



# IP Relay

End-User Guide

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# IP Relay – Service Limitations

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## Availability Limitations

- Availability of IP Relay is subject to network availability which may be affected by lack of Internet connectivity, power outages, and other interruptions in service.

## Important 9-1-1 Limitations

- Access to 9-1-1 via IP Relay has certain limitations relative to Enhanced 9-1-1 service, which is available on most "traditional" telephone service.
- The 9-1-1 operator may not know where you are calling from unless you provide accurate location information (address) when asked.
- 9-1-1 emergency calls made using IP Relay may take longer to be connected to the correct 9-1-1 response centre than calls made from a traditional wireline phone.
- You should keep your address information current as the operator may assume that you are at the address you submitted upon service registration if you are not able to speak or type during a 9-1-1 call.
- When placing a 9-1-1 call, do not disconnect until told to do so by the operator, and place the call again if you are disconnected.
- Make sure that you and any users of IP Relay are familiar with the nature and limitations of 9-1-1 calls placed using the service.
- IP Relay service users should contact their service provider with any questions about 9-1-1 service on IP Relay.

# Getting Started

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## Logging in for the first time

As soon as your IP Relay account has been created, you will receive an email with the following important information:

- 9 digit user access number
- Temporary password
- Temporary security question and answer

Please save or print a copy of this message for reference.

## Setting up your profile

1. Go to the following web-address: <https://iprelay.ca>



## Welcome to IP Relay

Pour le Français, cliquez ici

Access Number:

Password:

log on

[Forgot your password?](#)

2. Log in using your 9 digit access number and password

3. As soon as you log in, you will be prompted to change your password. For security reasons, it is recommended that you create a password with the following characteristics:
  - A minimum of 8 alpha-numeric characters.
  - At least one letter and one number.
  - At least one capital letter.
  - At least one special character (ex: \$, #, %).
4. To change your password in the future, please use the “Forgot your password? – Click here to change your password” link right below the password field on the logon page. You will be required to answer your security question to complete the process.
5. After modifying your password you will be redirected to the “Make a call” page.
6. Click on Profile in the top menu (a new window or browser tab will open)

The screenshot shows a web interface with a top navigation bar containing three items: 'Profile', 'Address Book', and 'Preferences'. The 'Profile' item is highlighted with a red border. Below the navigation bar is a section titled 'Make a Call'. Under this title, there is a label 'Number to dial:' followed by a text input field. To the right of the input field is a link that says 'Add from Address Book'. Below the input field, there is an example text 'e.g. 6041234567'. At the bottom of this section, there is a label 'International' followed by an unchecked checkbox.

7. Scroll down the page and personalize your security question and answer. We recommend choosing a familiar and/or personal security question and answer for added security.

The screenshot shows two input fields. The first field is labeled 'Security Question' and contains the text 'type hello'. The second field is labeled 'Answer' and contains the text 'hello'.

8. Click on “Save Changes”.
9. Close the Profile page or browser tab to return to the “Make a call” page to start making calls using IP Relay.

IMPORTANT:

- Every time you change your password, you will receive an email message confirming the modification.
- Please note that your password and security question and answer are case sensitive.
- If you experience any issues with your first login, please contact your IP Relay Administrator.

# Service Information

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## Minimum system requirements

- A computer (laptop, desktop) with one of the following operating systems:
  - Windows XP, Vista, 7
  - Mac OS X
- A broadband Internet connection (download speed of at least 1 Mbps recommended)
- A web browser such as (other browsers may also be compatible):
  - Internet Explorer 6, 7, 8
  - Mozilla Firefox 3+
  - Safari 4+

# Using IP Relay

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## Making a call

1. Go to <https://iprelay.ca>



## Welcome to IP Relay

Pour le Français, cliquez ici

Access Number:

Password:

log on

[Forgot your password?](#)

2. Log in using your 9 digit access number and password
3. You should be on the “Make a call” page immediately after logging in.

Profile Address Book Preferences Logout

Make a Call Call status: [Connected](#)

Number to dial:  [Add from Address Book](#)  
 e.g. 6041234567  
 International

Instructions for Operator  
  
 (limit is 512 characters)

**\*The emergency button will connect you to the following emergency services:  
 Police/RCMP, Fire and Ambulance through a IP Relay operator.  
 Only use in case of emergency.**

Tips FAQ

4. Fill out the pre-call web-form with the following information:
  - a. Phone number of the person you would like to call.
  - b. Any special instructions for the operator (optional)

Make a Call

Number to dial:  
 [Add from Address Book](#)  
 e.g. 6041234567  
 International

Instructions for Operator  
  
 (limit is 512 characters)

