

# Provide Communications Made Easy

Text Relay services make communication easier for people with a hearing loss or 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 speech disabilities 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?

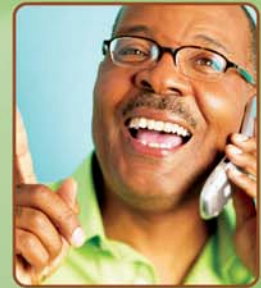
Using a web-enabled PC or wireless device, the relay user types their side of the conversation, while the operator reads it aloud to the called party. When the called party responds, the operator types their spoken words for the relay user, enabling them to read the spoken side of the conversation.



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.

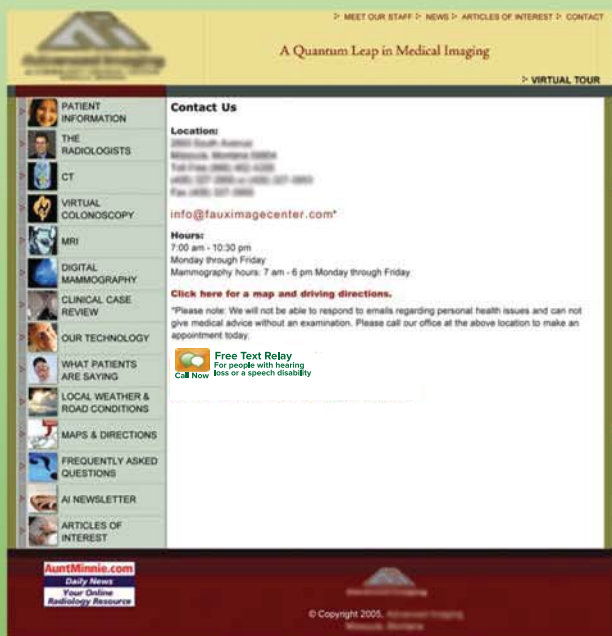
## How does the button work?

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. If visitors would like to know more, the “What is Text Relay” link will take them to a site explaining what text relay is and how it can benefit them. See next page for installation instructions.

## For Webmaster

### Instructions

1. Copy/Paste the code snippet\* below into the source code for the page on which you would like to place the button (e.g., "contact us" page)
2. In the code snippet, enter the phone number that you wish to be called (yellow).  
Note: enter the area code and seven digit number only (e.g., 555-111-1111)
3. Repeat this process for every page that requires a button.



For technical assistance, please contact our technical staff at 866-886-6884 or e-mail us at [buttonhelp@goamerica.com](mailto:buttonhelp@goamerica.com)

Above is a screen shot from a site that has recently placed the button on their website.

#### Note:

- You can put the button on multiple pages on your website. However, we recommend you only place one button per page and assign a general number so that incoming calls can be routed to the appropriate department.
- While it is not required, it is easier and more efficient if a relay call goes directly to a live person, rather than an automated response system.

#### \*Code Snippet - Link (button) will open a new window

```
<a href="https://www.i711.com/i711v2/ctc.html?refid=but.1.0&phone=555-111-1111"
onClick="window.open(this, 'callwindow', 'width=750, height=450, scrollbars=no');
return false;"></a>
```