



SIPRelay®

RELAY ANYONE, ANYTIME, ANYWHERE

Text-Based Relay Service for PC and Mobile Users

Conduct Relay Calls with Anyone, Anytime, Anywhere

Sorenson IP Relay® (SIPRelay®) is a free service that enables deaf and hard-of-hearing people to place and receive text-based relay calls from their personal computer (PC) or mobile device to any standard telephone user in the United States and its territories. A Sorenson Communications Assistant (CA) relays the conversation between the deaf or hard-of-hearing person and the standard telephone user.

How does SIPRelay Work?



SIPRelay Key Benefits

Works with any PC Internet connection: A dial-up or high speed Internet connection is all that you need to place a SIPRelay call on your PC.

Quick and easy calls: Using SIPRelay allows for a quick and easy method to place calls. Log on to www.siprelay.com to place a call or simply send an instant message to the 'siprelay' screen name using AIM® (AOL's Instant Messenger™).

No "GA" or "SK" commands are required: SIPRelay is a time saving service that allows users to communicate in real time without requiring the use of the "Go Ahead" (GA) or "Stop Keying" (SK) commands to complete sentences and statements. The user simply presses the "Enter" key at their discretion and a Sorenson CA will relay the conversation.

SIPRelay Mobile for BlackBerry®: SIPRelay Mobile for BlackBerry provides a direct connection to Sorenson Communications CAs and works with your BlackBerry smartphone contact list. It's the most convenient way to relay when you are on-the-go.

Works with any mobile device which supports AIM: Simply add 'siprelay' to your AIM buddy list. You can also receive calls through SIPRelay using AIM.



Use SIPRelay with the AIM service!

Although SIPRelay is an option for you to use in an emergency, you should keep your TTY available for 911 emergency calls. Your TTY is still the best option for immediate identification of your location.

Place a SIPRelay Call Using a PC

Follow the directions below to connect to a Sorenson Communications Assistant (CA) using a personal computer.



Place a SIPRelay Call Through the Sorenson Web Site

1. Go to www.siprelay.com and click on the **Place a SIPRelay Call Now** button.
2. Type the area code and telephone number of the person you wish to call in the **Enter phone number to dial** box and then click on the **Connect** button.
3. A Sorenson CA will answer the call and relay your conversation.



Place a SIPRelay Call Using AIM

1. Open AOL Instant Messenger (AIM) on your PC.
2. Add the screen name 'siprelay' as a buddy.
3. Send an IM to the 'siprelay' buddy with the area code and telephone number of the person you wish to call.
4. A Sorenson CA will answer the call and relay your conversation.



Place a CaptionCallSM Call Through the Sorenson Web Site

For people with hearing loss who want to use their own voice and residual hearing but who would benefit from a captioning of the other party's voice, CaptionCallSM Voice Carry Over (VCO) calls using www.siprelay.com combine the best of both worlds.

Simply follow the four easy steps below:

1. Go to www.siprelay.com and click on the **Place a SIPRelay Call Now** button.
2. Type the phone number of the person you wish to call in the **Enter phone number to dial** box.
3. Type your phone number in the **Enter CaptionCallSM VCO phone number** box.
4. Click **Connect**.

The Sorenson CA will call you through the VCO number, then connect to the person you want to talk to, and relay the conversation.

SIPRelay Minimum System Requirements

Personal Computer

- Windows 98/ME/NT/2000/XP/Vista
- 128 MB RAM (256 MB RAM recommended)
- Internet Explorer 5.0 (with Java plug-in JDK 1.1 or later)
- Internet connection (dial-up or highspeed)

Place a SIPRelay Call Using a Mobile Device

Follow the directions below to connect to a Sorenson Communications Assistant (CA) by using a mobile device.



Place a SIPRelay Call Using SIPRelay Mobile for BlackBerry

1. To get started you must first download SIPRelay Mobile for BlackBerry from www.siprelay.com/download. You can download the application through your BlackBerry browser or download it to your PC and install it to your BlackBerry smartphone.
2. Open the application on your BlackBerry smartphone* or connect through your BlackBerry contact list.
3. Enter the number of the person you wish to call.
4. The Chat screen will then appear. Type your message into the box at the bottom of the window and then press Enter to send an IM.
5. A Sorenson CA will answer the call and relay your conversation.



Place a SIPRelay Call Using a Mobile Device Enabled with AIM

1. Open AIM on your mobile device* and add the screen name 'siprelay' as a buddy.
2. Send an instant message to 'siprelay'.
3. Enter the area code and phone number of the person you wish to call and follow the instructions to begin your call.
4. A Sorenson CA will answer the call and relay your conversation.

* Mobile devices must be equipped with a wireless service plan that includes data and/or text-messaging capabilities. Additional charges from your wireless service provider may apply. See your provider for details. All mobile devices must either be a supported BlackBerry model or have compatible AIM software installed with siprelay added to their buddy list.

Receive a SIPRelay Call Using AIM

1. Hearing caller dials 1-866-SIPRelay to connect to a Sorenson CA.
2. Hearing caller provides the Sorenson CA with the AIM Screen Name of the deaf individual they are trying to contact.
3. Sorenson CA attempts to connect the call through AIM. If the deaf individual is available, the call continues as normal. If the deaf individual does not answer, the hearing caller will be given the option to leave a message.

For More Information

Web site: www.siprelay.com

Information e-mail: siprelayinfo@sorenson.com

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