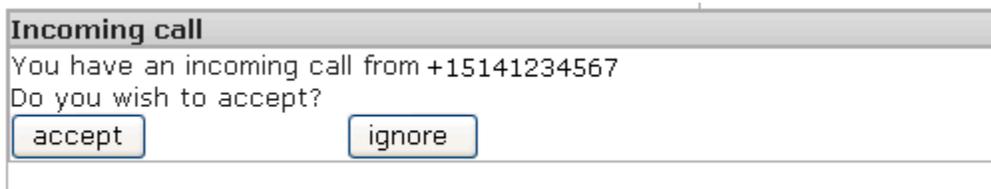
5. Click on the "Call" button

6. Once a connection is established, the operator will greet you and proceed to dial the number you've provided.
7. The operator will keep you informed while the call is being made and advise you if the call is successful.
  - a. If the call is successful, the operator will facilitate the call
  - b. If the call is not successful the operator can either leave a message if an answering machine is available or continue to help you with another call.
8. Once the call is finished, if you want to place another call you can either:
  - a. Click on "Close" to stay with the operator but close the previous call.
  - b. Click on "Print" to print the conversation.
  - c. Click on "Save" to save the conversation in a text file.
9. If you no longer need the operator you can click on "hang up".

## Receiving a call:

*Note: You must be logged in to the IP Relay portal in order to receive a call.*

1. A pop-up window will appear informing you that a call is coming in.
2. Click on "Accept" to accept the call.



3. Once a connection is established, the operator will then facilitate the call.
4. You may also opt to "ignore" the call. Callers have the option to leave you a message if you cannot take the call or are unavailable. Your message will appear on the "Make a Call" page.

## Making a Voice Carry Over (VCO) or Hearing Carry Over (HCO) call:

*Note: You must have 3-way calling to make an HCO or VCO call.*

1. Go to <https://iprelay.ca>

## Welcome to IP Relay

Pour le Français, cliquez ici

Access Number:

Password:

log on

[Forgot your password?](#)

2. Log in using your 9 digit access number and password
3. You should be on the “Make a call” page immediately after logging in.
4. In order to make your HCO or VCO call as efficiently as possible, you can indicate what call type of service you require in your Profile.

Please tell us what type of service you require

- IP to Voice
- HCO (Hearing carry over)
- VCO (Voice carry over)

Save Changes

5. Fill out the pre-call web-form with the following information:
  - a. Phone number of the person you would like to call.
  - b. Please advise the operator that you would like to make a VCO or HCO call using the “instructions for operator” field. Also, please provide the operator with a phone number at which you can be reached.

Make a Call

Number to dial:

4161111111 [Add from Address Book](#)

e.g. 6041234567

International

Instructions for Operator

I would like to make a ~~VCO~~ call

You can call be back at  
416-123-4567

(limit is 512 characters)

Call **Emergency**

6. Click on the “Call” button
7. Once a connection is established, the operator will greet you and then proceed to call you on the phone number you provided in the pre-call web-form.
  - a. If you did not provide a number already, the operator will ask you to do so.
8. Once you have answered the operator’s call, you will be asked to activate 3-way calling to reach the person you would like to call.
9. If necessary, the operator will keep you informed while the call is being made and advise you if the call is successful.
  - a. If the call is successful, please allow the operator to explain how VCO and HCO calls work to the person you are calling.
  - b. If the call is not successful, you may either leave a voice message (if possible) or ask the operator to do so if an answering machine is available. The operator can also continue to help you with another call.
10. Once the call is finished, if you want to place another call you can either:

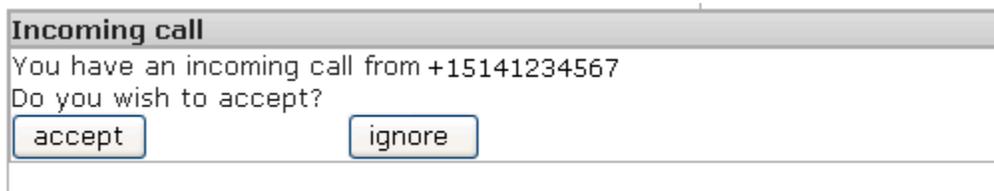
- a. Click on "Close" to stay with the operator but close the previous call.
- b. Click on "Print" to print the conversation.
- c. Click on "Save" to save the conversation in a text file.

11.If you no longer need the operator you can click on "hang up".

## Receiving a VCO or HCO call:

*Note: In order to receive a VCO or HCO call, the person calling you must have 3-way calling.*

1. A pop-up window will appear informing you that a call is coming in.
2. Click on "Accept" to accept the call.



3. Once a connection is established, the operator will then inform you that this is a VCO or HCO call and facilitate the call.
4. You may also opt to "ignore" the call. Callers have the option to leave you a message if you cannot take the call or are unavailable. Your message will appear on the "Make a Call" page.

# Support

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## Troubleshooting:

Please follow these easy troubleshooting steps before reporting an issue with your IP Relay service:

1. Log out of the IP Relay portal
2. Clear your browser's temporary files and cookies
3. Close your browser
4. Re-open your browser and try again
5. If you are still experiencing the same issue, please contact your company's IP Relay administrator.

## Reporting issues:

Please contact your IP Relay Administrator if you experience any issues and/or error while using IP Relay.

**IMPORTANT:** When encountering issues and/or errors using the IP Relay portal, it is very important to note the error number (if applicable) and take note of the circumstances in which the error occurred (example: while trying save changes to your profile). This will ensure the issue is resolved as quickly as possible.