



Instruction sheet 4.3—Video Relay—Call to Emergency Services

If you have a life-threatening or time-critical situation, you can use the NRS to contact emergency services. Note that **there is NO queue priority for Video Relay calls to emergency services. And it only operates in limited hours.** In an emergency, NRS users are encouraged to contact emergency services using an alternative NRS call option.

Step-by-step instructions

Step number	Image	Instruction
1		Login to Skype on a computer or mobile device.
2		Open the NRS VIDEO RELAY contact. You will be taken to a chat screen. Type !call .
3		When there is a RO available, a message containing a link will be sent to you. Click on this link to start video call. If you receive a message that there is no RO available and you have been placed in the call-back queue, try using another NRS call option to make the call
4		Wait to see the RO on screen.
5		The RO will ask what number to call. Sign Triple Zero (000) for emergency. Sign Fire or Police or Ambulance .
6		Wait for the RO to connect to an Emergency Services Officer (ESO). Wait for the RO to sign what the ESO says.
7		Answer all questions from the ESO.
8		Do not end call until the RO signs the call is finished.

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

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

- 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.