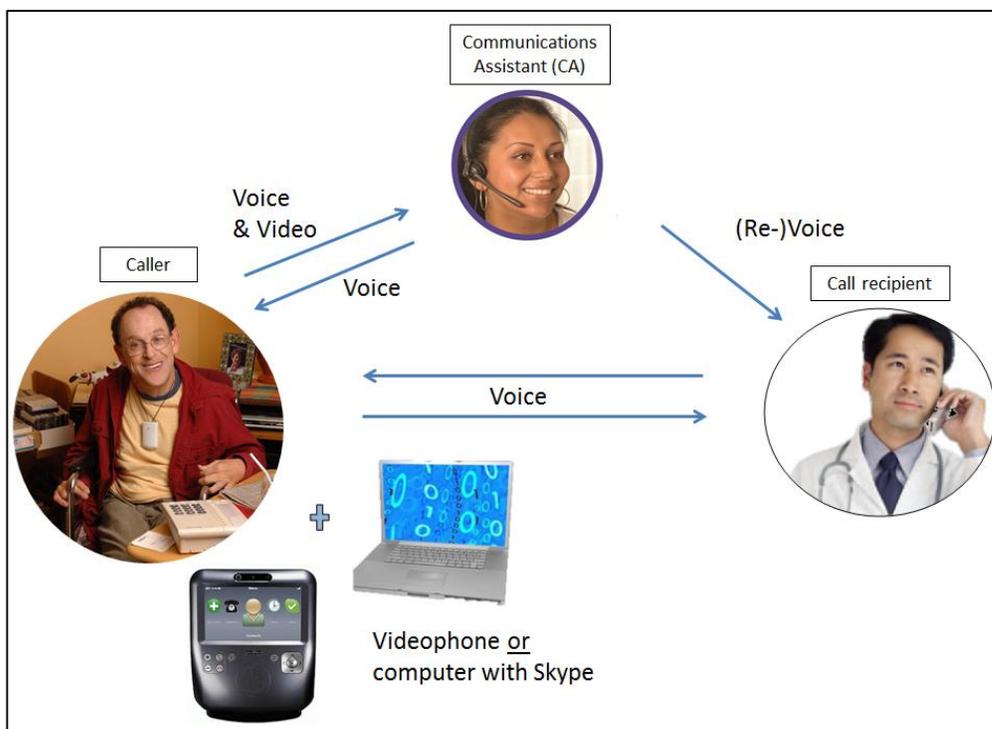


VISUALLY ASSISTED SPEECH-TO-SPEECH SERVICE

DDTP now offers Visually Assisted Speech-to-Speech (VA STS), technology that can enhance the relay experience of individuals with a speech disability.

How does Visually Assisted Speech-to-Speech (VA STS) work?

In addition to a phone call to the relay service, the Speech-to-Speech (STS) caller is also using a webcam or videophone with Skype™ to connect with the Communications Assistant (CA) at the relay call center¹. This allows the Communications Assistant (CA) to see the Speech-to-Speech (STS) user as they are speaking. Seeing the Speech-to-Speech (STS) caller's mouth movements, facial expressions, and gestures can enable the Communications Assistant (CA) to better understand and re-voice for the caller. Users of Augmentative and Alternative Communication (AAC) devices can also share the information they are typing via Skype™ using computer emulation.



¹ The equipment and Internet service to access the video service are required to make a VA STS call but are not provided by CRS.

How to get started?

If you are interested in knowing more about this service, contact the California Relay Service (CRS) provider's Speech-to-Speech (STS) Training Line to find out more information and for help with getting started:

Call 1-877-632-9095 and ask for the Speech-to-Speech (STS) Training Line (available 24/7).

You can also visit the California Relay Service Visually Assisted Speech-to-Speech (VA STS) website at <http://ddtp.cpuc.ca.gov/default1.aspx?id=2974>