



# SRV Canada VRS APP User Manual (PC and MAC)

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# 1. About this manual

Welcome to SRV Canada VRS! Video Relay Service (VRS) allows Deaf people who use sign language to make and receive phone calls from hearing people. SRV Canada VRS is offered in Canada and is available in four languages: ASL/English and LSQ/French. It brings Deaf and Hard of Hearing people closer to employers, friends, family and service providers.

This manual provides all the information necessary to use the new SRV Canada VRS™ apps on supported PC or Mac computers. For more information, please visit [www.srvcanadavrs.ca](http://www.srvcanadavrs.ca).

If you're having problems getting set-up or using the service, you may also contact **Customer Service**.

In ASL and LSQ, using the app	Dial 9050 using the SRV Canada VRS app
In ASL and LSQ through <b>Live Chat</b>	Click on a Live Chat link on the website or in the app
By email:	<a href="mailto:support@srvcanadavrs.ca">support@srvcanadavrs.ca</a>
In English or French, by phone:	1-800-958-5856

## 2. Downloading the app

- 2.1 On the internet, go to [www.srvcanadavrs.ca](http://www.srvcanadavrs.ca).
- 2.2 Find the link on the Get Started tab,
- 2.3 Find the link that matches your Operating System,
- 2.4 Click on the [link](#) to download and install the app (for PC and Mac).

## 3. Registering for SRV Canada VRS.

Once you have downloaded and opened the app you will see the screen in Figure 1.

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<sup>1</sup> The new VRS apps can work on Windows computers version 10 or above and on Mac computers version Catalina 10.15. For previous versions, you may continue to use the web-based apps. To download the web-based apps see [www.srv.canadavrs.ca](http://www.srv.canadavrs.ca).

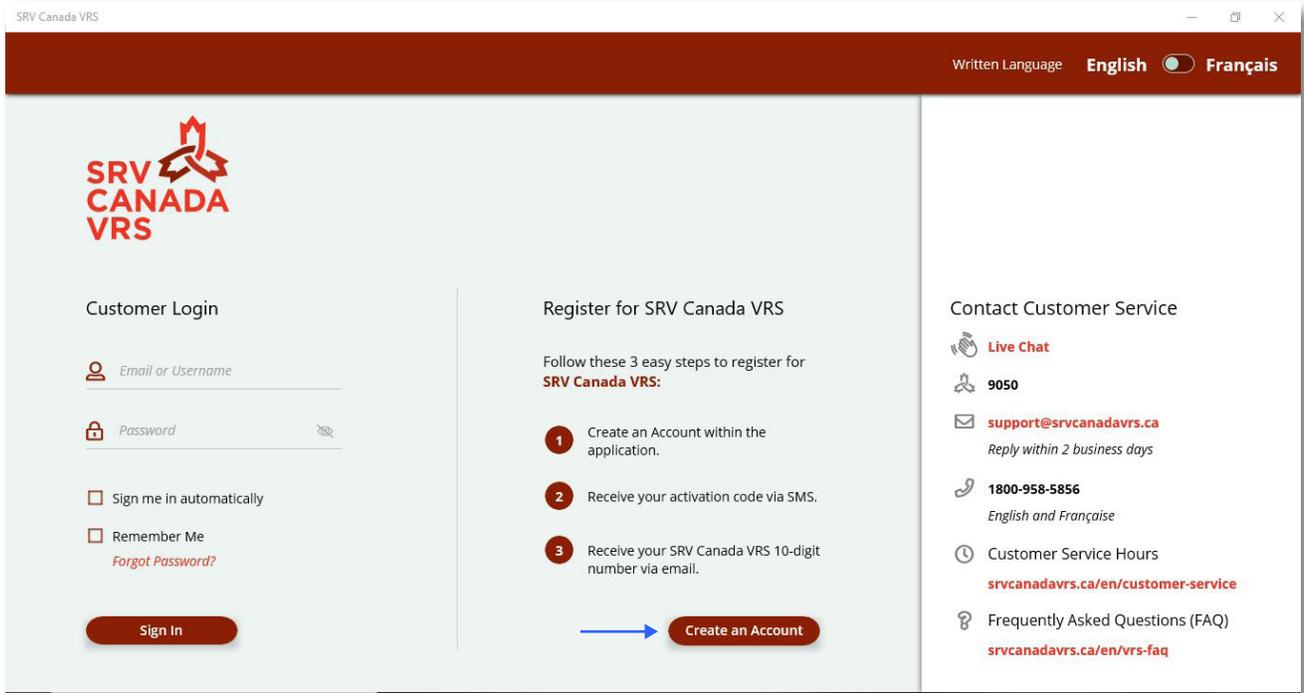


Figure 1: Customer Login, Registration, Contact Customer Service

### 3.1 To register

To register for an account, click on 'Create an Account'. If you already have an account, and you want to upgrade to the new app, please use your already existing login information to log in that way all your contacts and calls will be available. To register for a new account, you will need the following information:

- Phone number where you can receive an SMS for confirmation
- Email address which can be used to confirm your registration
- Postal Address for 9-1-1 emergency response
- Date of birth.

You can register for several different kinds of accounts:

- A Deaf or hard of hearing adult
- A Deaf or hard of hearing child
- A business account (aka second number for business)

Select the kind of VRS account that you wish to create from the drop-down list as shown in Figure 2.

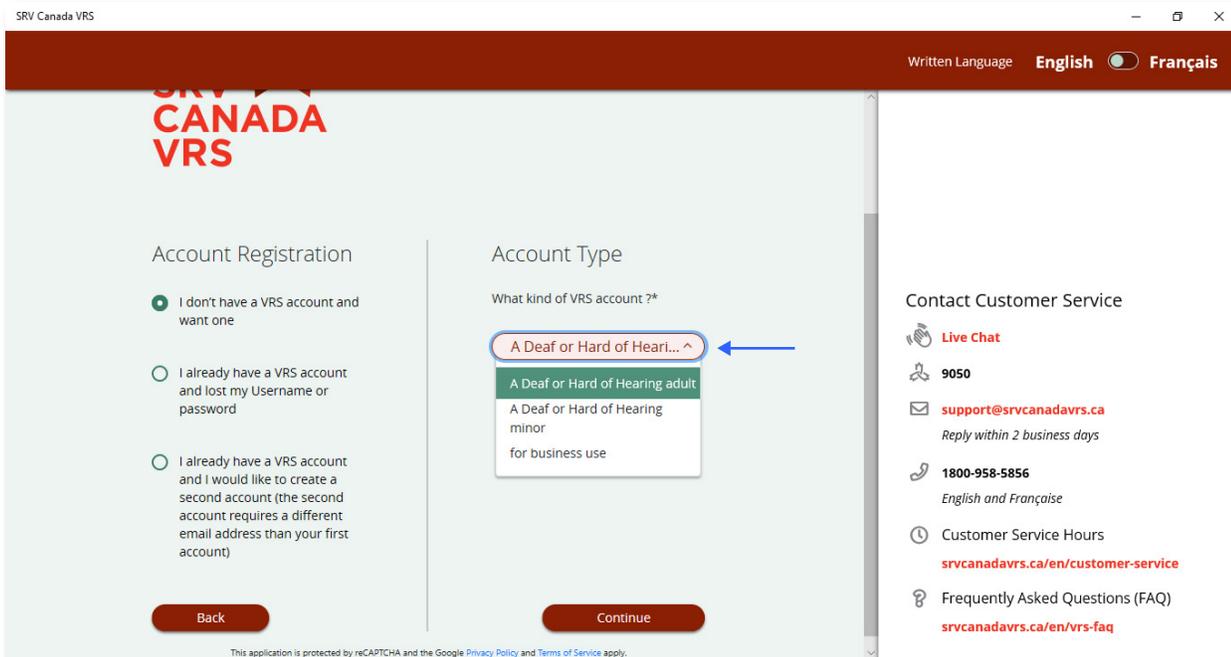


Figure 2: Account Registration.

### 3.2 To Add Account Information

Next, enter the information requested on each screen, and when finished with each screen, click “Continue.” The screens are shown in Figures 3 and 4.

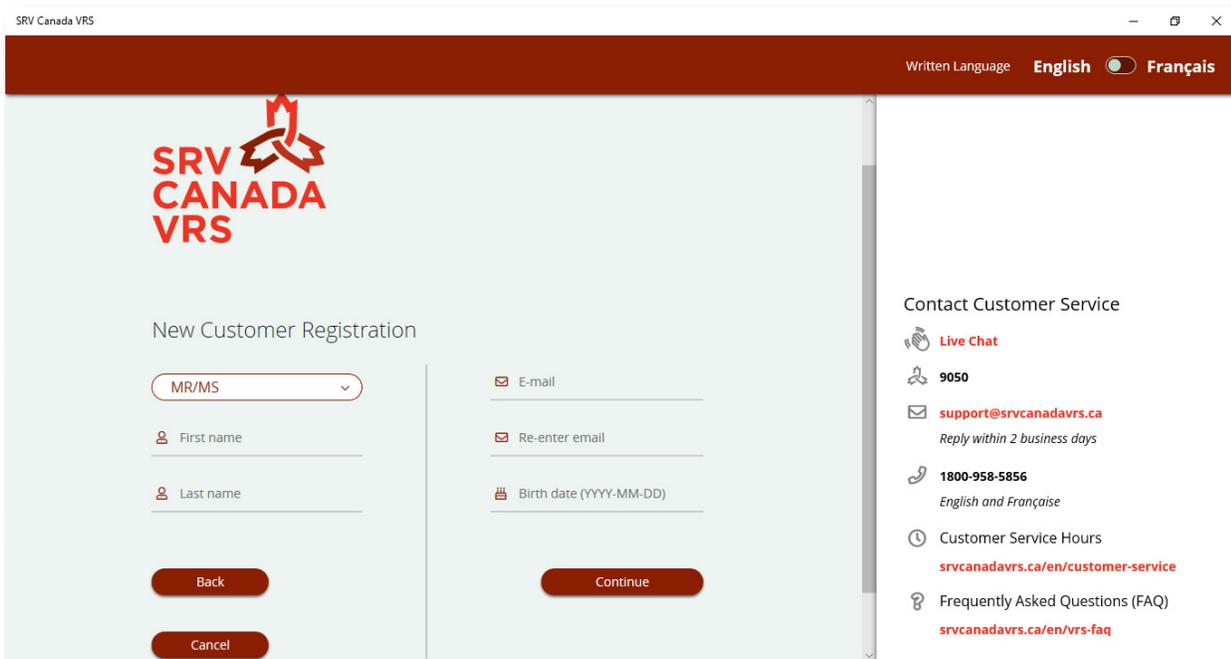


Figure 3: New Customer Registration

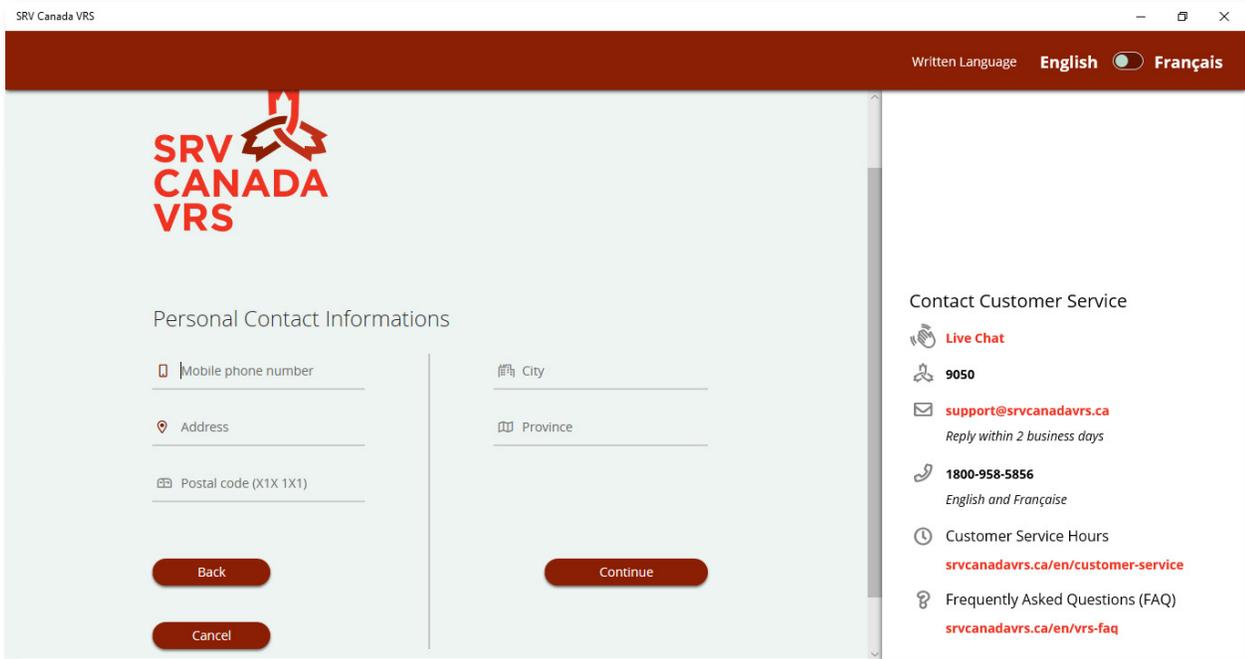


Figure 4: Registration - Personal Contact Info

For your address, the system checks the Canada Post database of addresses in Canada, and you will be able to pick your correct one from the suggestions given. If you are not in the database, just type in your address.

Click "Continue", on the left is your email and username, and on the right is where you create your password. Your password must be at least 8 and no more than 20 alphanumeric characters (a mix of letters and numbers). Creating a username different than your email address is optional. If you do not create a username, your username will be set to your email address.

TIP: [Write down your username and password](#) so that you do not forget it.

### 3.3 Logging in and Preferences

Log in and set your Registration Preferences.

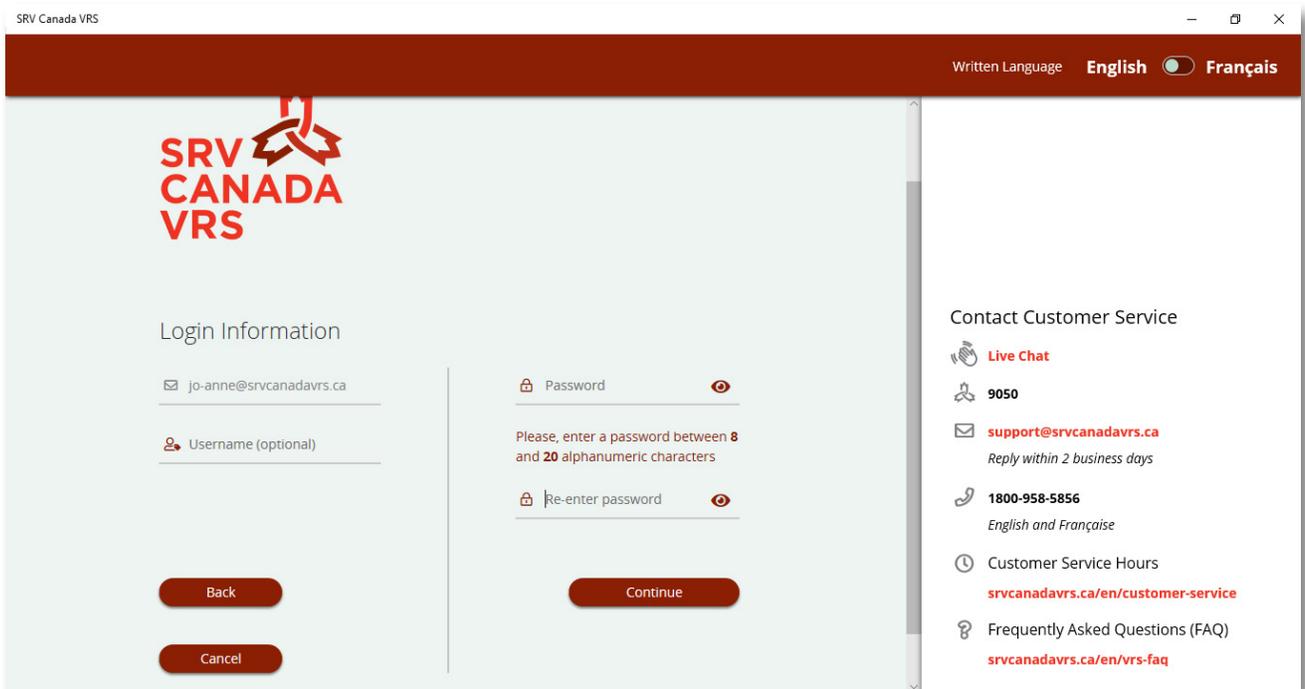


Figure 5: Login Information

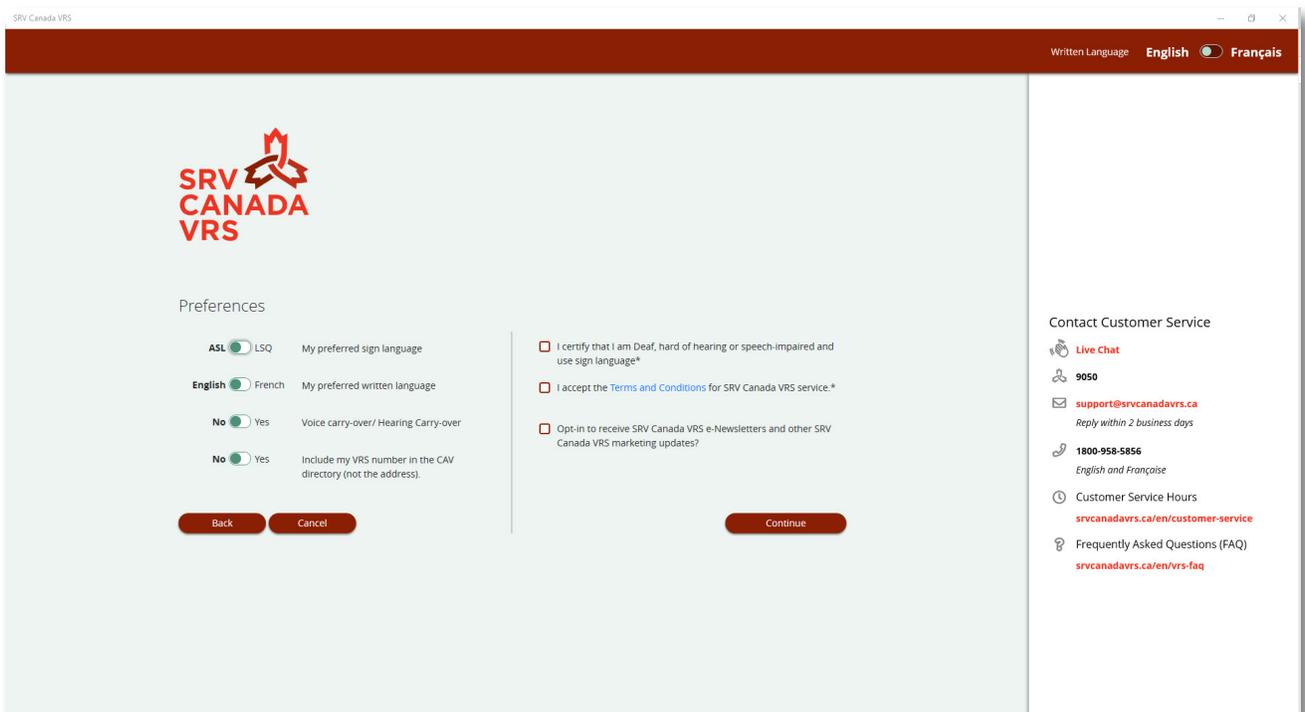


Figure 6: Registration Preferences

Your Registration Preferences include:

