



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

Captions and voiceover

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

Before the video plays, the following static images are shown:

- An Auslan interpreter stands on the left side of the video frame.
- An image of blue hands signing is on the middle right of the video frame.
- A white “play” symbol is inside a red button in the middle of the video frame.

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

- The National Relay Service (NRS) logo has three stacked rectangles in this order: navy blue, red, and navy blue again. The words “**National Relay Service**” are in white. The red rectangle is slightly to the right.
- The heading says “**Making a Video Relay Call through the NRS**”.

Hi. If you’re Deaf and use Auslan then Video Relay is a great way to make a phone call to hearing person.

A white circle containing an image of two navy blue hands signing appears.

This video will show you how to make a Video Relay call using the National Relay Service (NRS).

- The image shows a white outline of the top half of a person sitting inside a grey video frame.
- This image connects to a white telephone handset in a green circle with a dotted line.

To make Video Relay calls, you will need to have NRS Microsoft Teams setup on your tablet, computer or smartphone.

The Microsoft Teams logo appears on the screens of three devices: a tablet, a computer, and a smartphone.

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After successful registration and set-up of your NRS Microsoft Teams account, and if you are ready to make a Video Relay call, open Microsoft Teams and go to Chat, you will see **NRS VIDEO RELAY**, as circled in red here.

When you log into your new NRS Teams account, the Teams BOT will already be loaded on your profile.

Click on the red **NRS VIDEO RELAY SERVICE** contact icon.

The image shows a Microsoft Teams chat window:

- On the left side, there is a menu bar with icons labelled NRS Video..., Activity, Chat, Teams, Calendar, and, Calls.
- In the middle, there is a preview of Pinned and Recent Chats. The Recent Chat shows that a message was sent by NRS VIDEO RELAY SE... at 9:07 am, which is circled in red.
- On the right side, a chat window titled 'NRS VIDEO RELAY SERVICE' is open, showing a message with a card.
- The card features a video thumbnail with a play button. In the thumbnail, there is a man against a background with the NRS logo.
- Below the thumbnail, there is a message that says, "Hello. Welcome to the National Relay Service. Please make a selection below."
- Below this message, there are two buttons: "Make a Call" 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.

The image shows a Microsoft Teams chat window:

- The chat window titled 'NRS VIDEO RELAY SERVICE' is open, showing a message with a card.
- The card features a video thumbnail with a play button. In the thumbnail, there is a man against a background with the NRS logo.
- Below the thumbnail, there is a message that says, "Hello. Welcome to the National Relay Service. Please make a selection below."
- Below this message, there are two buttons: "Make a Call" which is circled in red, and "More Information."

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<p>You will see a message that says “Please wait for the next available Interpreter.”</p>	<p>The image shows a section of Microsoft Teams with a focus on a message card:</p> <ul style="list-style-type: none"> • The chat window titled 'NRS VIDEO RELAY SERVICE' is open, showing a message with a card. • At the top, there's a title saying, "Please wait for the next available Interpreter." • The card features a video thumbnail with a play button. In the thumbnail, there is a man against a background with the NRS logo. • Below the thumbnail, there is a message that says, “You may cancel at any time, be selecting X Cancel. If you do so, you will lose your place in the queue and need to initiate a new call, later. • Below the message there is a button labelled "X Cancel."
<p>You will then be informed of your position in the queue.</p>	<p>The image shows a section of Microsoft Teams with a focus on a message card:</p> <ul style="list-style-type: none"> • The chat window titled 'NRS VIDEO RELAY SERVICE' is open, showing a message with a card. • At the top, there's a title saying, "Please wait for the next available Interpreter." • The card features a video thumbnail with a play button. In the thumbnail, there is a man against a background with the NRS logo. • Below the thumbnail, there is a message that says, “You may cancel at any time, be selecting X Cancel. If you do so, you will lose your place in the queue and need to initiate a new call, later.” • Below the message there is a button labelled "X Cancel." • Under the button, a message inside a red box says “Please continue to wait – you are position 1 in the queue, and an Interpreter will be with you shortly. You may choose to cancel at any time by messaging back with !Cancel. If you do so, you will lose your place in the queue and will need to initiate a new call request, later.”

Captions and voiceover	Visual (includes Auslan interpreter signing the spoken words to the right of the video frame)
<p>If you would like to cancel the call select the “Cancel” button.</p>	<p>The image shows a section of Microsoft Teams with a focus on a message card:</p> <ul style="list-style-type: none"> • The chat window titled 'NRS VIDEO RELAY SERVICE' is open, showing a message with a card. • At the top, there's a title saying, "Please wait for the next available Interpreter." • The card features a video thumbnail with a play button. In the thumbnail, there is a man against a background with the NRS logo. • Below the thumbnail, there is a message that says, “You may cancel at any time, be selecting X Cancel. If you do so, you will lose your place in the queue and need to initiate a new call, later.” • Below the message there is a button labelled “X Cancel,” which is circled in red. • Under the button, there is another message that says “Please continue to wait – you are position 1 in the queue, and an Interpreter will be with you shortly. You may choose to cancel at any time by messaging back with !Cancel. If you do so, you will lose your place in the queue and will need to initiate a new call request, later.”

