



**SRV Canada VRS™
USER'S MANUAL
for Mobile applications**

Version 1.0

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1 Welcome and About This Manual

Welcome to **SRV Canada VRS**! Video relay service, or VRS, is a service that enables people to have video conversations over the Internet. **SRV Canada VRS** is offered in Canada and is available in four languages, ASL/English and LSQ/French. It brings Deaf or Hard of Hearing people closer together with employers, friends, family, and service providers.

With **SRV Canada VRS**, everyone can communicate simply and effectively. Whether it's a grandmother connecting with her grandchild, a friend calling to catch up, or someone placing a call to learn about a new government service, **SRV Canada VRS** empowers all Canadians to connect and share in powerful ways.

This manual provides information on how to use the **SRV Canada VRS** for Android and iOS applications. It is assumed that the users of those devices have experience with and a basic understanding of Android and/or iOS operating systems respectively.

For further information, please see www.srvcanadavrs.ca.

If you have trouble using your device, you may also contact Customer Service

Video, once set up:

ASL or LSQ: Dial 9050 within the app

Email:

support@srvcanadavrs.ca

Telephone:

English and French: 1-800-958-5856

2 Getting Started

2.1 DEVICE REQUIREMENTS

For the **SRV Canada VRS** applications to work properly, you should have the following hardware and software:

- Android: 5.0 or later, or
- iOS: 8.0 or later
- For Android, we recommend using a device with a dual-core processor for more fluid video

2.2 NETWORK REQUIREMENTS

From a cost point of view, it is usually preferable to use Wi-Fi rather than the cellular data network.

From a quality perspective, however, the cell network may have better quality, especially if compared to crowded public Wi-Fi network such as those at a library or coffee shop.

However, cell plans usually charge for data by how much you use; e.g., by the gigabyte. As video communication is data intensive, you should check your cellular data plan, and perhaps track your usage if you want to control costs.

There are several generations of cell networks in use depending on your carrier, and quality may vary with location. The best solution is to test using your intended device and network, and if it does not work well, call Customer Service.

2.3 WI-FI NETWORKS:

For your home, Wi-Fi network, you will just need to sign in as you have on your computer or other devices. You can see the strength of the signal in the phone, such as:



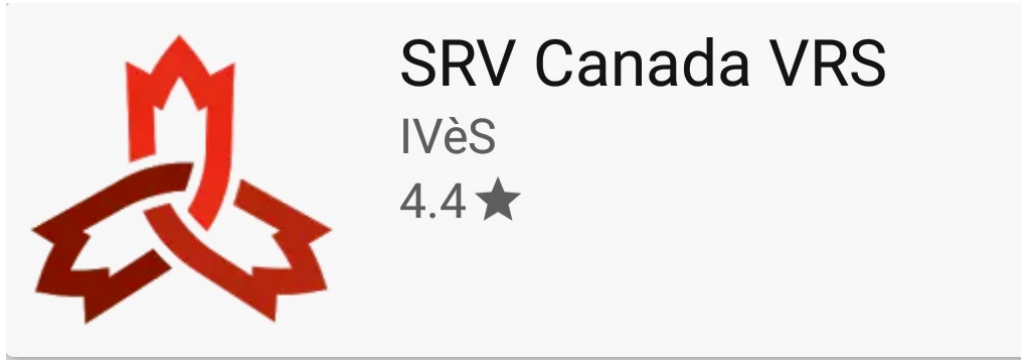
If you are at work or somewhere where there is a firewall you must ask your network administrator to open the ports relating to the communication protocols used by the service: **SIP** (UDP & TCP: 5060 & 5066) and **RTP** (UDP: from 10000 to 20000). These ports must be opened towards the CAV servers: sip.canvrs.com and sipbackup.canvrs.com.

3 Installation and Launch of the App on Android Devices

3.1 DOWNLOADING THE SRV CANADA VRS APPLICATION

To install the **SRV Canada VRS** application, look it up in the App Store (iOS) or Google Play (Android) and install it.

Search “**SRV Canada VRS**” and look for the VRS logo. The entry will look like this:



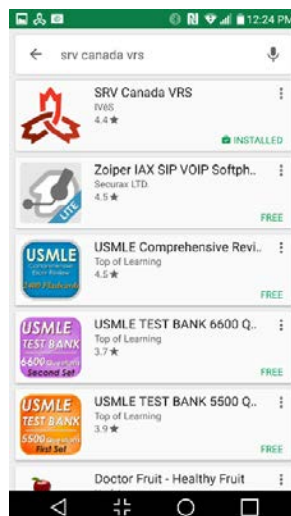
3.2 INSTALLATION ON ANDROID DEVICES

3.2.1 DOWNLOADING THE APP

You can download the **SRV Canada VRS** app from the following link:

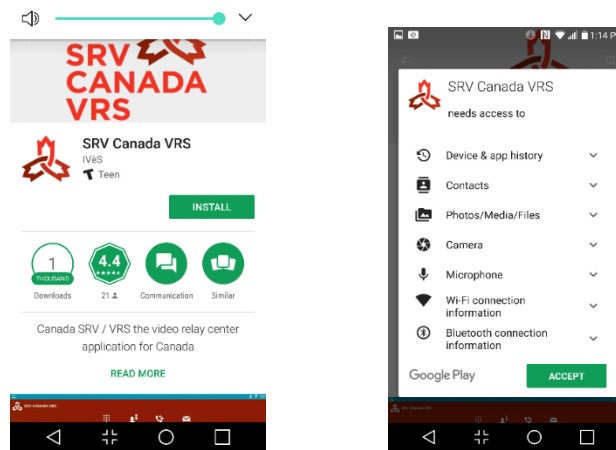
<https://srvcanadavrs.ca/en/install-app>

Or, on Google Play, search for **SRV Canada VRS** (first one on the list below):



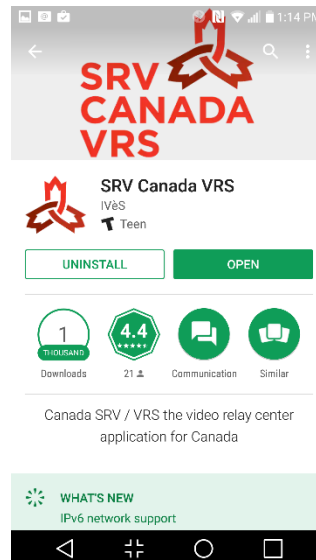
3.2.2 INSTALLING THE APP

Click (tap) on «Install», then on «Accept», as shown below.



3.2.3 LAUNCHING THE APP

From the Google Play page, click on «Open»:



Or, from your mobile device desktop:



Click on the SRV Canada RS App shortcut to launch the application. You may need to swipe left or right on the home screen until you see the **SRV Canada VRS** app. Click on «Canada SRV / VRS» icon to launch the application.

3.3 ACCOUNT CREATION ON ANDROID DEVICES

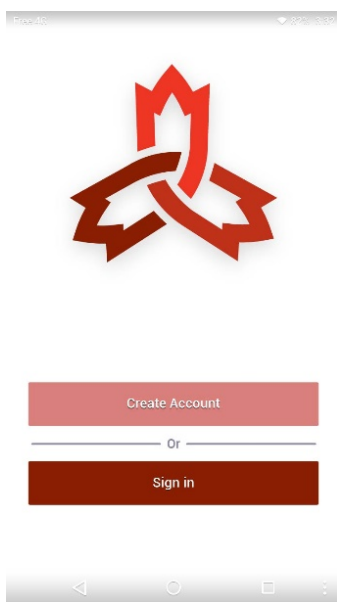
Before you can use the service, you must create your account. This step must be done once and once only, regardless of the number of device(s) you are using. Once your account is created, you can access it via any compatible device (Windows, Mac, iOS, Android) using your username and password. See also: <https://srvcanadavrs.ca/en/install-app/>.

To create your account, IF YOU HAVE NOT ALREADY CREATED ONE ON ANOTHER DEVICE, please follow these steps:


Start the application on your mobile device by double-clicking on the Canada VRS / SRV icon that was placed on your desktop during installation.