- Your preferred sign language ASL or LSQ. You can pick what sign language you want the Canada VRS service to use as default. You can change it anytime.
- Your preferred written language English or French. You can pick what display language your app will use as default. This can also be changed later in settings.
- Voice Carry Over (VCO)/Hearing Carry Over (HCO) Yes or No. If you want the hearing person to hear your voice (VCO) or if you want to hear the hearing persons voice (HCO). Include my VRS number in the CAV directory (not the address).
- If you want your VRS phone number to be added to the Canada VRS phonebook available to all Canada VRS users.

**Note:** Only your Canada VRS phone number and name will be added to the directory.

### 3.4 Terms and Conditions

Before being able to use the app, you will be required accept the terms and conditions of use of the service by checking the required boxes (See figure 6). Please read all the terms and conditions from SRV Canada VRS by clicking on the link “Terms and Conditions”.

### 3.5 Account Activation

Click “Continue” and an SMS with Activation Code will be sent to the mobile phone number used during registration of the account. Type in the activation code. (See Figure 7)

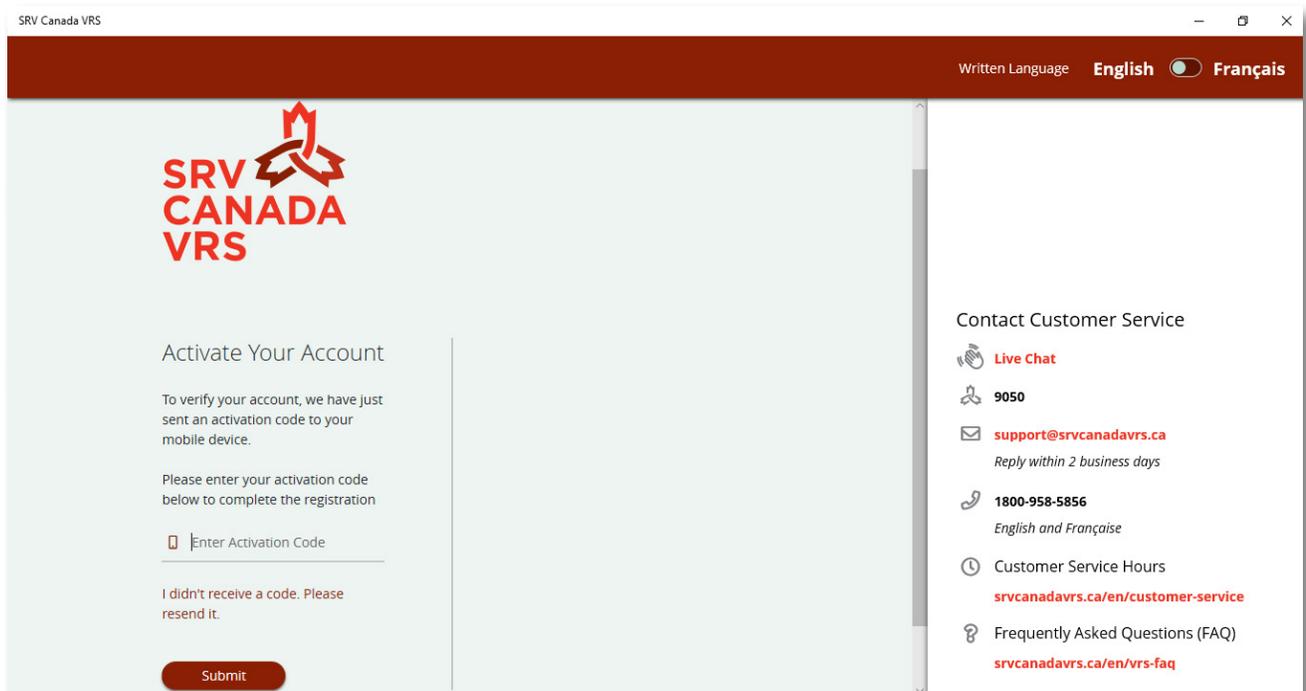


Figure 7: Account Activation

Once the activation is successful, a confirmation email will be sent to the email address used to register your Account. Go to your email account, open the Canada VRS email and click on the confirmation link provided.

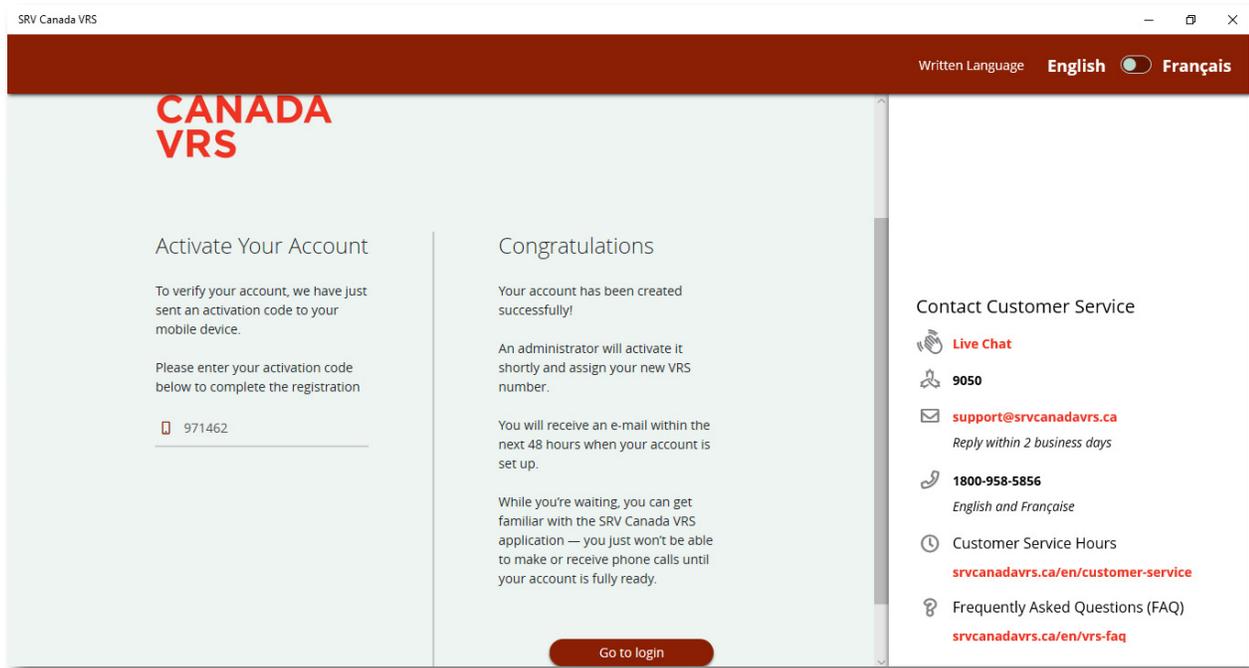


Figure 8: Registration Successful

Once logged in, you will see a welcome screen. (shown in Figure 9)

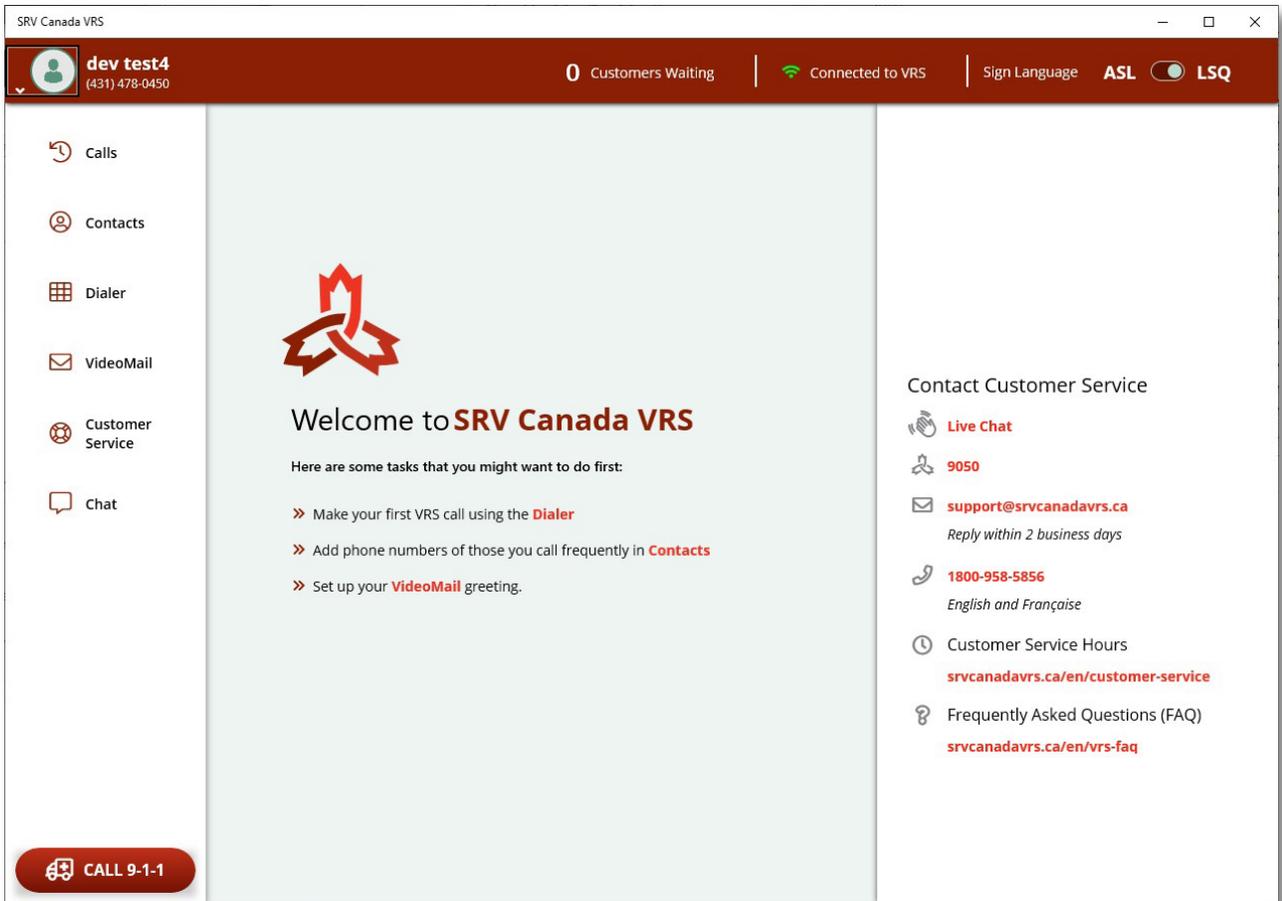


Figure 9: Welcome Screen

### 3.6 Recover/Forgot Password

In case you forgot your password or want to reset your password, click on the **“Forgot Password”** link in the login screen.

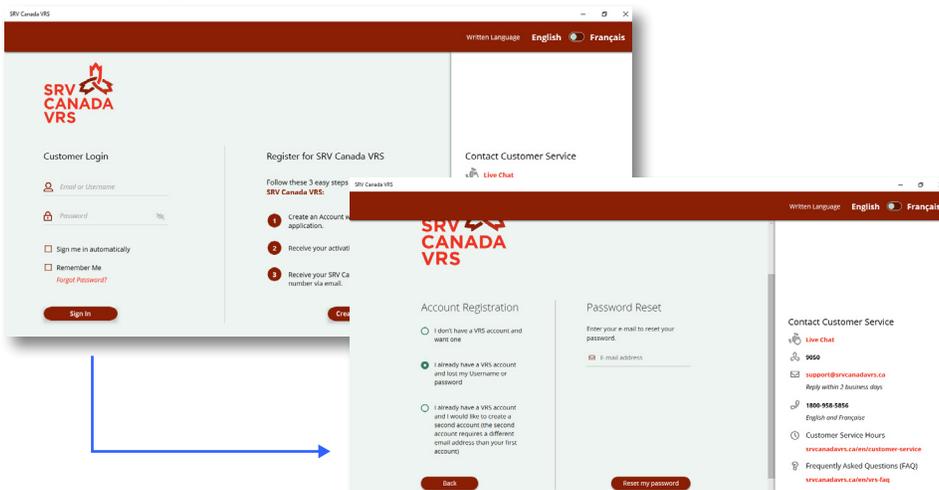


Figure 10: Forgot Password Screen

You will enter your email address (used in your Canada VRS account registration). Once you enter the email address and click on “Reset my Password” button an email will be sent to this email address with a link to reset the password. Go to your email account, open the Canada VRS email and follow the instructions provided. Once you click on the link, you will be taken to a screen where you can enter your new password.

## 4. Overview of the App’s Main Screens.

After you sign in, you will see the Calls Screen (See Figure 11) Note that along the left-hand side (ribbon) are the main functions of the application.

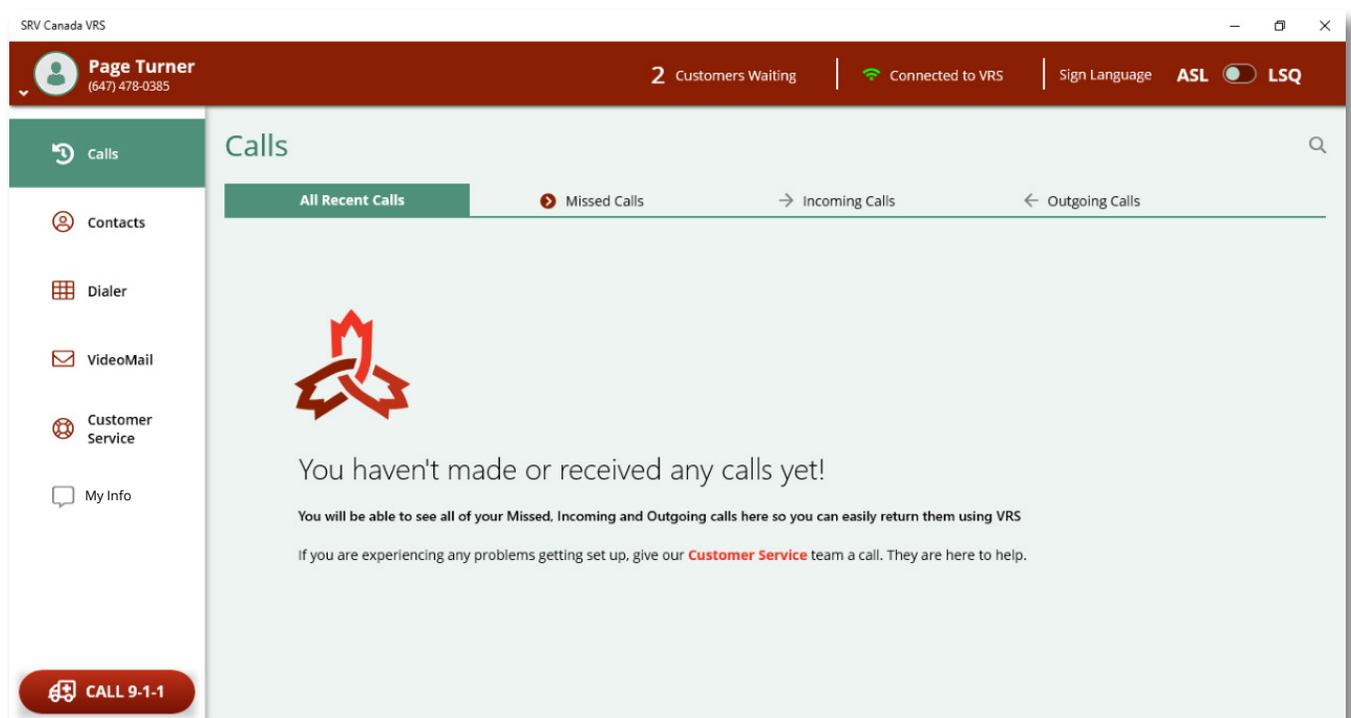


Figure 11: Calls Screen

The Status Bar is always visible. It is a horizontal bar on the top of the screen. The Status bar gives you information about:

- the number of Customers Waiting in queue
- your connection status to the VRS servers (Green means connected, yellow means weak connection, red means not connected).
- Which relay service you are connecting to: ASL or LSQ.

