


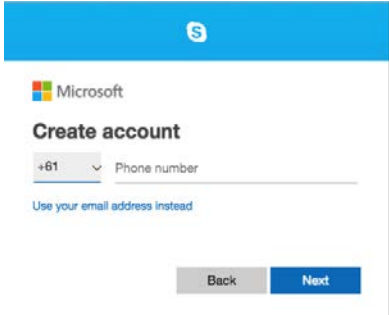
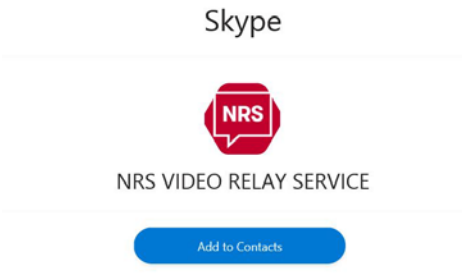






Instruction sheet 4.1—Video Relay—preparing to make calls

Step-by-step instructions

Step number	Image	Instruction
1	  	<p>Find and download Skype</p> <ul style="list-style-type: none"> For desktops and laptops go to www.skype.com and click on the blue button that says Download Skype. For android smartphones and tablets go to Google Play: <ul style="list-style-type: none"> Tap the search bar and type: Skype Tap to select Skype Tap install to download the app For iphone and ipad users go to the Apple app store: <ul style="list-style-type: none"> 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.
2		<p>Create a Skype name for yourself.</p>
3	<p>https://join.skype.com/bot/e7e117fc-904e-4782-af12-dceafb4e9ac0</p>	<p>To access the NRS VIDEO RELAY SERVICE Skype contact, type the following link into the browser of your device.</p>

Step number	Image	Instruction
4		You will be taken to this window in Skype . Click on the blue Add to Contacts button.
5		You will be asked to sign into Skype again.
6		NRS VIDEO RELAY SERVICE will now be added to your Skype contacts and you will be ready to make Video Relay calls.

Deleting the old Skype contact

If you were a Video Relay user before 20 November 2019, you need to delete the old **NRS VIDEO RELAY** contact as it won't deliver a service any more. The new contact is called **NRS VIDEO RELAY SERVICE**.

To do this, follow the instructions provided by Skype at

<https://support.skype.com/en/faq/FA34868/how-do-i-remove-a-contact-in-skype>.

NRS Helpdesk

Contact the NRS Helpdesk to find out more about preparing to make Video Relay calls and setting up Skype.

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.