



Video Relay Service (VRS) – Quick Start User Guide

Installing ACE VRS

(After you have registered and received a password)

1. There are two ways you can access the ACE VRS software (it is called MMX):
 - a. Download from an email sent to you by ACE with your password
 - b. Download from a USB memory stick
2. When you have finished downloading, a VRS icon comes up on your screen – double click the icon and the program will start installing on your computer.
3. The VRS might tell you they have an updated version – Click 'OK'

Using ACE VRS

(make sure you have a webcam connected to your PC)

When ACE VRS program is installed, here are the steps to follow:

1. Double click on “MMX softphone” icon
2. Type in your User name and password
3. ACE VRS will open up.
4. Click on the arrow scroll where it says ‘Number’
5. Click on ACE VRS@61.88.25.1 (ACE VRS address)
6. Click on green phone icon
7. ACE VRS call should automatically start shortly
8. Make your ACE VRS call – you can make more than one (1) call if you wish.
9. If you want to use texting (like MSN) click on box on left side – use for phone numbers, addresses or when you have problems or other information you want to share. Text communication will work when you don’t have a picture.
10. If no picture but maybe video interpreter can see you – hang-up / disconnect and try again.
11. When you have finished your ACE VRS call, click on red phone icon to hang-up.

Visit www.videorelay.com.au to register or for more information on ACE VRS check the ‘ACE VRS support’ link.

For more information, contact **Phil Harper** at phil.harper@aceinfo.net.au or **Tegan Jones** at tegan.jones@aceinfo.net.au