

Text Relay

The UK's text-to-voice relay service





Text Relay: communication to or from a textphone
– enabling deaf, hard of hearing and speech impaired people to stay in touch with friends and family, and call businesses.

Good for business

An estimated half a million people in the UK are unable to use a standard telephone. Widening your customer base to include them makes excellent business sense.

Keeping people connected

If you're using a textphone (sometimes called a Minicom) or you're calling someone from a standard telephone and think the person at the other end may have a textphone, Text Relay will connect you. Relay assistants provide a text-to-voice and voice-to-text relay service.

Making a call from a textphone

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If you're making a call from a textphone, Text Relay will take care of your call.

Dial 18001 + number
Dial 18000 for EMERGENCY calls



Making a call from a telephone

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If you're making a call from a telephone and you think the call may be answered using a textphone, Text Relay will allow you to communicate.

Dial 18002 + number



What you need

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You can use Text Relay with a textphone, telephone or mobile.

What it costs

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Calls are charged at your telecommunications provider's standard calling rates.

Find out more at: www.textrelay.org

Making a call from a textphone

Here's the quick start guide to making a call from a textphone to a friend, family member or business.

Starting a call

To start a call, dial **18001** then the full phone number of the person you want to call, including the area code (and international country code if you're calling outside the UK).

E.g:	Prefix:	Area Code:	Number
	18001	01234	XXX XXX

When the person you're calling answers, if they are on a;

Telephone, they will receive an automated voice message informing them this is a Text Relay call and there will be a short delay while a relay assistant joins the call.

Textphone, users receive text call progress information on their textphone whilst the call is being established.

During the call

Each person takes their turn to type or speak. When you've finished typing your message, type **GA** or **ga**, which stands for 'go ahead'.

Hi Jane, how are you doing? GA

Receiving a call on a textphone

When your textphone flashes or rings, answer the call in the way described by your textphone manual. You will then see the following message on your display:

TXD CONNECTING TEXT RELAY...

if the caller is using a telephone, or:

TXD CONNECTED TEXT TO TEXT. GA

if the caller is using a textphone.

Ending a call

When you want to end the call, type **BIBI SKSK**, which means 'bye bye' and 'stop keying'.

Good speaking to you. See you Wednesday. BIBI SKSK

Get help with Text Relay Assist

If you're struggling to connect a call, Text Relay Assist can set up the call for you.

Dial 0870 240 95 98 from a textphone



Making a call from a telephone

Here's the quick start guide to calling a telephone number where the person you're calling may (or may not) answer the call using a textphone.

Starting a call

To start a call, dial **18002** then the full phone number of the person you want to call, including the area code (and international country code if you're calling outside the UK).

E.g:	Prefix:	Area Code:	Number
	18002	01234	XXX XXX

If the person you're calling picks up using a textphone, you will hear a recorded Text Relay greeting message while you wait for a relay assistant to join the call.

"Please hold for the next available relay assistant."

If the person you're calling picks up using a telephone, the call will be treated like a standard telephone call.

**"Hi Jane, is Danny around?
Can you get him to pick up on his textphone?"**

If at any point the person you're calling switches to a textphone, you will hear a recorded Text Relay message, while you wait for a relay assistant.

During a voice to text call

Each person takes their turn to speak or type. When you've finished, say **'go ahead'**.

"Hi Danny, how's the new job going? Go ahead."

Receiving a call from a textphone

If you receive a call from Text Relay, you will hear the following:

"Please hold for a relay-assisted call from a textphone user."

A relay assistant will then be connected to the call. Once connected, you will hear the relay assistant say:

"Hello, you have a call from a deaf or speech-impaired person and I will be relaying the call. Please say 'go ahead' when you have finished speaking."

If you have not used Text Relay before, you can ask the relay assistant to explain how it works.

Ending a call

When you want to end your call, just say **'bye'** or **'goodbye'**

"OK, give me a call Saturday and let me know about your week. Bye."

Get help with Text Relay Assist

If you're struggling to connect a call, Text Relay Assist can set up the call for you.

Dial 0870 240 51 52 from a telephone



What you need for Text Relay

If you're deaf, hard of hearing or speech impaired, all you'll need is a textphone. Hearing people can just use a standard telephone or mobile.

Getting a textphone

Most textphones plug directly into your phone line and allow you to make and receive calls by typing and reading the conversation on a display.

