



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 is played the following static images are shown:

To the left of the video frame: 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: “Making a Video Relay call through the National Relay Service”.

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.

A white “play” symbol sits in a red button in the middle of the video frame.

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: “Making a Video Relay call through the National Relay Service;

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

	<p>To the right is the heading: "Making a Video Relay call through the National Relay Service".</p> <p>Under the heading are the images of Video Relay.</p>
<p>Hi. If you're Deaf and use Auslan</p>	<p>A white circle containing an image of two navy blue hands signing appears.</p>
<p>then Video Relay is a great way to make a phone call to hearing person.</p> <p>This video will show you how to make a Video Relay call using the National Relay Service (NRS).</p>	<p>The image inside the white circle changes to a white outline of the top half of a person sitting within a stylized grey image of a video frame.</p> <p>This image connects (using a dotted a line) to an image of a white telephone handset in a green circle.</p>
<p>To make Video Relay calls, you will need to have Teams setup on your computer, tablet or smartphone.</p>	<p>The Teams logo appears on the screen of each of the 3 devices.</p>
<p>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 Contacts.</p> <p>When you log into your new NRS Teams account, the Teams BOT will already be loaded on your profile.</p> <p>Click on the red NRS VIDEO RELAY SERVICE contact icon.</p>	<p>The image shows a digital messaging interface of Microsoft Teams.</p> <p>On the left side, there is a list showing a contact named "NRSVIDEORELAYSE RVICE," indicating a text message was sent at 1:53 PM.</p> <p>On the right side, there is a message from "NRSVIDEOLAYSERVICE," showing a video thumbnail with a play button. A person is visible in the video thumbnail, dressed in black, using sign language.</p> <p>Above the video, the text reads "National Relay Service." Below the video, a message says "Hello, Thank-you for contacting the National Relay Service. Please make a selection below."</p> <p>Two buttons are visible below this message: one labelled "Make a Call" and the other "More Information."</p>
<p>In the message box, type any word to the Teams bot to start a new call</p> <p>Click on the "Make a Call" button</p>	<p>The image shows a section of Microsoft Teams with a focus on a message card.</p> <p>In the middle, there is a card titled "National Relay Service" with a video thumbnail and a</p>

play button. A person dressed in black is shown in the video thumbnail, using sign language.

Above the video, text reads "National Relay Service." Below the video, the message states "Hello, Thank-you for contacting the National Relay Service. Please make a selection below."

Underneath this message are two buttons: one labelled "Make a Call" and the other "More Information." At the bottom of the image, there is a text input field with the word "Hello."

The image shows a screenshot of a Microsoft Teams window. At the top, there's a title saying, "Please wait for the next available Relay Officer."

Below this, there is a video thumbnail featuring a woman, wearing a black top.

Under the video thumbnail, there is an option with a red cross mark next to the word "Cancel," allowing the user to cancel the call.

A grey box contains text that says, "You may cancel at any time, by selecting Cancel. If you do so, you will lose your place in the queue and need to initiate a new call, later."

There is also a button labelled "Cancel" under the grey box.

At the bottom of the image, more text instructs the user to wait, informing them they are position 1 in the queue. It assures that a Relay Officer will be with them as soon as possible and reiterates the option to cancel by messaging "Cancel" but warns that doing so will result in losing their place in the queue and needing to make a new call request later.

You will then be informed of your position in the queue (If you would like to cancel the call select the "Cancel" button.)

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.

The image shows a screenshot of Microsoft Teams window titled "NRS Call Expectations."

At the top, there is a video thumbnail with a woman who has curly hair, wearing a black top, standing against a blue background.

Below the video, there's a message saying, "Please click on the 'CONNECT TO INTERPRETER' button to join the call, your interpreter is now waiting. If you delay in joining the call, your request may time out."

There is a blue button labelled "CONNECT TO INTERPRETER" for users to join the call.

Below this button, there is another option saying, "More Information," suggesting additional details can be accessed by clicking there.

At the bottom, there is a field where users can type a message.

Next you will see the following video and audio check prompt. Turn your video on. Then select “Join now” to see the interpreter and make your call.

Here is an iOS view

The image displays a video and audio check prompt in Microsoft Teams in iOS view.

