



# INSTRUCTIONAL GUIDE

# INTERNET AND WIFI



## Internet and Wifi

1. When you arrive for your appointment, check your device's internet connection. On the home screen, check the circles/bars in top corner for strength of internet connection.
2. Low bars/circles means the connection is not good, video may not work.
3. High bars/circles means the connection is strong, good for video.
4. If the connection is not good, ask at reception (doctor, office etc) if they have Wi-Fi you can connect to.

Weak signal = not good for video

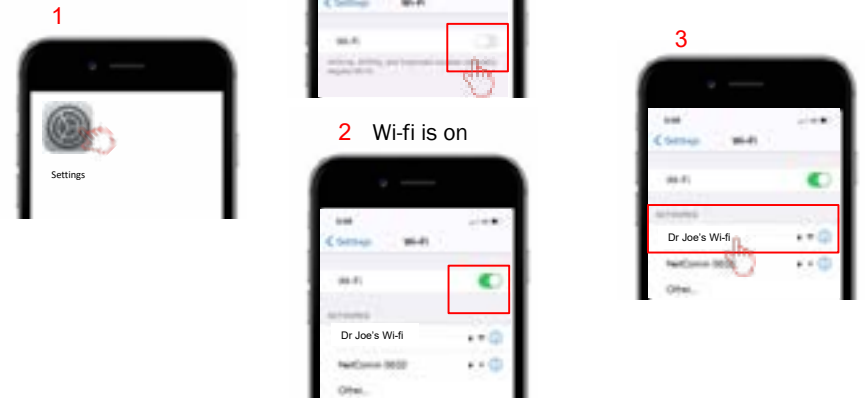


Strong signal = good for video



## How to use Skype to book an interpreter – phone / tablet

1. Click the Settings icon
2. Click Wi-Fi to turn it on
3. Under NETWORKS, click the Wi-Fi name from the list that you want to connect to.



## How to WiFi

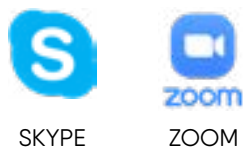
4. Type in the password for the Wi-Fi, and click JOIN.
5. You are now connected to Wi-Fi.
6. This symbol at the top of the screen also shows you are connected to Wi-Fi.



# HOW TO DOWNLOAD AN APP

## How to download an app - iPhone

1. Go to the 'App Store' on your phone.
2. Use the search field to search for the app.
3. Click 'install' and follow the on-screen prompts to install.
4. The app is now downloaded on your device, and you will see the icon on your home screen.



## How to download an app - Android

1. Go to the 'App Store' on your phone.
2. Use the search field to search for the app.
3. Click 'install' and follow the on-screen prompts to install.
4. The app is now downloaded on your device, and you will see the icon on your home screen.



# HOW TO BOOK AN INTERPRETER

## How to book an interpreter

Contact Deaf Connect using your preferred contact method.

✉ [interpreting@deafconnect.org.au](mailto:interpreting@deafconnect.org.au)

💬 SMS Only: 0476 857 251

📄 Deaf Connect Interpreting 1 OR Deaf Connect Interpreting 2

📞 0407 647 591

📞 1300 773 803

🌐 [bookings.deafconnect.org.au/](http://bookings.deafconnect.org.au/)

### WHAT INFORMATION DO WE NEED?

This information will be used to set up your account, then you can make a booking.

