



# Make a Video Relay call



## Step-by-step instructions

1.



Login to **Skype** on a desktop computer, laptop or mobile device.

2.

Please select your call type and follow the prompts to be connected with a relay officer.

Select your call type  
Video Relay (sign using Auslan) ▾

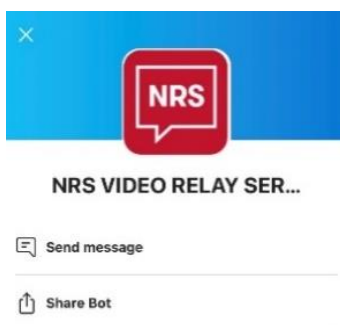
Make a Skype video call and sign your side of the conversation to a relay officer, who will sign the responses of the other person back to you.

Available 7am to 6pm (Eastern Standard Time),  
Monday to Friday except for national public holidays.

Start Skype

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**.

3.

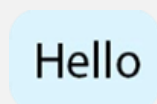


Open your **Contacts**.

Find and open the **NRS VIDEO RELAY SERVICE** contact.

If you are using the NRS app, you will be automatically redirected to the Skype app. Tap **Send message**.

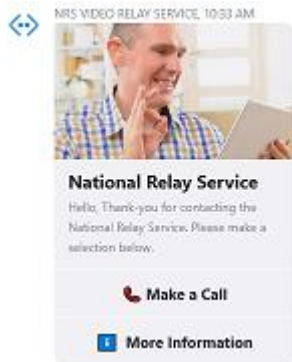
4.



You will be taken to a chat screen.

Type **Hello**.

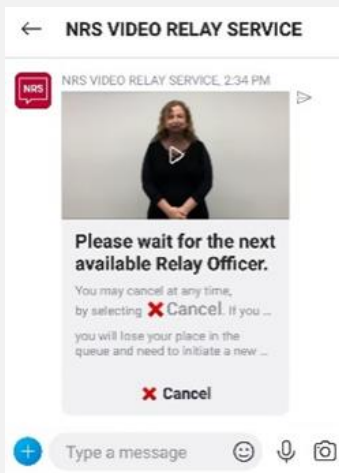
5.



This window will come up.

Click on **Make a Call** near the bottom of the picture.

6.



If a Relay Officer isn't available, you will receive a message asking you to wait for the next available Relay Officer.

7.



When a Relay Officer is available an image of a Relay Officer will be sent to you.

Click on **Start call** at the bottom of the picture.

8.



A full video screen will appear.








Click on the green **Start call** button.

You will then see the Relay Officer on screen.

9.



The Relay Officer will ask what number you want to call.

10.		Sign the area code and phone number you want to call.
11.		Wait for the Relay Officer to dial the number.
12.		You will see the Relay Officer sign what the other person says.
13.		Sign your response.
14.		The Relay Officer will speak your response to the other person.
15.		Continue the call until you or your caller says 'Goodbye'.
16.		<p>The Relay Officer will ask you if you want to make another call.</p> <p>If yes, sign the <b>area code</b> and <b>phone number</b> you want to call.</p> <p>If no, end the call.</p>