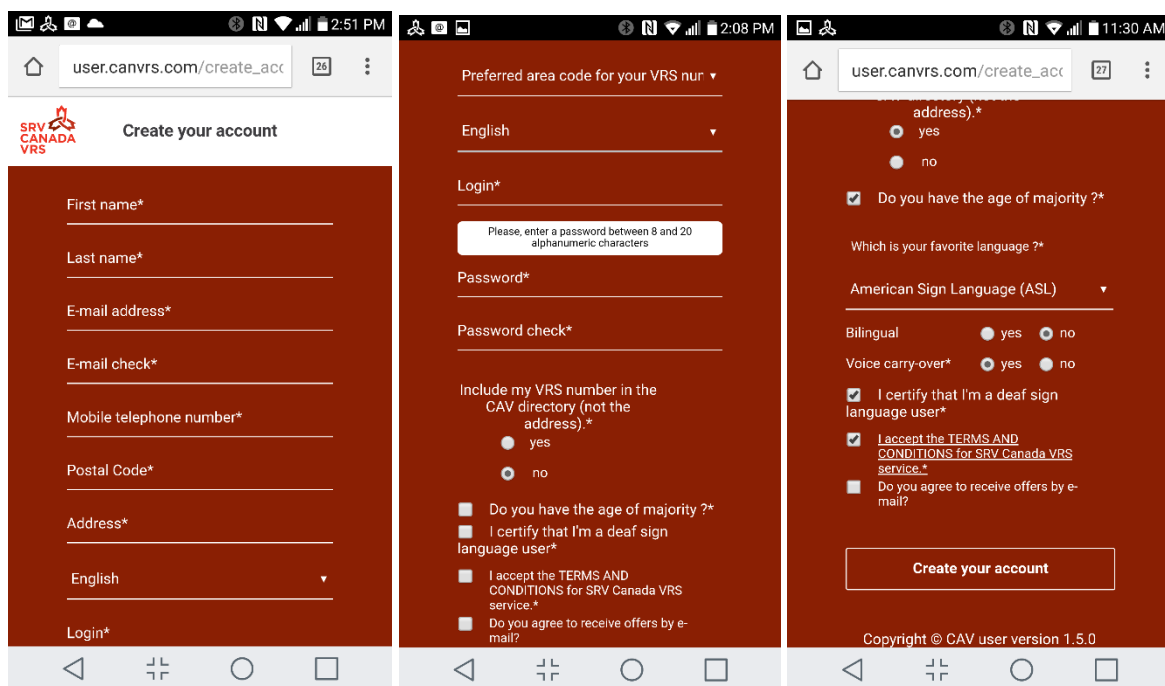



The **SRV Canada VRS** application will open, showing the start-up screen:



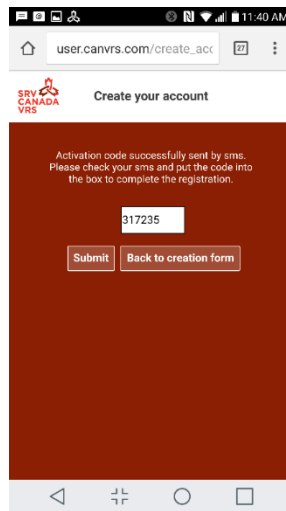
The user interface language (English or French) depends on your mobile device's language setting.

Click on «**Create Account**». . The following screen(s) will appear (the format may be slightly different, depending on your device):



- a) Enter all the required information requested on the **Create your account** screens. Required information is marked with an asterisk (*).
- **First name:** Enter your first name.
 - **Last name:** Enter your last name. Your first and last name will appear in the directory if you choose to show your name.
 - **E-mail address:** The confirmation e-mail and any other communications will be sent to this address. Please check your spam box to make sure you receive e-mails from CAV and **SRV Canada VRS**.
 - **Mobile telephone number:** Since an activation code will be sent by text message (SMS), you must specify a cellular number (digits only; for example, 8195551212, no hyphens or other symbols). If you do not have a cell phone, you can use someone else's cell phone just to receive the activation code; You will not need it afterwards, and this number will never be used to reach you. If you cannot find someone with a cell phone, contact Customer Service.
 - **Postal Code:** Enter the postal code of your primary residence address, where you will use the service most often. This is essential because the address will be used to send emergency services if you dial 9-1-1.
 - **Address, City and Province:** Your physical residence address. Postal boxes are not allowed. Please note that you must always keep your address up to date so that 9-1-1 services can locate you in case of an emergency. Based on your postal code, the city and province may be automatically filled in. You can update your address at any time by going to the Settings screen (identified by the small gear wheel ) of the application.
 - **Preferred area code for your VRS number:** You are offered a choice of area codes for your VRS phone number. The choices vary by province and available area codes. Select the one you want. Please note that some area codes have no more available telephone numbers, and it is thus impossible to get a phone number within these area codes.

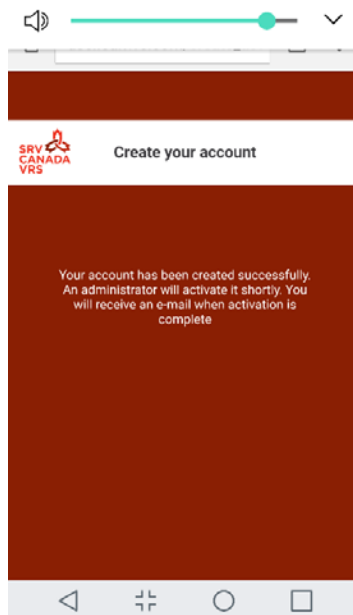
- **Language:** French or English. The language in which all audio and video prompts will be within the application. Please note that your device also has a language setting in system settings.
 - **Login:** The username you want to use to connect to the service. Please write it down carefully, including capital letters, spaces, dots or other characters) as you will need it to log in. Please note that the login is case sensitive.
 - **Password:** The password you want to use to connect to the service. Please also write it down carefully as you will need it to log in. It is also case sensitive.
 - **CAV directory:** Please indicate if you would like your name and VRS phone number to appear in the directory so that other **VRS Canada VRS** users can find your number using your name.
 - **Do you have the age of majority?** Indicate if you are of age, depending on your province of residence. You cannot create an account unless you have the age of majority.
 - **Which is your favorite language?** (Appears once you indicate if you are of age). Indicate the sign language you use most often (LSQ or ASL). If you want to switch languages, you can do so in the application Settings screen once logged in. You must also indicate whether you are bilingual (ASL/LSQ), and whether you want to use your own voice when making calls (Voice carry-over, VCO). Once you select this language, when you make or receive calls, you will be connected to a Video Interpreter (VI) who signs in that language.
 - **I certify that I am a Deaf sign language user:** To be eligible to use the service, you must certify that you are Deaf and use sign language.
 - **TERMS AND CONDITIONS:** You must click on the sentence and read the **SRV Canada VRS** Terms of Service. It is your responsibility to read all the terms and conditions before you check this box. When you click on the phrase, a window will open with the full terms and conditions. Checking the box means that you accept these terms and conditions.
 - **Offers by e-mail:** Check if you wish to receive e-mail offers from CAV, SRV Canada VRS or other participating organizations.
- b) Once all the information is entered, click the “Create your account” button at the end. When you click the button, you will be redirected to a web page, where you will enter the activation code. The following screen will appear:



You will receive the activation code in a text message (SMS) on the cell phone you specified during the creation of your account (not in the app itself). Once you received the text message with the activation code, go back to the VRS app and enter the activation code in the white box on the above screen in the app, and click on **Submit**.

If you do not want to create your account as it is, click on **Back to creation form**.

- c) Once you hit submit, wait a few minutes until you see the following message on the screen saying that your account has been successfully created, that an administrator will activate it, and that you will receive an email once the account is activated.



- d) You will receive an email from notifications@srvcanadavrs.ca confirming the creation of your account.

You will receive a second email once your account has been *activated*. This second email will contain your 10 digit **SRV Canada VRS** telephone number, as well as your Login ID. At this point, you can start using the application. For instructions, see Chapters 5 and 6 of this guide.

Depending on when your account was created and the availability of phone numbers in your area, it could take up to 5 business days to activate your account, but it is normally one or two business days.

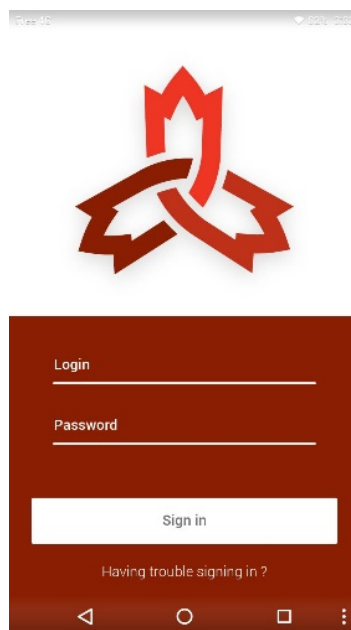
- e) You can download and install the application on more than one device, but please **DO NOT CREATE MORE THAN ONE ACCOUNT**. Simply use the same account (username and password) on all your devices.

3.4 SIGNING IN, ON AN ANDROID DEVICE

Start the application on your mobile device by double-clicking on the «Canada VRS/SRV» icon that was placed on your desktop during installation.



The **SRV Canada VRS** application will open, showing the Login screen.



Use your **SRV Canada VRS** credentials to log in. They are the same credentials (username and password) that you chose when you created your account, no matter the device you used to create your account.

By default, the application will automatically sign in with these credentials next time you open it, and this, as long as you do not disconnect by going to the Settings screen). Note that you can, and should, close the app without disconnecting.

