"The Rep did a wonderful job...smooth call handling, accurate, quick service and very pleasant."

ANSWERING MACHINES
TTY/TDD users: When you type your message for the Rep to leave on an answering machine or voicemail, please wait until the Rep tells you he/she has left the message before you hang up.

EMERGENCY CALLS 9-1-1
If emergency help is required, call 9-1-1 on your local emergency number. Most police and fire departments have TTY/TDDs. If that is not possible, a Rep will connect you with the appropriate agency.

TTY/TDD TERMS
GA – Go Ahead
SK – Stop Keying or Bye
HD – Hold
NE – No Explanation (do not explain the Relay to the person I am calling)
VE – Voice Exactly (do not want an interpreter used during the call)
VCO – Voice Carry Over
HCO – Hearing Carry Over

ADDITIONAL RELAY SERVICES
900 number Pay-per-Call
For Relay assistance dial:
English Users: 1-866-656-9825
Spanish Users: 1-866-656-9827

Speech-to-Speech Relay Service
English Users: 1-866-656-9826
Spanish Users: 1-866-656-9827

Spanish-to-Spanish Relay Service
TTY and Voice: 1-866-656-9825
The Speech-to-Speech and Spanish-to-Spanish numbers can be dialed directly or dial 7-1-1 for a direct connection.

HOW TO CONTACT US
For questions, commendations or complaints about the Michigan Relay Center, please call the Supervisor’s number at 1-800-432-5413 or 1-800-432-0762 or you may email us from our website at www.michiganrelay.com.
In 1991, the Michigan Relay Center was established. This broke the communication barrier for people who are Deaf, Hard of Hearing or Speech-Impaired. The Michigan Relay Center is fast and easy to use. There is no additional charge to use this service. Only normal telephone charges will be applied. There are no limits to the length or number of calls you place.

The Michigan Relay Center Representatives (Reps) have had training in Deaf Culture and an exposure to American Sign Language. But if the Relay Representative is not sure about what you are typing, an interpreter will assist with translating your message into conversational English.

CONFIDENTIALITY
All relayed calls are held in strict confidence and content will not be shared/edited in any way.

Employees at the Michigan Relay Center are forbidden by law from disclosing any information. No records of conversations are kept.

The key to using the Michigan Relay Center (MRC) is the Teletypewriter (TTY/TDD) or home computer with communications software. Relay users who are Deaf, Hard-of-Hearing, or Speech-Impaired type their outgoing messages on the TTY or computer keyboard and read incoming and outgoing messages displayed on the screen. These devices connect with most standard analog telephones.

Hearing Carry Over (HCO) is a feature that is available using a TTY/TDD device as well. This feature is for people who are able to hear but cannot speak. The HCO user will type what they want the Rep to voice and listen to the other party’s response. HCO users can access MRC by dialing 7-1-1.

Voice Carry Over (VCO) phones are also compatible with the Michigan Relay Center. Customers using these phones will utilize their own voices instead of typing during their calls. When the hearing person responds, the Rep types what is said back to the VCO user. VCO users can access MRC by dialing 7-1-1.

Making Calls Through the Michigan Relay Center
Standard or cell phone users: If you use a standard telephone or cell phone and want to call someone who uses a TTY/TDD, the representative (Rep) types your words to the person who uses a TTY/TDD and voices the TTY/TDD user’s typed words to you.

TTY/TDD users: If you use a TTY/TDD and want to call someone who uses a standard telephone or cell phone, the Rep will voice your typed words to the person using the phone and type the voice person’s words to you.

Receiving Calls From the Michigan Relay Center
Standard or cell phone users: When you answer your phone, you will hear a Representative (Rep) say, “Hello. Michigan Relay Center Rep ## # with a call. Have you received a relay call before?”

TTY/TDD users: When you answer the phone using a TTY/TDD, you will see: Michigan Relay Center Rep ### with a call. The Rep will continue to type everything the caller types and type everything the standard telephone or cell phone user says.

If you answer “No,” the call will continue with the Rep explaining how the Michigan Relay works. If you answer “Yes,” the call will continue with the Rep voicing everything the TTY/TDD user types and typing everything the standard telephone or cell phone user says.