



An Australian Government Initiative








# Instruction sheet 4.3—Video Relay—answering a call

To receive a Video Relay call through the NRS, a caller will need to call the NRS on 1300 149 715 and:

- provide your Skype contact name
- ask to be connected to you.

## Step-by-step instructions

Step number	Image	Instruction
1		You must have <b>Skype</b> open.
2		You will see a flashing alert on your screen. Click the <b>green video</b> button to answer the call.
3		The relay officer (RO) will sign you their name and what the other person says.
4		Sign your response to RO. RO will speak your response to the other person.
5		Continue until you or your caller says 'goodbye'. RO will tell you when call has ended.



## Reminder

NRS Video Relay is available 7am to 6pm (Eastern Standard Time) Monday to Friday except for national public holidays.

## NRS Helpdesk

Contact the NRS Helpdesk to find out more about answering a Video Relay call.

The Helpdesk is open from 8am to 6pm, Monday to Friday (Eastern Standard Time). There are a number of ways to make contact with Helpdesk staff:

- Email [helpdesk@relayservice.com.au](mailto:helpdesk@relayservice.com.au)
- Phone 1800 555 660
- SMS 0416 001 350.