

# Video Relay calls

## For Deaf people using their own language

If you are Deaf and use Auslan (Australian Sign Language), [Video Relay](#) is a great way to make a phone call to a hearing person. The call will be relayed by a National Relay Service **relay officer** who is a skilled Auslan interpreter. You can ring anyone, anywhere. Your calls are confidential.

### What do I need to make a call?

- A computer (with a webcam), a tablet or a smartphone
- A good broadband connection with both download and upload speeds of at least 1.5 Megabits per second.

### When can I make calls?

7am to 6pm (Eastern Standard Time) Monday to Friday except national public holidays.








### Getting started

Video Relay uses Skype – free software for video calling.

If you are not already a Skype user:

- download the latest version of Skype – do an internet search to find it
- sign up with Skype and create your own Skype contact name – it's free.

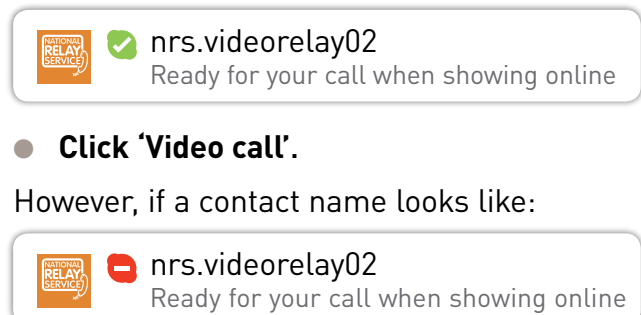
Once you have a Skype account add these to your contacts:

-  nrs.videorelay01
-  nrs.videorelay02
-  nrs.videorelay03
-  nrs.videorelay04
-  nrs.videorelay05
-  nrs.videorelay06
-  nrs.videorelay call-back.

### How do I make a call?

- **Open Skype.** See if any of the nrs.videorelay contacts are online – this means a relay officer is available.

For example:



Two examples of Skype contact status boxes. The first shows a green checkmark icon, a green checkmark, and the text 'nrs.videorelay02 Ready for your call when showing online'. The second shows a red 'X' icon, a red 'X', and the text 'nrs.videorelay02 Ready for your call when showing online'.

then that relay officer is busy with other calls.



If all the other NRS contact names are showing busy or offline, you can make a video call to:



✔ nrs.videorelay call-back  
If no Video Relay online – click here

and a relay officer will call you when they are free. Keep your Skype status 'online' so the relay officer can contact you.

- When connected, give the relay officer the number you want to call. The relay officer will then ring the hearing person and relay the call.
- The relay officer will talk with you in Auslan and with the other person in English.

### What does it cost?

Relay calls within Australia are free. However you will be connecting to the internet, and charges for your data use will depend on your internet or mobile data plan. Note that video calls use quite a lot of data.

### Making calls using the NRS app

Video Relay calls can also be made using the **NRS app**. You still make the calls through Skype, but you can switch easily to other call channels such as [Internet Relay](#) if Video Relay calls are not available at the time.

### Can people make calls to me?

Yes, anyone can ring you through the NRS using an ordinary phone or mobile.

All they need to do is:

- ring the NRS on **1300 149 715**
- give your Skype contact name to the relay officer.

The cost for the other person will be the standard cost of a 1300 phone call.

### More info

Go to [www.relayservice.gov.au](http://www.relayservice.gov.au) for:

- [our Auslan video about Video Relay](#)
- more about using Video Relay
- detailed FAQs
- tips on making calls.

You can also contact our [Helpdesk](#) (Monday to Friday, 8am to 6pm Eastern Standard Time) if you have any questions:

- TTY: **1800 555 630**
- voice: **1800 555 660**
- SMS: **0416 001 350**
- email: [helpdesk@relayservice.com.au](mailto:helpdesk@relayservice.com.au)

The National Relay Service is an Australian Government initiative funded by a levy on eligible telecommunications carriers.



04/18



An Australian Government Initiative



A phone solution for people who are deaf or have a hearing or speech impairment  
[www.relayservice.gov.au](http://www.relayservice.gov.au)