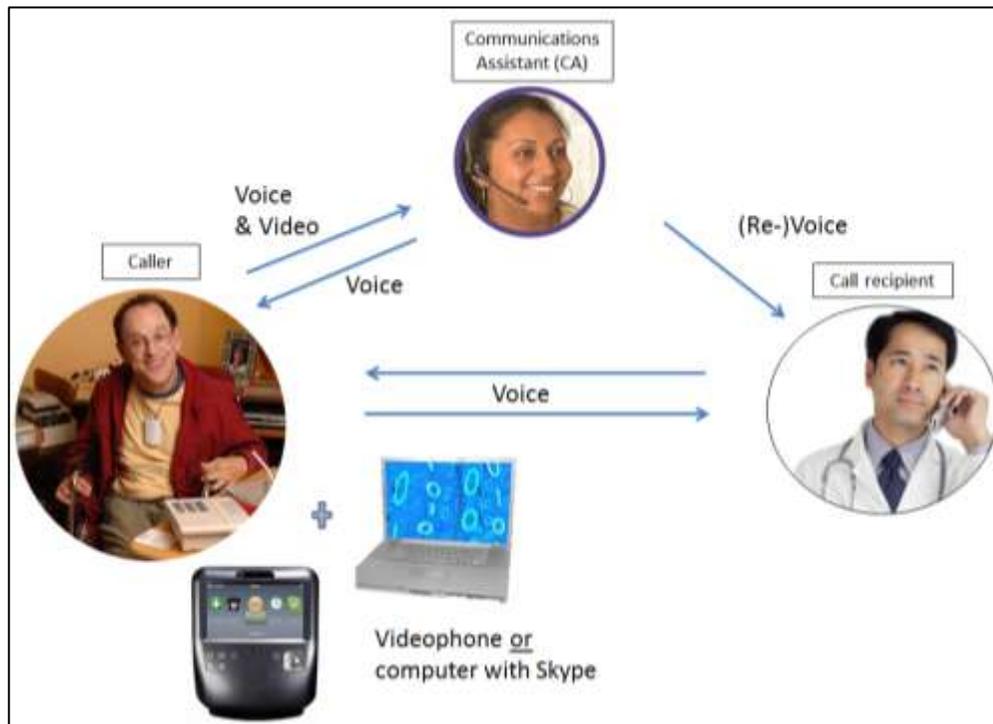


## **DDTP FIRST IN NATION TO PROVIDE VISUALLY ASSISTED SPEECH-TO-SPEECH SERVICE**

On May 1, 2012, DDTP will launch Visually Assisted Speech-to-Speech (VA STS), a new 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 center<sup>1</sup>. 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.



<sup>1</sup> 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 curious about this new service, contact one of the California Relay Service (CRS) providers' Speech-to-Speech (STS) training lines to find out more information and for help with getting started:

**Hamilton Relay:** 1-877-632-9095 and ask for the Speech-to-Speech (STS) Training Line (available 24/7)

**AT&T Relay:** 1-866-288-1909 CA STS Customer Service (available 24/7), or  
1-866-844-2626 CA STS User Training Line (available M-F 9am-5pm, or by appointment)

Or visit the Program Web site at: [www.ddtp.org](http://www.ddtp.org) and look for "VA STS" in the News section.