Relay UK for Android phone or tablet

Relay UK is a free, confidential service that supports people with hearing and speech difficulties communicate by phone.

Relay UK will connect you to a live relay assistant who helps you to communicate by:

- Typing what the caller is saying so you can read their responses.
- Reading your written responses to the caller, if you can't speak.

As Relay UK is a regulated service, you can use it to arrange GP and hospital appointments by phone.

To **download** the Relay UK app on your **Android** phone or tablet, follow these steps:

1. Go to the Google Play Store

2. Search for "Relay UK"

3. Tap "Install" to download the app

4. Once downloaded, open the app to 'get started'

5. Read and accept the terms & conditional

6. Message saying 'Allow Relay UK to make and manage phone calls?' appears. Click 'ALLOW'

7. Message saying 'Allow Relay UK to send you notifications?' appears. Clicking 'ALLOW' will ensure you automatically receive app updates but this is optional.

8. You will be prompted to link your number. If you've installed the app on your phone, your mobile number should be shown in the 'Phone Number box'.

9. Check the number entered and click on 'NEXT'.

10. You'll now see a message asking you to verify the link by making a free call to 0800 500 888

11. Call the 0800 number from the phone you want to link. Once connected, you can disconnect the call almost straight away. It only takes a moment.

12. You'll see a message telling you that you've successfully linked the number. Click 'NEXT'

13. You will be asked to pick your communication preference. Select which you prefer and click 'NEXT'

14. You will now be given the option to allow you to back up & restore your account – optional. Once you have selected your choice, click 'FINISH'

To Use:

1. Open the app on your smartphone or tablet

2. Click the keypad button

3. Dial 18001 followed by the phone number (If you're using a smartphone with the Relay UK app, 18001 is automatically included before the number you want to dial)

You can then contact 999 by dialling 18000 from your phone or **open the Relay UK app, click the 'keypad button' then tap the red '999' in the top right-hand corner.**

Please note: Relay UK is not supported available on ChromeBook