



# Relay Conference Captioning

Live captioning enables everyone to actively participate  
[www.ncrelaycc.com](http://www.ncrelaycc.com) or [www.relaync.com/rcc](http://www.relaync.com/rcc)



## What is Relay Conference Captioning?

Relay Conference Captioning (RCC) is a free service provided by Relay North Carolina that allows deaf and hard-of-hearing individuals to participate in multi-party conference calls. This service is paid by a cents-per-month surcharge to all land line phone services in the state of North Carolina.

## Scheduling the RCC service

- You must arrange for a conference bridge with your phone company or telecom services provider before using the RCC service. Relay NC RCC provides the captioning and voice relay only for a conference call you have scheduled or have been invited to join.
- Currently, all RCC calls are scheduled by using the online ordering system at [www.ncrelaycc.com](http://www.ncrelaycc.com). A high-speed Internet connection is not required.
- The online form will require a date, time, teleconference call number and access code so that your captioner may dial-in to the event to hear the audio.
- Schedule your event 48 hours (two working days) in advance to guarantee the service.
- Providing specific information when booking your event (i.e., proper names, call agenda, speaker or PowerPoint notes, etc.) improves caption accuracy.
- Technical requirements and support information are on the back of the flyer.
- For more information:  
[www.relaync.com/rcc](http://www.relaync.com/rcc)





# Relay Conference Captioning

## How it works



- 1** Captioner will caption all the spoken comments during the conference call. The deaf/hard-of-hearing participant reads the comments on the computer screen.



- 2** RCC user types his/her comments or questions in a text entry window and they are spoken on RCC user's behalf by the captioner at the earliest break or when deemed appropriate.



- 3** While the captioner is speaking RCC's typed messages, the original text will be added to the real-time streaming display.



### RCC Technical Requirements

- Internet Explorer 5.5 or higher
- JavaScript and cookies enabled in the browser
- Microsoft Windows ME, NT, 2000, or XP
- 800 x 600 screen resolution, 1024x768 or higher recommended

### RCC Technical Support

Technical support is limited only to the functions of RCC, not to assist participants with issues related to their computer, Internet connection, or conference calling provider.

- 9:00 AM to 8:00 PM EST
- Priority Tech Support : 800-590-4203
- 24-Hour Emergency Support: 800-590-4197
- Support E-mail: [help@captcolo.com](mailto:help@captcolo.com)

### Relay NC Contact

- Bola Desalu, Relay NC Manager  
4030 Wake Forest Rd., Suite 300  
Raleigh, NC 27609
- 919-518-9174 Voice
- 919-719-2714 TTY
- 866-338-0078 Fax
- 919-324-3792 Videophone
- [bola.desalu@sprint.com](mailto:bola.desalu@sprint.com)
- [www.relaync.com](http://www.relaync.com)



North Carolina Division  
of Services for the Deaf  
and Hard of Hearing

“ It's really neat that I can participate in a conference call online without using a sign language interpreter! ”



**TIRED OF HEARING “WHAT?  
I CAN’T UNDERSTAND YOU.”?**

# Speech-to-Speech

## Talk with Ease

**SOLUTION:** Relay NC Speech-to-Speech (NC-STS) is a free service for people with a speech disability, or who use a voice synthesizer. This service allows them to use their own voice on the phone. A specially trained STS operator simply listens to the conversation and repeats their message, whenever needed.

Dial **711** or **877-735-8261** to connect with a relay operator. Relay NC’s unparalleled equipment and exceptional Relay Operator training ensure that STS user will be heard and understood.

**Stay connected with family, co-workers, and friends. It has never been easier with Relay NC STS.**



**For more information or to request a free presentation, contact:**

■ Bola Desalu, Relay NC Manager  
■ 919-324-3792 Voice/Videophone ■ [bola.desalu@sprint.com](mailto:bola.desalu@sprint.com)

**STS NC Customer Support for more information:**

■ 877-787-1989 ■ [Sprint.TRSCustServ@sprint.com](mailto:Sprint.TRSCustServ@sprint.com)





# Enhanced Speech-to-Speech

Dial 7-1-1 or 877-735-8261

Talk with Ease and Confidence.