4 Installation and Launch of the App on Mobile iOS Devices

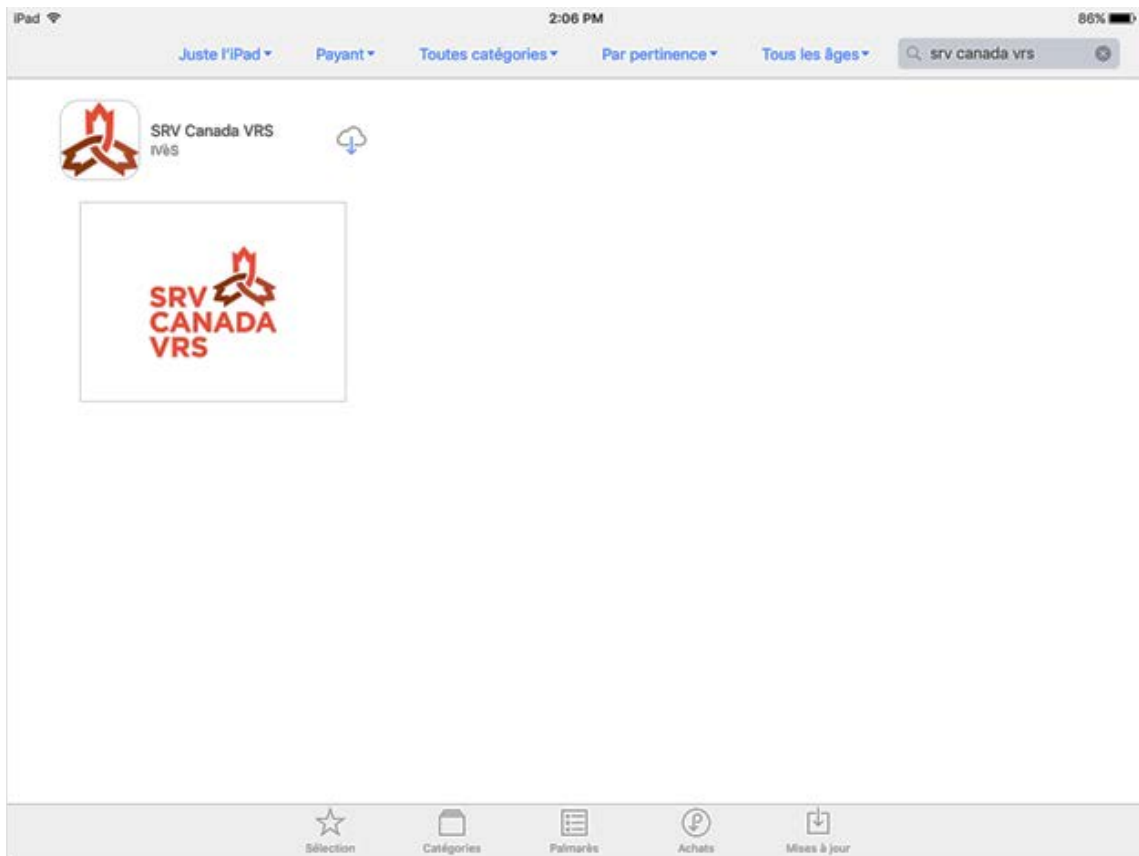
4.1 INSTALLATION ON IOS DEVICES

4.1.1 DOWNLOADING THE APP

You can download the SRV Canada VRS app from the following link:

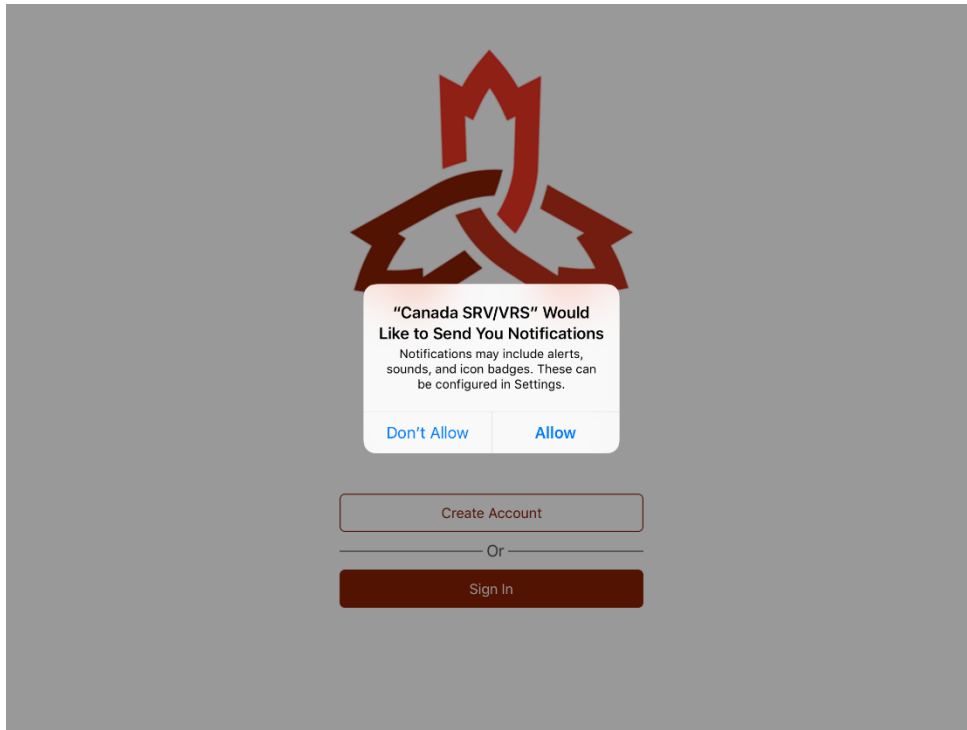
<https://srvcanadavrs.ca/en/install-app>

Or, in the App Store, search for **SRV Canada VRS**, and click (tap) on the little cloud  to download the app:

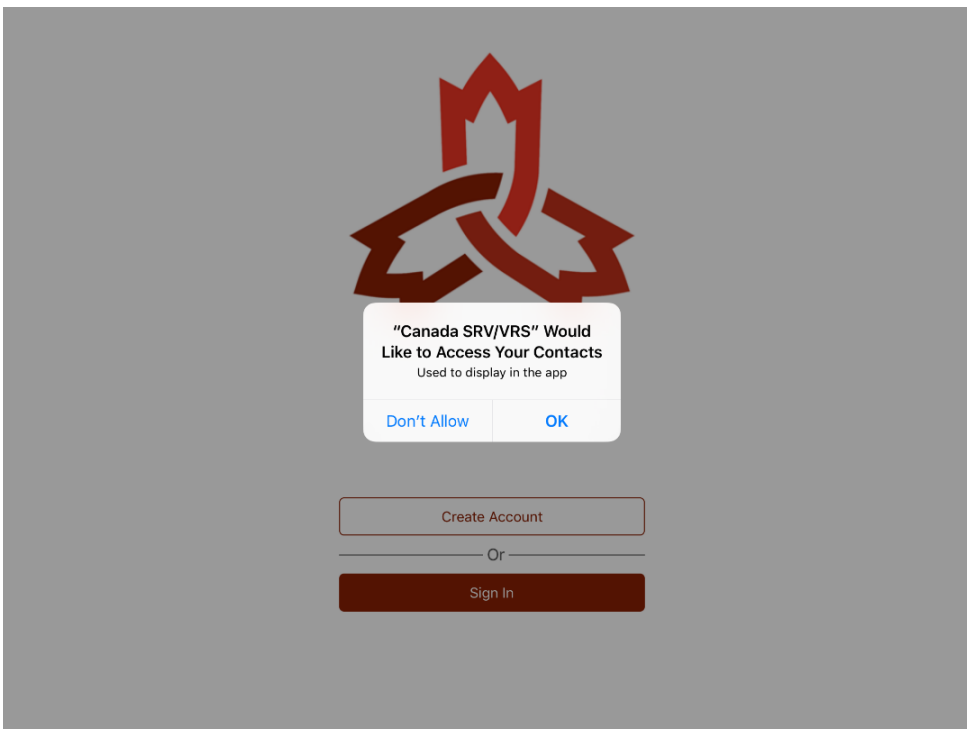


4.1.2 INSTALLING THE APP

When asked to receive notifications, click on **Allow**.

