



# NRS Captions

## Video transcript

| Captions and voiceover   | Visual  |
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|  | <p>Before the video is played the following static image is shown:</p> <p>Photo of a hard of hearing person speaking on a mobile telephone facing a laptop screen which she is looking at.</p> <p>A white “play” symbol sits in a red button in the middle of the video frame.</p>  |
|  | <p>Visible in the video at all times is from left to right across the top:</p> <ul style="list-style-type: none"> <li>• The Australian Government crest in black on a light blue disk,</li> <li>• the Heading: “NRS Captions”, and</li> <li>• the Access Hub logo: A layered logo, the top layer being the words “Access Hub” in white letters, with a purple oval-like shape sitting underneath the title and a pink triangular shape with rounded edges on the bottom layer.</li> </ul> |
| <p>NRS Captions</p>  | <p>Photo of a hard of hearing person speaking on a mobile telephone facing a laptop screen which she is looking at.</p>   |
| <p>If you are d/Deaf, hard of hearing, and/or have a speech impairment,</p>  | <p>The National Relay Service (NRS) logo which contains three stacked rectangles in this order - navy blue, red, navy blue. The rectangles contain these words in white: “National Relay Service”.</p>  |
| <p>you can make and receive calls using the National Relay Service (or NRS).</p> <p>Depending on the way you like to communicate and the equipment you</p> | <p>Images of the 9 NRS options appear in this order to surround the NRS logo:</p> <p>NRS Chat - a navy blue tablet, desktop computer and smartphone each with a green chat bubble on its screen.</p>  |

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| <p>have, you can choose from different NRS call types.</p>  | <p>SMS Relay – a navy blue mobile phone with two chat bubbles in grey and green on its screen.</p> <p>SMS Relay (Text and Listen) –the SMS Relay icon plus an image of a green ear.</p> <p>NRS Captions - a navy blue tablet, desktop computer and smartphone each with a green telephone handset and speech bubble on its screen.</p> <p>Video Relay - a navy blue tablet, desktop computer and smartphone each with green hands signing on its screen.</p> <p>Voice Relay – a navy blue tablet, mobile phone and landline phone. On the screen of the tablet and mobile phone is a green ear and speech bubble.</p> <p>TTY (Type and Read). A navy blue teletypewriter which looks like a landline telephone with a small screen and keyboard. The handset rest on its cradle and the word ‘Hello’ appears on the screen.</p> <p>TTY (Speak and Read) A navy blue teletypewriter which looks like a landline telephone with a small screen and keyboard. The handset is off its cradle and the word ‘Hello’ appears on the screen.</p> <p>TTY (Type and Listen). A navy blue teletypewriter which looks like a landline telephone with a small screen and keyboard. The handset is off its cradle and a green ear sits above the teletypewriter.</p> |
| <p>With NRS Captions, you speak your side of the conversation while reading the other person’s responses in captions on the screen of a smartphone, tablet or computer.</p> | <p>The screen is divided into 2 panels separated by a white diagonal line.</p> <p>The left-hand side shows a series of three photos of a hard of hearing person shown in this order:</p> <ul style="list-style-type: none"> <li>• wearing earphones holding a smartphone looking at the screen</li> <li>• holding a tablet looking at the screen while holding a mobile phone to her ear</li> <li>• holding a mobile phone to her ear while looking at the screen of a lap top computer.</li> </ul> <p>The right-hand side of the screen shows the image of NRS Captions</p>   |

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| What equipment do you need to make NRS Captions calls?  | No image.  |
| <p>You need a phone and a device with an internet connection.</p> <p>For example, a landline phone or mobile phone and a computer or tablet or just a smartphone.</p>     | <p>A photo of a hard of hearing person wearing earphones holding a smartphone and looking at the screen. The phone’s screen is not visible.</p> <p>Changes to a photo of a hard of hearing person talking into a mobile phone while looking at the screen of a lap top computer.</p> <p>Changes to a photo of a hard of hearing person holding a mobile phone, while reading captions on a tablet.</p> |
| If you’re just using just a smartphone, you might want to use earphones or headphones with a mic so you can speak and listen while looking at the captions on the screen. | A photo of a hard of hearing person wearing earphones holding and looking at the screen of a smartphone. She is also holding the mic of the earphones close to her mouth.  |
| Making an NRS Captions call   | No image   |
| There are two ways to make an NRS Captions call:  | The image of NRS Captions appears.   |
| By going through the NRS Captions page online,  | Below the url: “nrscaptions.nrscall.gov.au”, appears a screenshot of the call page for NRS Captions once you are logged in. The top of the page features the NRS logo with the Government crest and the words “An Australian Government Initiative”. A red banner sits underneath with the choice “Make an NRS Captions call” highlighted in white.  |
| Or, by choosing NRS Captions on the app   | Screenshot of the NRS app after call type “NRS Captions (Speak + Read)” is selected. The text “NRS Captions (Speak + Read)” appears in red to show that this is the selected call type. Below this is the text: “Use the NRS web app to have a phone conversation where you speak and listen, but read captions as you go.”, followed by a red “Continue” button.                                      |
| In both the app and online, this login window will appear.  | Screenshot of the login page for NRS Captions. The screenshot features two fields to be completed: “Your registered phone number” and “Password”. A red Login  |

