



More things to know about Video Relay calls

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: "More things to know about Video Relay Calls".

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.

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: "More things to know about Video Relay Calls".

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

To the right is the heading: "More things to know about Video Relay Calls".

Under the heading are the images of Video Relay.

| Captions and voiceover | Visual (includes Auslan interpreter signing the spoken words to the right of the video frame) |
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| <p>You can make Video Relay calls from 7 am to 6 pm, Australian Eastern Standard time, Monday to Friday, except on National public holidays.</p> | <p>An image of a clock appears. Its hands turn, colouring the clock face blue.</p> <p>The text next to the clock reads 7am – 6pm, AEST Mon-Fri.</p> |
| <p>Can hearing people call me using NRS Video Relay?</p> | <p>The words “Can hearing people call me using NRS Video Relay?” appear on the screen.</p> |
| <p>Hearing people can call you through the National Relay Service using Video Relay.</p> | <p>An image of a white telephone handset appears. A line with dotted arrows appears from it and points to the National Relay Service logo.</p> |
| <p>The number is 1300 149 715.</p> | <p>The images are replaced by the number 1300 149 715.</p> |
| <p>They just need to give your Skype contact name to the relay officer.</p> | <p>The Skype logo appears on the screen of each device. 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>To receive a call, you’ll need to have Skype running on your device.</p> | <p>An image of a desktop computer appears. The Skype logo sits in the centre of the screen.</p> |
| <p>Some extra things to know about Video Relay.</p> | <p>The words: “Some extra things to know about Video Relay” appear.</p> |
| <p>Relay officers can only relay Auslan, not emojis, photos or files.</p> <p>The relay officers don’t sign British Sign Language or ASL.</p> | <p>An image of a pair of signing white hands appears.</p> <p>This is replaced with a smiley face emoji with a line through it.</p> <p>A stylized image of a photograph appears next to the emoji. This image also has a line through it.</p> <p>Lastly, a stylized image of a document with a line through it appears.</p> |
| <p>If the relay officer connects to the number you request and is placed on hold for a long time, the relay officer will let you know that they will shut their camera off until the call is answered.</p> | <p>A white circle appears. Within the circle is the white outline of the top half of a person sitting within a stylized grey image of a video frame. A line appears through the image.</p> |

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| <p>Video relay calls are free, but there may be additional costs involved with data, so make sure you know your data plan.</p> <p>If you talk for a long time, Video Relay calls can use a lot of data.</p> | <p>The Skype logo appears with a navy blue circle next to it containing the word “FREE” in white.</p> <p>The image in the navy blue circle changes to a white exclamation mark.</p> |
| <p>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.</p> <p>The new contact is called NRS VIDEO RELAY SERVICE.</p> <p>There are English instructions on Accesshub about how to delete the old contact.</p> | <p>Image of a Skype contact list. The list contains the two contacts:</p> <ul style="list-style-type: none"> • NRS VIDEO RELAY • NRS VIDEO RELAY SERVICE <p>A line is struck through the contact NRS VIDEO RELAY.</p> <p>A tick is added beside the contact NRS VIDEO RELAY SERVICE.</p> |
| <p>The NRS Helpdesk can also help you delete the old contact.</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”. To the right of the screen is the NRS logo.</p> |