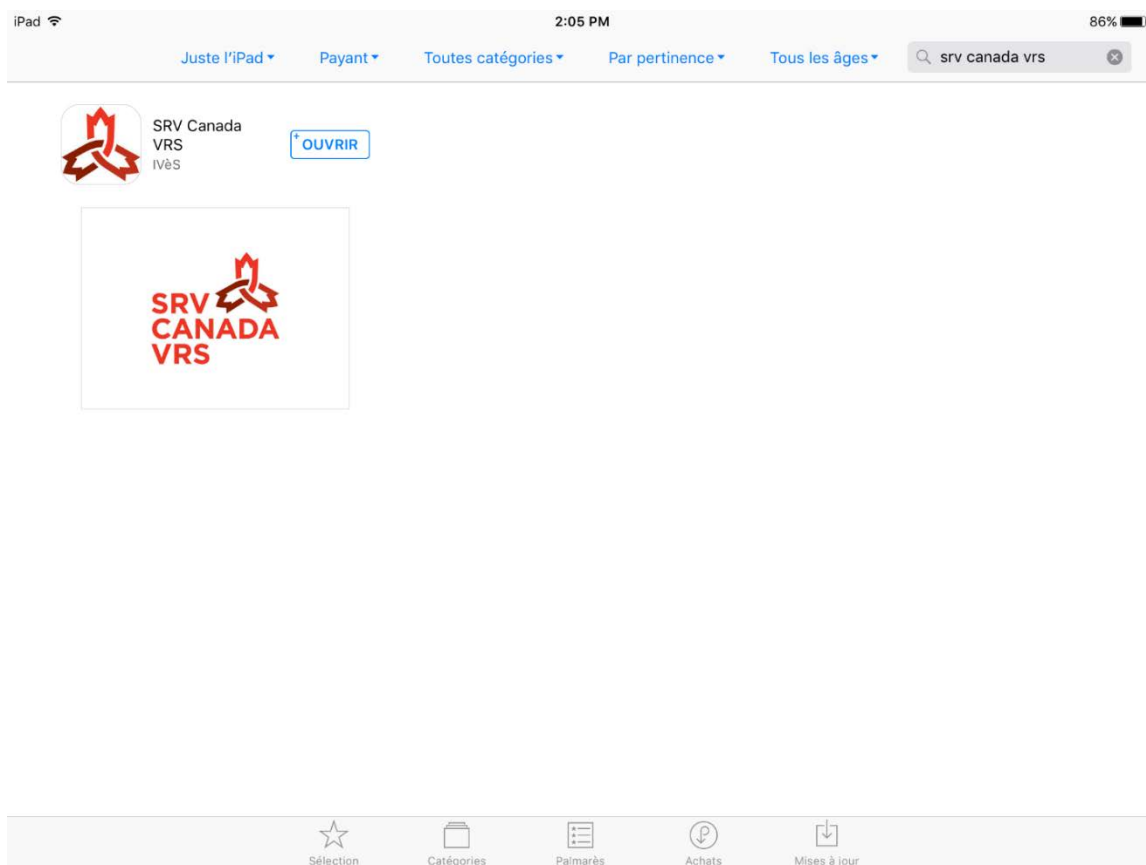


When asked to access your contacts, click on **Allow** if you want to be able to access your contacts through the app.



4.1.3 LAUNCHING THE APP

From the App Store page, click on **Open**:



Or, from your mobile device desktop:

Click on the **SRV Canada VRS** app icon to launch the application. You may need to swipe left or right on the home screen until you see the **SRV Canada VRS** icon. Click on the icon to launch the application.



4.2 ACCOUNT CREATION ON AN IOS DEVICE

Before you can use the service, you must create your account. This step must be done once and once only, regardless of the number of device(s) you are using. Once your account is created, you can access it via any compatible device (Windows, Mac, iOS, Android). See also:

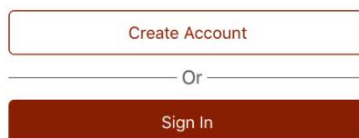
<https://srvcanadavrs.ca/en/install-app/>.

To create your account, IF YOU HAVE NOT ALREADY CREATED ONE ON ANOTHER DEVICE, please follow these steps:

Start the application on your mobile device by double-clicking on the Canada VRS / SRV icon that was placed on your desktop during installation.



The **SRV Canada VRS** application will open, showing the start-up screen:




The user interface language (English or French) depends on your mobile device's language setting.

Click on **Create Account**.



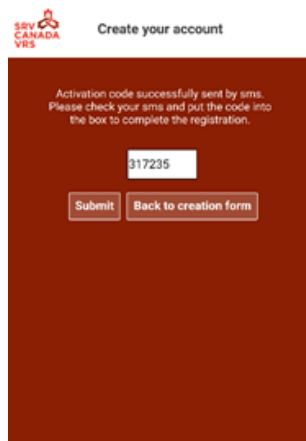
The following screen(s) will appear (the format may be slightly different, depending on your device):

a) Enter all the required information requested on the **Create Account** screen. Required information is marked with an asterisk (*).

- **First name:** Enter your first name.
- **Last name:** Enter your last name. Your first and last name will appear in the directory if you choose to show your name.
- **E-mail address:** The confirmation e-mail and any other communications will be sent to this address. Please check your spam box to make sure you receive e-mails from CAV and **SRV Canada VRS**.
- **Mobile telephone number:** Since an activation code will be sent by text message (SMS), you must specify a cellular number (digits only; for example, 8195551212, no hyphens or other symbols). If you do not have a cell phone, you can use someone else's cell phone just to receive the activation code; You will not need it afterwards, and this number will never be used to reach you. If you cannot find someone with a cell phone, contact Customer Service.
- **Postal Code:** Enter the postal code of your primary residence address, where you will use the service most often. This is essential because the address will be used to send emergency services if you dial 9-1-1.
- **Address, City and Province:** Your physical residence address. Postal boxes are not allowed. Please note that you must always keep your address up to date so that 9-1-1 services can locate you in case of an emergency. Based on your postal code, the city and province may be automatically filled in. You can update your address at any time by going to the Settings screen (identified by the small gear wheel ) of the application.
- **Preferred area code for your VRS number:** You are offered a choice of area codes for your VRS phone number. The choices vary by province and available area codes. Select the one you want. Please note that some area codes have no more available telephone numbers, and it is thus impossible to get a phone number within these area codes.

- **Language:** French or English. The language in which all audio and video prompts will be within the application. Please note that your device also has a language setting in system settings.
- **Login:** The username you want to use to connect to the service. Please write it down carefully, including capital letters, spaces, dots or other characters) as you will need it to log in. Please note that the login is case sensitive.
- **Password:** The password you want to use to connect to the service. Please also write it down carefully as you will need it to log in. It is also case sensitive.
- **CAV directory:** Please indicate if you would like your name and VRS phone number to appear in the directory so that other **VRS Canada VRS** users can find your number using your name.
- **Do you have the age of majority?** Indicate if you are of age, depending on your province of residence. You cannot create an account unless you have the age of majority.
- **Which is your favorite language?** (Appears once you indicate if you are of age). Indicate the sign language you use most often (LSQ or ASL). If you want to switch languages, you can do so in the application Settings screen once logged in. You must also indicate whether you are bilingual (ASL/LSQ), and whether you want to use your own voice when making calls (Voice carry-over, VCO). Once you select this language, when you make or receive calls, you will be connected to a Video Interpreter (VI) who signs in that language.
- **I certify that I am a Deaf sign language user:** To be eligible to use the service, you must certify that you are Deaf and use sign language.
- **TERMS AND CONDITIONS:** You must click on the sentence and read the **SRV Canada VRS** Terms of Service. It is your responsibility to read all the terms and conditions before you check this box. When you click on the phrase, a window will open with the full terms and conditions. Checking the box means that you accept these terms and conditions.
- **Offers by e-mail:** Check if you wish to receive e-mail offers from CAV, SRV Canada VRS or other participating organizations.

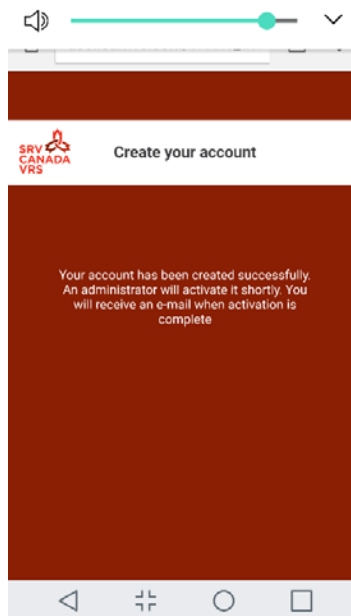
b) Once all the information is entered, click the “Create your account” button at the end. When you click the button, you will be redirected to a web page, where you will enter the activation code. The following screen will appear:



c) You will receive the activation code in a text message (SMS) on the cell phone you specified during the creation of your account (not in the app itself). Once you received the text message with the activation code, go back to the VRS app and enter the activation code in the white box on the above screen in the app, and click on **Submit**.

If you do not want to create your account as it is, click on **Back to creation form**.

d) Once you hit submit, wait a few minutes until you see the following message on the screen, saying that your account has been successfully created, that an administrator will activate it, and that you will receive an email once the account is activated.



e) You will receive an email from notifications@srvcanadavrs.ca confirming the creation of your account.

