



Making a Video Relay call through the National Relay Service (NRS)

Video transcript

Captions and voiceover

Visual (includes Auslan interpreter signing the spoken words to the right of the video frame)

Before the video is played the following static images are shown:

To the left of the video frame is the National Relay Service (NRS) logo that contains three stacked rectangles in this order - navy blue, red, navy blue which contain the words "National Relay Service" in white. The red rectangle is off centre to the right.

To the right is the heading: "Making a Video Relay call through the National Relay Service".

Under the heading are images of Video Relay: a navy blue tablet, desktop computer and smartphone, each with images of green hands signing on its screen.

A white "play" symbol sits in a red button in the middle of the video frame.

Visible in the video at all times from left to right across the top:

- The Australian Government crest in black on a light blue disk,
- the Heading: "Making a Video Relay call through the National Relay Service";

To the left of the video frame is the National Relay Service (NRS) logo.

Captions and voiceover	Visual (includes Auslan interpreter signing the spoken words to the right of the video frame)
	<p>To the right is the heading: “Making a Video Relay call through the National Relay Service”.</p> <p>Under the heading are the images of Video Relay.</p>
<p>Hi. If you’re Deaf and use Auslan</p>	<p>A white circle containing an image of two navy blue hands signing appears.</p>
<p>then Video Relay is a great way to make a phone call to hearing person.</p> <p>This video will show you how to make a Video Relay call using the National Relay Service (NRS).</p>	<p>The image inside the white circle changes to a white outline of the top half of a person sitting within a stylized grey image of a video frame.</p> <p>This image connects (using a dotted a line) to an image of a white telephone handset in a green circle.</p>
<p>To make Video Relay calls, you will need to have Skype setup on your computer, tablet or smartphone.</p>	<p>The Skype logo appears. The logo consists of a blue circle which sits on top of a diagonally set blue oval. A white “S” sits inside the circle.</p>
	<p>Images of a desktop computer and smartphone appear. Each has the Skype logo on its screen.</p>
<p>And NRS VIDEO RELAY SERVICE saved to your Skype contacts.</p>	<p>Image of a list of Skype contacts showing the NRS VIDEO RELAY SERVICE contact. The contact is a red square containing a white outline of a speech bubble with “NRS” at its centre.</p>
<p>If you don’t have Skype set up yet, watch our other video first – “Preparing to make Video Relay calls through the NRS” to help you get set up.</p>	<p>Image of the frame of the video “Preparing to make Video Relay calls through the NRS” To the left of the frame is the NRS logo, to the right, the title: “Preparing to make Video Relay calls through the National Relay Service”.</p>
<p>If you’re ready to go, open Skype and go to contacts.</p> <p>Click on the red NRS VIDEO RELAY SERVICE contact icon.</p>	<p>Image of a screen with the following information:</p> <p>On the left is a list of Skype contacts showing the NRS VIDEO RELAY SERVICE contact.</p> <p>On the right, shown vertically from top to bottom:</p> <ul style="list-style-type: none"> • “Welcome Emma” • A photo of a woman • The words “Tell your friends what you’re up to” and an image of a pencil

Captions and voiceover	Visual (includes Auslan interpreter signing the spoken words to the right of the video frame)
	<ul style="list-style-type: none"> • A black rectangular shaped button containing the words “Start a conversation” in white.
<p>You can also make Video Relay calls using the NRS app.</p> <p>If you don’t have it yet you can download it from the Google Play Store or Apple App Store.</p>	<p>The National Relay Service (NRS) logo appears.</p> <p>Below the NRS logo, the logos “Download it on the App store” and “Get it on Google Play” appear.</p>
<p>If you are using the NRS app: Tap “Video Relay (Sign using Auslan)” from the “Select your call type” menu.</p>	<p>A grey screen in the shape of a mobile phone appears. Under the heading “Welcome to the National Relay Service” sits a white box in which the call type “Video Relay (Sign using Auslan)” is shown as selected.</p>
<p>Then tap “Start Skype”.</p>	<p>The white box disappears revealing a red rectangular button containing the words “Start Skype” in white letters. This button is tapped.</p>
<p>You will be automatically taken to a Skype chat screen.</p>	<p>Image of a white screen with the heading at the top of the screen: NRS VIDEO RELAY SERVICE. A blank field with the instruction “Type a message” is at the bottom of the screen”.</p>
<p>To start, type “Hello”.</p>	<p>“Hello” appears in a pale blue bubble at the top of the chat screen.</p>
<p>A “Make a Call” window will pop up.</p>	<p>Below “Hello”, a larger chat bubble from the NRS VIDEO RELAY SERVICE appears.</p> <p>The chat bubble contains a photo of a man holding a tablet and signing. Under the photo is the message: “Hello. Thank you for contacting the National Relay Service. Please make a selection below”. The choices below are: “Make a Call” and “More Information”.</p>
<p>Click on “Make a Call” near the bottom of the window.</p>	<p>The “Make a Call” button is clicked.</p>
<p>If a relay officer isn’t available you will get a message asking you to wait for the next available relay officer.</p>	<p>A new chat bubble from the NRS VIDEO RELAY SERVICE which contains a video and the message “Please wait for the next available Relay Officer” appears. At the bottom</p>

