

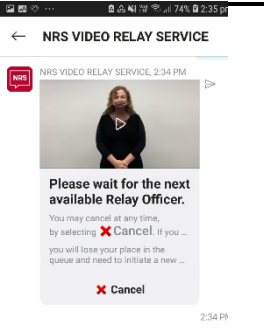
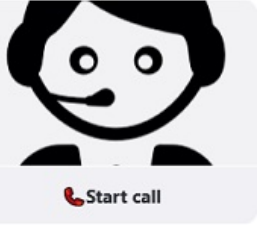

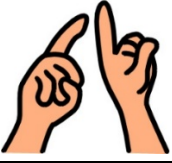






Instruction sheet 4.2—Video Relay—making a call

If you don't already have Skype downloaded on your device, a Skype account set up and/or the new NRS VIDEO RELAY SERVICE saved to your Skype Contacts, follow the steps in [Instruction sheet 4.1 — Video Relay—preparing to make calls](#) first.

Step-by-step instructions

Step number	Image	Instruction
1		<p>Login to Skype on a desktop computer, laptop or mobile device.</p> <p>Or you can make a Video Relay call using the NRS app. Just open the app and select Video Relay (sign using Auslan) from the Select your call type menu, then click Start Skype.</p>
2		<p>Open your Contacts.</p> <p>Find and open the NRS VIDEO RELAY SERVICE contact.</p> <p>If you are using the NRS app, you will be automatically redirected to the Skype app. Tap Send message.</p>
3		<p>You will be taken to a chat screen.</p> <p>Type hello.</p>
4		<p>This window will come up.</p> <p>Click on Make a Call near the bottom of the picture.</p>

Step number	Image	Instruction
5		<p>If a relay officer isn't available you will get a message asking you to wait for the next available relay officer.</p>
6		<p>When a relay officer is available this picture will be sent to you. Click on Start call at the bottom of the picture</p>
7		<p>A full video screen will appear. Click on the green Start call button. You will then see the RO on screen.</p>
8		<p>The RO will ask what number you want to call. Sign the area code and phone number you want to call.</p>
9		<p>Wait for the RO to dial the number.</p>
10		<p>You will see the RO sign what the other person says. Sign your response. The RO will speak your response to the other person.</p>
11		<p>Continue the call until you or your caller says 'goodbye'.</p>
12		<p>The RO will ask you if you want to make another call. If yes, sign the area code and phone number you want to call. If no, end the call.</p>

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
- Phone 1800 555 660
- SMS 0416 001 350.

Hints and reminders

- Please note that Relay Officers can only relay Auslan. They cannot relay emojis, photos or files. British Sign Language and ASL is not supported.
- Video Relay is available 7am to 6pm (Eastern Standard Time) Monday to Friday except for national public holidays.
- If the Relay Officer connects to the number you request and is placed on **hold** for a long time, the relay officer will shut their camera off until the call is answered.

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/fag/FA34868/how-do-i-remove-a-contact-in-skype>.