- f) You will receive a second email once your account has been *activated*. This second email will contain your 10 digit **SRV Canada VRS** telephone number, as well as your Login ID. At this point, you can start using the application. Your **SRV Canada VRS** telephone number will also be displayed in the upper left corner of the application screen.

Depending on when your account was created and the availability of phone numbers in your area, it could take up to 5 business days to activate your account, but is normally one or two business days.

- g) You can download and install the application on more than one device, but please **DO NOT CREATE MORE THAN ONE ACCOUNT**. Simply use the same account (username and password) on all your devices.

4.3 SIGNING IN ON AN IOS DEVICE:

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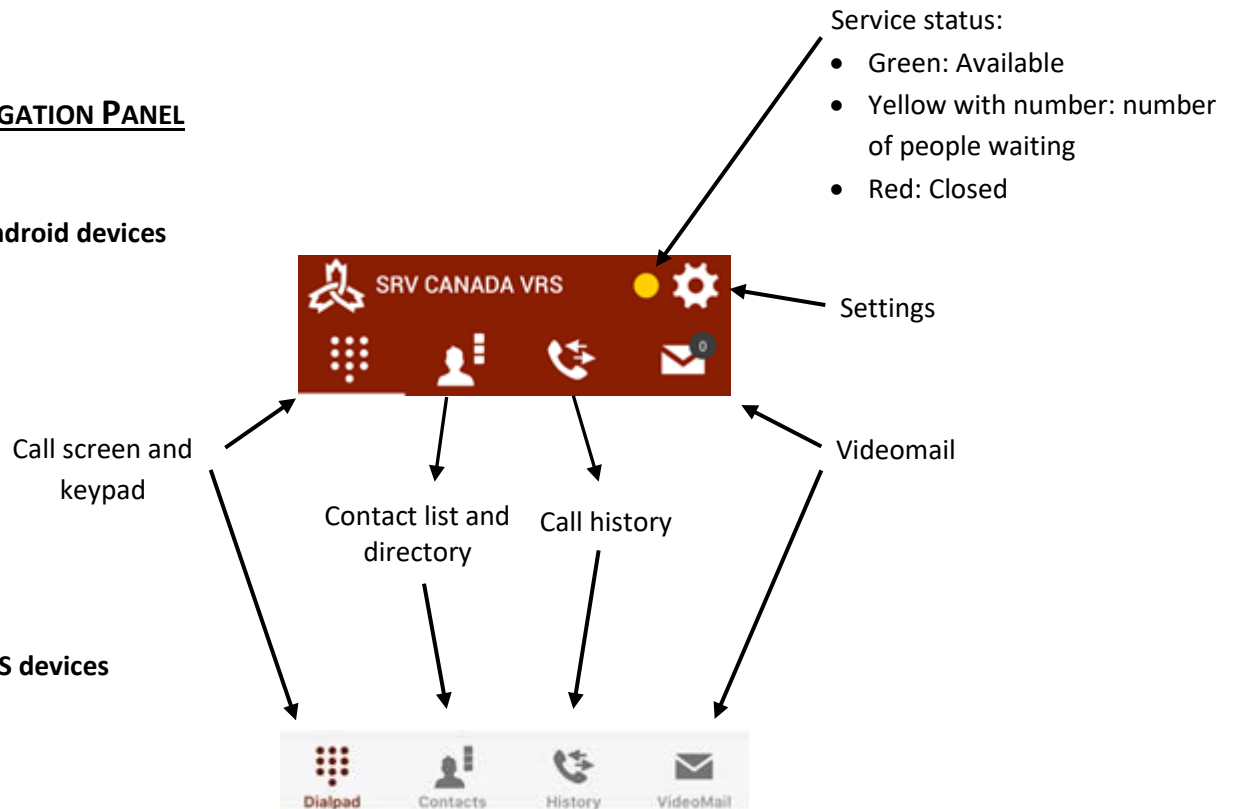
By default, the application will automatically sign in with these credentials next time you open it, and this, as long as you do not disconnect by going to the Settings screen). Note that you can, and should, close the app without disconnecting.

5 User Interface

5.1 NAVIGATION PANEL

On Android devices

On iOS devices

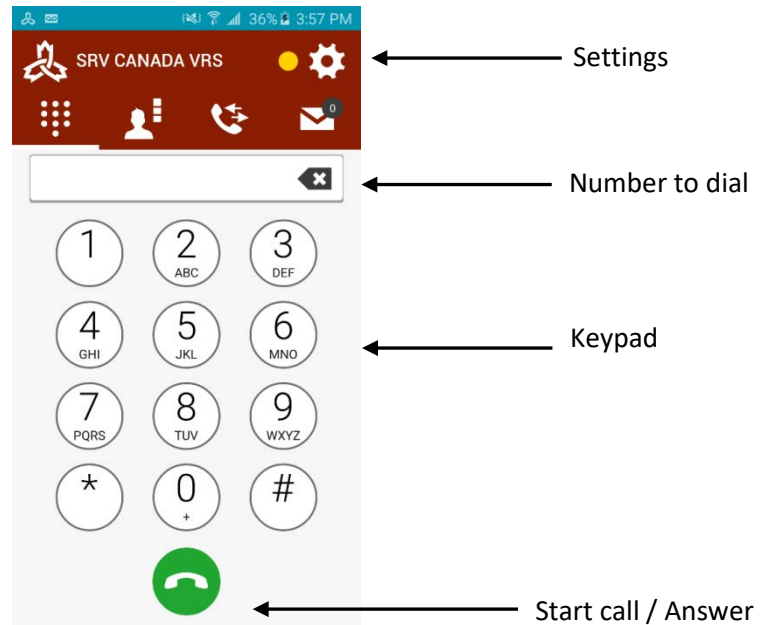


5.2 MAIN SCREEN / CALL SCREEN

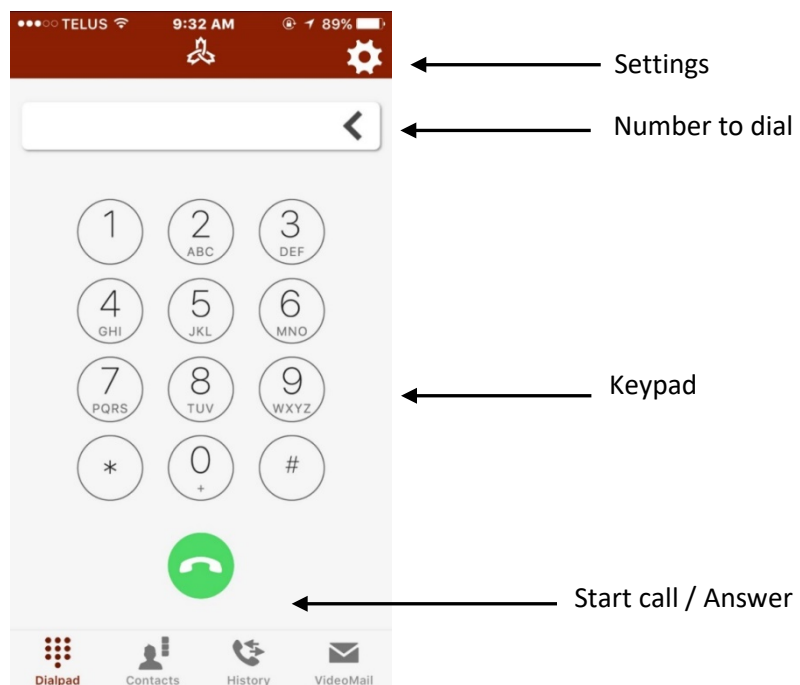
Once you have logged in, you will see the **SRV Canada VRS** app main, or call screen. It provides access to the keypad and main application features.

Enter the digits of the phone number you want to call using the dial pad and then click on the green “call” button to launch the call.

5.2.1 CALL SCREEN ON ANDROID DEVICES



5.2.2 CALL SCREEN ON IOS DEVICES



5.3 CALL HISTORY:

The call history journal lists all the incoming and outgoing calls. To access this screen, press the call «history» button. The following screen will appear (top shown):



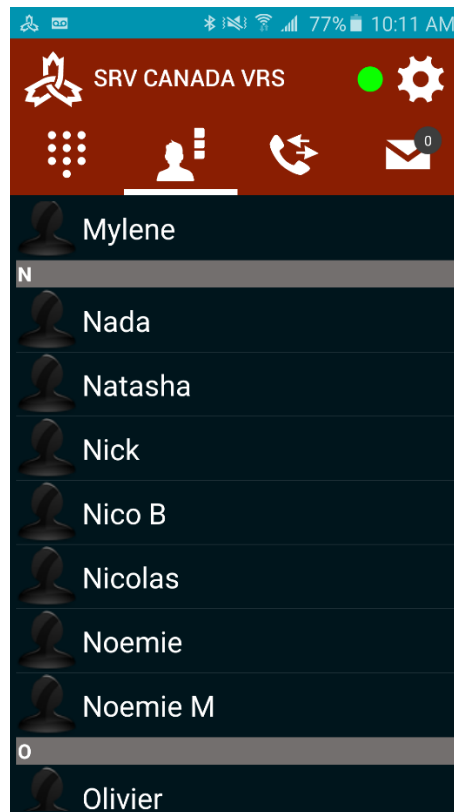
Press on the number to redial it.