The Calls Screen itself shows a log of all your calls, with options to see them sorted such as missed calls, incoming calls, and outgoing calls.

The left-hand ribbon gives you easy access to the main functions in the app such as: Profile and Settings, Calls, Contacts, Dialer, VideoMail, Customer Service, Chat.

**Contacts:** This is your Canada VRS address book. You can save numbers to call often (i.e. Family, Friends, Provincial Health 10-digit numbers). The contacts includes any VRS numbers that you have added, and any numbers that you have in your native (PC or Mac) directory, if you have linked the directory with your VRS application.

**Dialer:** To place a call by dialing numbers or enter numbers to select options or your credit card number for a purchase. The keyboard on your device can also be used for some of these functions.

**VideoMail:** To check messages left for you.

**Customer Service:** To contact Canada VRS Customer Service team to assist with technical issues.

**Chat:** To type to a Video Interpreter (VI) during a phone call (i.e. an address, phone number etc). Other chat functions are described in more detail below.

## 4.1 Profile and Settings Menu

In addition to the functions explained above, the ribbon also gives you easy access to your Profile and Settings. Just click on your name or picture and you will see a drop-down as shown below. (See Figure 12)

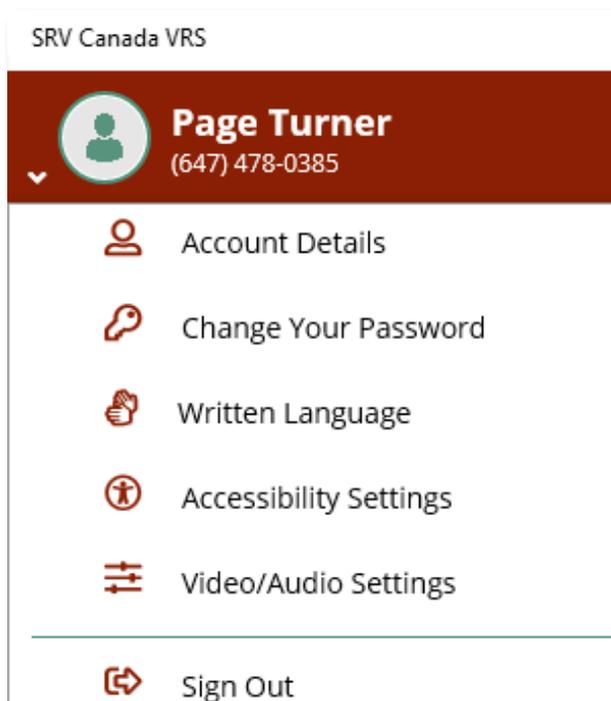


Figure 12: Menu - Profile and Settings

Here you can change your: Account Details, Change Your Password, Written Language, Accessibility Settings, Video/audio settings and Sign out.

### 4.1.1 Change Your Account Details

Click on Account Details to change your name, address, alternative mobile phone numbers, and languages. You can upload a picture for your profile.

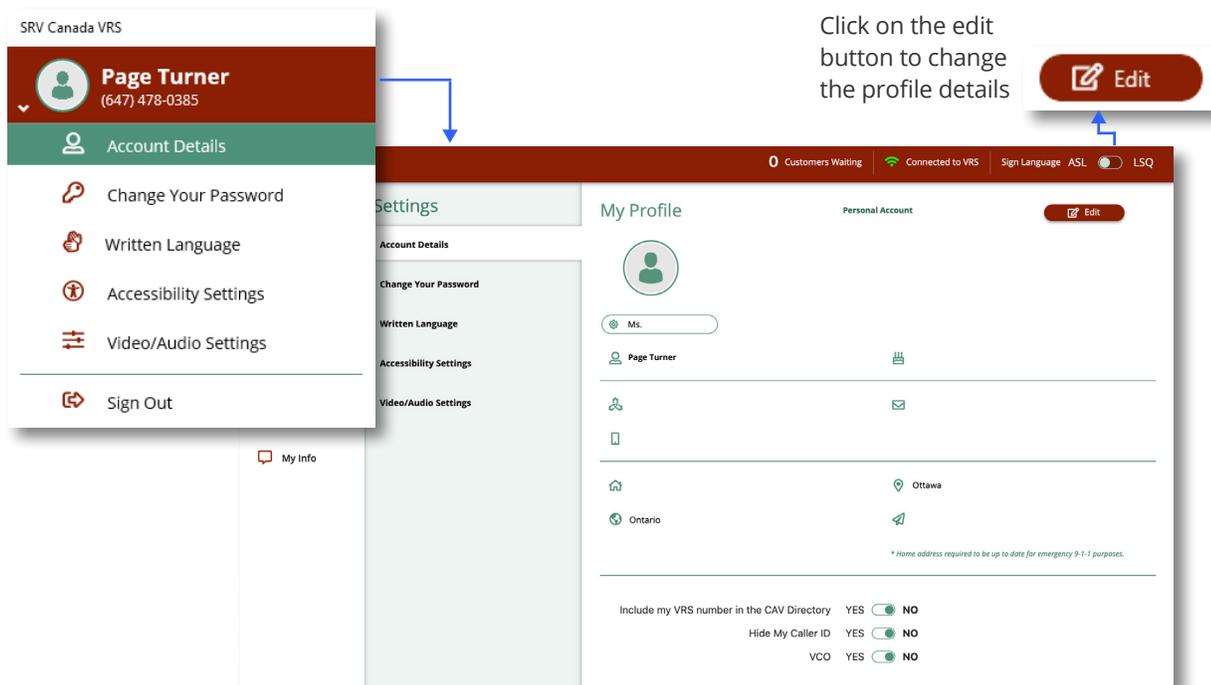


Figure 13: My Profile Screen for Profile Management and VCO Settings

There are spaces for two different phone numbers.

 This line refers to your Canada VRS phone number.

 This line refers to your SMS phone number provided during registration.

You have three options to select: Yes or No.

**Include my VRS number in the CAV Directory.** Do you want to your VRS phone number to be added to the Canada VRS phonebook available to all Canada VRS users?

**Block my Caller ID.** Do you want to hide your phone number and name from people that you call?

**VCO.** Do you want Voice Carry Over service, that allows the Deaf user to use spoken language while calling a hearing person. (i.e. Speak spoken language and watch the Video Interpreter in a signed language).

### 4.1.2 Change your Password

If you need to change your password, click on change password menu from Profile Settings. (See Figure 14)

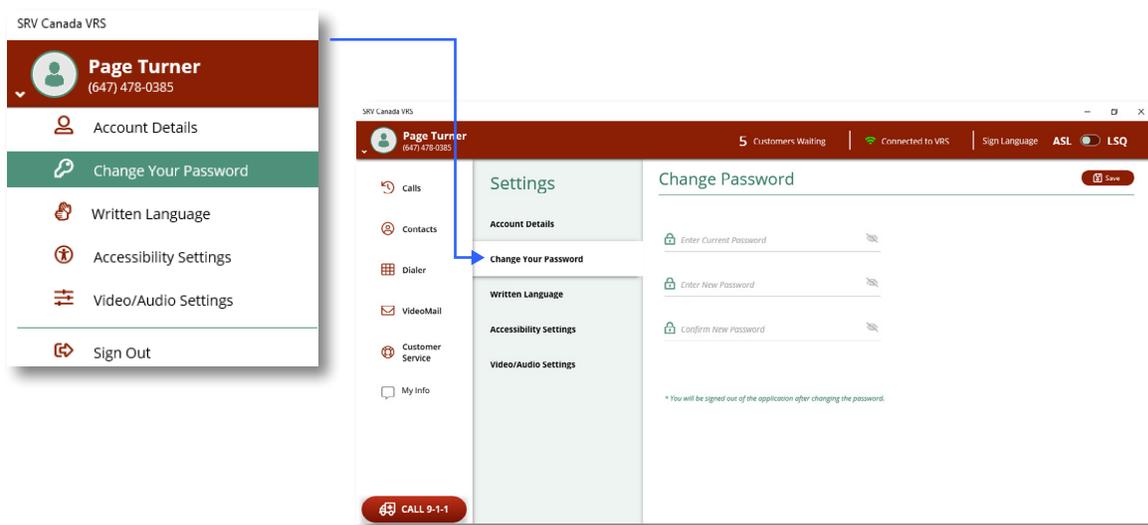


Figure 14: Change Password

### 4.1.3 Change the Written Language

You can change the app's display language to English or French. Select Written Language from the Profile Settings menu. The text displayed on the screen will switch to the selected language. (See Figure 15)

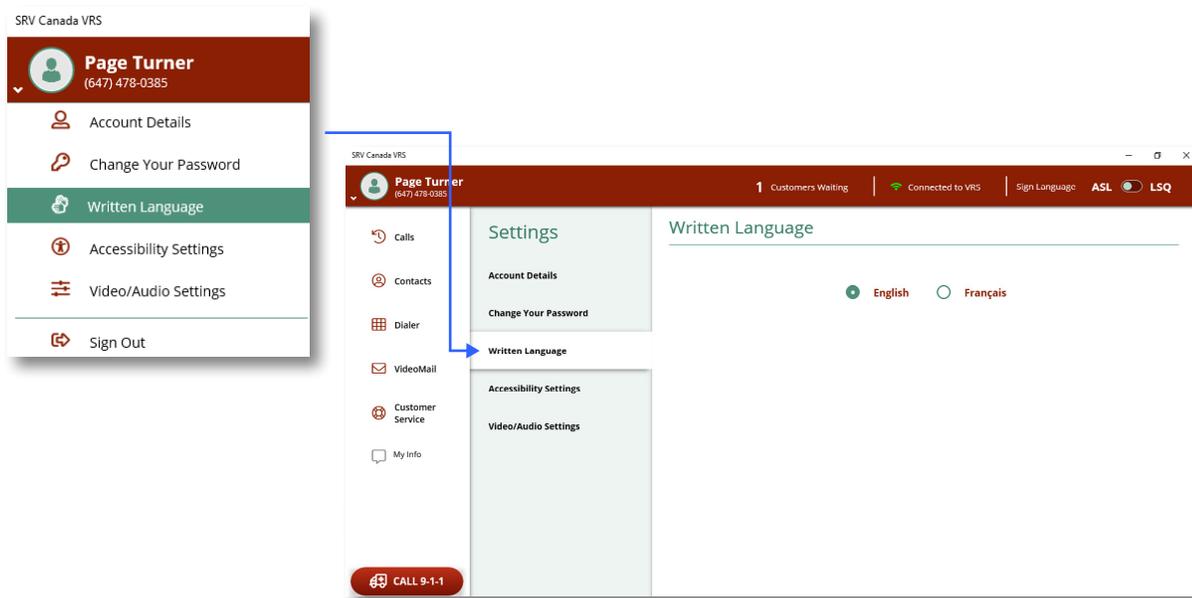


Figure 15: Set Screen Language

#### 4.1.4 Accessibility Settings

Accessibility settings includes options such as contrast, brightness, and text size. Click on accessibility settings in the Profile Settings menu. This will open the Display Settings window in your system where the changes can be made. (See Figure 16 for Windows and MAC version)

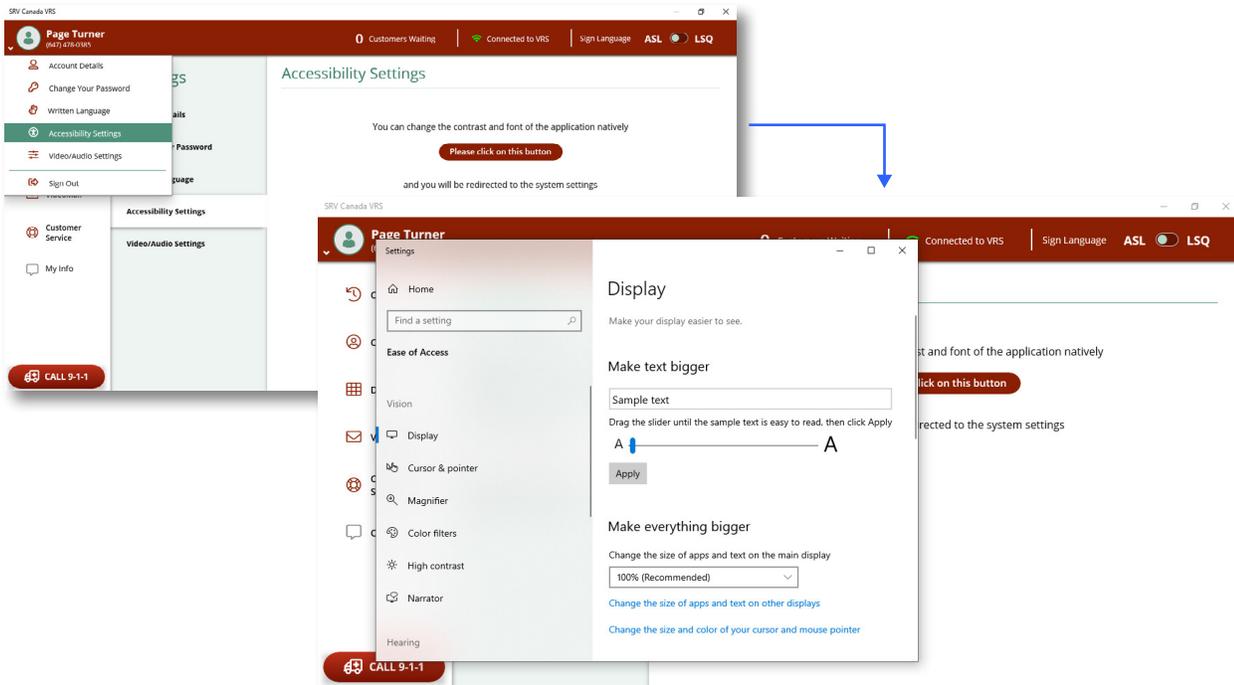


Figure 16: Accessibility Settings

### 4.1.5 Change Video/Audio Settings

To set the app’s default audio and video settings go to the Audio/Video Settings screen in the Profile Settings. All the devices attached to your machine will be listed from which you can select the device you would like to use. After selecting a camera, you will be able to see the preview of the selected camera. (See Figure 17)

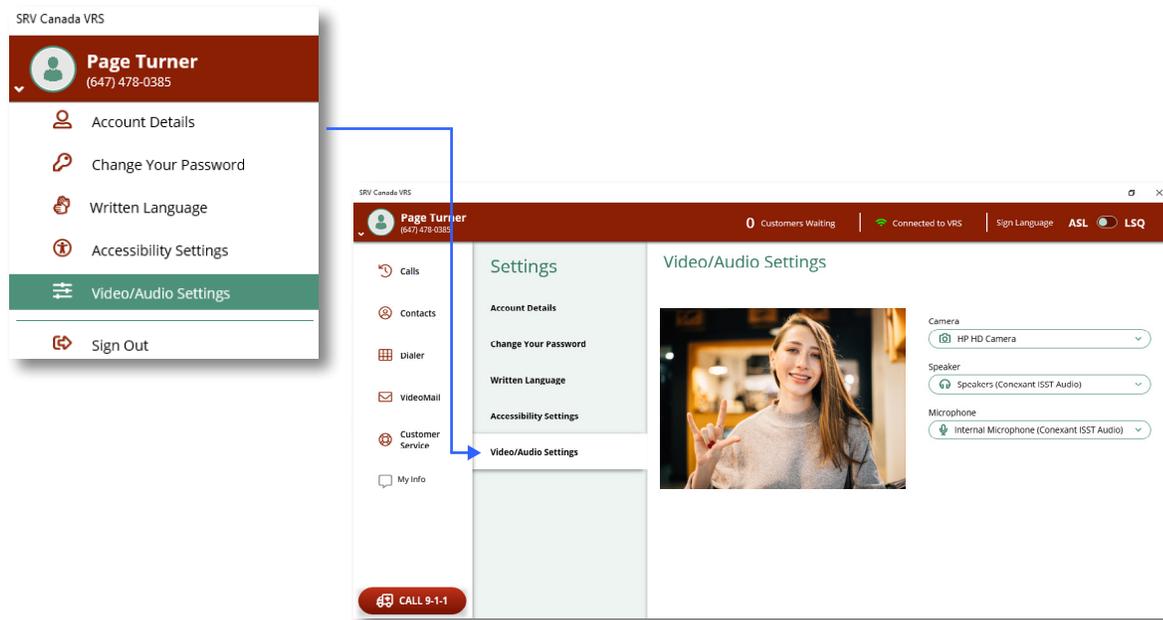


Figure 17: Audio/Video Settings

## 5. How to Make a Call

You can make a call from the Calls page, from the Contacts, or from the Dialer. From the Calls Page, Click on Calls on the side menu. Then you will see RECENT CALLS. You can pick a phone number in red and click on it and this will start the call. (See Figure 18)

