








An Australian Government Initiative



Instruction sheet 4.2—Video Relay—answering a call

Step-by-step instructions

Step number	Image	Instruction
1		Skype must be open and you must be logged in and your status must be “active”.
2		You will see a flashing alert on your screen. Click the green video button to answer the call.
3		The relay officer (RO) will sign you their name and what the other person says.
4		Sign your response to RO. RO will speak your response to the other person.
5		Continue until you or your caller says ‘goodbye’. RO will tell you when call has ended.

NRS Video Relay is available 7am to 6pm (Eastern Standard Time) Monday to Friday except for national public holidays.

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.