Employee Training Guide | Communications

Using your Relay

Power your Relays on/off
Press and hold the **volume up** (+) button for 3 seconds to power on the Relay. If powered on, press and hold the **volume up** (+) button for 5 seconds to power off.

Send a message
Press and hold the **talk button** and say your message. Release the button when finished.

Changing channels
Tap the **Relay Assistant** button one time to hear the name of the Relay and the current channel. Continue to tap the **Relay Assistant** button to cycle between available channels.
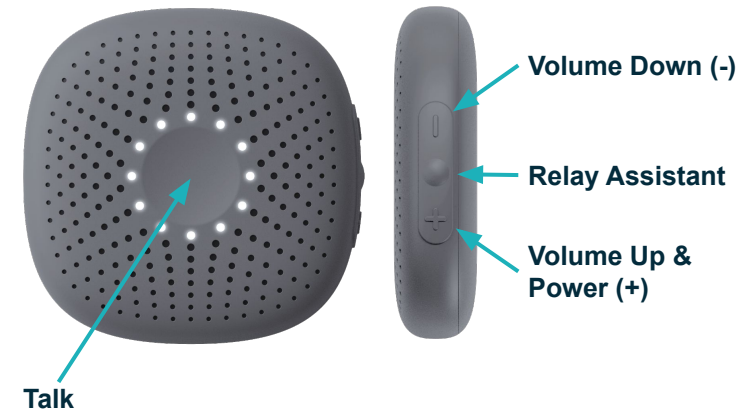
Do Not Disturb (DND)
Method 1: To enable or disable, press and release the **volume up** (+) button and the **volume down** (-) buttons at the same time.

Method 2: Press the **volume down** (-) button repeatedly past the lowest volume setting to enable. To disable DND, press the **volume up** (+) button.

You will get a confirmation message saying "Do not disturb on/off".

If Do Not Disturb is on, your Relay will not be responsive, other than a vibration, when you press any buttons.

Volume Down (-)

Relay Assistant

Volume Up & Power (+)

Talk

Relay Assistant Commands

Making a Call with Relay*
Press and hold the **Relay Assistant** button, then say the command "Call (Device Name)" to call a specific Relay
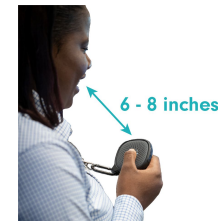
Accepting and Ending a Call
Calls will automatically be **accepted** and open a private channel between the two users, and will **end** after 10 seconds of inactivity.

Note: Calling is service plan specific. Contact your Customer Success Manager or Relay Support for more information.

Tips & Best Practices

When speaking into a Relay or Relay headset, hold it **6-8 inches** away from your mouth for better clarity.

6 - 8 inches

If you run into an issue with Relay, simply try **powering it off and back o**n.

Put Relay into **Do Not Disturb while charging** to avoid hearing multiple conversations in a common workspace or office.

Scan the QR code or visit
go.relaygo.com/employee-education-comms
for additional information, videos, and available printouts in Spanish.

SCAN ME

relay