

Enjoy using the phone again

Make and receive calls independently!



Is making phone calls difficult? California's Deaf and Disabled Telecommunications Program's (DDTP) California Relay Service (CRS) and California Telephone Access Program (CTAP) have a variety of services and equipment that may enable you to enjoy using the phone again! These are available at no cost to eligible Californians.

Using the Speech-to-Speech (STS) or Visually Assisted Speech-to-Speech (VA STS) services through CRS may assist you in staying connected with your family and friends or making business calls. A Communications Assistant (CA) is on the phone call with you and will re-voice what you've said when the other party has difficulty understanding you.



How to Get Started:

- How STS Relay works
 - A Communications Assistant (CA) assists the speech disabled caller by repeating what the speech disabled caller is saying for the other call party
- Call the STS Training Line (see below for details)
- Set up a basic STS Customer Profile
 - Preferred long distance provider
 - Frequently called numbers
 - Other call preferences (PIN/PASSWORD for privacy, client's voice muted or not, standard message for answering machines, etc.)
- Consider CTAP equipment program and options
- Make a practice call through the Training Line

How to Make an STS Training Line Call:

- Call the STS Training Line:
 - Contact information on the “STS Resources” page.
- Ask any questions you might have about Speech-to-Speech or Visually Assisted Speech-to-Speech (VA STS) such as:
 - How does STS work?
 - What is VA STS?
 - What does the STS CA do?
 - What if the STS CA doesn't understand me?
 - Is there a cost for the STS service?
- Set up an STS Customer Profile: You may also do this independently or with the assistance of family, friends, or a Speech-Language practitioner.



The California Speech-to-Speech (STS) Relay Service enables people who have difficulty being understood to communicate by telephone.

When a call is made through STS, a specially-trained STS Communications Assistant (CA) will be on the call to assist the caller. It is like a three-way conference call with the CA facilitating the communication of the two individuals on the call.

The CA will repeat what the caller is saying for the person on the other end. The caller can decide how much of his or her speech will be repeated - only words that are particularly difficult to understand or every word that is spoken.



No special equipment is needed, and the caller may use his or her own voice or a Speech Generating Device (SGD).

The person on the other end can speak directly to the STS user. People without a speech disability can also initiate an STS call by dialing 711 and providing the CA the number of the person they wish to call.

Making a VA STS call is very similar to making an STS call, but in addition to the phone connection it also uses a Web cam or videophone with Skype™ to connect with the Communications Assistant (CA) at the relay call center to assist with the communication between the caller and the CA.



This allows the CA to see the STS user as they are speaking. Seeing the STS caller's mouth movements, facial expressions, and gestures can enable the 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.

To make a VA STS call, you need

- a telephone,
- a computer with a Web cam, and
- access to high-speed Internet.

Please Note: The video equipment and Internet service to access VA STS are not provided by CRS.

There is no cost to place or receive calls through California Relay Service. If you make international calls or operator assisted calls, charges may apply. Please complete a Customer Profile so that we know your preferred carrier for these types of calls.

Skype™ is a trademark of Skype. The California Public Utilities Commission and the Deaf and Disabled Telecommunications Program are not affiliated, sponsored, authorized or otherwise associated by/with the Skype group of companies. (CPUC Press Release, Web sites: cpuc.ca.gov and DDTP.org)



MAKE AN STS CALL IN THREE EASY STEPS!

1

Dial 711 **OR** dial 1-800-854-7784,
and ask for STS.

2

You will be connected to a Communications
Assistant (CA) and be asked for the area
code and telephone number you want to call.

3

The CA will re-voice your conversation to
the person you are calling and the person
you call will speak to you directly. The
conversation continues until you end it.

CONGRATULATIONS!

YOU JUST MADE YOUR FIRST STS CALL!



California Phones
Keeping you connected.



**California Telephone
Access Program**



Speech-to-Speech
California Relay Service
The power to connect us all.

What happens during a Speech-to-Speech (STS) Call?