- Full name
- Date of Birth
- Email address (if you have one)
- SMS number

### YOUR APPOINTMENT INFORMATION

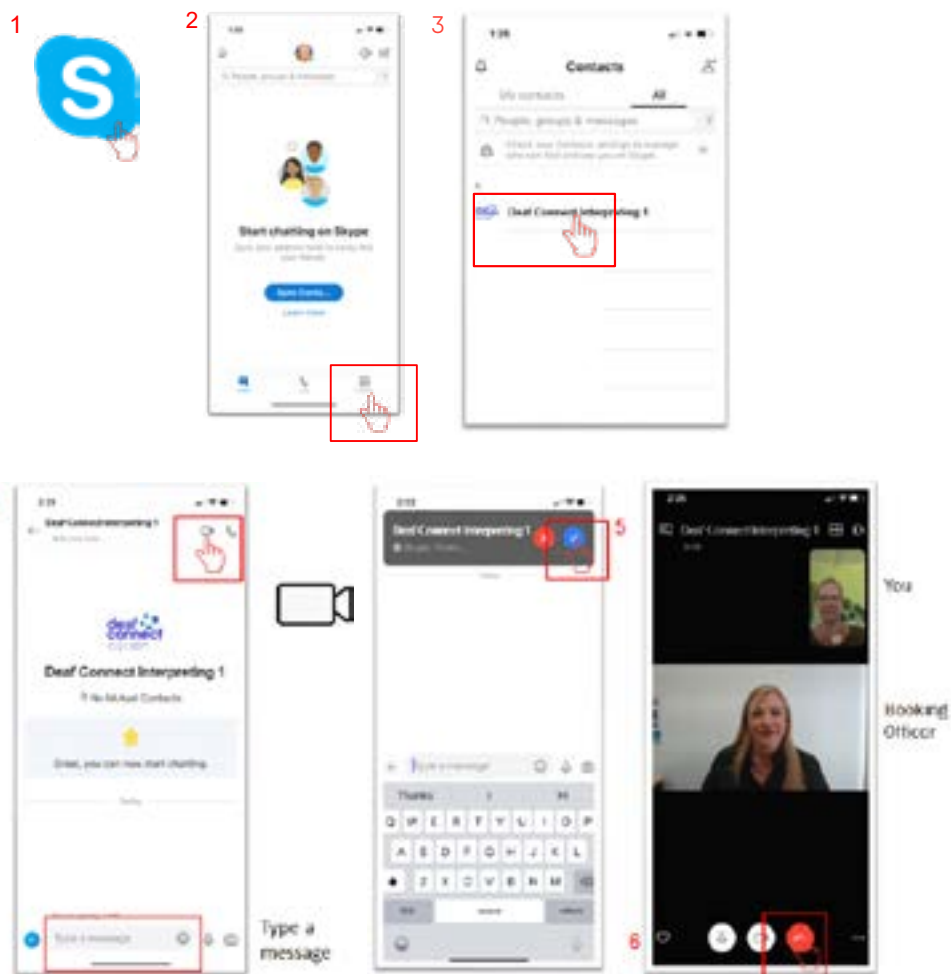
Let Deaf Connect know about your appointment:

- Date
- Start and finish time (>2hrs may need 2 interpreters)
- Location
- Type of appointment (e.g. social outing, meeting with lawyer)

They will let you know if they need more information.

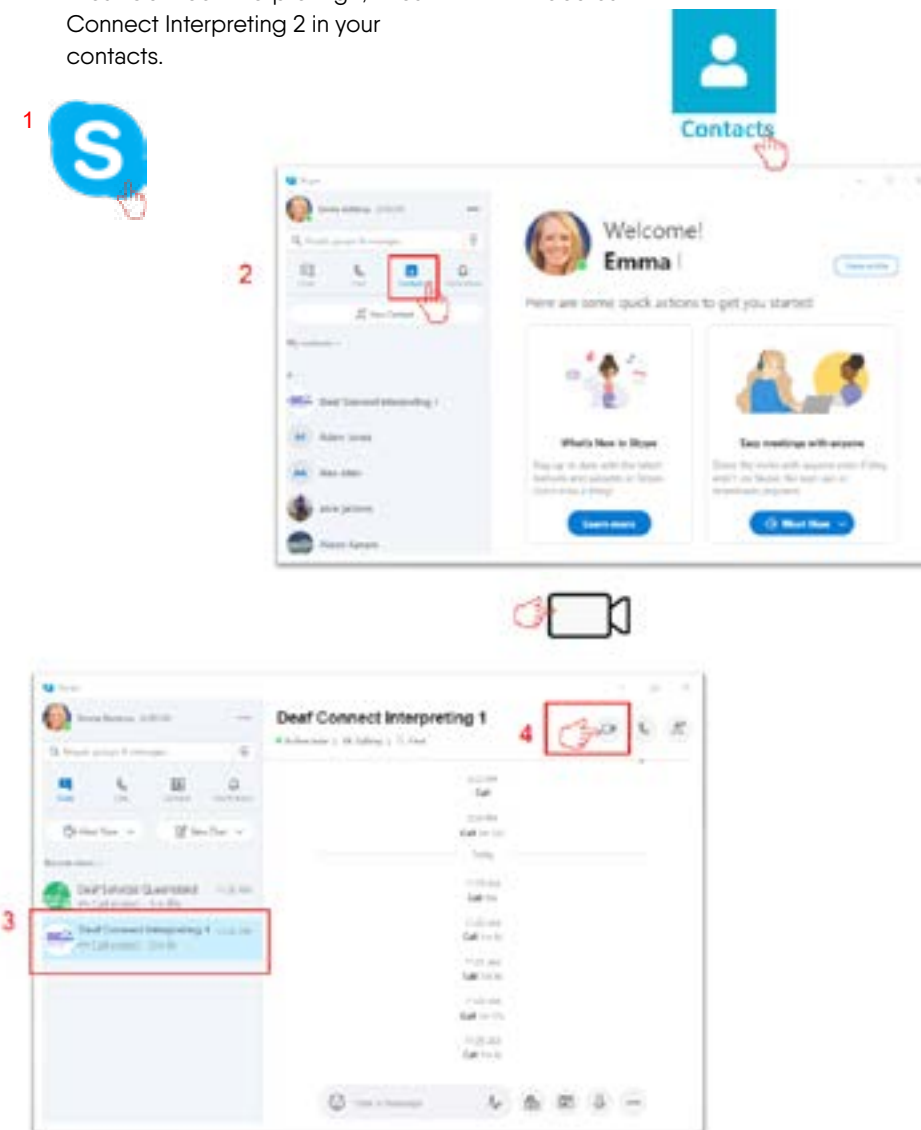
## How to use Skype to book an interpreter – phone / tablet

