Cooptel

IP RELAY SERVICES 711

USER GUIDE

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Thank you for choosing Cooptel Telephone Services. As a cooperative, Cooptel's mission is to offer its members state-of-the-art services at competitive prices.

In this guide, you will find information on our telephone options, our long-distance calling plans, how we protect your privacy, and our assistance services.

Please contact us if you need further information. Our client services representatives will be more than happy to answer any question.

IMPORTANT INFORMATION BEFORE GETTING STARTED

Cooptel uses Bell's IP Relay Services (7-1-1).
https://www.bell.ca/Accessibility_services/Bell_IP_Relay/Getting_started.tab

This service uses the familiarity of online chat applications to make communication easier for deaf and hard of hearing people and those with speech disabilities.

Through the chat, users connect to specially trained operators who facilitate conversations.

Operators are available 24/7. Calls are entirely confidential and operators follow a strict code of ethics. Conversations are not recorded.

ELIGIBILITY AND REGISTRATION

The service is free and available to all Cooptel home phone customers.

Registration

To register, contact our customer service at 1 888 532-COOP (2667). You will need the following:

1. A valid residential Cooptel telephone number.
2. An email address.
3. A home address.

Our customer service will complete a Registration Form for you. Your registration confirmation will be sent to the email address in your Registration Form.

Important: Please save a copy of this email as it contains your IP Relay access number and other important information.

CHARGES AND BILLING

The service is free for calls made in Canada.

Collect, person-to-person, third-number billing and calling card calls are not supported. Calls to 1-900 numbers are not supported.

Prepaid cards are supported. Please provide instructions to the operator before placing a call using a prepaid card.

Long-distance charges apply for calls to the U.S. and overseas. These calls are billed to your home phone service based on your long-distance calling plan and applicable discounts.

When you place a call through IP Relay, the first part of the call travels over the Internet. Therefore, if charges apply, they will be charged based on your home phone number no matter where you are physically located.

SYSTEM AND TECHNICAL REQUIREMENTS

Here is what you need to access the service:

- A computer with a Windows or Mac operating system.
  - Windows XP, Vista, Windows 7 or later versions.
  - Mac OS X.
- A broadband Internet connection with a download speed of at least 1 Mbps
- A supported Web browser.
  - Internet Explorer, Mozilla Firefox, Safari, Google Chrome, Opera.
  - Other browsers may also be compatible.

The IP Relay Service allows you to make data calls from any computer that meets these requirements – even in an Internet café, using a public Wi-Fi hotspot or with a 3G wireless-enabled laptop. You do not need any special equipment or software.

Note: The IP Relay Service is not compatible with Windows 8.

ACCESSING BELL IP RELAY SERVICES

Access through a PC or laptop (favourable)

To access Bell IP Relay services, go to *https://monrelaisip.bell.ca/login/#/en* or visit *bell.ca/relaisip.*

Access through a mobile device (smartphone or tablet)

Although Bell IP Relay is optimized for desktop and laptop computers, you can access the service on a mobile device such as a smartphone or tablet. Please note that many mobile devices do not have a high-resolution screen, and this may keep you from having the same features normally available on a higher-resolution screen. For example, you may not be able to see your entire IP Relay conversation.

To use Bell IP Relay with your mobile device, please ensure it meets the following requirements:
- A full QWERTY keyboard
- A web browser that supports JavaScript and AJAX.

Please refer to your mobile device's user guide or contact your mobile provider for information about your device's features.

ACCOUNT MANAGEMENT

The 9-digit number you received by email is your access number to use the IP Relay Service. To receive calls through the IP Relay Service, you will need to provide this number to your friends and family.

Your IP Relay Service is linked to your Cooptel Home phone service and remains active as long as you have a valid Cooptel Home phone number. If you cancel your Cooptel Home phone service,

your IP Relay Service will also be cancelled.
IP Relay Service Preferences

To change your **IP Relay preferences**:
1. Go to *https://monrelaisip.bell.ca/login/#/en*
2. Log in using your MyBell username and password.
3. Update your emergency address on the "Emergency Address Confirmation" (9-1-1) page.
4. Once on the IP Relay application, go to the **Preferences** page. You can modify your preferences there.
5. Click on **Save**.