- Tired of struggling to be understood over the phone?
- Want to be free to communicate anytime from anywhere?

Relay NC has the perfect solution for you — **Speech-to-Speech (STS)** provides one-on-one support for telephone calls.

“ Now I can make my own phone calls without having to depend on someone else. ”

## What is STS?

STS is a free service for people with a speech disability. A specially trained STS operator simply listens to the conversation and repeats your message, whenever needed.

- Free and confidential
- Available 24 hours a day / 7 days a week
- Spanish is available

## My Email Set Up (NEW)

This new feature makes call set-up a piece of cake for you.

In order to speed up the set-up of the call, Relay NC STS now offers **My Email Set Up**.

Now, you can e-mail call instructions or information 2 to 24 hours prior to the call. This can include information such as the number to be dialed, the name of the person being called, any special instructions and the nature of the call, or anything that makes it easier for you to complete the call.

Read more information on the back.



New Customer Service designed for STS users:

■ Call: 877-787-1989

■ Email: [Sprint.TRSCustServ@sprint.com](mailto:Sprint.TRSCustServ@sprint.com)

■ Website: [relaync.com/sts](http://relaync.com/sts)

# My Email Set Up

## Speech Assistance - Easier Than Ever!



### My Email Set Up

- You can email call instructions or information 2 to 24 hours prior to the call.
- information can be included such as:
  - the number to be dialed
  - the name of the person being called
  - any special instructions and subject of the call, or
  - anything that makes it easier for you to complete the call.

#### ■ **IMPORTANT INFORMATION:**

Before you use **My Email Set Up**, it is important to call **My Support (STS Customer Support)** at **877-787-1989**.

The Relay NC STS customer support representative will fill out your profile. Below is information about STS features and descriptions.



### My Support 877-787-1989

- Dedicated customer support for STS users.
- Assist you with:
  - basic information about STS,
  - filling out customer profiles, and
  - other relay service features designed to support you and your callers.
- Open 24 hours a day, 7 days a week.



### My Wireless \*STS (Dial \*787)

- A **NEW** national wireless solution for STS users.
- A national wireless short code for STS to make it easier to place or receive STS calls.
- Simply dial \*787 (\*STS) from any Sprint wireless phone to be connected with a Relay NC STS relay operator.
- **PLEASE NOTE** that this service is only available on the Sprint wireless network at this time.
- If you are interested in purchasing a Sprint wireless phone,
  - go to [sprintrelaystore.com](http://sprintrelaystore.com) or
  - contact My Support at 877-787-1989 and they will get a representative to assist you.



### My Name

- Receiving calls is now easier than ever!
- Your callers can simply call and ask for you directly by name without having to provide the telephone number.
- You can also be reached at multiple numbers.
- Simply add multiple telephone numbers and hours of availability.
- Different numbers can be added for certain times of the day and days of the week.



### My Place



### My Saved Messages

- A solution to prevent from spending time dictating a message for an answering machine and then getting a busy signal and being unable to leave that message.
- Upon request, the STS relay operator can copy any messages desired onto your customer profile for 24 hours.
- When you try again, you simply re-dial STS service and ask to retrieve saved messages.
- After 24 hours the message copied into your customer profile is automatically deleted from the system.



### My Style

- You are allowed to determine the kind of conversation style.
- STS relay operator can simply look up your style in the customer profile such as re-voice the entire conversation or simply repeat upon request.



### My Phone Book

- Your customer profile can store up to 30 speed dial numbers in your phone book.
- To place a call, you simply ask for a caller by name.

**New Customer Service designed for STS users:**

■ Call: 877-787-1989

■ Email: [Sprint.TRSCustServ@sprint.com](mailto:Sprint.TRSCustServ@sprint.com)

■ Website: [relaync.com/sts](http://relaync.com/sts)



# NEW SERVICE! VIDEO-ASSISTED STS



**Video-Assisted Speech-to-Speech** (VA-STS) allows a person who has a speech disability to use both a telephone line and a video device to make relay calls.

