

Communications Made Easy

Text relay services make communication easier for people with hearing loss or a speech disability.

What is Text Relay?

Text Relay is a federally funded and regulated service designed to make it easy for people with hearing loss or a speech disability to place phone calls.

- Relay calls are free to the caller and the called party – local and long-distance
- Relay calls are 100% confidential

How does it work?

Using a web-enabled PC or wireless device, the relay user types their side of the conversation while the operator reads it aloud to the called party. When the called party responds, the operator types their spoken words for the relay user, enabling them to read the spoken side of the conversation.



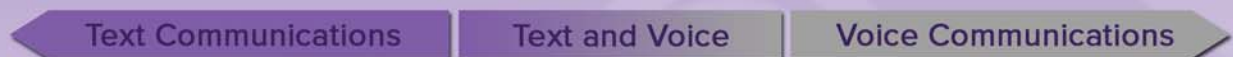
Relay User Types Message



Relay Operator



Called Party Uses Any Phone



How you can help – just add a button!

Placing a “Text Relay” button on your website will allow anyone with a hearing loss to use text relay to contact you through your regular incoming phone line.

How does the button work?

The button is a java based script that can quickly and easily be inserted into any website . When users click the button, a text relay window will open immediately and place a call to the phone number of your choosing. The call will be sent through your phone system like any other call and your operators will speak to the relay operator as they would in a regular conversation.

See next page for installation instructions.