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|   | button below is followed by a link with the words “Not registered?”  |
| You will need to log in using the phone number you registered with and your password  | The phone number 0423 865 667 appears in the first field. Dots populate the second field.  |
| If you’re not registered, click on the “not registered?” link and follow the prompts.   | Close up of the link: “Not registered?”  |
| For information about registering, you can also watch this video on Access Hub.   | <p>Image of the video “Registering to Use the National Relay Service”. On the left-hand side of the image of the video frame is:</p> <ul style="list-style-type: none"> <li>• the URL for online registration: “nrschat.nrscall.gov.au/nrs/registration”</li> <li>• an image of a desktop computer</li> <li>• the word “or” and,</li> <li>• the image of a paper form.</li> </ul> <p>The right-hand side of the video frame shows an Auslan interpreter. In the centre of the frame is a stylized play button.</p> |
| <p>On the next screen, go to the “I want to make a call” section on the left-hand side of the page.</p> <p>If you are using the app, the same page will appear.</p> | Screenshot of the page for making an NRS Captions call. The screenshot features a window with the heading “I want to make a call”. Under this sits two fields to be completed: “My phone number” and “The telephone number I want to call.” A red “Connect Now” button appears below these fields.   |
| Type the area code and phone number you are calling from in the “My phone number box”. The NRS will call you on this number.  | Focus on the “My phone number” field which has a number entered.   |
| Type the area code and phone number you want to call in “The telephone number I want to call” box.  | Focus on the “The telephone number I want to call” box in the screenshot.  |
| Or select the number from your contact list.  | A black circle appears around the red icon of a person with a plus sign denoting a contact list. The contacts icon   |

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|   | sits to the right of the “The telephone number I want to call” box.  |
| If you are dialling a number starting with 1800, 1300 or 13, choose the state where you are calling from the drop-down box which will appear under the number you have entered.   | <p>Focus on the field “The telephone number I want to call”. The field is populated with a 1300 number.</p> <p>A drop-down box appears within a new field “The state I am calling from”. The drop down lists the abbreviations of the states on a grey background. The cursor moves along the list and selects “VIC”.</p>  |
| Click “Connect Now”.  | The cursor clicks on the red “Connect Now” button which turns blue.  |
| Watch the screen and answer your phone when it rings.   | No image.  |
| Your call is now connected to the NRS, with a Relay Officer changing the words of the other person to captions, which you will see on your screen.  | <p>A hard of hearing person is talking on a mobile phone while reading the screen of a laptop in a home setting. The screen is not visible.</p> <p>The screen divides to also show a Relay Officer sitting in front of a lap top computer in an office setting. He is typing on the keyboard, looking at the screen (which is not visible) and speaking into the microphone of the headset he is wearing.</p> <p>The screen divides into a third panel showing a hearing woman listening and talking into a smartphone in a living room.</p>   |
| <p>Speak directly to, and listen to, the other person and read the captions on screen.</p> <p>There will be a short delay between hearing the other person’s voice and the captions appearing.</p> <p>To end the call, say “goodbye” and hang up the phone.</p> | <p>Screenshot of captions during an NRS Captions call on a lap top computer. The captions show the following conversation in individual speech bubbles:</p> <ul style="list-style-type: none"> <li>• This is an NRS Captions Call. Please answer your phone when it rings, there will be a short hold while we set up your call. If you want to text your side of the conversation, please go to the NRS Chat page.</li> <li>• (Welcome to the National Relay Service, this is RO Alisa, please be aware the call may be monitored for quality purposes)</li> <li>• Hi Kate</li> </ul> |