There are many companies that sell textphones (minicomms) here are just a few:

RNID Shop textphones	www.rnid.org.uk/shop/products
Federal Communications	www.shop.federalcommunications.com
Telecoms to Order	www.telecoms2order.com
PhoneShop.uk.com	www.phoneshop.uk.com

If you have a PC with an internet connection

You can turn your PC into a textphone by downloading a computer program that uses your broadband connection to make Text Relay calls.

Once set up it allows you to call other textphones and telephones from your home computer, with the added advantage of a full size keyboard for easier typing.

You can download a PC textphone program from any of these websites:

RNID – Home version	www.ictrnid.org.uk/tbthe.html
RNID – Business version	www.ictrnid.org.uk/tbtwin.html
Textbox	www.textbox.co.uk

Text Relay call charges

Text and voice calls

There's no extra charge for using the Text Relay service. Calls are charged at your telecommunications provider's standard calling rates.

Refunds on calls from textphones

Due to the nature of Text Relay calls and typing speed, they can take longer than a voice call. For this reason, you may be able to get to a refund from your provider for the text part of your calls.

Text Relay Assist calls

Text Relay Assist calls are charged at your telecommunications provider's standard rate for calls to 0870 numbers. Contact your provider for pricing details.



Find out more at: www.textrelay.org

Text Relay FAQs

What is a textphone?

A textphone plugs into your telephone socket at home, and has a keyboard and display that let you type and read conversations.

How do I thank a relay assistant or make a complaint?

If you want to report a problem or thank a relay assistant, you do not need to know their ID. Contact the Customer Support Helpdesk and tell them your telephone number and the time of the call. They will identify the relay assistant and help with your query.

How do I use Voice Carry Over (VCO) or Hearing Carry Over (HCO)?

If you are able to use your voice, please follow the 'Voice Carry Over' instructions in your textphone manual.

If you can use your hearing but not your voice, follow the 'Hearing Carry Over' instructions in your textphone manual.

Can I leave a message on an answering machine?

Sometimes calls are answered by an answering machine. When this happens, the relay assistant may have to redial so that you have time to tell the relay assistant what message you would like to leave.

Is Text Relay confidential?

Your conversation will not be shared with anybody unless it is directed at the relay assistant.

To ensure that the quality of the service is maintained and for training purposes, the relay assistant may be monitored.

Useful websites

We are not responsible for the content of any site below, nor are we responsible for any transmission received from these sites. The information is provided to assist users of the Text Relay service and its inclusion does not imply that we endorse or approve it.

A-Z to Deafblindness:

www.deafblind.com

A comprehensive list of links to services, groups and equipment for people with deafblindness.

BT BSL pages:

www.bt.com/btsign

BT has created this site to explain the benefits of broadband and the internet for BSL users.

RNID:

www.rnid.org.uk

The RNID represents deaf and hard of hearing people in the UK.

SignVideo:

www.signvideo.co.uk

Bringing people together in vision with high quality sign language interpreting via videophones.

Textbox:

www.textbox.co.uk

Improving communication between deaf people and organisations.

Telecommunications and broadband providers

BT	www.bt.com
Sky	www.sky.com
TalkTalk	www.talktalk.co.uk
Virgin	www.virginmedia.co.uk

Online communities

Deaf Tube	www.deaf-tube.com
Facebook	www.facebook.com
Sign Tube	www.sign-tube.com

Email and Instant Messaging (IM) providers

Google Mail	www.googlemail.com
Hotmail	www.hotmail.com
Yahoo! Mail	www.yahoomail.co.uk

Windows Live Messenger

– <http://download.live.com>

Important numbers

**Making a call from
a textphone**

Dial 18001 + number

**Dial 18000
for EMERGENCY calls**

For Text Relay Assist
calls, dial **0870 240 95 98**

**Making a call from
a telephone**

Dial 18002 + number

For Text Relay Assist
calls, dial **0870 240 51 52**

Text Relay 24/7

**Text Relay is available
all day, every day.**

Helpline opening hours:

Monday to Friday,

9am to 8pm

Saturday and Sunday,

9am to 5pm

Closed bank holidays

Contacting Text Relay



Email:

helpline@textrelay.org



Textphone:

18001 0800 7311 888



Telephone:

0800 7311 888



Fax:

0151 709 8119



Write to us at:

Text Relay
PO Box 284
Liverpool
L69 3UZ

This leaflet is also available
in other formats, such as large
print and Braille. If you would
like a copy of this leaflet in
another format, please contact
the Text Relay Helpline.

For more information, visit: **www.textrelay.org**