## WHAT IS VA-STS?

VA-STS provides the STS operator with visual communication cues from the STS caller via a one-way video conference connection. These cues may include lip reading, spelling in the air, facial expressions, and other physical movements.

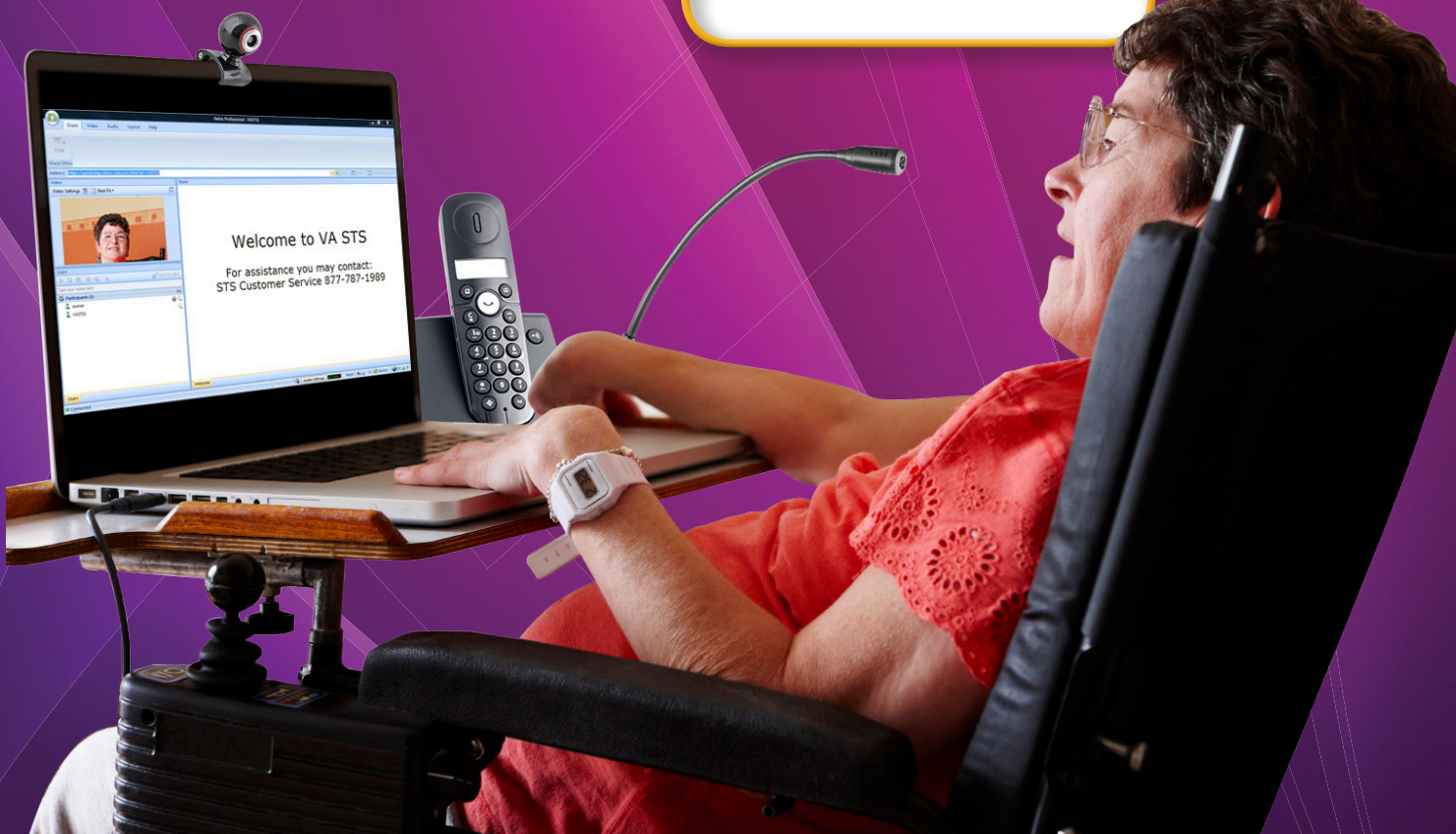
## ARE YOU INTERESTED IN HAVING US TO PROVIDE TRAINING OR DEMO?

