



Make a Video Relay Call



Step by Step Instructions

1.



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

2.

Welcome to the National Relay Service

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

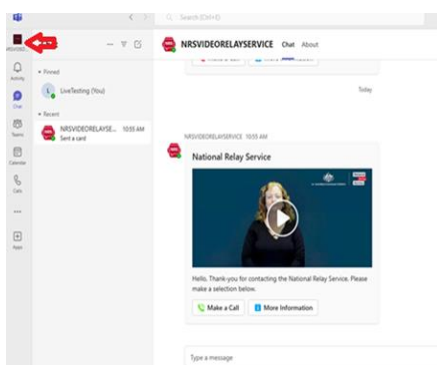
Make a Teams video call and sign your side of the conversation to a relay officer, who will sign the responses of the other person back to you.

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

Start Teams

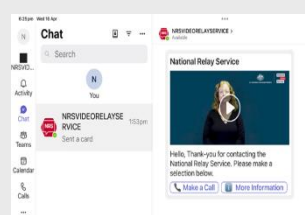
OR you can make a Video Relay call using the NRS app. Just open the app and select **Video Relay (sign using Auslan)** from the **Select your call type** menu, then click **Start Teams**

3.



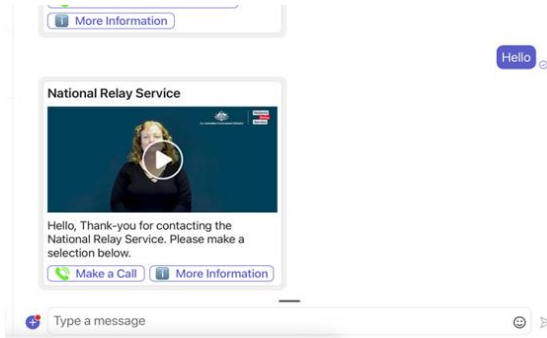
You can find the NRS BOT in the top-left corner of the teams app. If you are using the NRS app, you will be automatically redirected to the teams app. Tap Send Message.

4.



Click on the red NRS icon.

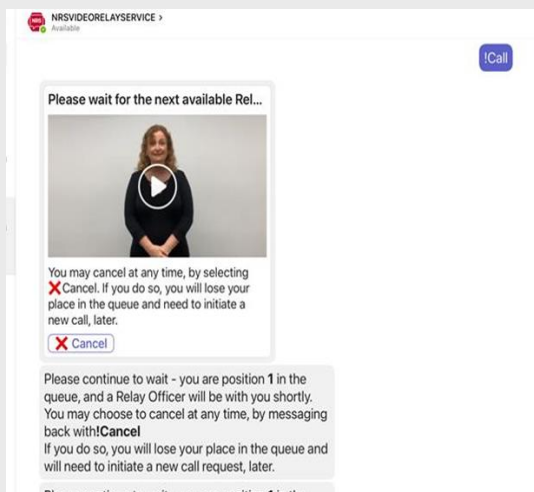
5.



In the message box, type any word to the Teams BOT to start a new call.

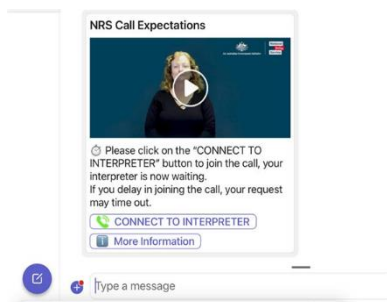
This window will come up. Click on **Make a call** near the bottom left of the picture.

6.



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

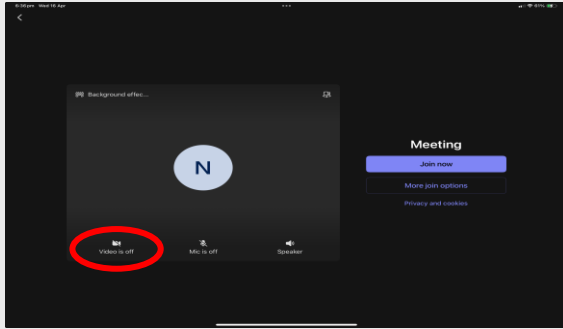
7.



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

Click on **"Connect to interpreter"** to connect the call

8.



Turn your video on, then select “Join now” to see your interpreter and make your call.

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.



The Relay Officer 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.