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<p>Once the Interpreter is ready to take your call you will get the following message prompt.</p> <p>Click on “Connect to Interpreter” to connect the call.</p>	<p>The image shows a section of Microsoft Teams with a focus on a message card:</p> <ul style="list-style-type: none"> • The chat window titled 'NRS VIDEO RELAY SERVICE' is open, showing a message with a card. • At the top, there's a title saying, " NRS Call Expectations" • The card features a video thumbnail with a play button. In the thumbnail, there is a man against a background with the NRS logo. • Below the thumbnail, there is a message saying, "Please click on the 'CONNECT TO INTERPRETER' button to perform a video and audio check. A pop-up box will appear. Please check your video is on, and then select 'JOIN NOW' to begin your call with the Interpreter. If you delay clicking 'JOIN NOW', your call may time out." • Below the message there is a button labelled "CONNECT TO INTERPRETER", circled in red, for Users to join the call. • Beside the button, there is another box that say, "More Information," suggesting additional details can be accessed by clicking it.
<p>Next you will see the following video and audio check prompt</p> <ol style="list-style-type: none"> 1. Ensure you camera is turned on. 2. Then click “Join now” to see the interpreter and make your call. 	<p>The image displays a video and audio check prompt in Microsoft Teams:</p> <ul style="list-style-type: none"> • At the top, it shows the Call information for the NRS Video Relay Service. This includes the date, time, and that there is 1 participant. • On the left side, there is an image that indicates, "Your camera is turned off." • In the lower left corner, there is a button to turn the camera on and off. This button has a red circle with a "1" on top of it. Next to the button, it says "Background filters." • On the right side, there are images that show if the sound is on or off, the volume level, and audio options. • In the lower right corner, there are two buttons. The grey button says "Cancel." The purple button, which is circled in red and has a "2" on top of it. This button says "Join Now."

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<p>Here is a desktop view</p> <p>Please check your video is on, and then select “JOIN NOW” to begin your call with the Interpreter.</p> <p>If you delay clicking ‘JOIN NOW’, your call may time out.”</p>	<p>The image displays a video and audio check prompt in Microsoft Teams in Desktop View:</p> <ul style="list-style-type: none"> • At the top, it shows the Call information for the NRS Video Relay Service. This includes the date, time, and that there is 1 participant. • On the left side, there is an image of a woman in blue wearing glasses with a mountain view in the background. • In the lower left corner, there is a button to turn the camera on and off. This button has a red circle with a "1" on top of it. Next to the button, it says "Video Effects." • On the right side, there are images that show if the sound is on or off, the volume level, and audio options. • In the lower right corner, there are two buttons. The grey button says "Cancel." The purple button is circled in red and has a "2" on top of it. This button says "Join Now."
<p>Here is the mobile app view</p> <ol style="list-style-type: none"> 1. Ensure you camera is turned on. 2. Then click “Join now” to see the interpreter and make your call. 	<p>The image displays a video and audio check prompt in Microsoft Teams in NRS mobile app view:</p> <ul style="list-style-type: none"> • At the top says “National Video Relay Service” • Below that, there is a box. In the top right it says “Change background” • In the middle of the box, there is a circle with the letter "N." This represents a participant whose video is turned off. • The first icon, circled in red with a “1” around it, shows that the "Video is off." • Next to it, the second icon shows "Mic is off," and the third icon represents a “Bluetooth” connection. • Below the box, it shows the account name that the user is signed as. Next to, there is a button that says “Switch” • Under this, there is a purple button labelled "Join now," which is circled in red and has a “2” marking. This is the button to enter the meeting. • Below it, there is another option that says "More join options," which suggests different ways to join. • At the bottom, there are links for "Privacy and cookies," which give users information about privacy policies and cookie usage.

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<p>You will see the Interpreter on the screen.</p> <p>The Interpreter will ask you what number you want to call.</p> <p>Sign the area code and phone number you want to call.</p>	<p>The image displays the Microsoft Teams Video Meeting screen:</p> <ul style="list-style-type: none"> • In the top left corner, it says "NRS VIDEO RELAY SERVICE." • Right below that is the menu bar. It shows the call duration and icons labelled Chat, People, Raise, React, View, Activity, Notes, Rooms, Apps, More, Camera, Mic, Share, and a Leave button. • Below the menu bar, there is a box with a stylized image of an Interpreter wearing a headset. • In the lower right corner, there is a red box with a stylized image of an NRS User.
<p>The The Interpreter will call the hearing person and speak your words to them.</p> <p>You will sign the side of your conversation, and the Interpreter will sign the hearing person's response back to you in Auslan.</p>	<ul style="list-style-type: none"> • A green circle appears with an image of a pair of white hands signing. • Below that, there is a grey circle with a white stylized image of the top half of a person. • To the right of the grey circle, there is a row of navy-blue dots that connects to an image of a black telephone handset. There is a stylized image showing sound coming from the handset.
<p>If you don't want to make another call, you can end the call by clicking 'Leave'.</p>	<p>The image displays the Microsoft Teams Video Meeting screen</p> <ul style="list-style-type: none"> • In the top left corner it says "NRS VIDEO RELAY SERVICE." • Right below that is the Menu bar. It shows the call duration and icons labelled Chat, People, Raise, React, View, Activity, Notes, Rooms, Apps, More, Camera, Mic, Share and a Leave button, which is circled in red. • Below the menu bar, there is a box with a stylized image of an Interpreter wearing a headset. • In the lower right corner, there is a red box with a stylised image of an NRS User.
<p>The NRS Helpdesk can help with the steps shown in this video.</p> <p>The NRS Helpdesk is open 8:00 AM to 6:00 PM, Monday to Friday, EST.</p>	<p>On the right, the Helpdesk Contact Details are shown:</p> <p>Phone 1800 555 660 TTY 1800 555 630 Fax 1800 555 690 SMS 0416 001 350 Email helpdesk@relayservice.com.au</p>

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There are also English instructions available on the Service Features page of Access Hub.

On the right, this web address is shown:

<https://www.accesshub.gov.au/>