In the middle, there is a circle with the letter "N," which represents a participant whose video is turned off.

Above the circle, it says "Background effects." Below the circle, there are three icons.

The first icon, with a red circle around it, indicates "Video is off."

Next to it, the second icon shows "Mic is off," and the third icon represents "Speaker."

On the right side of the image, there is a section for meeting actions. It includes a large button labelled "Join now" for entering the meeting. Below it, there is another option

"More join options," suggesting different ways to join.

At the bottom, there are links for "Privacy and cookies," providing users with information about privacy policies and cookie usage.

The image is a video and audio check prompt in Microsoft Teams in Desktop view.

At the top, there are options to switch accounts, displaying "NRSVRSTERP2."

Below that, the service name is displayed with the date "Monday, Apr 14," and the hours from "7:00 am - 6:00 pm GMT -10."

In the centre-left, there is a placeholder for video with a note indicating "Video off," highlighted with a red circle.

Next to this, there is an option to toggle the video on or off with a switch button, which is currently set to off.

On the right, there are audio settings for "Computer audio" with sliders for custom setup, room and other audio options.

At the bottom, there is a "Cancel" button on the left and a "Join now" button on the right to enter the meeting.

An image showing a video and audio check prompt in Microsoft Teams in NRS mobile app view.

At the top, there is text that says, "National Video Relay Service - NRSVRSTEST06".

Below this, there is a circular icon with the letter "N" in the middle, set against a dark background.

Here is a desktop view

Here is the NRS mobile app view

	<p>Above the circle, there is an option to change the background.</p> <p>Below the circle, there are three icons: a crossed-out video camera, a crossed-out microphone, and a Bluetooth symbol, indicating that the video, mic, and Bluetooth are off.</p> <p>At the bottom, there is a message saying "Signed in as NRSVRSTEST06@nrsau.com" with an option to switch accounts.</p> <p>Below this, there is a large blue button that reads "Join now", and beneath it, smaller text says, "Privacy & cookies".</p>
<p>When a relay officer is available, this picture will appear.</p> <p>Click on "Start Call" at the bottom of the picture.</p>	<p>A new chat bubble from the NRS VIDEO RELAY SERVICE appears.</p> <p>The chat bubble contains a stylized image of a relay officer wearing a headset.</p> <p>Above the image is a notification of the position in the queue and the option to cancel and call again later.</p> <p>Below the image is the button "Start call". It is clicked.</p>
<p>A full video screen will appear.</p>	<p>An image of a black screen with a green rectangular button at the bottom containing the words "Start call" appears.</p>
<p>Click on the green "Start call" button to begin the video call.</p>	<p>The green "Start Call" button is clicked.</p>
<p>You will see the relay officer on the screen.</p> <p>The relay officer will ask what number you want to call.</p>	<p>A navy-blue circle containing the image of a pair of white hands signing appears. Beneath, a green circle containing the white stylized image of the top half of a person appears.</p>
<p>Sign the area code and phone number you want to call.</p>	<p>On the left-hand side, an arc of navy-blue dots connects the top and bottom circles.</p>

<p>The relay officer will call the hearing person and speak your words to them.</p>	<p>To the right of the green circle, a row of navy-blue dots connects to an image of a white telephone handset. A stylized image of sound issues from the handset.</p>
<p>You will sign your side of the conversation, and the relay officer will sign the hearing person’s responses back to you in Auslan.</p>	<p>The image of sound disappears and the signing hands in the navy-blue circle move.</p>
<p>If you don’t want to make another call, you can end the call.</p>	<p>A speech bubble emerges from the telephone handset. The image in the green circle changes to a pair of white signing hands. The green circle connects to the navy-blue circle above with an arc of navy-blue dots. When the arc reaches the navy-blue circle the image within the circle changes to a white stylized image of the top half of a person.</p>
<p>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.</p>	<p>Helpdesk Contact Details: Phone 1800 555 660 TTY 1800 555 630 Fax 1800 555 690 SMS 0416 001 350 Email helpdesk@relayservice.com.au</p>
<p>There are also English instructions available on the Service Features page of Access Hub.</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”.</p> <p>To the right of the screen is the NRS logo.</p>