



Receive a Video Relay call



Step-by-step instructions

1. To receive a Video Relay call, your caller will need to call the NRS on 1300 149 715 and:
 - provide your Skype contact name; and
 - ask to be connected to you.

2.



You must have **Skype** open.

3.

You will see a flashing alert on your screen.

4.

Click the **green** video button to answer the call.

5.



The Relay Officer will sign you their name and what the other person says.

6.



Sign your response to Relay Officer.

7.



The Relay Officer will speak your response to the other person.

8.



Continue until you or your caller says 'goodbye'.

The Relay Officer will tell you when the call has ended.