HOME PAGE

To log into your account, go to *https://relaisip.ca/login/#/en*

Enter the **access number** and **password** that you received by email and select **Log In**.

The **Place an IP Relay call** page will display.

HOW TO MAKE A CALL

To start a call to the IP Relay agent, you must:

1. Write the number you need to dial.
2. Choose whether you want to mask your name and phone number for the person you are calling (optional).
3. State your preferred language.
4. State that this is a voice IP Relay call (the interpreter will speak for you and will write what the person answers), HCO (Hearing Carry Over/for people who are mute or have speech disabilities) or VCO (voice carry over/for people who are deaf or have hearing disabilities).
5. If required, provide the agent with any instructions as well as the number you wish to call.
6. Click on **Call**.

The information you selected will display on the agent's screen.

Once the call is started, the next available agent will answer. The following message will display on your screen.

HOW TO END A CALL

To end the call, just click on the red phone icon in the top right corner of the chat window and select **End Call**.

Note: To cancel, click on **Return to call**.
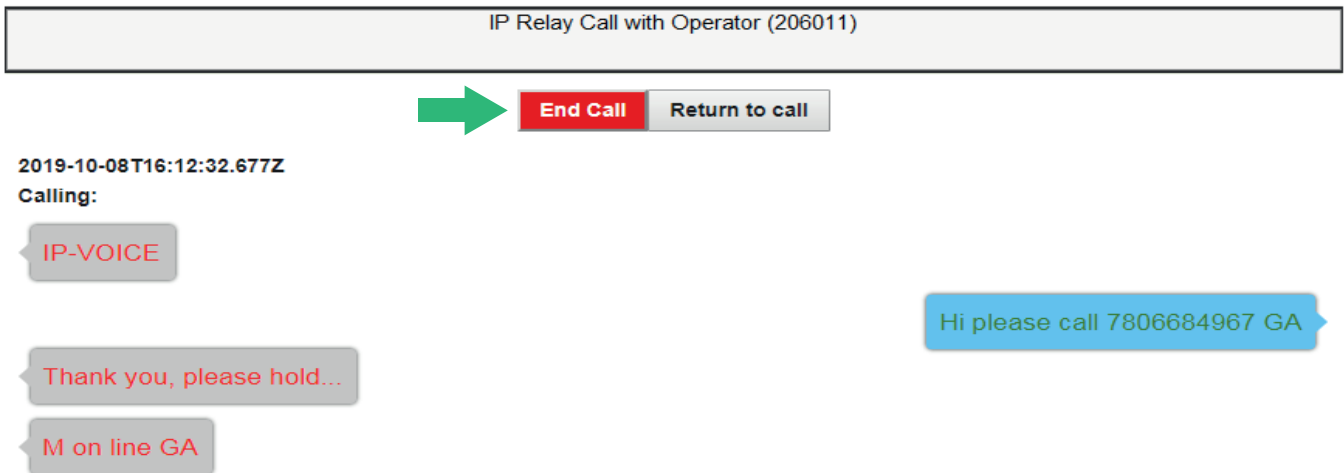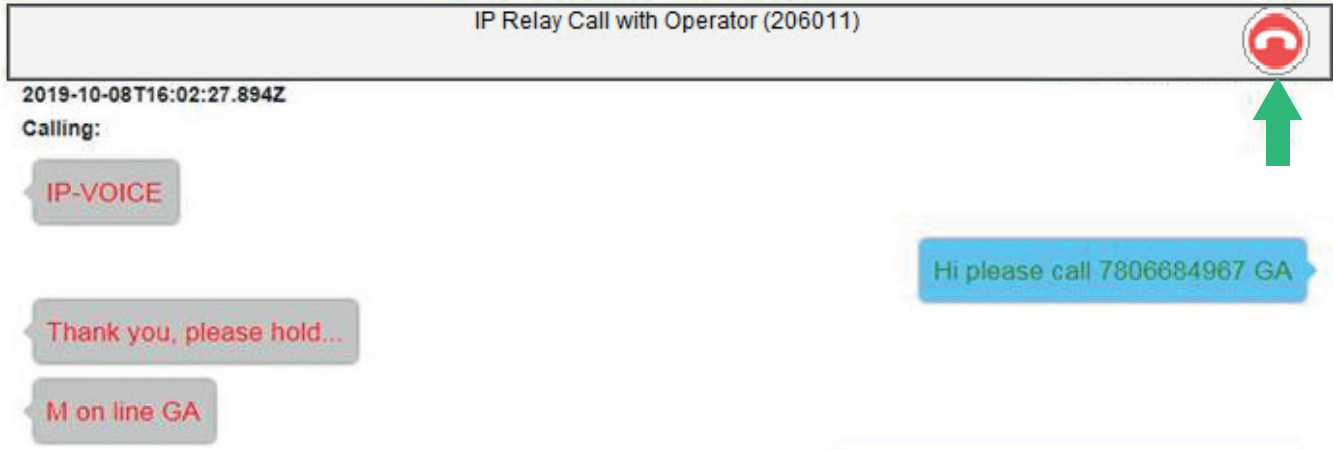
Click on the **X** in the top right corner of the window to go back to the **Make a call** page.
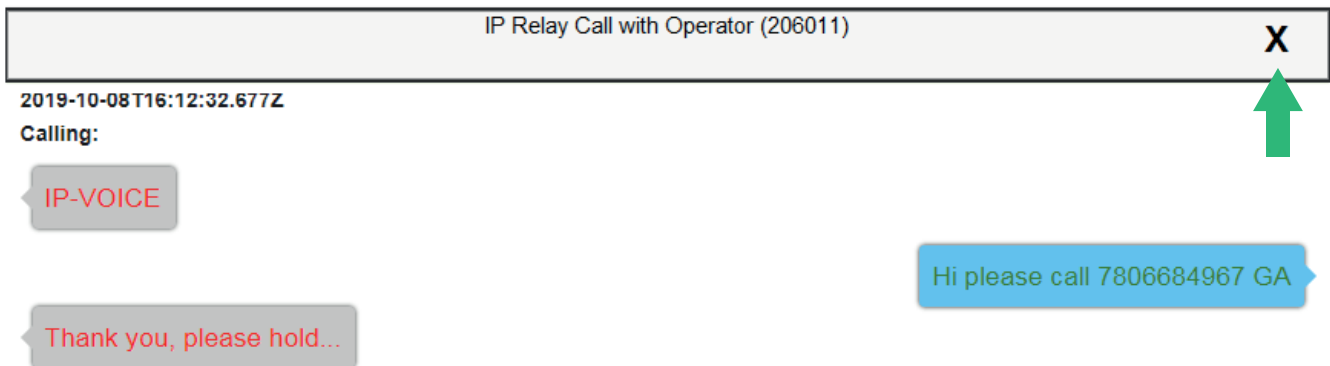
RESETTING YOUR PASSWORD

To reset your password, go to *https://relaisip.ca*.

1. Select the **Forgot password?/Click here to change your password** link.

2. Enter your **access number** and your **email address** then click on **Submit**.

3. Answer your **security question** then click on **Submit**. If you have provided the correct answer, you will receive an email with the steps for resetting your password.

ADDRESS BOOK

The IP Relay Service allows you to save your contacts in an address book. To add a contact to your profile, click on the **Address Book** button of the IP Relay Portal home page. Enter your contact's name and phone number in the appropriate field, then click on **Add**.

Note: When you select a contact in your list, their number will display in the **Number to dial** field.

MESSAGES

Select the **Messages** tab to see your call history, including missed calls and messages, if any. The **X** allows you to delete calls from your list.