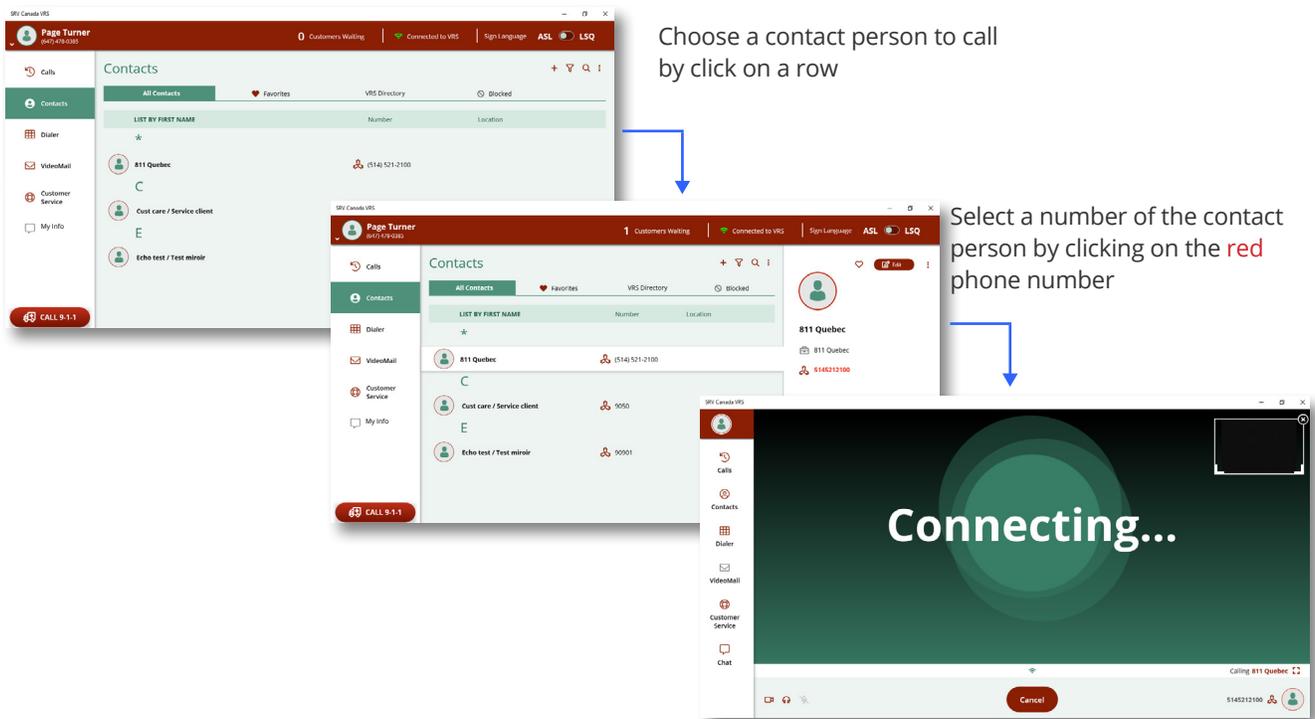


Figure 18: Making a Video Call

The Calls Screen has additional options for Missed calls, Incoming calls and Outgoing calls. A call can be made as described above from any of these tabs. (See Figure 19)

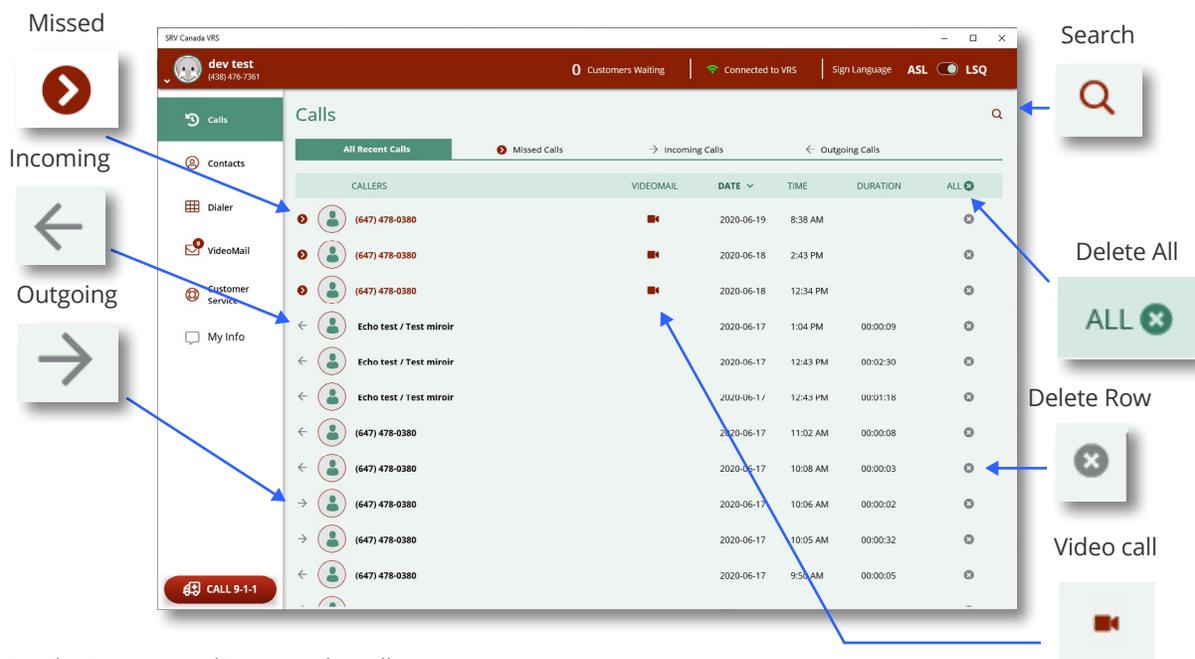


Figure 19: The Features and Icons on the call screen

# 6. Managing your Call History and Contact Lists

## 6.1 Add a number in your Call History to your Contact List

Click on a number in the All Contacts. (See Figure 20). A detail panel will appear on the right with information about the call. To add the number as a contact, you can click on the “Add” button and enter the contact information.

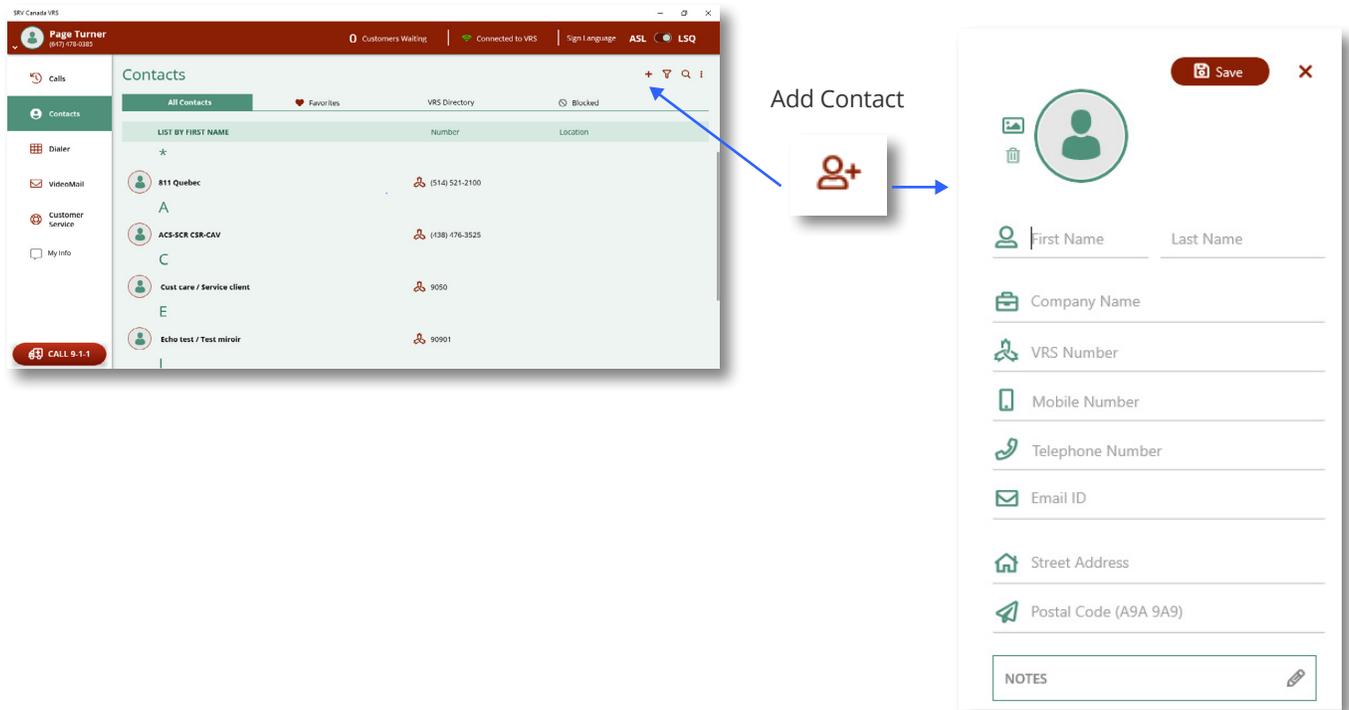


Figure 20: Add a Contact from the Calls List

## 6.2 Deleting Call Records

To delete a call record select the call you want to delete, there is a 'X' icon at the end of each row. Click the 'X'. If you want to delete all recent calls, that's titled 'All Recent Calls' by clicking on 'All' in the header in the first row (See Figure 19)

## 6.3 Syncing Contacts and Numbers

If you are upgrading your Canada VRS app, your previous contacts will be automatically populated for you. Otherwise, you can sync your Contacts with your Desktop Contact list. To sync, click on Import Contacts. To add any singular new contact click on the '+' icon. Fill in the profile details that appears on the right. Click on Save. (See Figure 21)

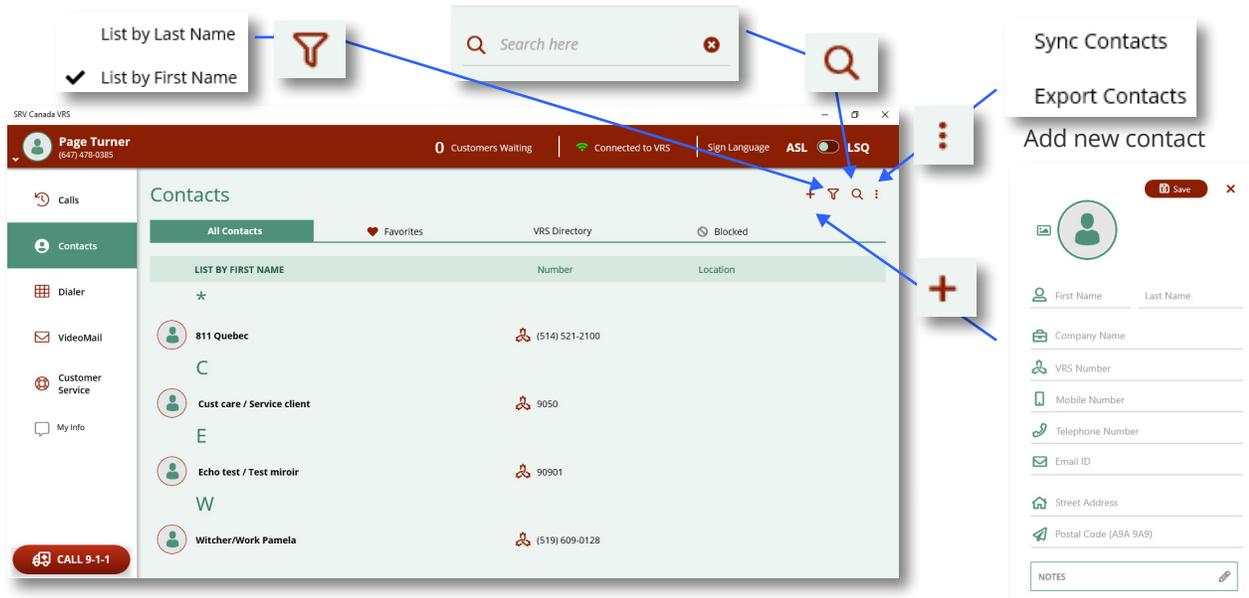


Figure 21: All Contacts

You can also add phone numbers from the Canada VRS Directory to your Contact List. Select the number in the Canada VRS Directory and click “add to contact”. (See Figure 22)

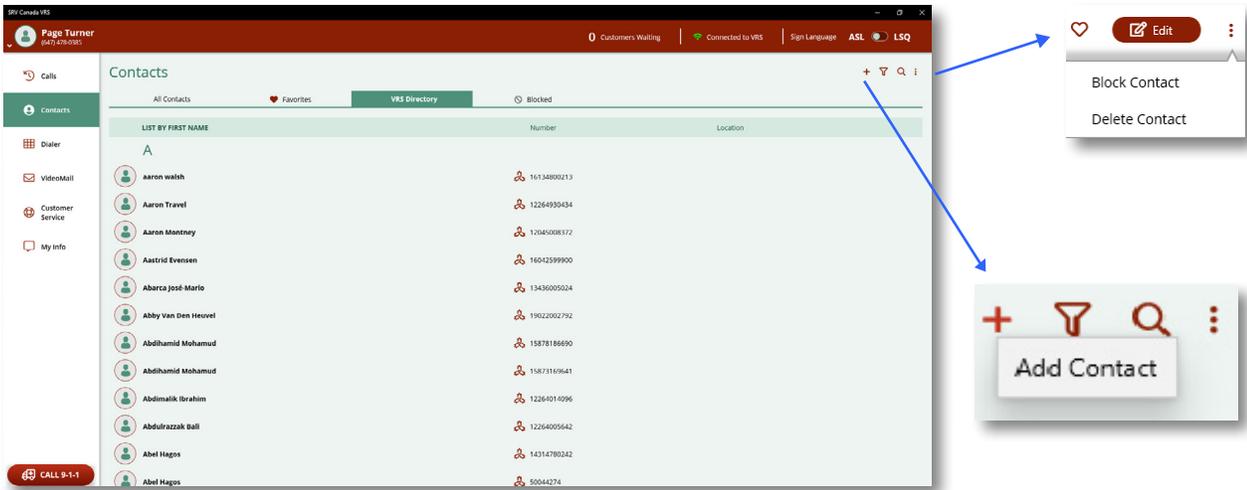


Figure 22: Contacts - VRS Directory

## 6.4 Blocking and Unblocking

If you want to block a Phone number, and not have them be able to call you, click on the three vertical dots and then clicking on the block number. (See Figure 22)

To unblock a Contact, Go to Contacts. Click on the tab called 'Blocked'. Click on the three dots on the top right. Then click on 'Unblock Number'. (See Figure 23)

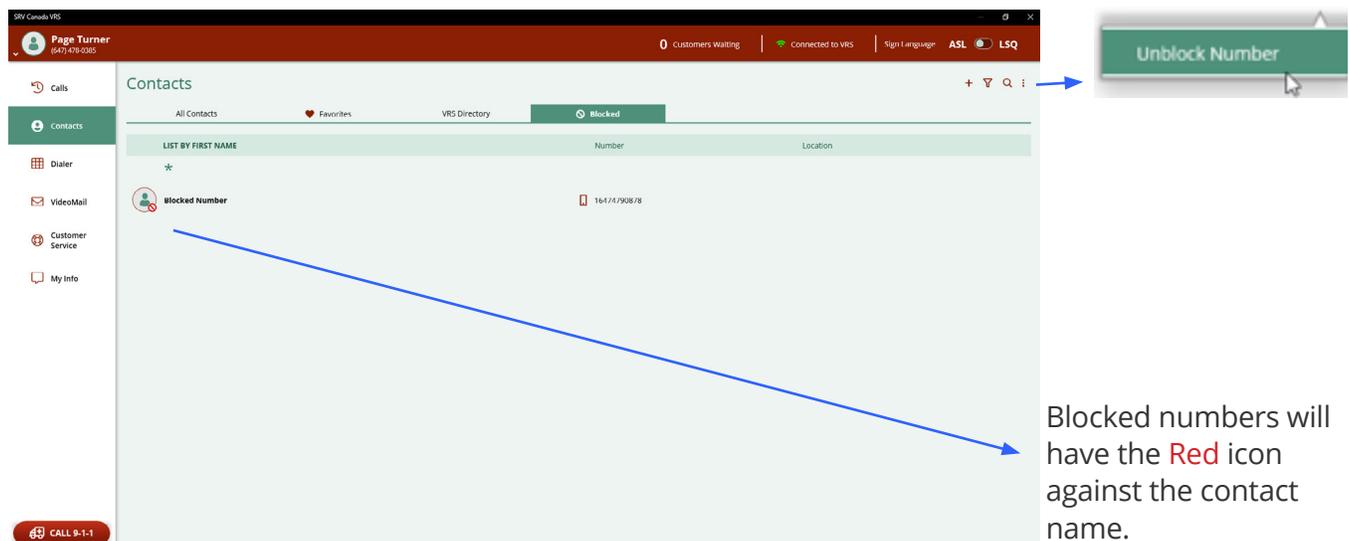


Figure 23: Blocking and Unblocking Contacts

## 6.5 Find a Specific Contact

Use the search  icon for searching for a contact. (See Figure 24)

