



# Preparing to Make 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)
	<p>Before the video plays, the following static images are shown:</p> <ul style="list-style-type: none"><li>• An Auslan interpreter stands on the left side of the video frame.</li><li>• The word “Hi!” is shown in the middle of the video frame.</li><li>• An image of blue hands signing is on the middle right of the video frame.</li><li>• A white “play” symbol is inside a red button in the middle of the video frame.</li></ul>
	<p>Visible in the video at all times from left to right at the top:</p> <ul style="list-style-type: none"><li>• The National Relay Service (NRS) logo has three stacked rectangles in this order: navy blue, red, and navy blue again. The words “<b>National Relay Service</b>” are in white. The red rectangle is slightly to the right.</li><li>• The heading says “<b>Preparing to Make a Video Relay Call through the NRS</b>”.</li></ul>
<p>Hi. If you’re Deaf and use Auslan then Video Relay is a great way to make a phone call to hearing person.</p>	<ul style="list-style-type: none"><li>• The image shows a white outline of the top half of a person sitting inside a grey video frame.</li><li>• This image connects to a white telephone handset inside a green circle with a dotted line.</li></ul>

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<p>In a Video Relay call, a relay officer will sign to you in Auslan and speak with the other person in English.</p>	<ul style="list-style-type: none"> <li>• The image shows a white outline of the top half of a person sitting inside a grey video frame.</li> <li>• This image connects to an image of a pair of white hands signing.</li> <li>• The grey frame and the image inside changes to a green circle with a white speech bubble connects (with a dotted line) to a white circle that shows an image of a telephone handset.</li> </ul>
<p>You will sign your side of the conversation, and the relay officer will sign the other person’s responses back to you.</p>	<ul style="list-style-type: none"> <li>• A green circle with a pair of white hands signing connects (with a dotted a line) to a grey circle that has a white image of the top half of a person.</li> <li>• When the white dots reach the grey circle, the image inside the grey circle changes to show a pair of white hands signing.</li> <li>• The white dots connect again to join the green circle above, forming a complete circle. The image within the green circle changes to show a white outline of the top half of a person.</li> <li>• Grey speech bubbles appear to the right of the grey circle.</li> </ul>
<p>What do I Need?</p>	<p>The words <b>“What do I Need?”</b> appear on the screen.</p>
<p>To make Video Relay calls you will need a program called Microsoft Teams installed on your device and an <b>NRS Microsoft Teams login and password</b> from the NRS Helpdesk to get access to the Video Relay services.</p>	<p>The Microsoft Teams logo appears on the right side of the screen.</p>
<p>The NRS Helpdesk can send you an email with your NRS Microsoft Teams login and password.</p>	<p>There is an image of a masked email to an NRS User from the NRS Helpdesk. This email contains the User’s login information for Microsoft Teams and some reminders on how to activate their NRS Microsoft Teams account.</p>
<p>If you have your login details, you will need a computer, tablet or smartphone to make a Video Relay Call.</p>	<p>The Microsoft Teams logo appears on the screens of three devices: a computer, a tablet and a smartphone.</p>

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<p>It is important to have a good camera and internet connection.</p>	<p>A green circle appears at the top of each device to indicate a camera. A green circle with a dark blue checkmark appears on the screen of each image.</p>
<p>You need to install Microsoft Teams</p>	<p>The Microsoft Teams logo appears on the right side of the screen.</p>
<p>You can download the NRS Microsoft Teams by clicking this link:</p>	<p>On the right, this web address link is shown:  <a href="https://www.microsoft.com/en-au/microsoft-teams/download-app#download-for-desktop1">https://www.microsoft.com/en-au/microsoft-teams/download-app#download-for-desktop1</a></p>
<p>If you need help making Video Relay calls – watch our other video – Making a Video Relay call through the NRS. If you’re lost or didn’t get your email and password from Helpdesk, or if you’re having trouble connecting, please click the link below to book an Interpreter. You need to contact Helpdesk for help. To book an Interpreter to access Helpdesk, follow these steps:</p> <ul style="list-style-type: none"> <li>• <b>Click on this link</b></li> </ul>	<p>On the right, this web address link is shown:  <a href="https://nrchat.nrschat.gov.au/nrs/contactus">https://nrchat.nrschat.gov.au/nrs/contactus</a></p>
<p>After you click the link, watch the Auslan video on that page top left corner</p>	<p>The image of the NRS web page content is displayed:</p> <ul style="list-style-type: none"> <li>• In the top left corner, there is a video with an image of a man dressed in black. The video is titled “How does this page work” and is inside a red box.</li> </ul>
<p>Fill in the form with your personal contact details and remember to select “<b>Video Relay</b>” in the drop-down menus for both “<b>type of service</b>” and “<b>preferred contact method.</b>”</p>	<p>The image of the NRS web page content is displayed:</p> <ul style="list-style-type: none"> <li>• In the middle right, the Contact details such as email, phone number, type of service and preferred contact method are inside a red box.</li> </ul>