1. Click the Skype app on your phone or tablet.
2. Click Contacts. You need to have Deaf Connect Interpreting 1/ Deaf Connect Interpreting 2 in your contacts.
3. Click on Deaf Connect Interpreting 1/ Deaf Connect Interpreting 2.
4. You can send a text message or make a video call to speak to Deaf Connect to book an interpreter.
5. Click on the Blue tick to answer the call, then you will see the Booking Officer on the screen.
6. Click on the Red circle to end the call.

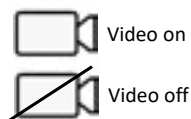
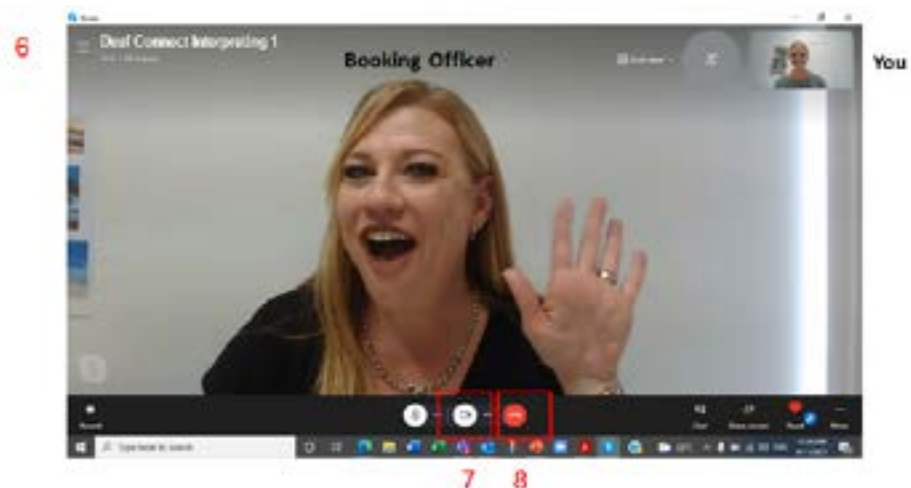
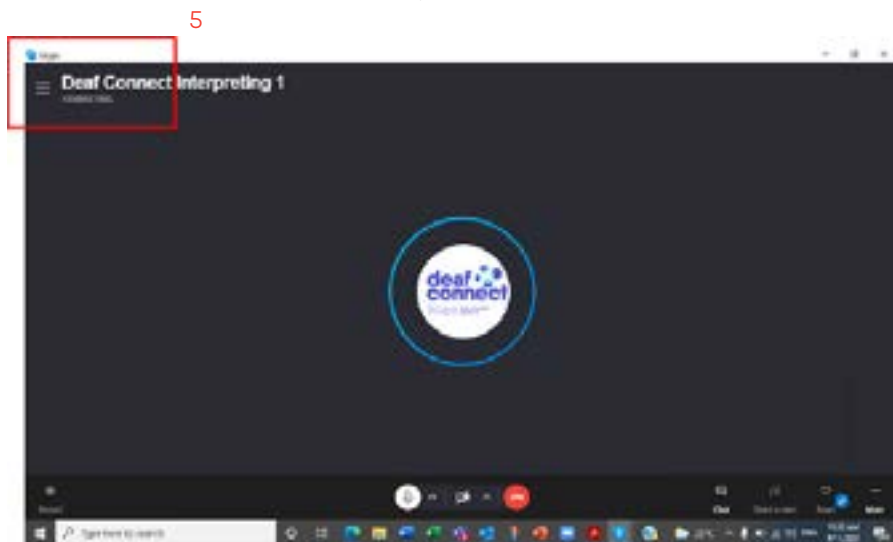