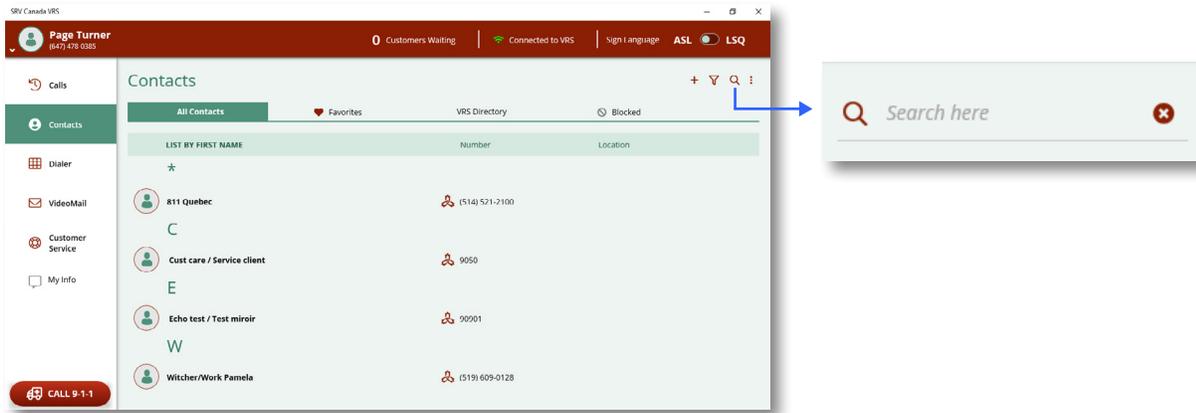


Figure 24: Search Contacts

## 6.6 Make a Contact a Favourite

Click on the heart icon to mark a contact as favourite. If a contact is marked as 'favourite' they will be added to a short list of your favourite numbers for quick reference. (See Figure 25)

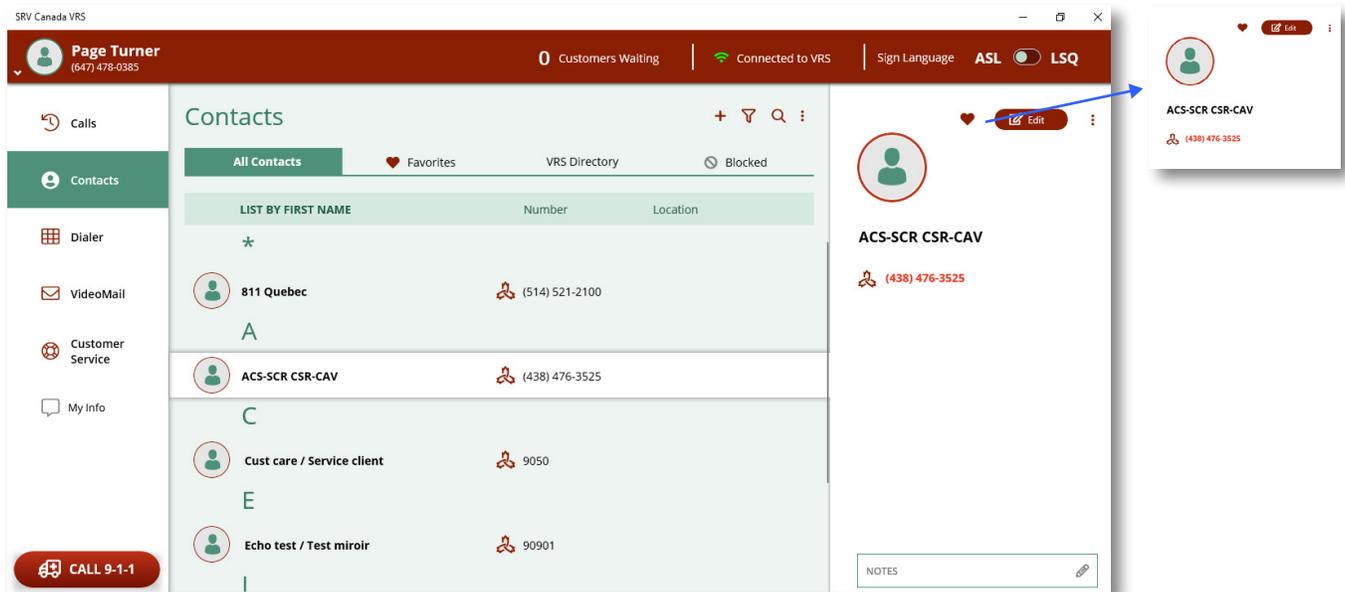


Figure 25: Mark as favorite Contact

## 6.7 Sorting Contacts

You can sort the contacts by their First or Last Name using the funnel icon. (See Figure 26)

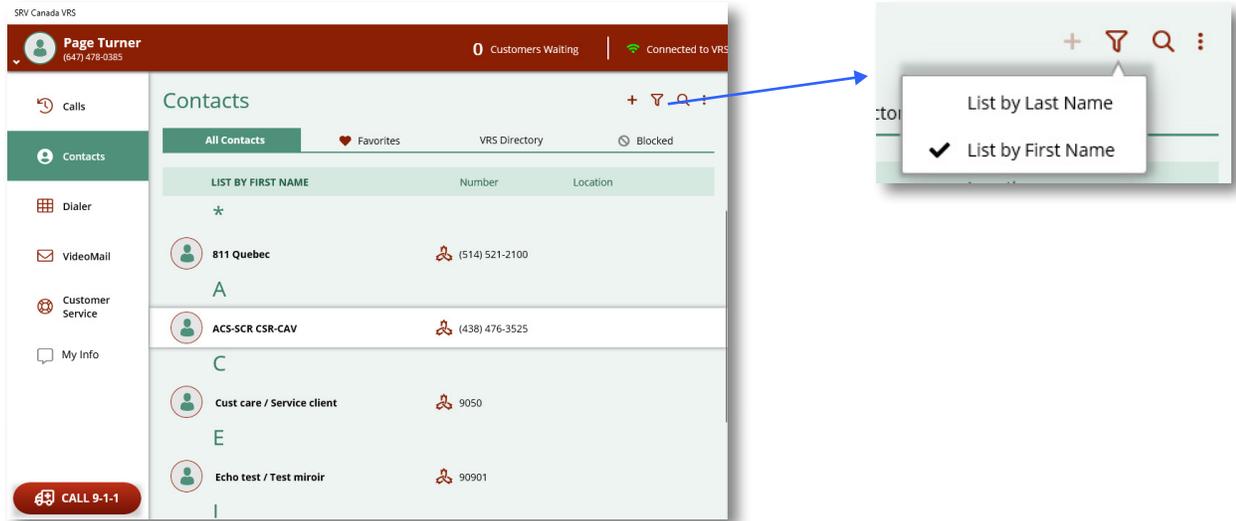


Figure 26: Sorting Contacts

## 7. Calling from the Contact List

To make a call, click on the contact Number. (See Figure 27)

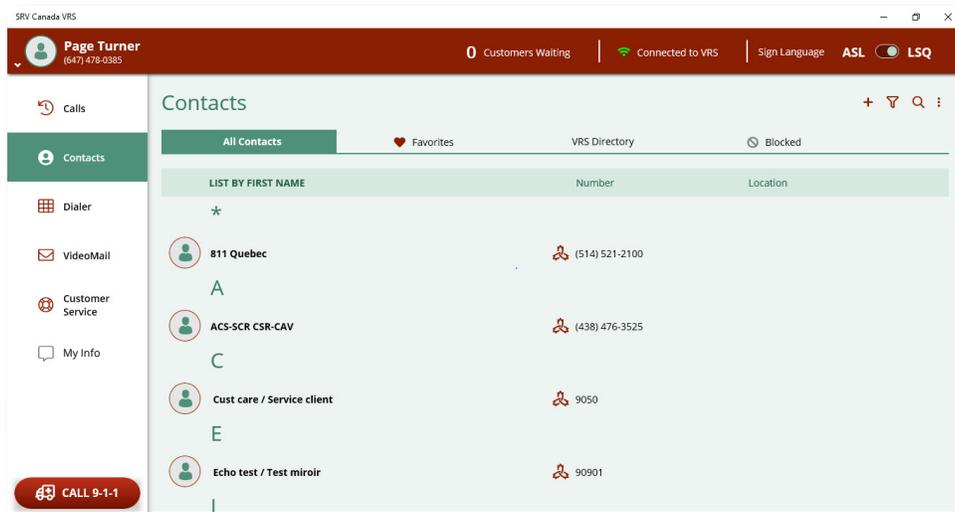


Figure 27: Make a call

## 8. Call using the Dialer

You can enter and dial any 10-digit telephone number with the dialer pad. (See Figure 28). You can also type in a number, or copy and paste a number to call. You can copy +1-613-789-4567 so, when you copy and paste into the phone number field, the system removes anything that's not a number. So you will see +16137894567 and you can then call. You can also save a new contact from the dial screen.

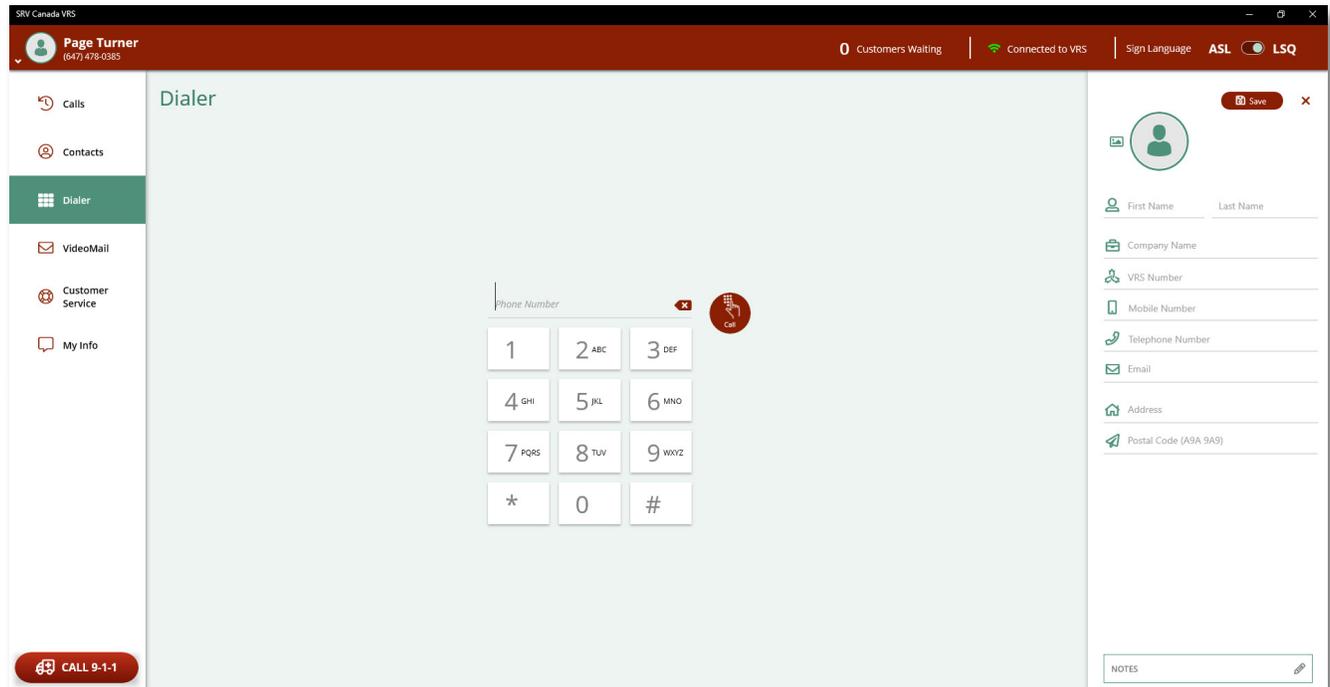


Figure 28: Dialer

# 9. During the Call

## 9.1 Adjusting the Self-view screen size

When you are in a video call session, you can see your self-view video feed (top right). You can adjust the self-view screen larger or smaller by clicking and dragging the window frame. To cancel the call, click on 'Cancel'. (See Figure 29)

**Note:** to check self-view before making a call, dial 90901.

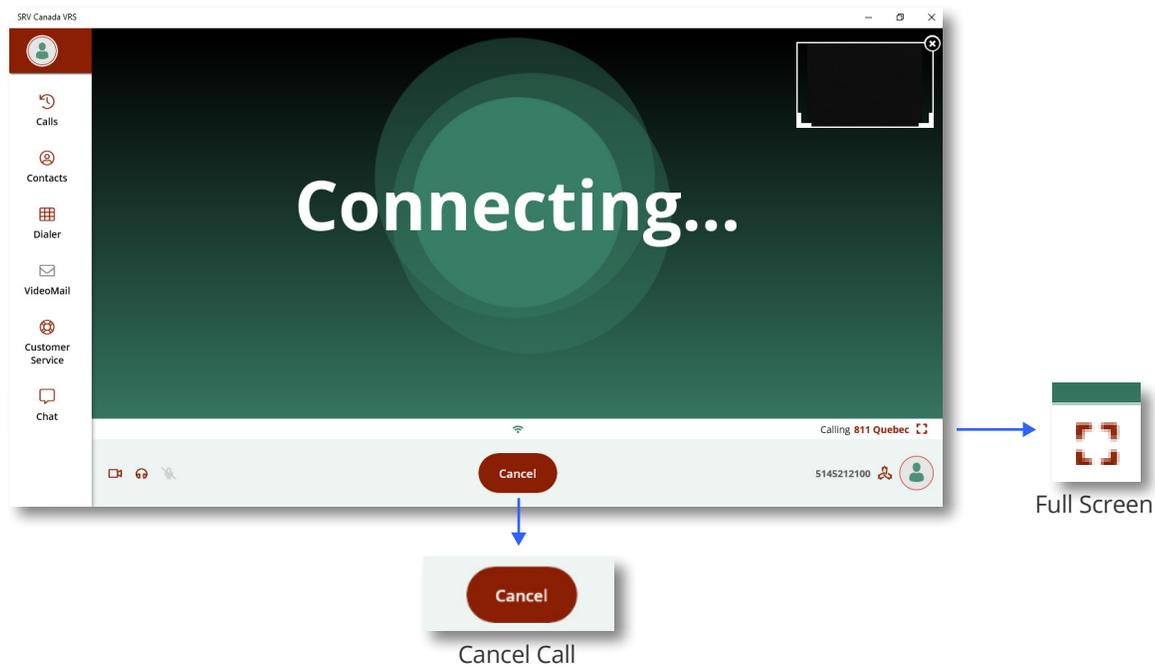


Figure 29: Video Call

## 9.2 Changing Settings during the call

When you make a call, at the bottom there are four options. (See Figure 30)

**Video Camera:** You can turn on or off your Self View (your video camera feed) or change devices.

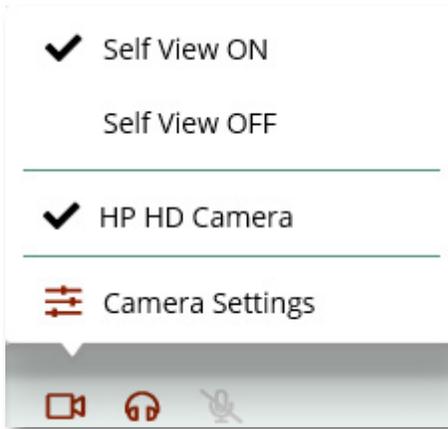


Figure 30: Camera Settings

**Audio:** You can choose your preferred speaker/headset from the list of speakers attached to your desktop, mute the speaker and go to the speaker settings of the device. (See Figure 31)

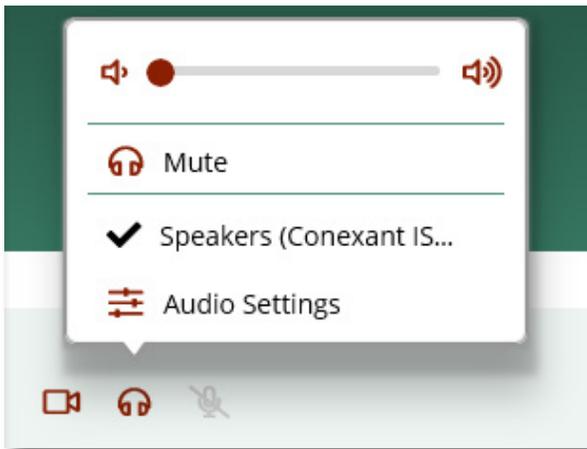


Figure 31: Speaker/Headset Settings

**Microphone:** You can choose your preferred microphone from the list of mics attached to your desktop, mute the mic and go to the mic settings of your device. (See Figure 32)

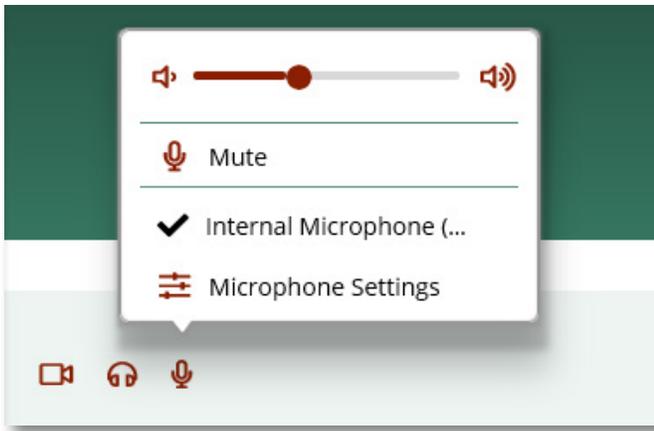


Figure 32: Microphone Settings

## 9.3 Looking Up Phone Numbers During a Call.

### 9.3.1 Looking up Phone Numbers from Calls List.

You can look up the number of a person from your Calls list even if you are in a call. (See Figure 33)

