

# VRI (Video Remote Interpreting) - FACT SHEET

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## What is Video Remote Interpreting (VRI)?

VRI is a communication service which allows people who are Deaf to communicate with people who are hearing, via the internet. It supports clear communication using a sign language interpreter when an interpreter is not available in person to attend an appointment.

## How does it work?

The booking can take place at the chosen time using a **computer webcam, mobile phone or tablet device**. The interpreter will link to the health care provider's room via the internet (eg Skype, FaceTime, etc).

**Skype** is a FREE video conferencing application. NABS will contact the practice for their Skype details prior to the appointment date. NABS will video conference at the scheduled appointment time.

**FaceTime App** allows Apple devices to connect to other Apple devices (eg iPad to iPad). NABS will contact the person for their Mobile number or Apple ID prior to the appointment date. NABS will video call at the scheduled appointment time.

**Other Video Conferencing Programs** – please contact NABS to discuss whether we can support the platform you use.

## What equipment do I need?

- A computer, iPad or other suitable Video Remote device with internet connection that supports Skype or FaceTime.
- Skype software, which is a universal free program. Download at [www.skype.com](http://www.skype.com).
- Video camera (can be webcam or inbuilt in iPhone etc), working microphone and speakers.

## Skype how-to visual tutorials:

Making a video call (Windows Desktop):

<https://support.skype.com/en/faq/FA3681/making-a-video-call-windows-desktop>

Making a video call (iPhone):

<https://support.skype.com/en/faq/FA10866/making-a-video-call-iphone>

Making a video call (iPad):

<https://support.skype.com/en/faq/FA11009/making-a-video-call-ipad>

Free Voice Call : 1800 24 69 45 | TTY : 1800 24 69 48 | FAX : 1800 24 69 14

SMS : 0427 671 261 | E : [bookings@nabs.org.au](mailto:bookings@nabs.org.au) | Web : [www.nabs.org.au](http://www.nabs.org.au)