet relay calls

Calls through the NRS website

If you prefer not to use instant messaging, you can make calls through our website:

- go to www.relayservice.com.au and click 'Make a call now'
- type the area code and phone number you want to call into the input box
- type the letters you see above the security box into the box
- click 'Connect'

See our website for more information about the computer requirements for using internet relay.

How it works

Once you are connected, the relay officer will ring the person you want to call, and you can then start typing your side of the conversation in the message window. Then click 'Send'.

The relay officer becomes 'your voice' and reads aloud to the person you are calling what you type, listens to what the other person says and types it back for you to read.

You can make internet relay calls to TTYs as well as voice users.

What does it cost?

All standard internet relay calls within Australia are free – apart from your normal internet connection costs.

However if you want to make an international or premium-rate (1900) call you will be charged the relevant fee. You'll also need an NRS account – contact the Helpdesk or download a form from our website.

The National Relay Service is an Australian Government initiative funded by a levy on eligible telecommunications carriers.

Making calls from work

If your computer is part of a corporate network then it is possible that the network's security settings will restrict you making a call through our website. If so, contact your network administrator.

Similarly you might not be allowed to download or run MSN or AOL on a network. You can often get around this problem by accessing MSN or AOL through web-based messaging sites such as www.meebo.com.au.

A few things you CAN'T do with internet relay

- you can't receive internet relay calls on your computer or mobile phone
- you can't make NRS relay calls from **outside** Australia
- you can't use internet relay calls for group conversations
- you can't make a 106 text emergency call through internet relay (although you **can** ring 000 if you have an emergency)
- if you are a Speak and Read or a Type and Listen caller, you can't make these types of calls using internet relay. You can of course make a call using Type and Read mode.

More information

See our website www.relayservice.com.au for detailed FAQs and troubleshooting tips.

Or contact the Helpdesk (Monday-Friday, 9am to 5pm Sydney time) if you have any questions:

TTY: 1800 555 630

Voice: 1800 555 660

Fax: 1800 555 690

SMS: 0416 001 350

email: helpdesk@relayservice.com.au



A phone solution for people who are deaf or have a hearing or speech impairment

www.relayservice.com.au



An Australian Government Initiative