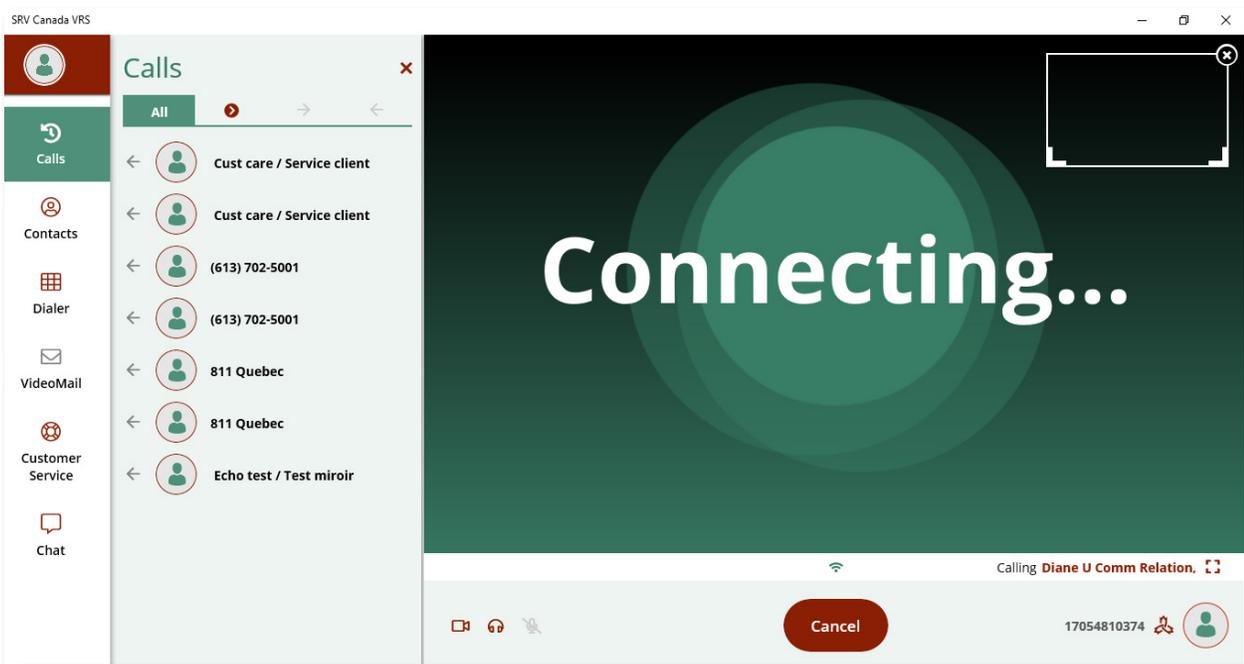


Figure 33: Calls list within a call

### 9.3.2 Looking Up a Number from you Contacts List

You can look up the number of a person from your Contacts list even if you are in a call. (See Figure 34)

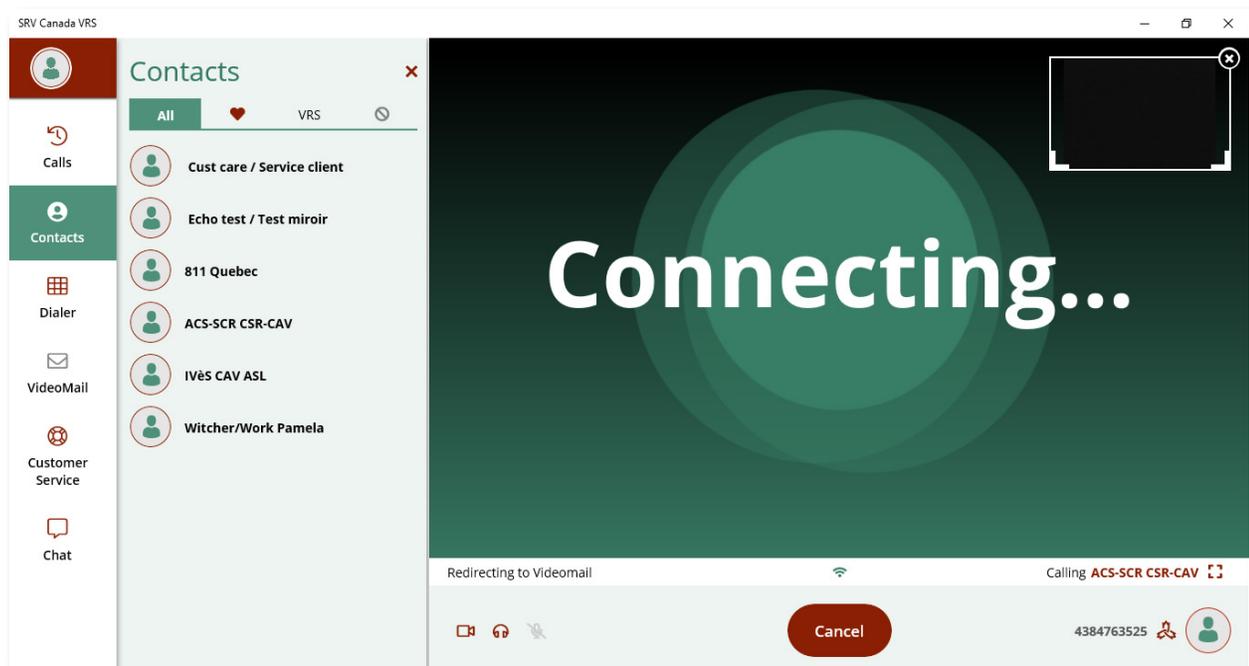


Figure 34: Contacts list within a call

### 9.3.3 Send a Phone Number to the Video Interpreter (VI) During a Call

Choose the desired contact and click on the “send/mail” icon. Then the number will appear in the Chat box. Press send. (See Figure 35)

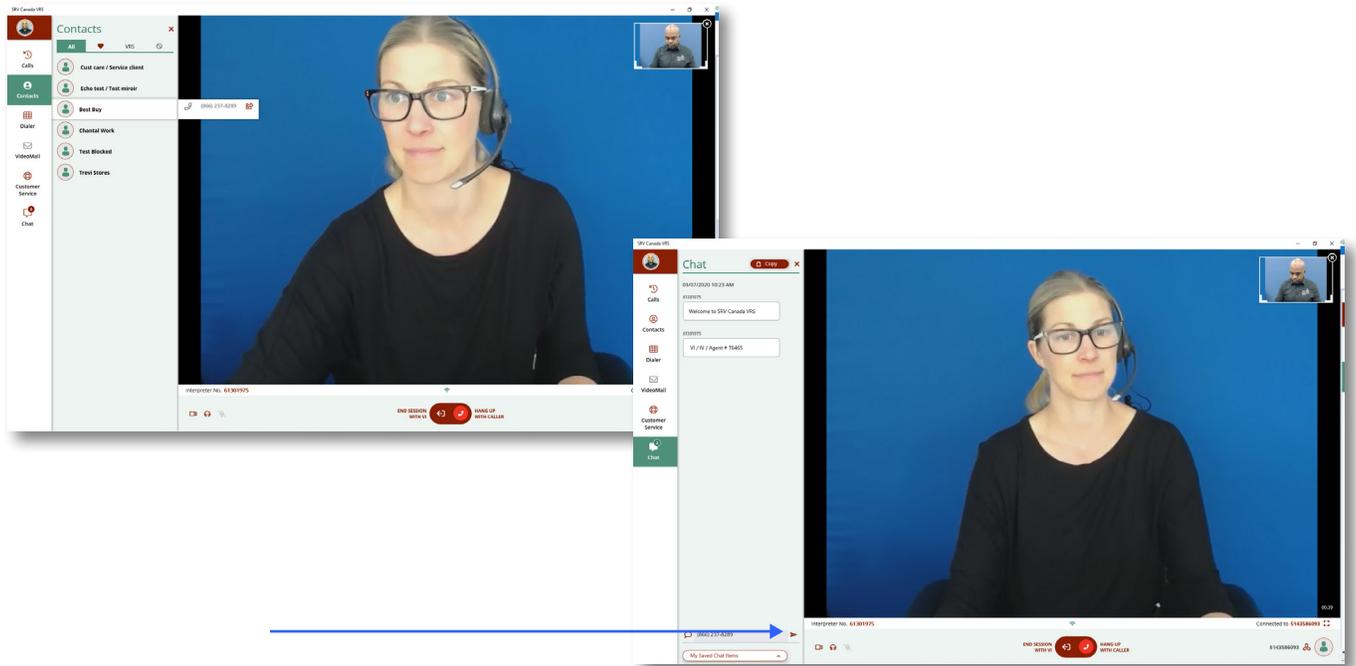


Figure 35: Send contact number to Interpreter

### 9.3.4 Navigating Telephone-Trees

When placing a call and presented with a Telephone-Tree (ex. 10-digit number plus another number to reach a specific department or staff person such as #22), you can use the dialer to manually type in the additional department and individual extension numbers.

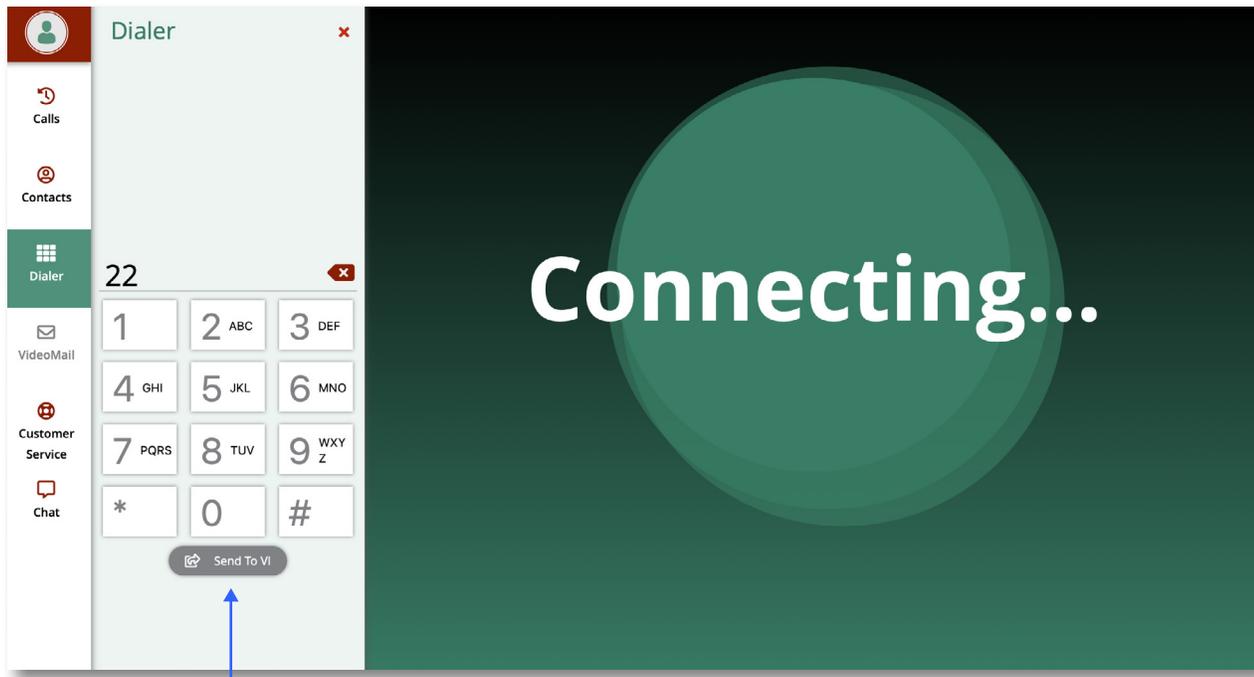


Figure 36: Navigating Telephone Trees

### 9.3.5 Viewing Customer Contact Information while in a Video Call

When in a Video Call you can view customer service by clicking on the Customer Service icon on the left. (See Figure 37)

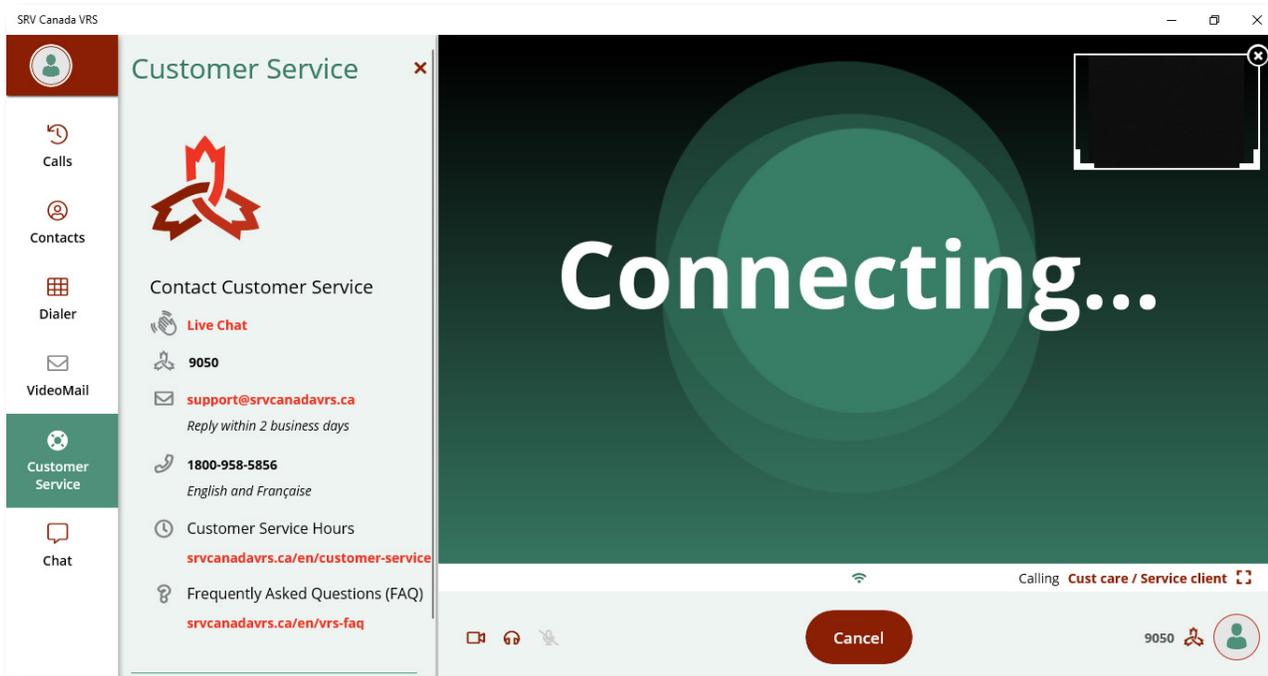


Figure 37: View customer service information during a call

# 10. Ending a Call

If you are connected to a Video Interpreter (VI), you have two options (See Figure 38):

- End Session: End the call with the hearing person and Video Interpreter (VI)
- Make Another Call: End the call with the hearing person but keep the Video Interpreter (VI) on the line to make another call.

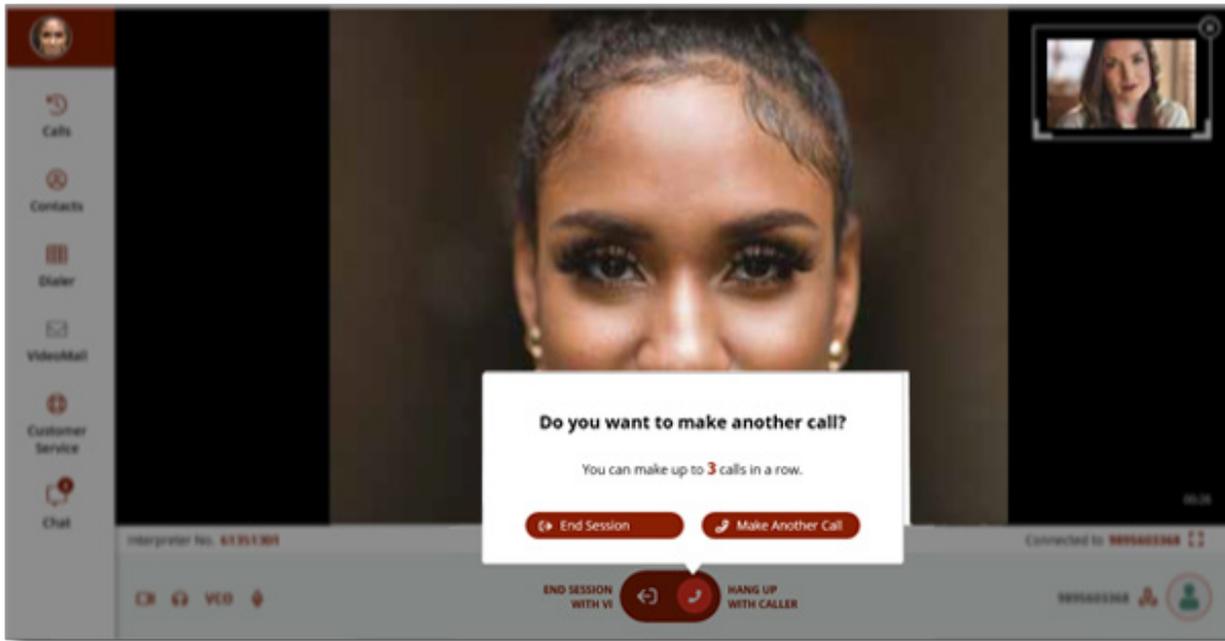


Figure 38: Ending the Call

## 10.1 Ending the VRS Session and Feedback Form

When you end the call with the Video Interpreter (VI), you will see a Feedback screen (See Figure 39). Feedback is important for Canada VRS to better understand your experience with the service.