What can STS Communications Assistants (CAs) do for you?

- CAs will work with you to convey your message to the other party.
- CAs are specially trained to understand speech that may be difficult to understand.
- The CA may ask you to repeat or spell a particular word, or ask you to rephrase your words.
- The CA may offer you a variety of call handling options. Depending on the purpose of your call, and the type of call you are making (personal, business, medical, etc.), you can instruct the CA to follow the options that will be best for your call.
- Federal regulations specify very strict confidentiality requirements for CAs of all relay services. No part of the conversation that takes place between callers is revealed or recorded in written, verbal, or any other form.



You call the STS Service...

...and connect with an STS agent who will...

...re-voice your speech to the other person!

First, the CA will ask if...

...you are familiar with STS. Tell the CA if you need help navigating through the call. They may also ask if you have special instructions such as announcing who is calling, how much to re-voice your conversation, and more!

Then...

...the CA connects your call after you have provided the telephone number. When your call is answered, the CA will announce that the call is a CRS Speech-to-Speech relay call and explain what it means, if needed or requested. After the explanation, you can begin your conversation with the person you are calling. You will be able to hear both the CA and the person you are calling.

Finally...

...after the call has ended, the CA will ask you if you want to place another call. You can give the CA another telephone number and make another call, or simply hang up.



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California Telephone Access Program



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Set up Your Customer Profile with Your CRS Provider

You can let your CRS providers know exactly how you want your calls handled. Your CRS providers will link your preferences to your telephone number.

Customer Profile:

To set up a Customer Profile, you can call the toll-free Customer Service number or STS Training Line number of our relay provider. A representative will assist by explaining the Customer Profile options and submit your requested preferences for you. Some options for Customer Profiles are shown in the chart below:

CHOICES	DESCRIPTION
Gender	Choose a male or female CA to relay your call (based on availability at the time of your call.)
Speed Dial	Set up a list of frequently called numbers. For future calls simply state the name or speed dial number and the operator will dial that number.
Long Distance Carrier	Pre-select long distance carriers for toll calls.
Standard Message	Create a standard message to use when the call is connected to an answering machine. The message may include your name, a callback number and other pertinent information.
Opening/Closing Message	Create a personalized opening/closing message to use during conversations.
Mute	Mute your voice so that the person called only hears the CA's voice.
Using Assistive Technology	Inform the CA that you use a Speech Generating Device or other technology to assist you with communication.
Location	Register different phone numbers and days/hours of availability. Calls will be directed appropriately.

Even if you don't have an STS Customer Profile, you can still personalize your call by giving instructions to the CA before your call is connected.

For more information about California Relay Service (CRS), please visit www.ddtp.org and select "Relay Calls" from the menu bar.



Speech-to-Speech (STS) Equipment/Resources

To make an STS call, you can use your own voice, a Speech Generating Device (SGD), or an Alaryngeal Device (ALD). There is no special equipment required to be able to use the STS service. However, the California Telephone Access Program (CTAP) provides specialized telephone equipment that may make the use of the telephone easier for you. Talk to your Speech Language Pathologist or medical doctor about how to apply for the Program or visit www.californiaphones.org or www.ddtp.org to download an application. This equipment is free of charge to eligible Californians.

LEARN MORE ABOUT STS

DDTP: www.ddtp.org
(Select “Relay Calls” and then “Speech-to-Speech”)
Hamilton Relay: <http://www.ca-relay.com>

To speak with a live agent for more information about STS, please call the STS Training Line below:

Hamilton Relay*:
English: 1-877-632-9095
Spanish: 1-877-419-8440

*Available in both English and Spanish 24/7; ask for the STS Training Line

WHAT IS THE STS TRAINING LINE?

The Training Line is available to make it easy to set up STS Customer Profiles, make an STS test call, or ask any questions you or your family and friends might have about STS or VA STS, such as:

- How does it work?
- What does the CA do?
- What happens if the CA doesn't understand me?
- Is there a cost for the service?