## How to use Skype to book an interpreter – computer

1. Click the Skype app on your computer.
2. Click Contacts. You need to have 'Deaf Connect Interpreting 1/ Deaf Connect Interpreting 2 in your contacts.
3. Click 'Deaf Connect Interpreting 1/ Deaf Connect Interpreting 2.
4. Click the video icon to make a video call.

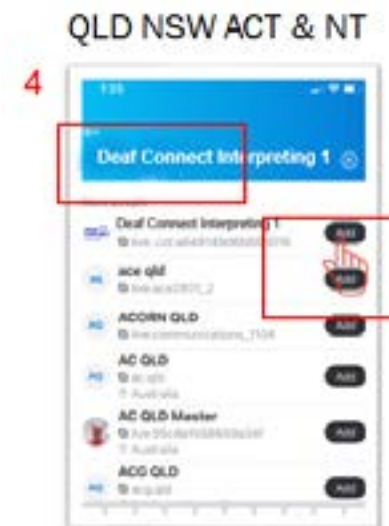


5. Skype is video calling Deaf Connect Interpreting 1/ Deaf Connect Interpreting 2 and waiting for them to answer.
6. The Booking Officer has answered your call and can take your booking.
7. Make sure your video is on so the Booking Officer can see you.
8. Click the red phone button to hang up.



### How to add contacts to Skype

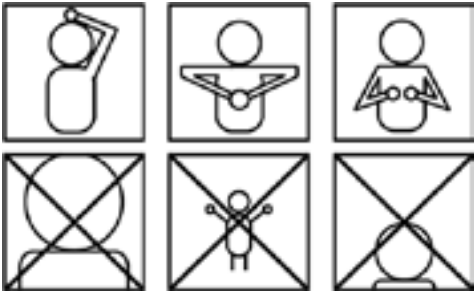
3. Click Add Contact.
4. Type Deaf Connect Interpreting 1/ Deaf Connect Interpreting 2 , then click Add.



## Set up for VRI

1. Position the camera so your face, body and arms can be seen on the screen.
2. With a phone, landscape works best.
3. Avoid bright lights behind you.

1



2



3



# HOW TO USE SKYPE FOR VRI

Skype needs to have the contact in your list of contacts to be able to call them and receive calls from them.

### Australia-wide

To make an interpreter booking call: **Deaf Connect Interpreting 1**

The interpreter will call you from:  
**Deaf Connect Interpreting 1**

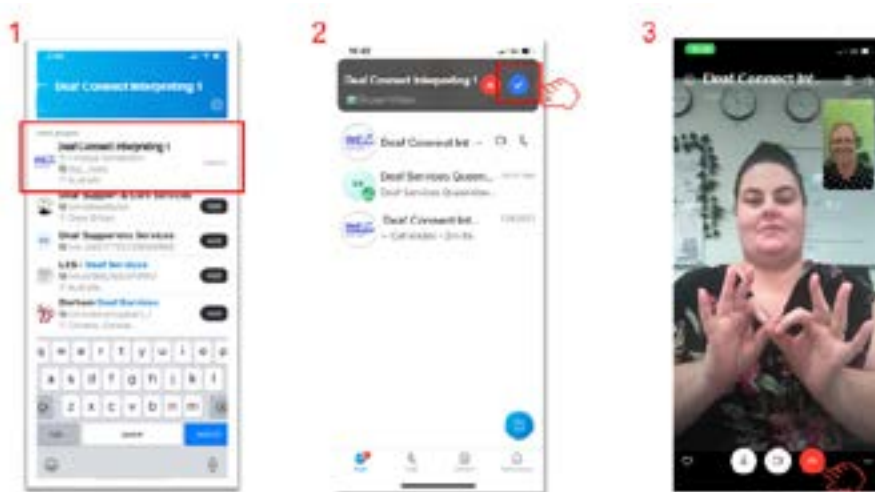
1. Click the Skype app on your phone or tablet.
2. Click Contacts
3. Click Add Contact.
4. Type Deaf Connect Interpreting 1/ Deaf Connect Interpreting 2 then click Add.