Captions and voiceover	Visual (includes Auslan interpreter signing the spoken words to the right of the video frame)
<p>Click on the <b>green button</b> below the video screen to record your message. You can now sign your message.</p>	<p>The image of the NRS web page content is displayed:</p> <ul style="list-style-type: none"> <li>• In the bottom right, there is a black recording screen titled “Record Your Video.” This is inside a red box, with a message that says, “You can record a Video message up to 90 seconds.” Below, there are two buttons: a green button circled in red that says “Record,” and a red button that says “Stop.”</li> </ul>
<p>When you have finished signing your message. You can click <b>Stop</b>.</p>	<p>A white box appears on the right side of the screen:</p> <ul style="list-style-type: none"> <li>• At the top left, it says “Record Your Video” with an image of blue hands signing beside it.</li> <li>• Below that, is a black box with a white outline of the top half of a person sitting inside a grey video frame.</li> <li>• A white “pause” symbol is on the right side, and a “full screen” symbol is on the left side of the grey video frame.</li> <li>• Below that, there is a message that says “00:09 finished.”</li> <li>• Right below are two buttons: a grey button that says “Recording” and a red button circled in red that says “Stop.”</li> </ul>
<p>If you want to record your message again, click <b>Re-Record</b>.</p>	<p>A white box appears on the right side of the screen:</p> <ul style="list-style-type: none"> <li>• At the top left it says “Record Your Video” with an image of blue hands signing beside it.</li> <li>• Below that, is a black box with a white outline of the top half of a person sitting inside a grey video frame.</li> <li>• A white “play” symbol is on the right side, and a “full screen” symbol is on the left side of the grey video frame.</li> <li>• Below that, there is a message that says “You can record a Video message up to 90 seconds.”</li> <li>• Right below are two buttons: a green button circled in red that says “Re-record,” and a red button that says “Stop.”</li> </ul>

<p><b>Captions and voiceover</b></p>	<p><b>Visual (includes Auslan interpreter signing the spoken words to the right of the video frame)</b></p>
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When you are ready to send your video message, click **Send**.

- A white box appears on the right side of the screen:
- At the top left it says “Record Your Video” with an image of blue hands signing beside it.
  - Below that, is a black box with a white outline of the top half of a person sitting inside a grey video frame.
  - A white “play” symbol is on the right side, and a “full screen” symbol is on the left side of the grey video frame.
  - Below that, there is a message that says “You can record a Video message up to 90 seconds.”
  - Right below are two buttons: a green button circled in red that says “Re-record,” and a red button that says “Stop.”
  - Below that, there is a text box that says, “Make a suggestion, leave a comment or provide feedback.”
  - In the lower right corner of the Text box, it shows “1000/1000,” which means you can write up to 1000 characters.
  - Below that, there is a red button labelled as “Send.”

A confirmation message from the Helpdesk will pop up on your screen. The Helpdesk will contact you back within 2 business days via your preferred method.

- The image of the NRS web page content can be seen at the background:
- A pop-up window appears with of a video showing a man dressed in black.
  - There is an NRS logo in the top left corner of the video.
  - At the bottom of the video, you can see buttons for play, time stamp, volume, settings, stream, picture-in-picture, full screen, and Vimeo.
  - Below that, there is a message that says, “Thank you for submitting your Video Message for the Helpdesk, you will be contacted within 2 business days via your preferred method.”
  - Below that, another message says, “Please use the smiley scale below to rate your experience uploading the video.”
  - Below that, five different smileys appear showing dissatisfaction, indifference and satisfaction appear
  - Below that, there is a red button labelled as “Close.”

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You can choose to rate your experience if you want.

The image of the NRS web page content can be seen at the background:

- A pop-up window appears with of a video showing a man dressed in black.
- There is an NRS logo in the top left corner of the video.
- At the bottom of the video, you can see buttons for play, time stamp, picture, full screen and Vimeo buttons.
- In the middle bottom of the video frame, there is a green box with a white check mark and a message that says, “Thank you for submitting your feedback.”
- Below that, there is a message that says, “Thank you for submitting your Video Message for the Helpdesk, you will be contacted within 2 business days via your preferred method.”
- Below that, another message says, “Please use the smiley scale below to rate your experience uploading the video.”
- Below that, five different smileys appear showing dissatisfaction, indifference and satisfaction appear
- Below that, there is a red button labelled as “Close.”

There are several ways to contact the Helpdesk, from 8:00 AM to 6:00 PM, Monday to Friday EST.

If you need help making Video Relay calls, watch our other video called **“Making a Video Relay call through the NRS.”**

The NRS Helpdesk can help with the steps shown in this video.

The NRS Helpdesk is open 8:00 AM to 6:00 PM, Monday to Friday, EST.

On the right, the Helpdesk Contact Details are shown:

Phone	1800 555 660
TTY	1800 555 630
Fax	1800 555 690
SMS	0416 001 350
Email	<a href="mailto:helpdesk@relayservice.com.au">helpdesk@relayservice.com.au</a>

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/>