5.4 CONTACTS LIST:

Press the contact list button to access the contact list.

The screen lists all the contacts of your android or iOS device (not only **SRV Canada VRS'** contacts).

If you want to call one of your contacts through **SRV Canada VRS**, simply click on your contact's name.



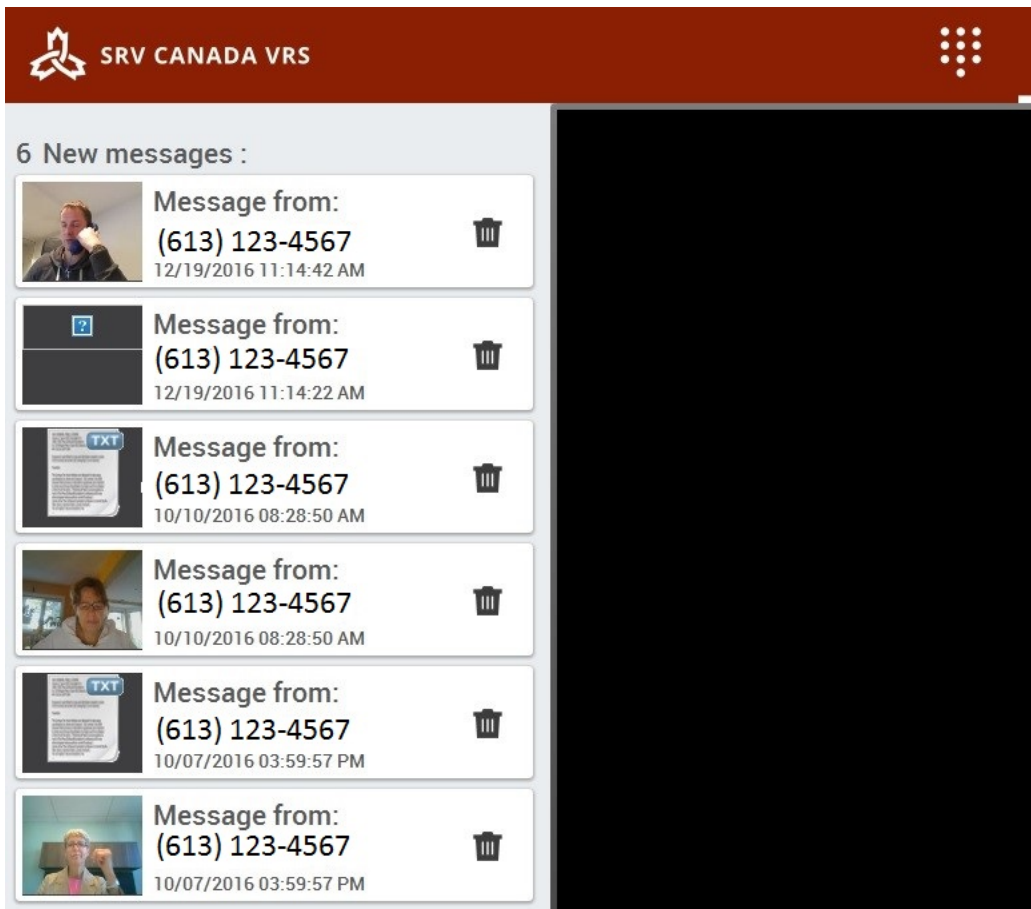
5.5 VIDEO MAIL

If you do not answer an incoming call, the caller may choose to leave a video mail.

You may record an outgoing message that the VI can interpret to your incoming callers. For instance, "This is Jacques, sorry I am not here to receive your call, please leave a message and I will get back to you as soon as I can."

You can record and review your message under Settings - Video mail settings on the PC and Mac apps only. **For the moment, you cannot yet record and manage greetings from an Android or iOS mobile device.** If you do not have a Mac or PC computer, call customer service, they will set your greeting message.

If you have video mails waiting, you will see it on the envelope in the navigation pane. Click on the Video Mail icon (envelope) to access the Video Mail screen:



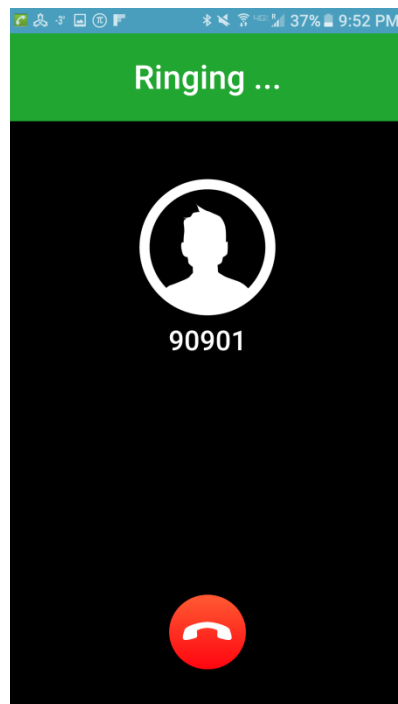
To read a video message, double click on it. After playing it, can be saved and it will be moved to the saved list. To delete a mail, click on the trash can icon.

6 Using the Service – Call Screen

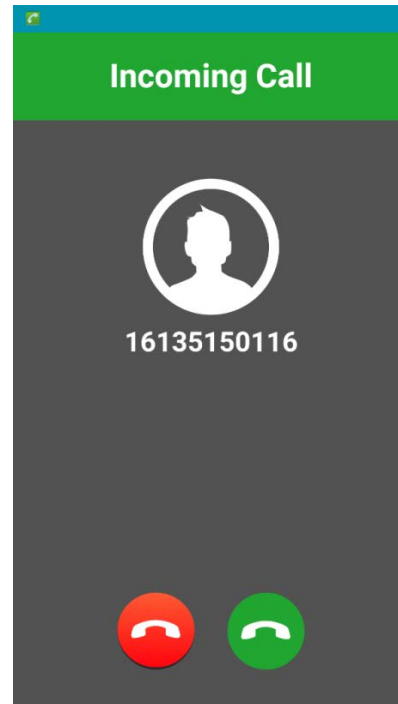
6.1 MAKING AND RECEIVING CALLS

Once you dial, the call set-up in progress screen is displayed until your call is answered. You can hang up a by clicking the “hang-up” button (white phone in red circle). Incoming calls work in a similar way. For incoming calls, your phone will ring, flash and vibrate depending on your settings (see Settings).