## VRI on a phone

The Interpreter will call you on Skype, approximately 5 mins before your appointment.

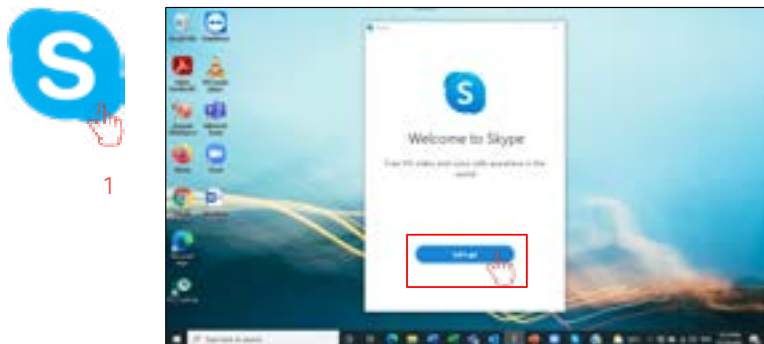
1. The Interpreter is calling you
2. Click the blue tick button to answer the call.
3. Click the red phone button to hang up



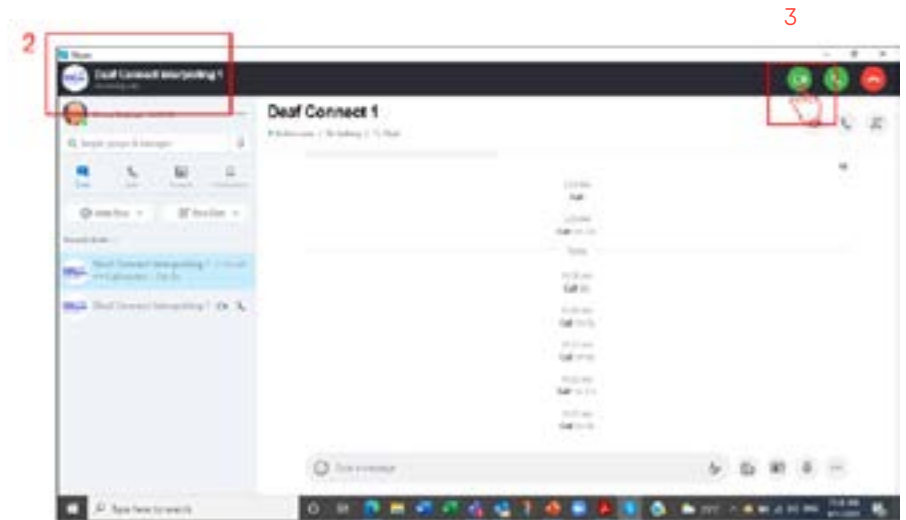
## VRI on a computer

The Interpreter will call you on Skype, approximately 5 mins before your appointment.

1. Open Skype on your computer



2. You will see this at the top of your screen when there is an Incoming Call.
3. Click the Green Video button to answer the call.



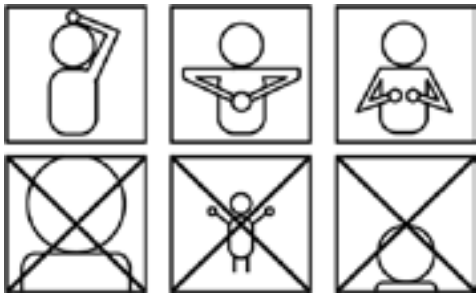
4. You will see your interpreter on the screen.
5. Check your video is on so the interpreter can see you. A line through the video icon means the camera is off. Click to turn it on.
6. Click the red phone button to hang up.