**Note:** You must select “I’m Done” to close the screen.

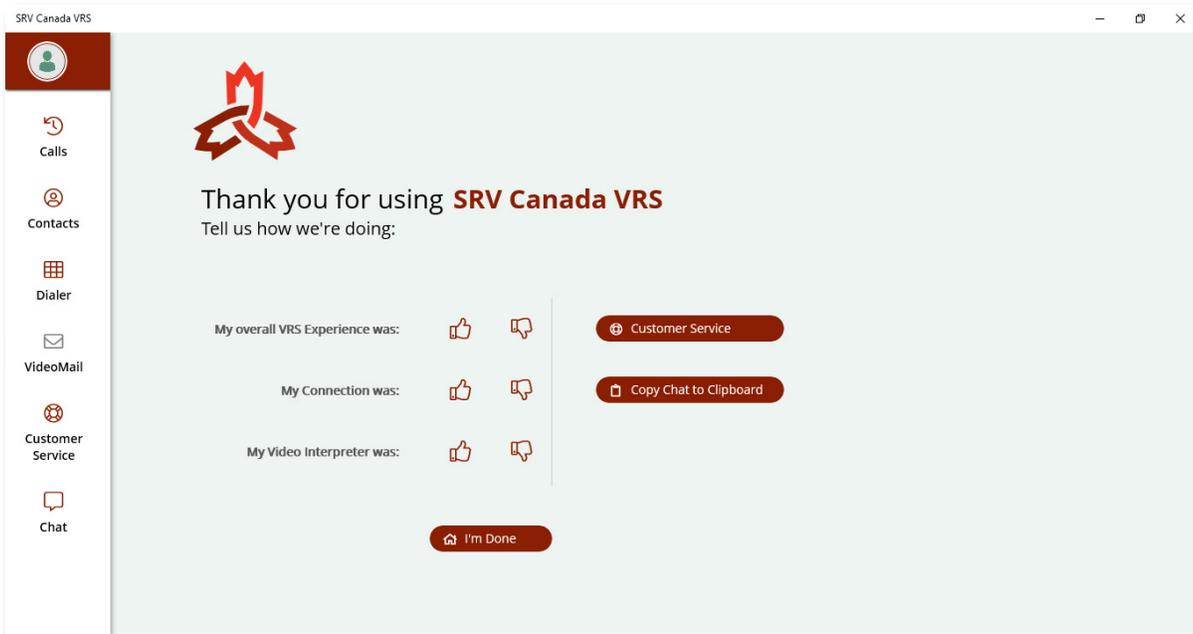


Figure 39: Feedback screen

## 10.2 Receiving an Incoming Call

When someone calls you this is called an 'incoming call'. You will get a pop up screen that shows the incoming caller's information. You have two options to:

- Receive the call, by clicking 'Answer'.
- Reject that call and send the call to VideoMail.

Note: If you have not enabled VideoMail, the call will just be rejected.

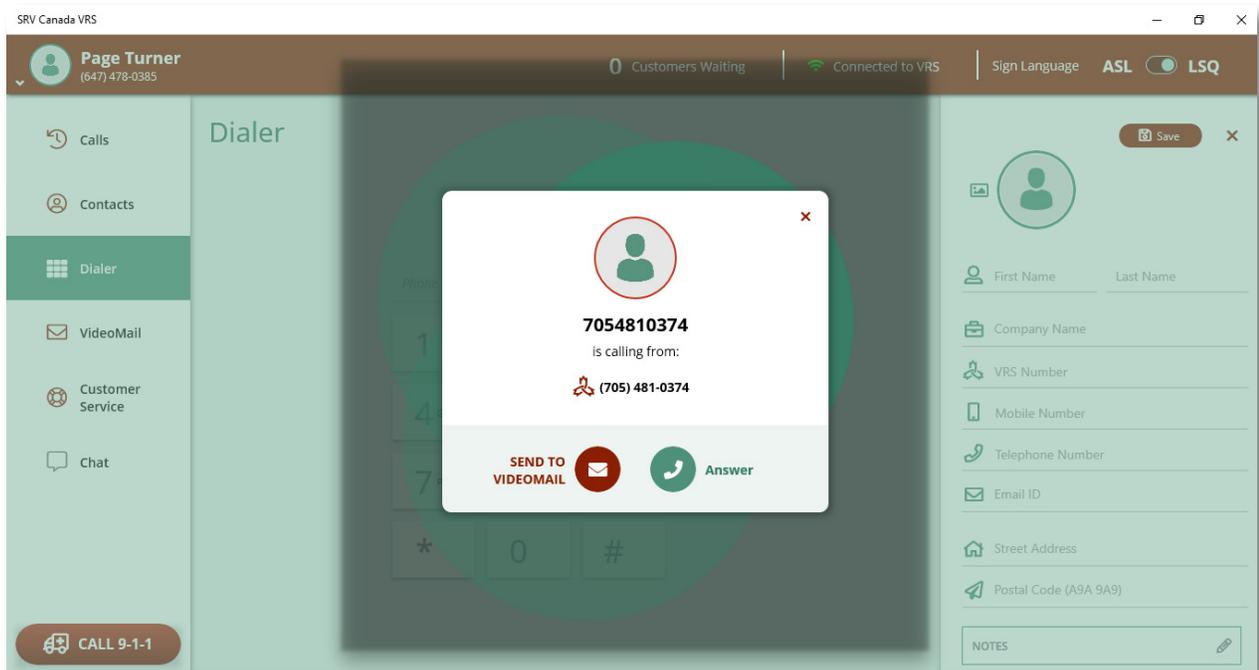


Figure 40: Incoming call screen

# 11. VideoMail

## 11.1 To View the VideoMail

Click on VideoMail on left side menu. Click on the VideoMail that you want to watch. (See Figure 41). It will be downloaded from the server. Once downloaded, you will be able to see the preview of the VideoMail. Once you see the preview, click on the play button to view. After the video is played you will be able to see the length of time of the VideoMail (i.e. how many minutes). VideoMails can be viewed in full screen mode by clicking the full screen icon. To delete a video mail, click on the delete button. (See Figure 41)

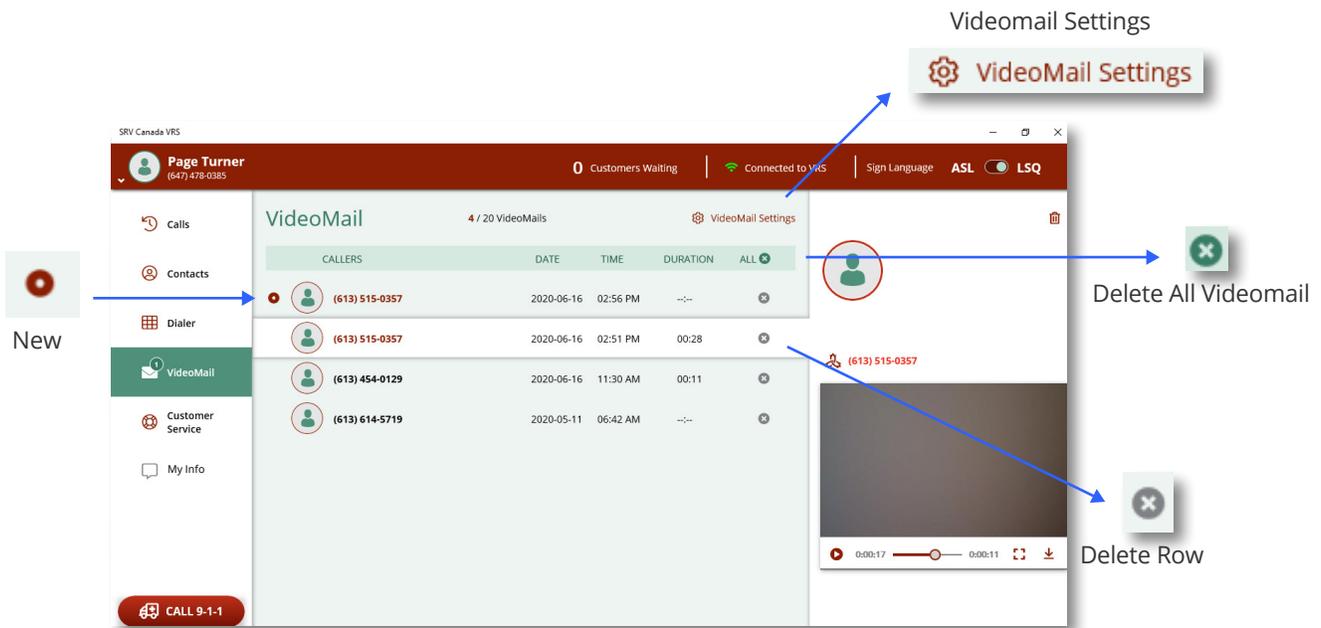


Figure 41: Videomail

## 11.2 Saving VideoMails

You can save VideoMails to your computer by clicking on the download icon. (See Figure 42).

SRV Canada VRS

Page Turner  
(647) 478-0385

1 Customers Waiting | Connected to VRS | Sign Language ASL LSQ

VideoMail 4 / 20 VideoMails VideoMail Settings

CALLERS	DATE	TIME	DURATION	ALL
(613) 515-0357	2020-06-16	02:56 PM	00:21	⊗
(613) 515-0357	2020-06-16	02:51 PM	00:28	⊗
(613) 454-0129	2020-06-16	11:30 AM	00:11	⊗
(613) 614-5719	2020-05-11	06:42 AM	--:--	⊗

Delete Videomail

Call the user by clicking on the number

Download Videomail

Play

Full Screen

Figure 42: Video Mail - view, delete or download

## 11.3 Changing Videomail Settings

To record a video mail greeting, click on the settings icon on the top right in the screen as shown. You can use the default video mail greeting or record a personalized one. (See Figure 43).

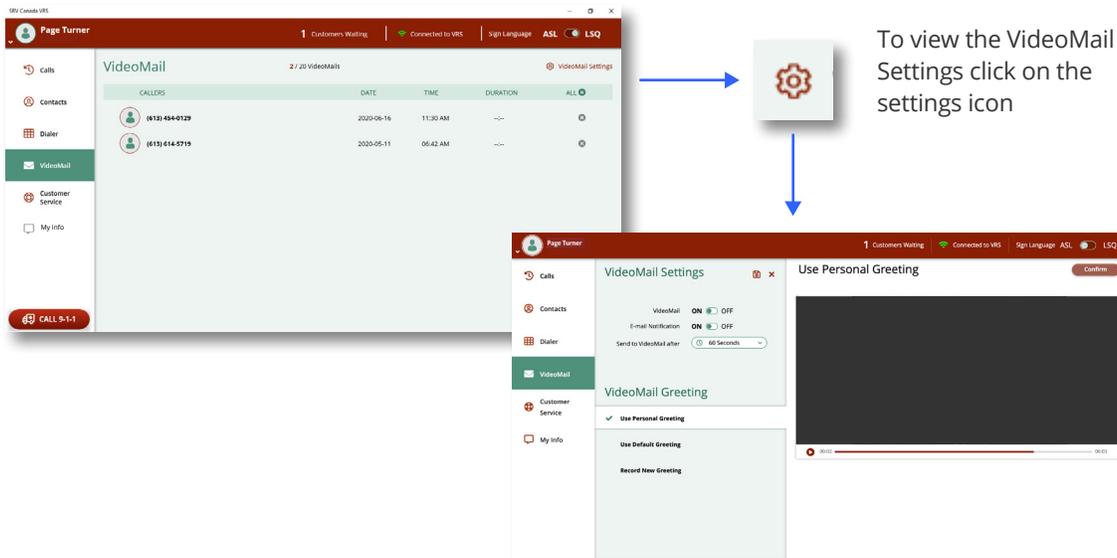


Figure 43: Video Mail settings - personal, default or record new

## 11.4 Recording a VideoMail Greeting

To record a new greeting, click on the Record New Greeting. Press the space bar to start recording. (See Figure 44)

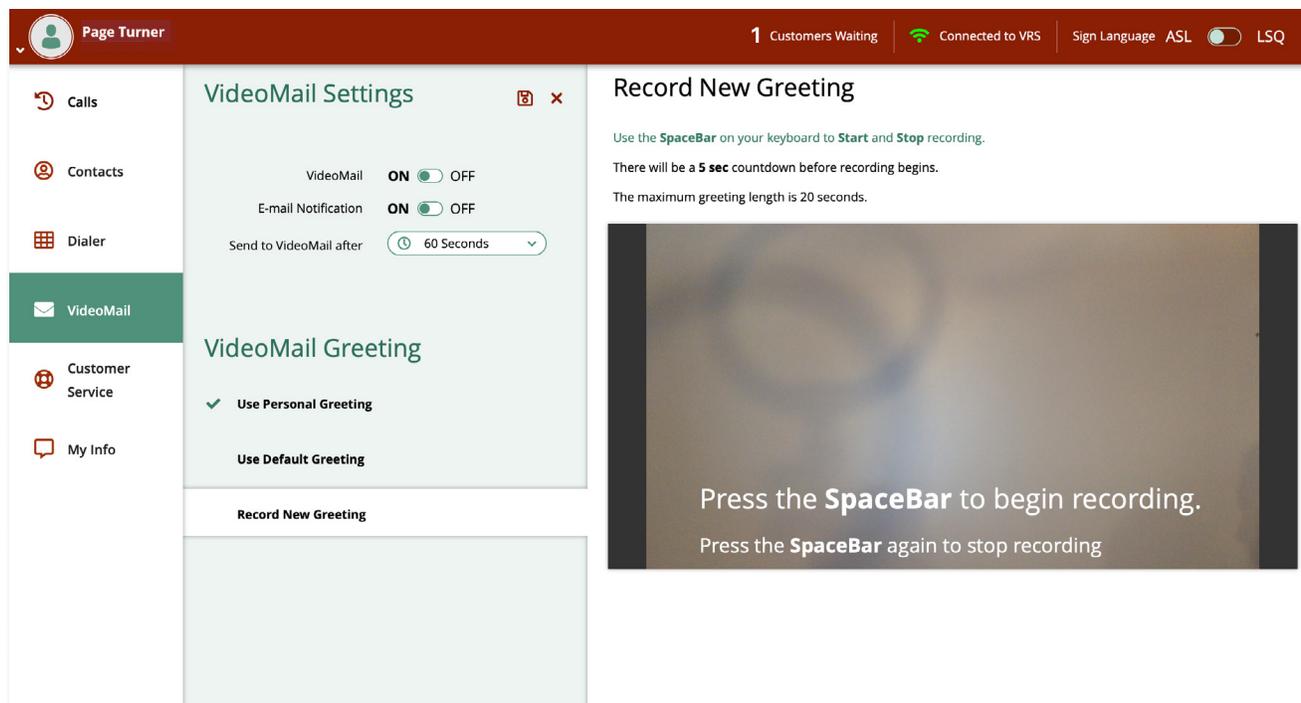


Figure 44: Video Mail Settings

After you have recorded a new greeting, you can save it as your Personal Greeting in the top right corner of the screen. To change the VideoMail greeting video you click on the tab “Use Personal Greeting” Or “User Default Greeting” to save them. You can turn the VideoMail greeting off or on from the settings screen.

The time duration before which the call gets to be redirected to the VideoMail can be set from this screen.

## 12. Customer Service

Customer Service can be reached a number of different ways. In the SRV Canada VRS app you can call Customer Service with Live Chat and by calling 9050 in Canada VRS. (See Figure 45).

Note: You must have a video camera connected and functioning to contact Customer Service by Live Chat or by calling 9050.

There are other ways to contact Customer Service (outside of the Canada VRS app) such as by email and voice-telephone system.

The [Customer Services](#) hours of operation listed in the [FAQ's](#) (frequently asked questions).

### 12.1 Reporting an Issue

If you wish to report an issue to Customer Service click the button, ‘Report an Issue’ (See Figure 45).

