

## How to use the Relay System

### To receive a relay call:

- Answer the phone as you normally would.
- The CA will announce that you are receiving a relay call by saying: "Wisconsin Relay CA#1234. Are you familiar with relay?" If you are not familiar with relay, just say "No" and the CA will explain relay by saying: "The person calling you through relay is simply typing their conversation and I will read it to you. When I say, "Go Ahead", it's your turn to talk. Then I will type everything I hear on your end of the line, so please talk slowly and directly to your caller. Please say, Go Ahead, when you are finished speaking. One moment for your conversation to begin".
- If you are familiar with relay, just say "Yes" and your conversation will begin.

### To make a relay call:

#### By (Voice) Telephone:

- Dial the Wisconsin Relay System's toll free "Voice" access number: 711, or if no answer : 1-800-947-6644 (English) OR 1-800-833-7813 (Spanish)
- Wisconsin Relay CA will answer by saying: "Wisconsin Relay CA# 0000. Go Ahead."
- Provide the area code and number you want to call.
- Speak clearly and at a moderate pace. Talk to the TTY user as if the CA is not there.

#### Using TTY, VCO or HCO:

- Dial the Wisconsin Relay System's toll free TTY access number: 711, or if no answer : 1-800-947-3529
- A Wisconsin Relay CA will answer: WRS CA 0000 GA
- Provide the area code and number you want to call.
- Talk to the person you are calling as if the CA is not there.

#### By speech to speech:

- Dial the Wisconsin Relay System's toll free "speech to speech" access number: 711, or if no answer : 1-800-833-7637
- A Wisconsin Relay CA will answer by saying: "Wisconsin Relay CA# 0000. Go Ahead."
- Provide the area code and number you want to call.
- Speak clearly and at a moderate pace. Talk to the TTY user as if the CA is not there.

#### Note:

- Please speak directly to the caller. (If you speak in the third person and say "Tell him that he needs to go to..." the CA will type exactly what you say.)
- Because the CA is required to type everything you say verbatim, we ask that you speak a bit slower than normal so that your conversation is not interrupted by the CA.
- Say "GA" or "Go Ahead" when you are finished speaking and ready for a response.
- Please do not try to engage the CA in conversation. Their sole function is to facilitate your call. They will type everything that you say. Comments that you do not want typed should be avoided.