## Set up for VRI

1. Position the camera so your face, body and arms can be seen on the screen.
2. With a phone, landscape works best.
3. Avoid bright lights behind you.

1



2



3



# HOW TO USE ZOOM FOR VRI

## How to use Zoom on a phone

Deaf Connect will send the Zoom meeting details via text or email  
The details will look like this and will be different for each meeting:

Join Zoom Meeting via link (Example only)

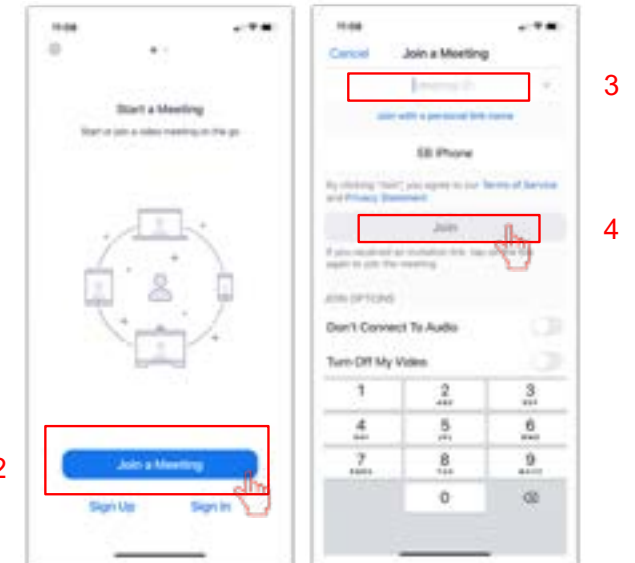
<https://us02web.zoom.us/j/86267315740?pwd=TS9BWjJwNTZ5NDdBidDlZeniYjhpZDZ09>

Meeting ID: 862 6731 5740 (Example only)

Passcode: 832212

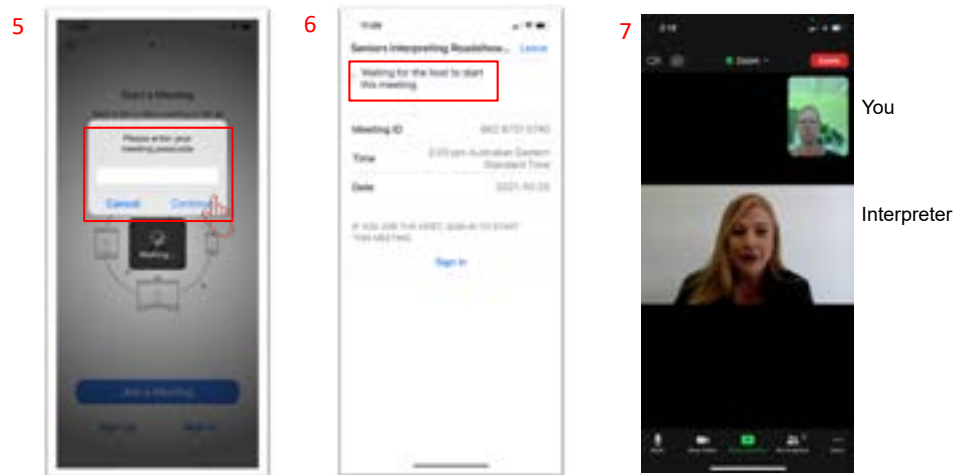


1. Click on the link in your email to join the meeting OR click on the Zoom app on your phone or tablet.
2. Click Join a Meeting
3. Enter Meeting ID Number
4. Then click Join.