STS NC offers training or demonstration at no charge for individuals with a speech disability, organizations, medical facilities and other entities, please contact:

- Bola Desalu, Relay NC Account Manager
- [bola.desalu@sprint.com](mailto:bola.desalu@sprint.com)
- (919) 324-3792 (office)
- (877) 787-1989 (STS Customer Service)
- [www.nc-sts.com](http://www.nc-sts.com)

“ It sure is nice to have the operator convey my message accurately without asking me to repeat what I just said. ”

\* Video-Assisted STS requires a telephone line, a video device and OmniJoin web-conference software.



# HOW VA-STS WORKS

1

Before the STS user dials 711 to use the VA-STS, she needs to either open the website at <https://vast.omnjoin.com> or click the **OmniJoin** app via an iPad.

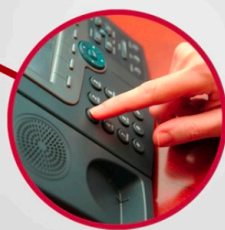


STS User

STS Operator

2

Then the STS user dials **711** or **877-735-8261** to connect to the operator.

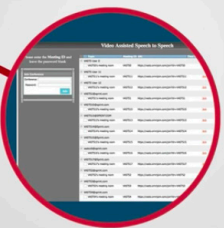


STS User

STS Operator

3

The STS user informs the operator that she would like to make a **Video Assisted Speech to Speech** call.

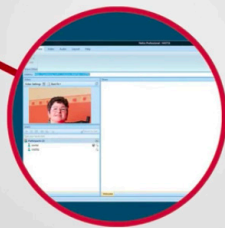


STS User

STS Operator

4

Then the STS user asks the operator for the **Meeting ID number** to make a video connection.



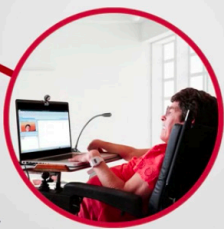
STS User

STS Operator

5

**NOTE:**  
This is a **one-way** video connection.

The operator will see the STS user but she will not see the operator.



STS User

STS Operator

6

The STS user gives the operator the **phone number** she wishes to call and any further instructions.



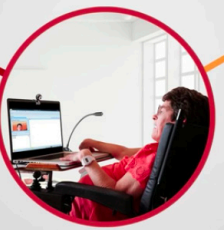
STS User

STS Operator

Other Caller

7

The other caller answers the call from the STS user.



STS User

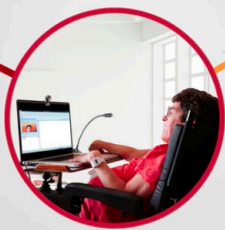


STS Operator

Other Caller

8

Both the STS user and other caller begin conversing.



STS User

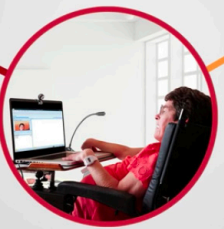


STS Operator

Other Caller

9

If needed, the operator **re-voices** to the other caller what the STS user has said.



STS User



STS Operator

10

After the phone call ends, the STS User clicks the **Leave Meeting** button to log out.



STS User



# NEW SERVICE

# Smart 711



Effective June 28, 2016, North Carolina has an exciting new service giving all North Carolina residents easier access to all relay services by simply dialing 711!

## How does it work?

If you are a hearing caller dialing 711, a new recorded message will ask you to select the relay service you would like to use: TRS, CapTel or Speech-to-Speech (e.g., ***“You have reached the Relay North Carolina service. Press 1 to place a relay call. Press 2 to contact a person who uses a CapTel phone. Press 3 for a Speech-to-Speech relay call.”***) After making a selection, your call will be connected directly to a live relay operator who is ready to assist you.

