

Your guide to using the Video Interpreting Service.

Kia Ora. Welcome to the New Zealand Relay Service.

In this video we'll show you how to book a Video Interpreter, how to connect to your interpreter on the day of your booking, and how to access an interpreter without a booking.

Booking information for the Video Interpreting Service will be located on our new-look website from 1 February 2021.

To book an interpreter, click on the 'Book an Interpreter' button at the top right of the screen.

Enter your details.

Enter any instructions or meeting links for your call.

If you would like to have your meeting on Zoom or Microsoft Teams, rather than Skype, this is where you can enter your meeting link.

You will need to set up the meeting on your preferred platform beforehand, and then copy the meeting link here.

Click on your selected time.

Time slots will show as green if they are available and grey if they are unavailable.

The time slots you have selected will show as yellow.

You can choose multiple time slots.

Your total appointment time will be displayed on the screen.

Click 'Book an Appointment'.

Once you have made your booking, you will receive confirmation email.

On the day of your appointment, a Video Interpreter will connect with you on Skype, Zoom or Microsoft Teams five minutes before your appointment time, to ensure you are set up and ready.

When it's almost time for your appointment: Log on to Skype, Zoom or Microsoft Teams.

Check your camera and microphone are connected.

The Video Interpreter will call you and then connect you with the person you want to talk to.

Making a call using the Video Interpreting Service without an appointment

If you have not made an appointment and you need a Video Interpreter: Log on to Skype and search for an available Video Interpreter to connect to.

Please note, you're not able to use Zoom or Microsoft Teams unless you have made an appointment and provided the meeting link.

Our Video Interpreter's skype user names are listed on the home page of the NZ Relay website.

Provide the phone number of the person you would like to call and you will be connected to your caller.

Beginning signing your message.

The Video Interpreter will translate your message to the person on the phone and sign their reply to you in New Zealand Sign Language.

Once you've finished, you can end your call.

How to receive a call using the Video Interpreting Service

To receive calls, the hearing person will dial 0800 4 877 877.

They will be connected to a Video Interpreter.

They will need your Skype username, so that the Video Interpreter can contact you.

Please note, you are not able to use Zoom or Microsoft Teams for this kind of call.

Once the Skype call is connected, the Video Interpreter will sign the message from the hearing person to you.

Sign your response to the Video Interpreter and they will voice your message to the other party.

Once you're finished, you can end your call.

Nau mai haere mai ki New Zealand Relay.

HELP DESK

TTY: 0800 4 713 713

Voice: 0800 4 715 715

Fax: 0800 4 329 697

Email: helpdesk@nzrelay.co.nz