








# Instruction sheet 4.2—Video Relay—making a call

## Step-by-step instructions

Step number	Image	Instruction
1		Login to <b>Skype</b> on a desktop computer , laptop or mobile device.
2		Open your <b>Contacts</b> . Find and open the <b>NRS VIDEO RELAY SERVICE</b> contact. You will be taken to a chat screen. Type <b>hello</b> .
3		This window will come up. Click on <b>Make a Call</b> near the bottom of the picture.
3		You will be sent a message asking you to wait to be connected with the next available relay officer.
4		When a relay officer is available this picture will be sent to you. Click on <b>Start call</b> at the bottom of the picture
5		A full video screen will appear. Click on the green <b>Start call</b> button. You will then see the RO on screen.

Step number	Image	Instruction
6		The RO will ask what number you want to call. Sign the <b>area code</b> and <b>phone number</b> you want to call.
7		Wait for the RO to dial the number.
8		You will see the RO sign what the other person says. Sign your response. The RO will speak your response to the other person.
9		Continue the call until you or your caller says 'goodbye'.
10		The RO will ask you if you want to make another call. If yes, sign the <b>area code</b> and <b>phone number</b> you want to call. If no, end the call.

## NRS Helpdesk

Contact the NRS Helpdesk to find out more about making a Video Relay call.

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](mailto:helpdesk@relayservice.com.au)
- Phone 1800 555 660
- SMS 0416 001 350.

## Hints and reminders

- 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.