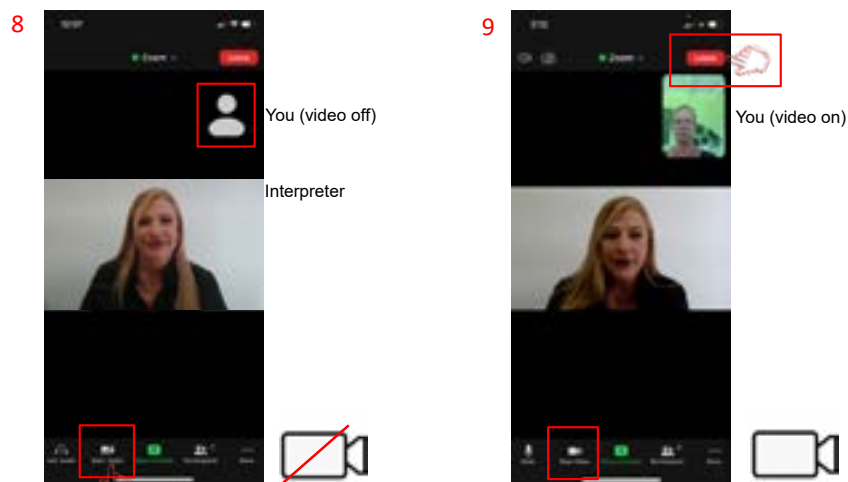




5. Enter meeting passcode & click Continue.
6. You will see this screen until the Interpreter starts the meeting.
7. You will then see the interpreter on the main screen. And yourself in the top right corner.



8. You can turn your video off or on by clicking on the video camera icon on the bottom of the screen.
9. To end the call, click Leave



This shows video off – click to turn it on

This shows video on

## How to use Zoom on a computer

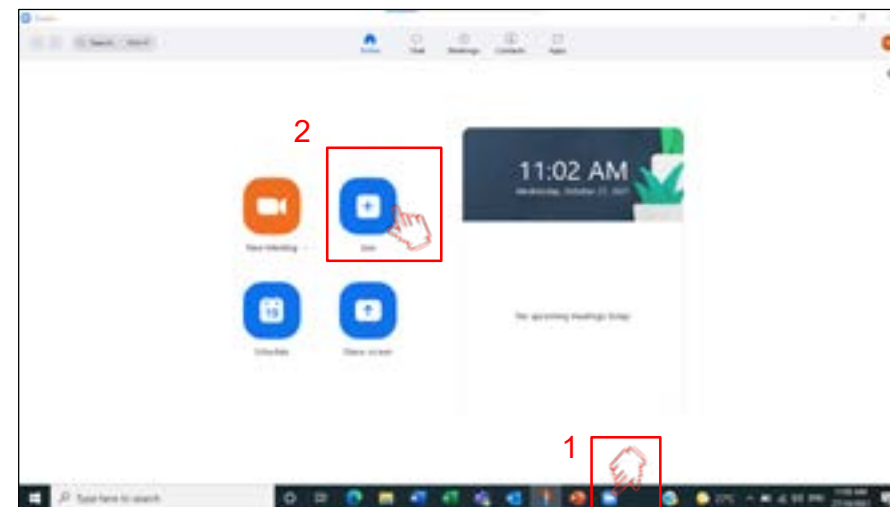
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<https://us02web.zoom.us/j/86267315740?pwd=TS9BWjIwNTZ5NDhkaDZlZjIajhpdz09>

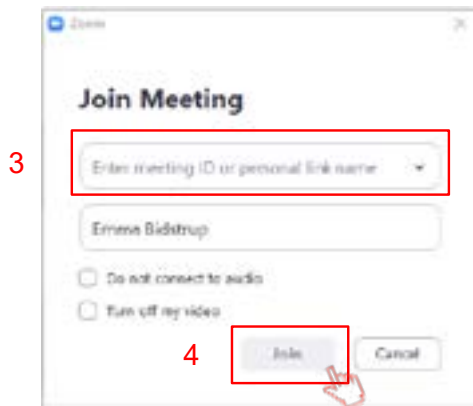
Meeting ID: 862 6731 5740 **(Example only)**  
 Passcode: 832212



1. Click on the link in your email to join the meeting OR click on the Zoom app on your phone or tablet.
2. Click Join

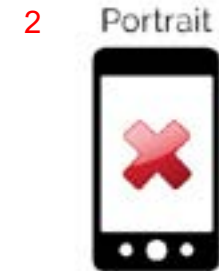


3. Enter Meeting ID Number
4. Then click Join.
5. You will then see your interpreter on the screen.
6. Ensure your video is on so the interpreter can see you.
7. To leave the call, click Leave or End on the bottom right corner of the screen



### Set up for VRI

1. Position the camera so your face, body and arms can be seen on the screen.
2. With a phone, landscape works best.
3. Avoid bright lights behind you.



### HEAD OFFICE QUEENSLAND

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PO BOX 465, Moorooka Q 4150

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*\*Please note our Canberra office is closed.*



Serving our community.  
Sharing our culture.

[www.deafconnect.org.au](http://www.deafconnect.org.au)