PREFERENCES

The **Preferences** tab allows you to modify the colour and size of the fonts in your conversations. You can also set your default language and masks.

YOUR PROFILE

To update your profile data, select **Profile** in the top left corner of your screen. The **Modify your preferences** window will display and allow you to update your information.

EMERGENCY CALLS

To make an emergency call (9-1-1), push the **Emergency** button. Before an agent answers, a message will ask you for the location of the emergency (city and province).

IMPORTANT LIMITATIONS OF THE 911 SERVICE

Do I have to use the IP Relay Service to make 9-1-1 calls?

When possible, you should always try to make 9-1-1 emergency calls from a telecommunications device for the deaf or by text message to 9-1-1. Emergency calls to 9-1-1 made through the IP Relay Service are treated differently than if they were made on a traditional fixed or mobile phone. You are responsible for advising any user (and potential user) of the IP Relay Service and of the nature and limitations of emergency calls made to 9-1-1 through the IP Relay Service.

Is the IP Relay Service sometimes unavailable?

Yes. The IP Relay Service, including routing emergency 9-1-1 calls ("9-1-1 service") will not function:
- during network outages, including planned hardware and software updates.
- during power outages or if there is no backup battery in your IP Relay service equipment for example, your portable computer, computer, tablet, or mobile device), or once this battery is spent;
- if you have no other access to the Internet.
- if the equipment you use to access the IP Relay Service has been tampered with or damaged.

- if the equipment you use to access the IP Relay Service or the Internet connection does not offer sufficient capacity.

For the IP Relay Service (including the 9-1-1 emergency call service) to work, you must be sure: (1) to have adequate electrical power; (2) to maintain your IP Relay service equipment adequately; this includes replacing the battery when needed and contacting your Internet provider if you need technical support.

Does the IP Relay Service allow me to make 9-1-1 emergency calls?

Yes. However, there are important limitations when you dial 9-1-1 ("emergency call"). The emergency call and your contact information are not sent to the closest intervention centre. The emergency call is first answered by a third-party service provider operator. **You must be ready to give the operator your location and they will forward the emergency call to the appropriate emergency response centre based on the location you provide.** If you cannot communicate your position during the emergency call, do not hang up. The IP Relay Service allows you to verify and update your position through a web portal. This location information will be transmitted to the operator who will then forward the emergency call based on the address indicated on the portal. Therefore it is essential for you to keep your localization information up to date in the IP Relay service web portal.

If you do not provide correct updated information regarding the address and location, emergency services could be sent to an address other than the address you are at. In this case, your provider and its providers cannot be held liable for any claim related to such calls made to 9-1-1.

Does the IP Relay Service have any other limitations?

Yes. If your services are cancelled, abandoned, or interrupted, you will no longer have access to the IP Relay Service. The IP Relay Service is for personal use; any other use of the IP Relay Service is strictly prohibited. As advised, calls to 900 numbers or other types of similar calls are not authorized.

Can I make emergency calls outside of Canada?

Do not use the IP Relay Service for emergency calls outside of Canada. An operator may answer the call but will not be able to transfer the call to the appropriate emergency intervention centre.
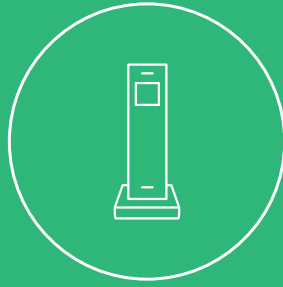
CONTACT US

Customer Service
450-532-2667 (COOP)
1-888-532-2667 (COOP)
solutions@cooptel.qc.ca

Business hours
Monday to Wednesday from 8:30 am to 5 pm
Thursday to Friday from 8:30am to 6pm
Saturday from 9:00 am to 5:00 pm

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Technical support
450-532-3141
1-866-532-2252
support@cooptel.qc.ca

Business hours
Monday to Friday from 8am to 9pm
Saturday and Sunday from 9am to 9pm
(except December 25th and January 1st)

Cooptel

Unleash
the unexpected