Captions and voiceover	Visual (includes Auslan interpreter signing the spoken words to the right of the video frame)
	of the chat bubble is a button containing a red “X” and the word “Cancel”.
<p>If you don’t have time to wait, you can click on “Cancel”.</p> <p>To start the call again, you will need to type “hello” and click on “Make a Call” again.</p>	<p>The “Cancel” button is clicked.</p>
<p>When a relay officer is available, this picture will appear.</p> <p>Click on “Start Call” at the bottom of the picture.</p>	<p>A new chat bubble from the NRS VIDEO RELAY SERVICE appears.</p> <p>The chat bubble contains a stylized image of a relay officer wearing a headset.</p> <p>Above the image is a notification of the position in the queue and the option to cancel and call again later.</p> <p>Below the image is the button “Start call”. It is clicked.</p>
<p>A full video screen will appear.</p>	<p>An image of a black screen with a green rectangular button at the bottom containing the words “Start call” appears.</p>
<p>Click on the green “Start call” button to begin the video call.</p>	<p>The green “Start Call” button is clicked.</p>
<p>You will see the relay officer on the screen.</p> <p>The relay officer will ask what number you want to call.</p>	<p>A navy blue circle containing the image of a pair of white hands signing appears. Beneath, a green circle containing the white stylized image of the top half of a person appears.</p>
<p>Sign the area code and phone number you want to call.</p>	<p>On the left-hand side, an arc of navy blue dots connects the top and bottom circles.</p>
<p>The relay officer will call the hearing person and speak your words to them.</p>	<p>To the right of the green circle, a row of navy blue dots connects to an image of a white telephone handset. A stylized image of sound issues from the handset.</p>
<p>You will sign your side of the conversation and the relay officer will sign the hearing person’s responses back to you in Auslan.</p>	<p>The image of sound disappears and the signing hands in the navy blue circle move.</p>

Captions and voiceover	Visual (includes Auslan interpreter signing the spoken words to the right of the video frame)
<p>If you don't want to make another call, you can end the call.</p>	<p>A speech bubble emerges from the telephone handset. The image in the green circle changes to a pair of white signing hands.</p> <p>The green circle connects to the navy blue circle above with an arc of navy blue dots. When the arc reaches the navy blue circle the image within the circle changes to a white stylized image of the top half of a person.</p>
<p>The NRS Helpdesk can help with the steps shown in this video.</p> <p>The Helpdesk is open 8am to 6pm, Monday to Friday, Eastern Standard Time.</p>	<p>A list of NRS Helpdesk contact options appears:</p> <ul style="list-style-type: none"> • helpdesk@relayservice.com.au • Phone: 1800 555 660 • SMS: 0416 001 350 • Fax: 1800 555 690 • TTY: 1800 555 630
<p>There are also English instructions available on the Service Features page of Accesshub.</p>	<p>The URL: "communications.gov.au/accesshub/nrs" appears.</p>
<p>No words</p>	<p>To the left of the screen is the logo for the Department of Infrastructure, Transport, Regional Development and Communications. The left-hand side the logo shows the Australian Government crest in black and white. On the right-hand side in black are the following words "Australian Government, Department of Infrastructure, Transport, Regional Development and Communications".</p> <p>To the right of the screen is the NRS logo.</p>