Outgoing Call

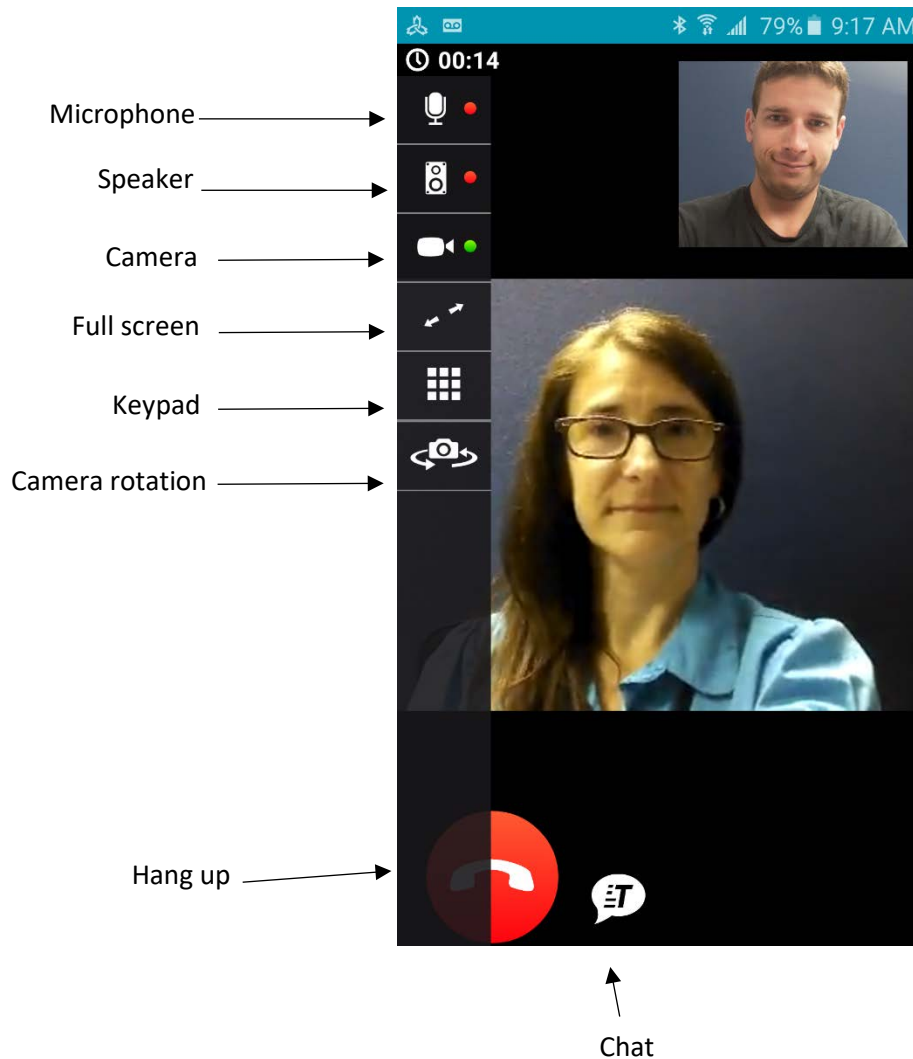


Incoming Call



6.1.1 CALL ESTABLISHED (ANDROID)

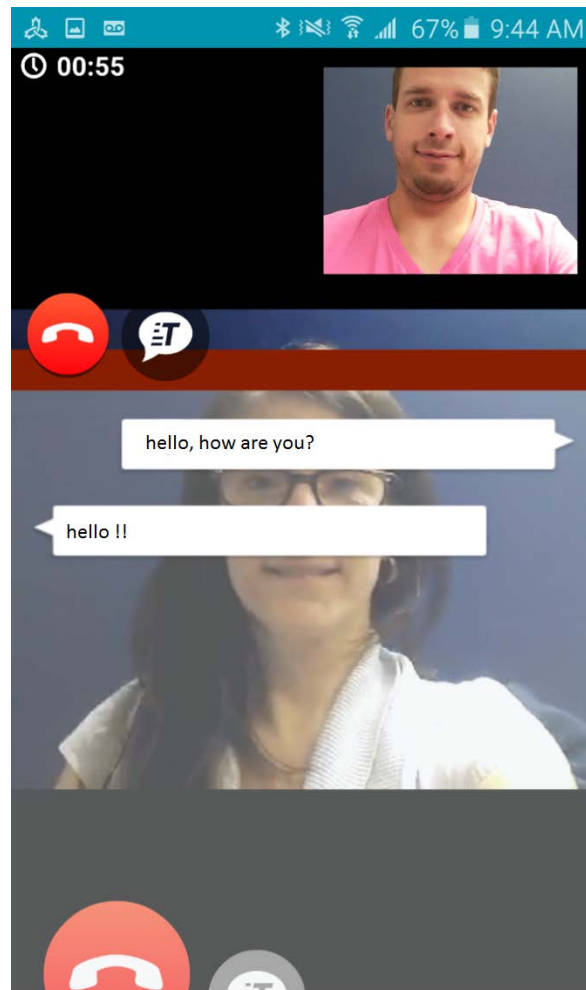
Once the connection established with the caller, the screen below will be displayed.
You can touch the left side of the screen to display a menu bar that gives you access to more functions.



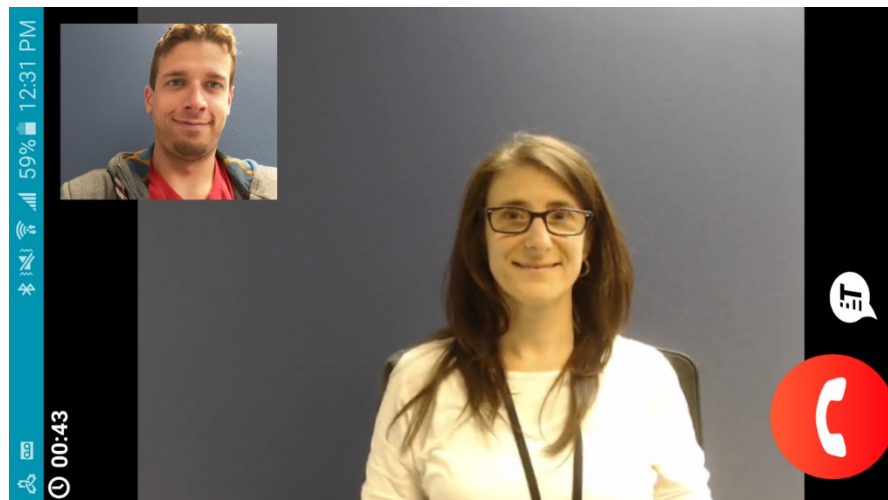
A single tap anywhere on the video screen opens the options menu in the upper left. Double tap to have the video in full screen.

Press once on the video from your phone to rotate the camera (only available if your phone has two cameras). You can also click and drag your own image to the desired location on your phone screen.

If you click on the button "real time chat box" the text window will appear, as shown below:

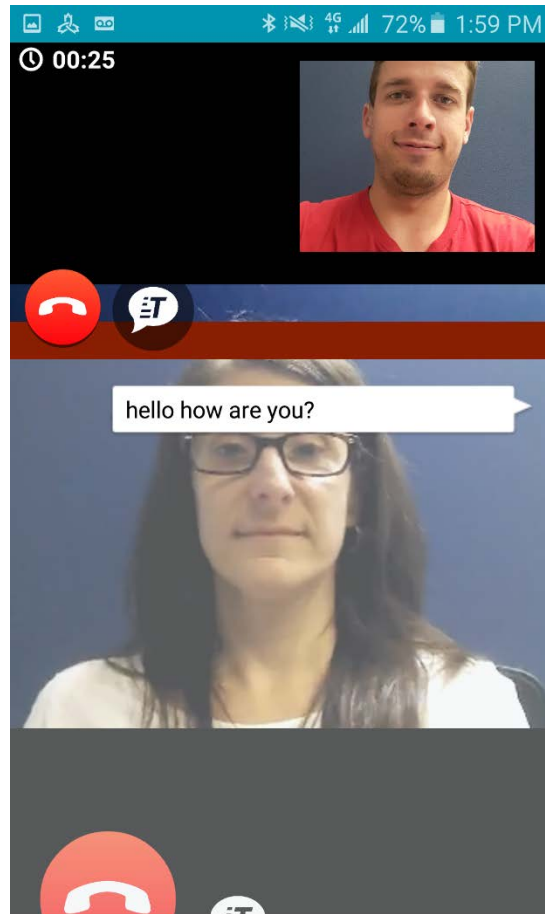


You can also rotate your device horizontally to view the image horizontally.



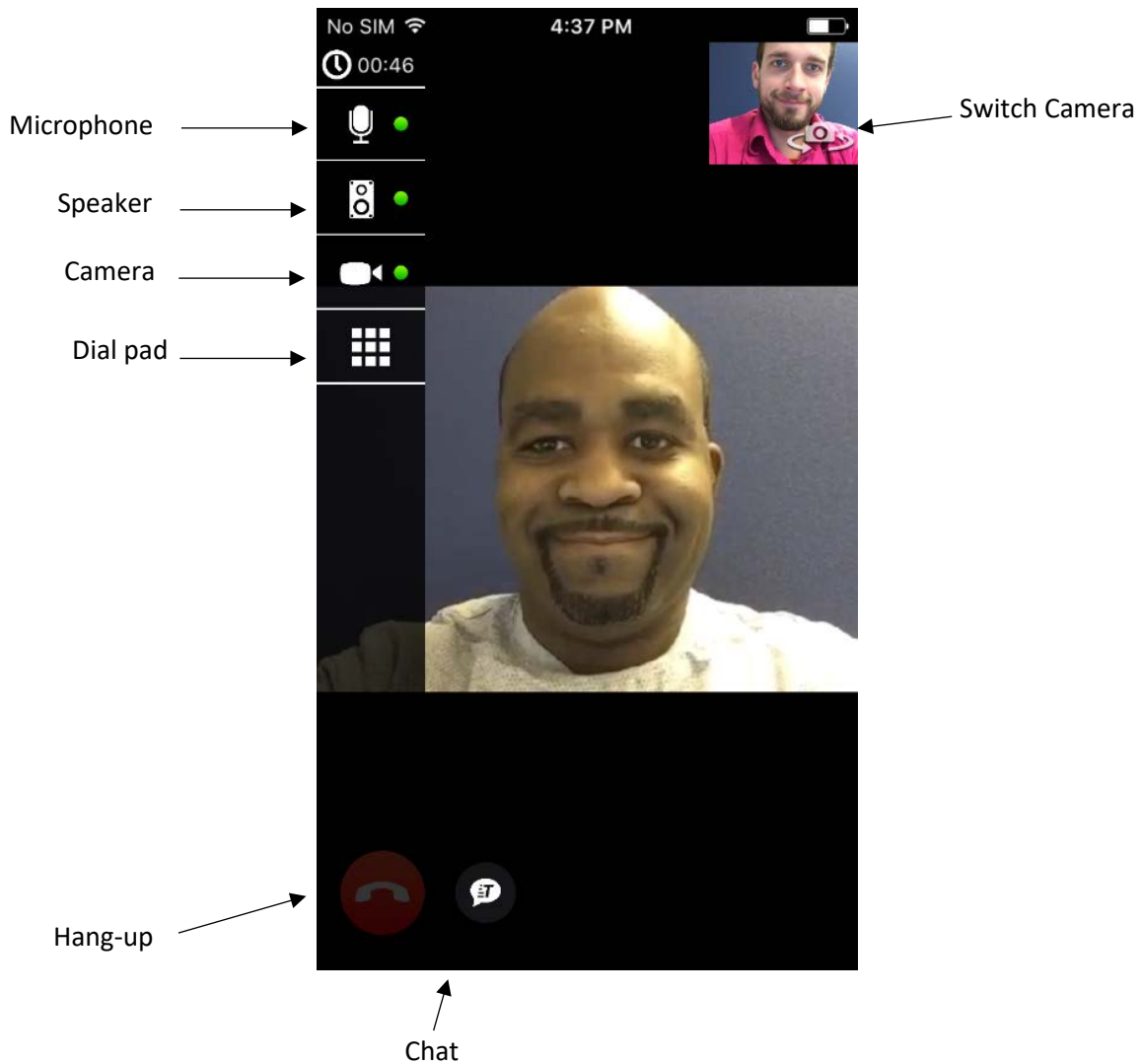
If you click on the real-time text button, the real-time text chat appears as shown above.