## What if I use a TTY?

Inform your friends, family or anyone who calls you that they can now dial 711, press 1, and provide the relay operator with your telephone number. If you dial 711 from your TTY line, you will experience a slight delay (15-20 seconds) as the recording plays. Simply stay on the line and your call will be connected to a relay operator available to process the call as soon as the recording is finished.

## What if I use Voice Carry-Over (VCO) or Hearing Carry-Over (HCO)?

When dialing 711, simply stay on the line as the recording plays. Once connected to the relay operator, you may inform the relay operator by typing a message such as, “VCO GA” or “HCO GA”. We strongly encourage you to pre-register your preference in advance using the Customer Profile form or by calling Customer Service to save time.

## What if I use a CapTel phone?

The new 711 service will make receiving calls much easier. Simply ask your friends, family, or anyone who calls you to dial 711, press option 2, and then enter your telephone number when prompted. Please note that if you use 2-Line CapTel, callers can still dial your number directly to reach you and the captioner will be connected automatically.

## What if I don't make a selection?

If you do not press a button on the phone, the call is automatically sent to the relay operator who will connect with you in either TTY, ASCII, or Voice.

## Can I still use the other access numbers for Relay NC and CapTel NC?

Yes, the dedicated toll-free access numbers will continue to be available. Dedicated toll-free lines may have less of a delay (without the recorded menu). However, we encourage you to try out this new service as it makes it easier to receive calls through Relay NC and CapTel NC.





# VCO Direct



**Communication Solutions for people with a hearing loss who prefer to speak**

**7-1-1 or 877-735-8260**

## **What is Voice Carry-Over?**

Voice Carry-Over (VCO) Direct is a service that enables a person with hearing loss to use his/her voice to speak directly to a hearing person. If you have a hearing loss and have difficulty understanding on the phone, VCO is the perfect communication solution for you!

A Relay Operator types what the hearing person says to your TTY or VCO phone for you to read. Both parties need to say "GA" or "Go Ahead" to indicate when they are finished with their turn.

Now, when you dial 877-735-8260, your calls are automatically handled by a Relay Operator who specializes in VCO calls. With this service, you no longer have to specify your call type to the Relay Operator.