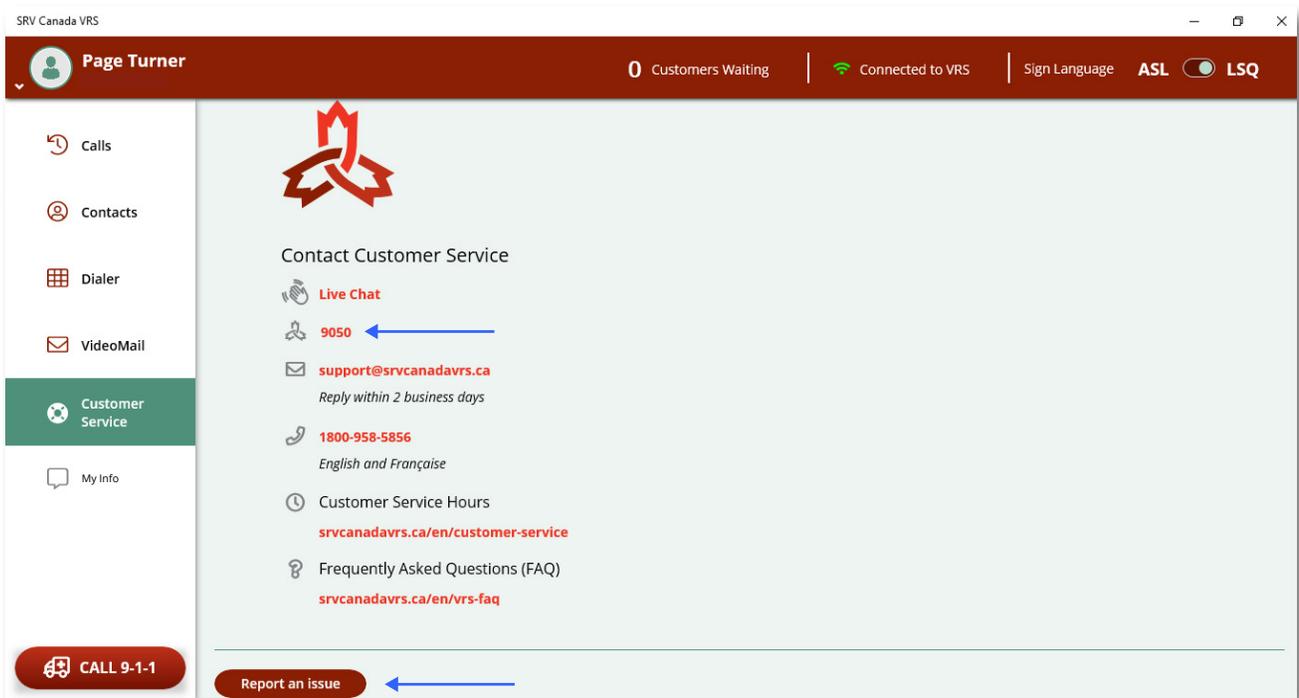


Figure 45: Contact Customer Service

# 13. Chat

You can type information and save this information in My Info. (See figure 46)

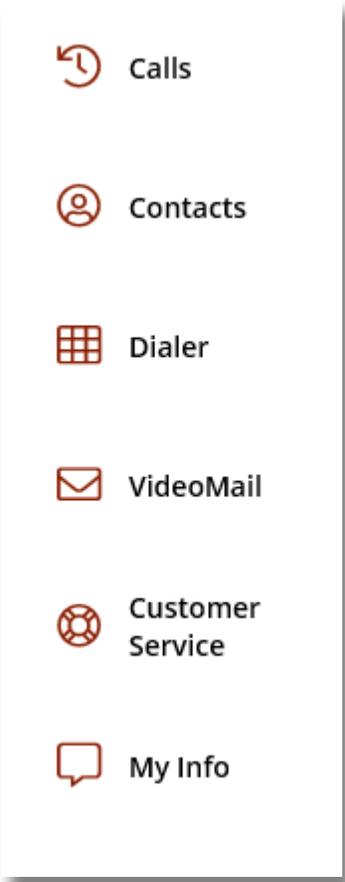


Figure 46: Using Chat when call is active

### 13.1 Pre-Saving My Info Messages

You can add My Info messages that you use often. To add a My Info message, select My Info. Select the “PLUS” icon. Type a title such as (i.e. Bank Card). Type the message (i.e. xxxx-xxxx-xxxx-xxxx). And select save. You can create several My Info messages that you may use frequently during calls (See Figure 47 – 48)

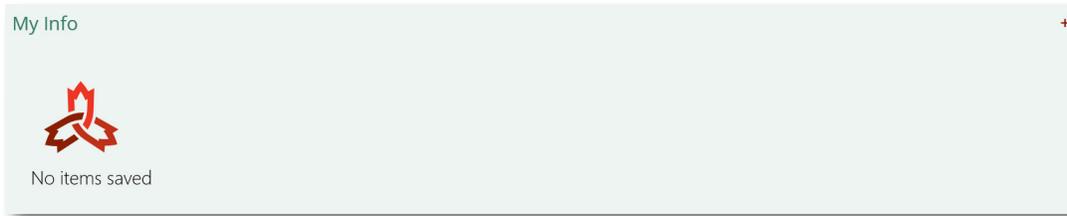


Figure 47: Adding, Editing or Deleting Chat Items

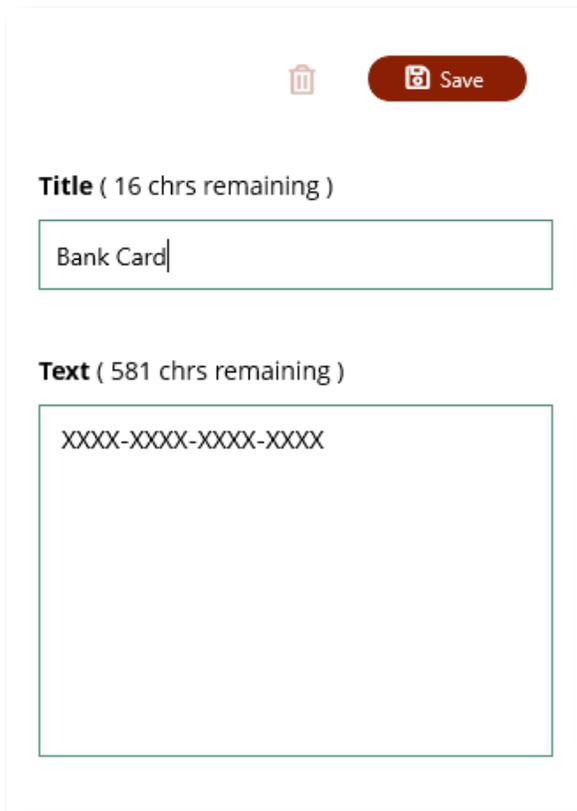


Figure 48: Add a Chat Item

## 13.2 To Edit a My Info Message

To edit a saved My Info message, click on the specific My Info message you would like to edit and type your message and save. (See Figure 49).

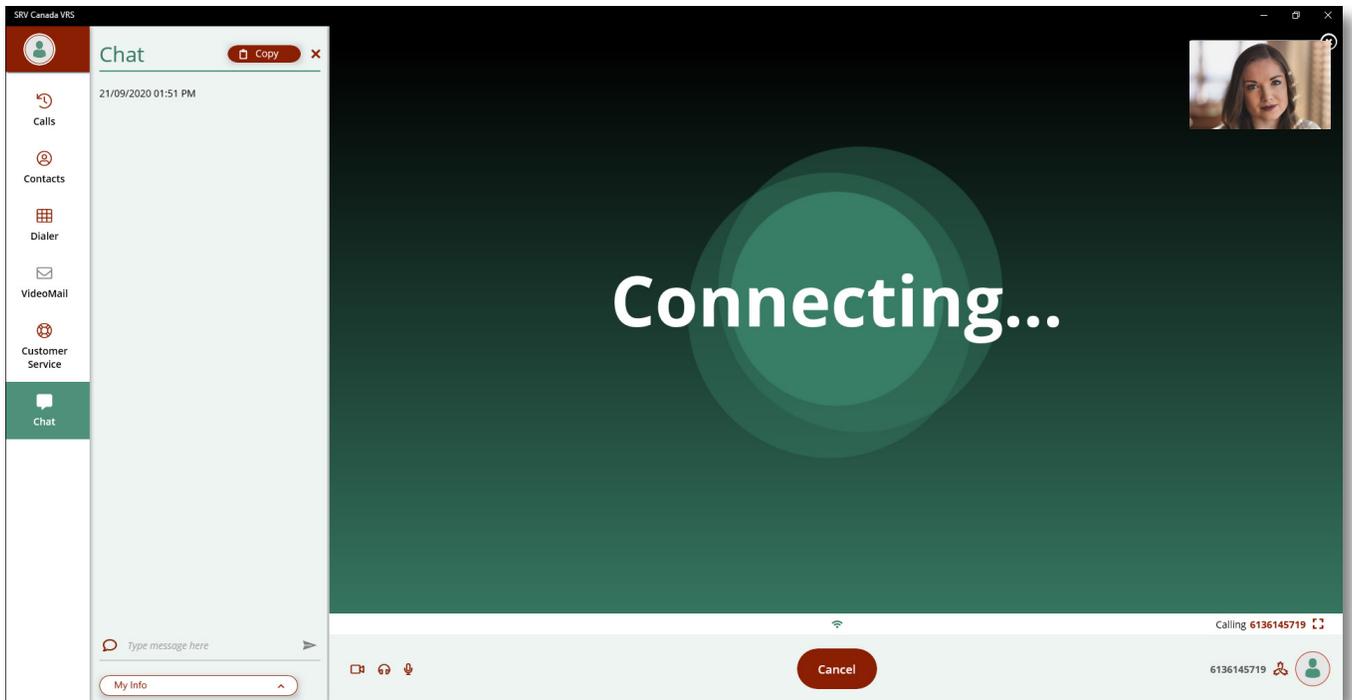


Figure 49: Edit a Chat Item

### 13.3 To Use your My Info Message with a Video Interpreter (VI)

To use your saved My Info messages, during a call, click on the Chat icon on the ribbon. (See Figure 50). Select from your Saved Items screen and select the saved message you would like to send to the VI and click the “red arrow”. (See Figure 51-52-53).

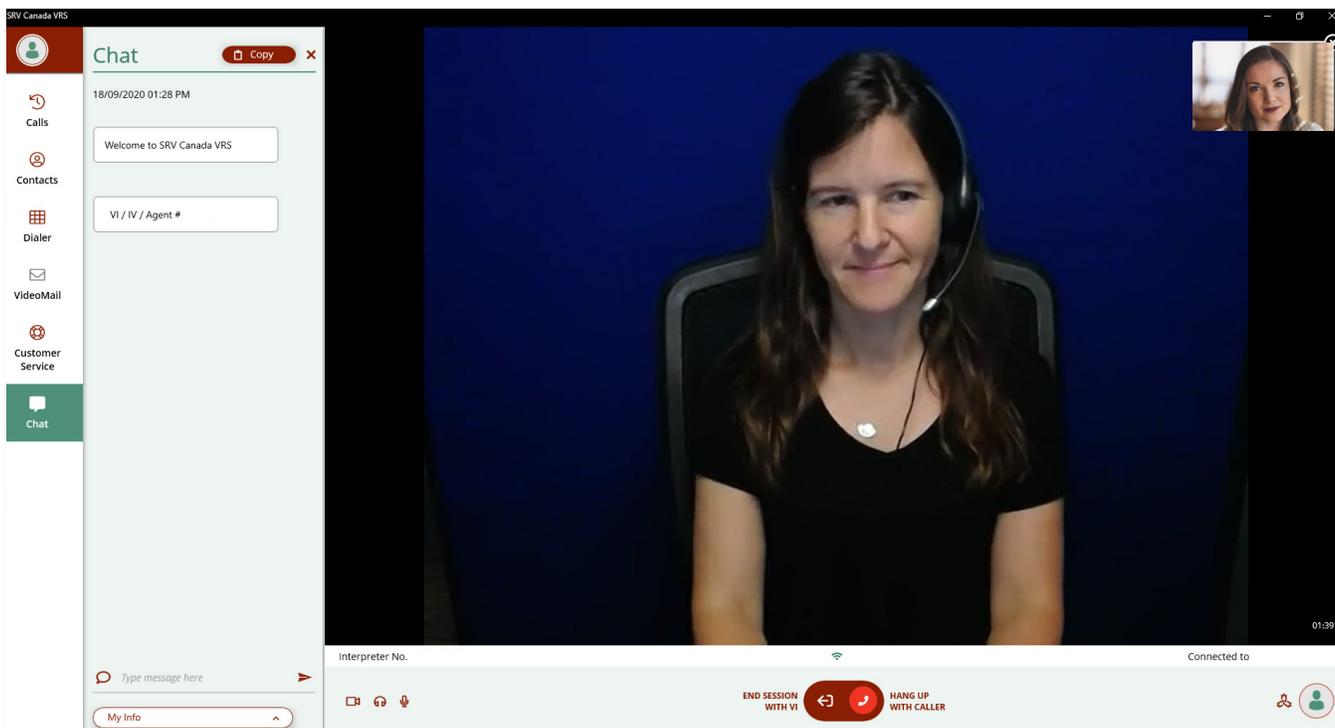


Figure 50: Using a Chat Item

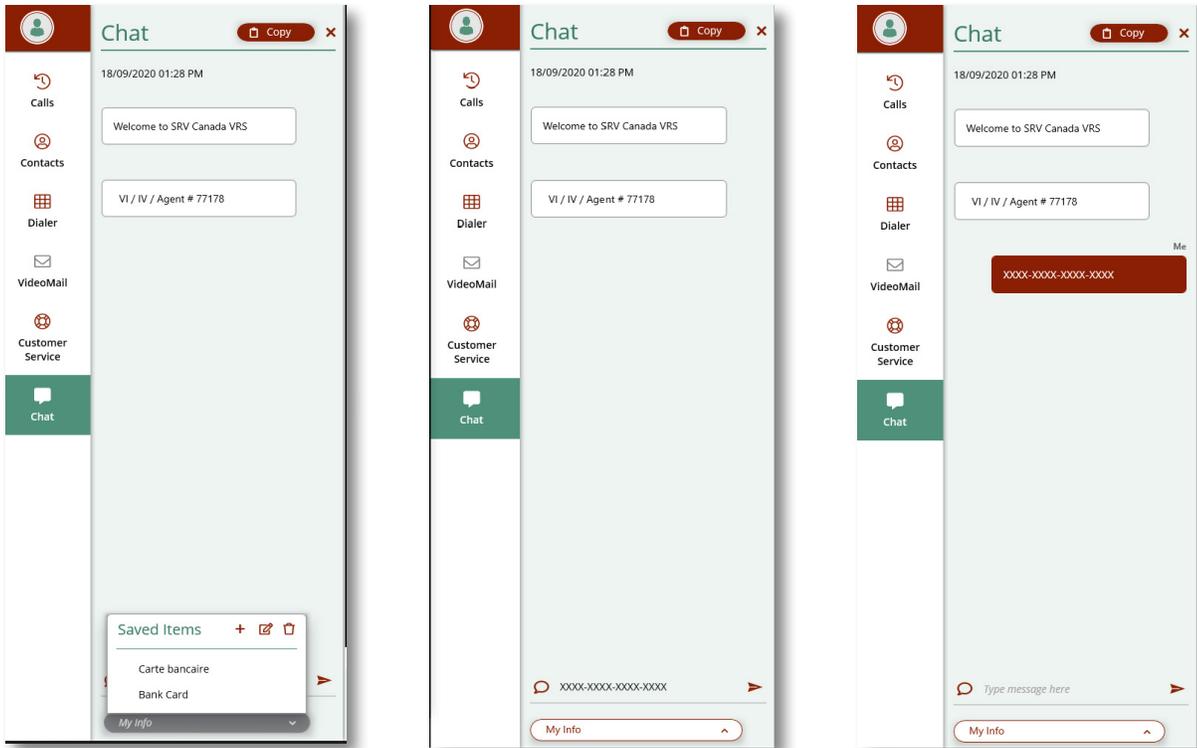


Figure 51 -52 -53: Retrieving and Sending My Info Saved Items

# 14. 911 calls

9-1-1 calls can be made by clicking on the 9-1-1 button in the main menu. (See Figure 54).

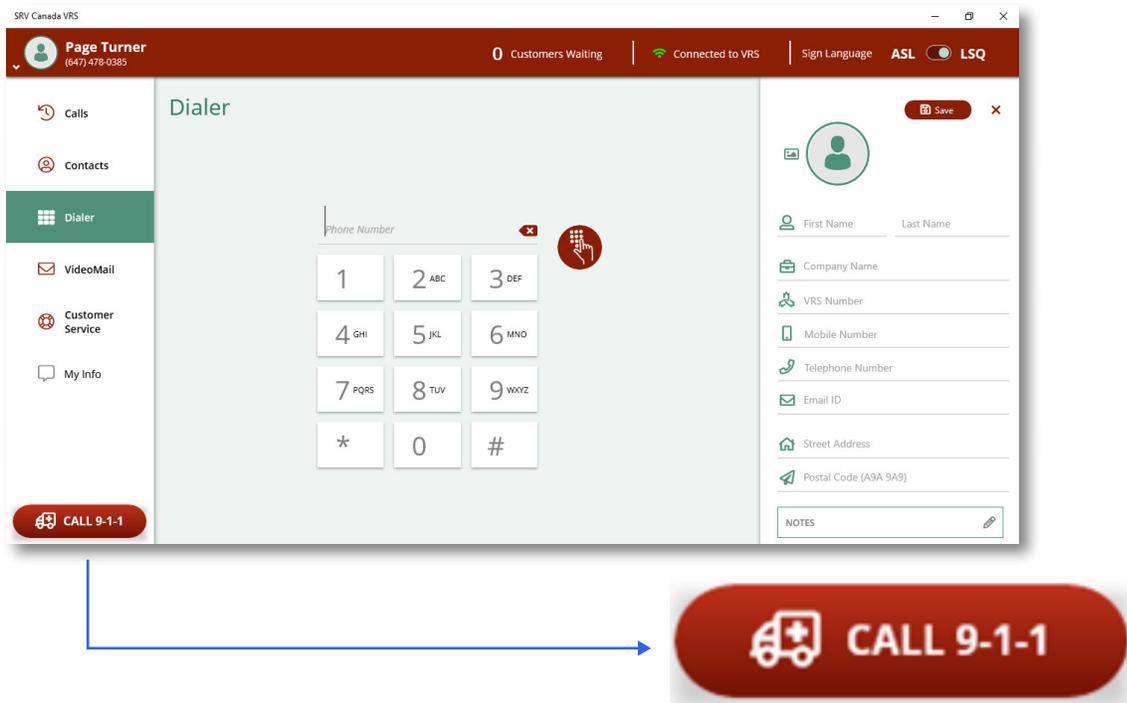


Figure 54: Calling 9-1-1

**TIP:** Keep your home address up to date in your Canada VRS profile. This allows the Video Interpreter (VI) to have your most up to date information ready to be made available to emergency services.