

# Making a Video Relay Call through the National Relay Service (NRS)

## A pair of puple hands signing inside the screens of three devices: a smartphone. a computer, and a tablet. Step by Step Instructions

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| Step 1: This is a logo of Microsoft Teams | After successful registration and set-up of your **NRS Microsoft Teams account** and if you are ready to make a Video Relay call. |
| Step 2: This is an image where Microsoft Teams logo appears on the screens of three devices: a computer, a tablet and a smartphone. | Login to **Microsoft Teams** on a tablet, computer or smartphone. |
| Step 3: The image shows a Microsoft Teams chat window with a menu on the left and recent chat details in the middle. On the right, there's a chat titled 'NRS VIDEO RELAY SERVICE' that includes a video thumbnail and a welcome message with two buttons: "Make a Call" and "More Information." | Once you login to your new NRS Teams account, you will see the **NRS VIDEO RELAY Teams BOT,** as circled in red, in your profile.  Click on the red **NRS VIDEO RELAY SERVICE contact icon.** |
| Step 4: The image shows a Microsoft Teams chat window titled 'NRS VIDEO RELAY SERVICE' with a message that includes a video thumbnail of a man and the NRS logo. Below the thumbnail, there's a welcome message and two buttons: “Make a Call,” which is highlighted in red, and “More Information.” | In the message box, type any word to the **Teams BOT** to start a new call.  Click on the “**Make a Call**” button. |
| Step 5: The image focuses on a Microsoft Teams message card titled "Please wait for the next available Interpreter." It includes a video thumbnail of a man with the NRS logo, a message explaining that users can cancel with the "X Cancel" button, but doing so will make them lose their place in the queue. | You will see a message that says “**Please wait for the next available Interpreter.**” |
| Step 6: The image shows a Microsoft Teams message card titled "Please wait for the next available Interpreter." It features a video thumbnail of a man with the NRS logo, a message stating the user is in position 1 in the queue, and a red-circled "X Cancel" button, which informs them that cancelling will result in losing their place in the queue. | You will then be informed of your position in the queue.  If you would like to cancel the call select the “**Cancel**” button. |
| Step 7: The image shows a Microsoft Teams message card titled “NRS Calls Expectations.” It features a video thumbnail of a man with the NRS logo, a message stating the user should click the "CONNECT TO INTERPRETER" button for video check and start the call. | Once the Interpreter is ready to take your call you will get the following message prompt:  Click on **“Connect to Interpreter”** to connect the call. |
| Step 8: The image shows a Microsoft Teams video and audio prompt. It has call details for the NRS Video Relay Service. Users can turn their camera on and off, check sound options, and click the "Join Now" button to enter the call. | Turn your video on, then select “**Join now**” to see the Interpreter and make your call.  If you delay clicking ‘**Join now**, your call may time out. |
| Step 9: The image shows a Microsoft Teams Video Meeting screen saying "NRS VIDEO RELAY SERVICE" in the top left corner with various menu icons below. An Interpreter image is displayed in the middle and an NRS User image is in the lower right corner. | You will see the Interpreter on the screen. |
| Step 10: An image of a blue outlined hand signing with headphones around it. | The Interpreter will ask what number you want to call. |
| Step 11: An image of a blue outlined pair of hands signing. | Sign the area code and phone number you want to call. |
| Step 12: An image of blue hourglass. | Wait for the Interpreter to dial the number. |
| Step 13: An image of a blue outlined hand signing with headphones around it. | You will see the Interpreter sign what the hearing person says. |
| Step 14: An image of a blue outlined pair of hands signing. | Sign your response. |
| Step 15: An image shows two blue arrows in a circular motion with headphones around them. | The Interpreter will speak your response to the hearing person. |
| Step 16: An image of a raised hand with a waving mation. | Continue the call until you or the hearing person says “**Goodbye.**” |
| Step 17: An image of a blue outlined hand signing with headphones around it. | The Interpreter will ask you if you want to make another call.  If yes, sign the **area code** and **phone number** you want to call. |
| Step 18: The image shows a Microsoft Teams Video Meeting screen saying "NRS VIDEO RELAY SERVICE" in the top left corner with various icons and a “Leave” button below. An Interpreter image is displayed in the middle and an NRS User image is in the lower right corner. | If you don’t want to make another call, you can end the call by clicking “Leave.” |
| Step 19: **Helpdesk Contact Details**:  Phone 1800 555 660  TTY 1800 555 630  Fax 1800 555 690  SMS 0416 001 350  Email [helpdesk@relayservice.com.au](mailto:helpdesk@relayservice.com.au) | The NRS Helpdesk can help with the steps shown in this document.  The NRS Helpdesk is open 8:00 AM to 6:00 PM, Monday to Friday, EST. |
| Step 20: <https://www.accesshub.gov.au/> | There are also English instructions available on the Service Features page of Access Hub. |