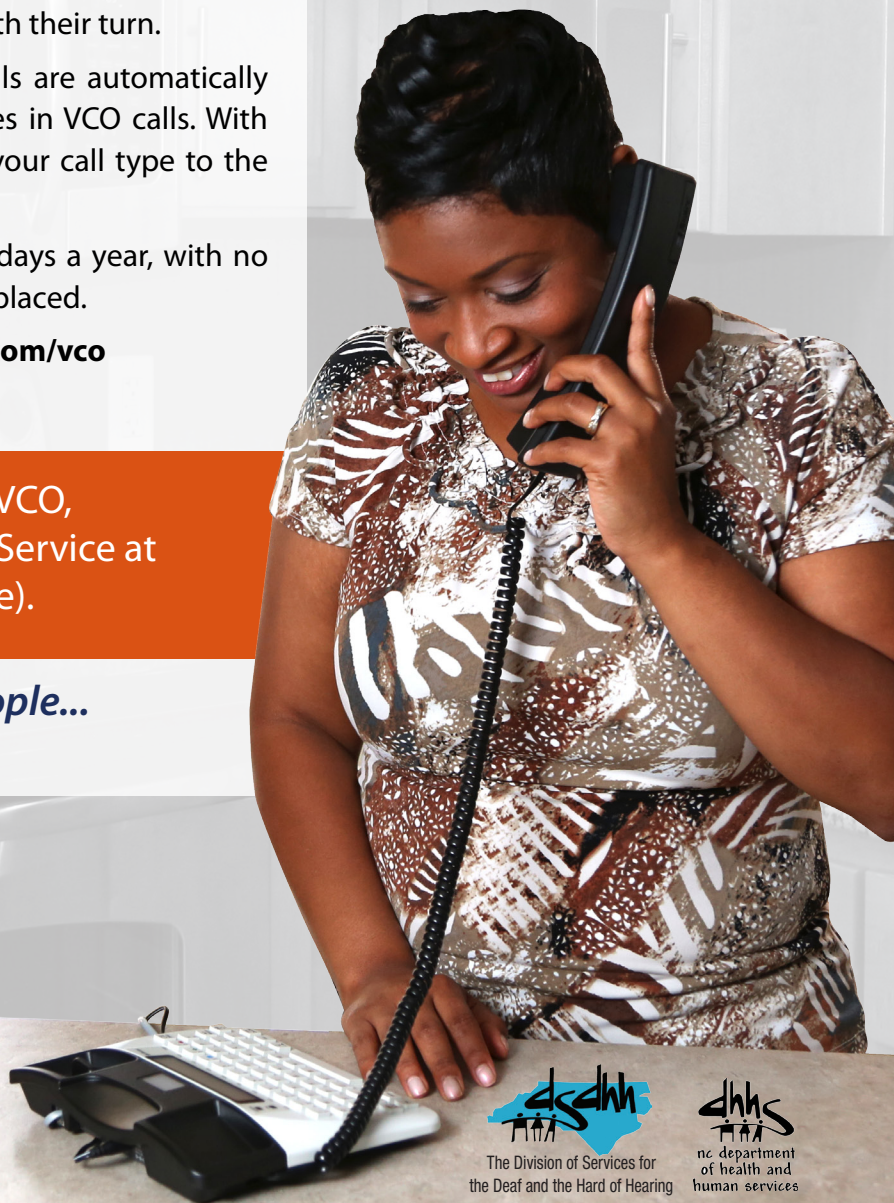
VCO Direct is available 24 hours a day, 365 days a year, with no restrictions on the length or number of calls placed.

For more information, visit at [www.relaync.com/vco](http://www.relaync.com/vco)

**“ Thanks to Relay North Carolina, I can communicate easily! ”**

For further assistance with VCO,  
call Relay NC 24-hour Customer Service at  
**800-676-3777 (TTY/Voice).**

**Connecting people to people...  
One call at a time.**



The Division of Services for  
the Deaf and the Hard of Hearing



nc department  
of health and  
human services

Relay NC is funded by a surcharge on wireline and wireless telephone bills in North Carolina and administered by the North Carolina Division of Services for the Deaf and the Hard of Hearing.



# Voice Carry-Over

What works for you...

[www.relaync.com/vco](http://www.relaync.com/vco)

During a VCO call, the person with a hearing loss uses his/her voice to speak directly to the hearing person. The Relay Operator types what the hearing person says. Both parties need to say "GA" or "Go Ahead" to indicate when they are finished with their turn.

- 1** Call 7-1-1 or 877-735-8260
- 2** Relay NC will answer with the Relay Operator's number, Relay Operator's gender, and "VOICE OR TYPE NOW GA."
- 3** Voice or type the area code and telephone number the VCO user wants to call, followed by "GA."
- 4** The Relay Operator will type the greeting of the person the VCO user has called followed by "GA."
- 5** The VCO user talks to the voice user.



- 6** After the VCO user says, "Go Ahead," it is the voice user's turn to respond.
- 7** The relay operator types the voice user's message. The VCO user reads the message on the TTY or VCO phone.



## Relay North Carolina Contact Information

### Bola Desalu, Relay NC Manager

4030 Wake Forest Rd., Suite 300, Raleigh, NC 27609

919-518-9174 (Voice)

919-719-2714 (TTY/Fax)

919-324-3792 (Videophone)

[bola.desalu@sprint.com](mailto:bola.desalu@sprint.com) (Email)

[www.relaync.com](http://www.relaync.com) (Website)

### Relay North Carolina Customer Service

800-676-3777 (TTY/Voice)

800-676-4290 (Espanol)

[Sprint.TRSCustServ@sprint.com](mailto:Sprint.TRSCustServ@sprint.com) (Email)