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|   | <ul style="list-style-type: none"> <li>• thanks for your call, but I don't think we need that meeting booked until Wednesday</li> <li>• thank you bye for now</li> <li>• sksk</li> </ul>  |
| <p>Answering a call using NRS Captions</p>  | <p>No image.</p>  |
| <p>To make an NRS Captions call, your caller will need to contact the NRS on 1300 018 342 and:</p> <ul style="list-style-type: none"> <li>• provide your phone number and name; and</li> <li>• ask to be connected to you.</li> </ul> | <p>The image of NRS Captions appears. The number 1300 018 342 appears below the image.</p>  |
| <p>To get ready to answer the call, click on the “Make an NRS Captions call” link or go to the URL.</p>   | <p>Screenshot of the log in page for NRS Captions. The words “Welcome to the National Relay Service” are followed by two fields: “Your registered phone number” which is blank, and “Password” (which is populated). A red “Login” button sits under these fields.</p>  |
| <p>You need to log in using the phone number you registered with and your password.</p>   | <p>The number 0491 571 491 is entered into the “Your registered phone number field”. The red “Login” button is pressed. It turns blue and reads “Logging”.</p>  |
| <p>Go to “I want to receive a call” on the right-hand side of the welcome page.</p>   | <p>On a new screen, the “I want to receive a call” section on the right-hand side of the screen is brought into focus.</p> <p>Under the heading “I want to receive a call”, are the words “You can receive at” and under this is the number 0491 571 491. To the right of this number is a grey “Change phone number button”. Underneath this sits a red “Receive a call” button.</p> |
| <p>If you want to receive calls on a phone number different to the one you registered with, click “Change phone number” and change it.</p>  | <p>Cursor hovers over the “Change phone number” button.</p>   |
| <p>Then click on the red “Receive a call” button.</p>   | <p>Cursor moves to the red “Receive a call” button, and clicks. The button turns grey, and an NRS Captions chat window appears.</p>   |

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| <p>The “Receive a call” chat window will then open up.</p> <p>To receive a call, you need to keep this page open on the device you are using.</p>  | <p>The following text appears in a grey text bubble in the chat window:</p> <ul style="list-style-type: none"> <li>• We will be in touch in 59 sec. Your position in the queue is...</li> </ul>   |
| <p>Answer the telephone when it rings to start the call.</p> <p>Say “hello” and give your name.</p>  | <p>A hard of hearing person is shown talking on a mobile phone while reading the screen of a laptop. The laptop screen is not visible.</p>  |
| <p>Your call will now be connected to the NRS, with a Relay Officer changing the spoken words of the other person to the captions you see on your screen.</p> <p>To end the call, say “goodbye” and hang up the phone.</p> | <p>The screen divides to show a Relay Officer sitting in front of a lap top computer. He is typing on the keyboard looking at the screen (which is not visible) and speaking into the mic of the headset that he is wearing.</p> <p>The screen divides into a third panel showing a hearing woman listening and talking into a smartphone in an office setting.</p>   |
| <p>The NRS Helpdesk is open Monday to Friday from 8 am to 6 pm, Australian Eastern Standard Time.</p>  | <p>Image of phone and phone number 1800 555 660</p> <p>Image of fax and number 1800 555 690</p> <p>Image of mobile phone and number 0416 001 350</p> <p>TTY and number 1800 666 630</p> <p>Image of envelope and email address: helpdesk@relayservice.com.au</p> <p>Under these images and numbers there is an image of a desktop computer with an image of a red and black clock showing the hour 8 am. The hands of the clock move forward to 6 pm.</p> <p>Under the clock these words appear: 8 am - 6 pm Monday to Friday (Eastern Standard Time) except for public holidays.</p> |
| <p>There are a number of ways to contact the Helpdesk.</p>   | <p>The image on the screen of the computer changes to that of Chat window connecting to the Helpdesk through chat.</p>  |
| <p>Visit <a href="http://accesshub.gov.au">accesshub.gov.au</a> to find information about the NRS and other</p>  | <p>The URL “<a href="http://accesshub.gov.au">accesshub.gov.au</a>” appears.</p>  |

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communication options to best suit you.

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No words.

The logo for the Department of Infrastructure, Transport, Regional Development, Communications and the Arts. On the left-hand side the logo shows the Australian Government crest in black and white. On the right-hand side in black are the following words “Australian Government, Department of Infrastructure, Transport, Regional Development, Communications and the Arts”

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