



Instruction sheet 4.1—Video Relay—making a call

Step-by-step instructions

Step number	Image	Instruction
1		<p>Login to Skype on a computer or mobile device. If logging on for the first time:</p> <p>Search for and select NRS VIDEO RELAY. Click on Get Started. NRS VIDEO RELAY will now be added to your Skype contacts.</p>
2		<p>Open the NRS VIDEO RELAY contact. You will be taken to a chat screen. Type !call.</p>
3		<p>If there is no RO available you will be sent a message advising that you are in the call-back queue. You will be sent a link when an RO becomes available.</p>
4		<p>When there is a RO available, a message containing a link will be sent to you. Click on this link to start the video call.</p>
5		<p>Wait to see the RO on screen.</p>
6		<p>The RO will ask what number to call. Sign the area code and phone number to be called.</p>
7		<p>Wait for the RO to dial the number.</p>
8		<p>Wait for the RO to sign what the other person says. Sign a response to RO. The RO will speak the response to the other person.</p>
9		<p>Continue the call until you or your caller says 'goodbye'.</p>
10		<p>The RO will ask you if you want to make another call. If yes, sign the area code and phone number to call. If no, end the call.</p>

NRS Helpdesk

The Helpdesk is open from 8am to 6pm, Monday to Friday (Eastern Standard Time). There are a number of ways to make contact with Helpdesk staff:

- Email helpdesk@relayservice.com.au
- Phone 1800 555 660
- SMS 0416 001 350.

Hints

Skype

- **Skype** is the software used by the NRS to deliver Video Relay. It can be downloaded for use to your device.

To find and download Skype:

For computers and lap tops

- Go to the website www.skype.com and click on the blue button that says **Download Skype**.

For iphones and ipad users

- Tap the Apple App Store icon.
- Tap **Search** on the bottom right corner of the screen.
- Tap the search field and type **Skype**.
- Tap to select the app.
- Tap **Get** to download **Skype**
- Tap **install** to add the app to your device or use Touch ID (if you have it) to install.

For android smartphone and tablet users

- Tap the Google Play Store icon.
 - Tap the search bar and type: **Skype**.
 - Tap to select **Skype**
 - Tap **install** to download the app.
- Skype will save your old chats. The NRS VIDEO RELAY contact in these chats will appear as black instead of red. **Don't** click on the black icon to start a new video call, you must always start a call using the red NRS contact icon.
 - If you need to ask the RO a question about the call you can, otherwise you should sign your responses directly to the other person.
 - Please note that Relay Officers can only relay Auslan. They cannot relay mojis (emojis), photos or files.
 - Video Relay is available 7am to 6pm (Eastern Standard Time) Monday to Friday except for national public holidays.