You cannot rotate your device horizontally to make the real-time text chat horizontally.



6.1.2 CALL ESTABLISHED (iOS)

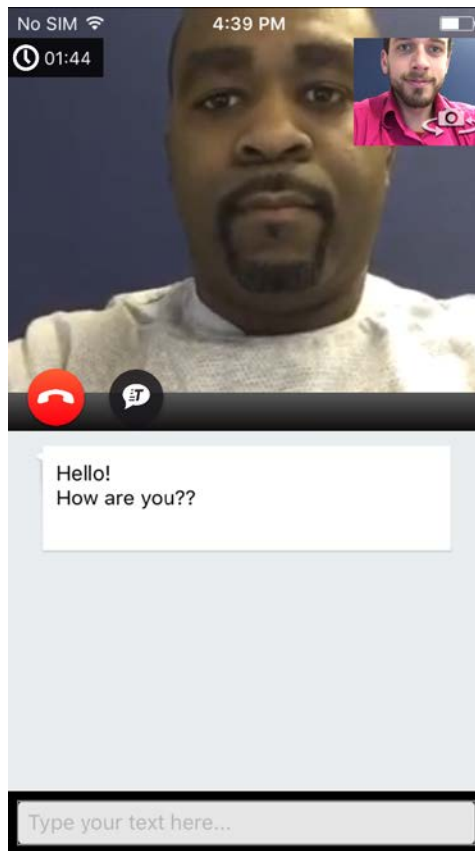
When call is established, the screen below will be displayed. You can touch the left side of the screen to make a menu bar appear. It provides access to several features.



- A single tap anywhere on the video screen opens the options menu.
- Double tap to have the video in full screen.

You can also rotate your device horizontally to rotate the image horizontally.

If you click on the real-time text button, the real-time text chat appears as shown above. The real-time text chat does not display in horizontal (landscape) mode.




6.2 ANSWERING A CALL:

When a call arrives on **SRV Canada VRS** you hear a ring and the device's led flashes (if you have a flash); it may also vibrate.

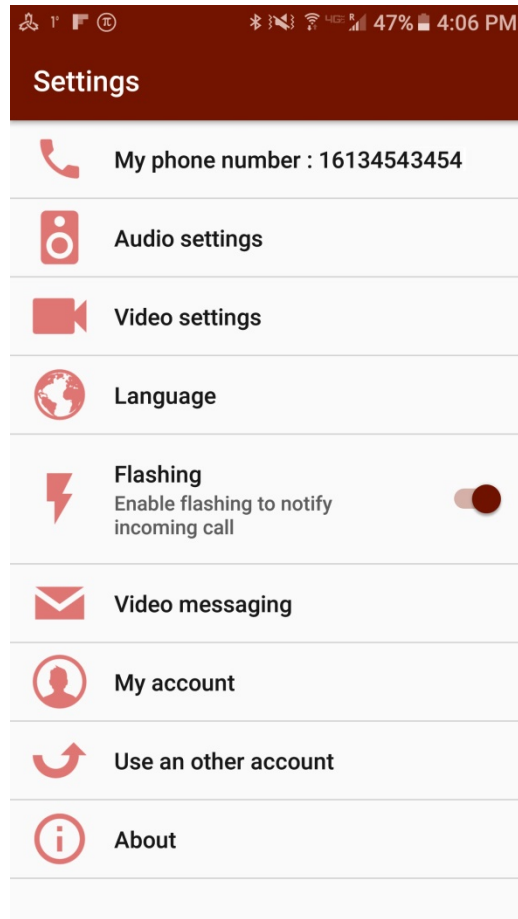


To pick up the call press the 'Accept button'. You'll see the video of the caller displayed on your screen.

7 Settings: Configuring the SRV Canada VRS application

This chapter describes how you can access and configure **SRV Canada VRS** on mobile devices. The illustrations are from an Android device, but the iOS is almost the same. When you hit the setting button  (gear) you will see the following.

Each option is explained in the following sections.



7.1 MY PHONE NUMBER

Your 10 digits' **SRV Canada VRS** telephone number. This number is relayed to the SRV Canada VRS call centre and on to the hearing person if they have caller ID.

Anyone that has your telephone number can call you by dialing your phone number (through the VRS call centre).

7.2 AUDIO SETTINGS

AutoStart: Use this if you want to use the speakers on a call.

Anti Echo: The activates a software echo canceller. This is not needed in most Android devices as they already provide hardware echo cancellers.

Voice activity detector: This is used to filter surrounding noise. Uncheck if your voice is perceived as choppy (increases CPU usage).

Default Volume: This is the value of the speaker volume when placing a call/picking up a call. (Low 25%, Medium 50 %, High 75 %, Maximum 100 %). You can use your device audio level buttons to set or change the volume during a call.

Voice carry over (VCO): If you want to use your microphone to talk with the hearing party this option must be enabled.

Hearing Aids: This takes you to the accessibility pages of your Android device. Options vary, but you will have various options that may make it easier to use your device. Examples include:

- **Vision:** voice assistant, text-to-speech and contrast settings
- **Hearing:** Sound detectors, Flash notifications and you can turn off all sounds
- **Dexterity and interaction:** will help you to customize the touch screen experience

Ringing Preference: This takes you to the “sound and notification” section of your Android device. Here you will find some options to help you use your device.

7.3 VIDEO SETTINGS

Auto Start: by enabling this option the video of yourself will start automatically. Otherwise you can use the menu on the left to start it when you are ready. (Press the screen first to bring the menu up).

On iOS the setting is for a higher quality image which requires higher bandwidth. You can try it out to see what works better on your network.

7.4 LANGUAGE

The sign language you wish to use on your calls. ASL or LSQ. This will route the call to the appropriate video interpreter.

7.5 FLASHING

This allows a visual queue of flashing when you have an incoming call. NOTE, you must have the **SRV Canada VRS** app open and be signed in for this to work. But you do not have to have the phone displaying the **SRV Canada VRS** app. For instance, you could be looking at email or be on a website and it will still ring and flash. But if you are signed out, it will not.

7.6 VIDEO MESSAGING

- **Activate video messaging** activates the Video Mail so that people can leave you video messages.
- **Email notification** means that when someone leaves a video message you will receive an email with the content of the message. You can also view the message directly from the **SRV Canada VRS** app.
- **Ring duration** allows you to set the amount of time the phone rings before the caller receives the prompt to leave a message.
- Your video mailbox can store up to 10 new (unread) messages, plus 10 read messages.
- If your video mailbox is full (10 unread messages), callers will not be able to leave you new messages. To receive new messages, you will need to read some messages.

7.7 MY ACCOUNT

- **Email Address** allows you to change your email address.
- **Password** allows you to change your password.
- **Personal Information.** Allows you to change your, name, address and birthday. After making changes, make sure you hit the «save» button (diskette) in the bottom right hand corner.



7.8 USE ANOTHER ACCOUNT

Disconnects from the current account. Will require you to log in again to place or receive calls.

7.9 ABOUT

This contains the registration status and version information. This information is downloaded from the server and cannot be changed by the user.