



Dial and Converse Easily



TTY to Voice

7•1•1

800•326•6868

relaynevada.com/tty

Some people who are deaf, hard-of-hearing, or deafblind use a TTY to type their conversation to a relay operator, who then reads the typed conversation to a hearing person. The relay operator relays the hearing person's spoken words by typing them back to the TTY user.

How to Make a TTY to Voice Phone Call:

1. Dial the TTY relay number.
2. The relay operator will answer with "RELAY OPR 2345" (for relay operator identification), F or M (for relay operator gender) and GA. (GA stands for Go Ahead.)
3. Type in the area code and telephone number you wish to call and then type GA.
4. The relay operator will dial the number and relay the conversation to and from your TTY. Type in GA at the end of each message.
5. When you finish the conversation, type SK (Stop Keying) and then hang up.



Voice to TTY

7•1•1

800•326•6868

relaynevada.com/voice

Standard telephone users can easily initiate calls to TTY users. The relay operator types the hearing person's spoken words to the TTY user and reads back the typed replies.



How to Make a Voice to TTY Phone Call:

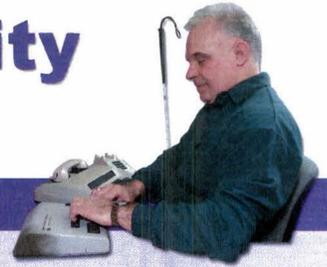
1. Dial the voice relay number.
2. You will hear, "Relay Nevada operator [number]. May I have the number you are calling, please?"
3. Give the relay operator the area code and telephone number you wish to call and any further instructions.
4. The relay operator will process your call, relaying exactly what the TTY user is typing. The relay operator will relay exactly what you say back to the TTY user.
5. Say the letters SK or say "stop keying" and then hang up.

Tips for Hearing Callers:

- Be sure to talk **directly** to your caller, **avoid** saying "tell him" or "tell her".
- Say **"GA"** or **"Go Ahead"** at the end of your response.
- Say **"SK"** or **"Stop Keying"** before you hang up.



Equal Accessibility



TeleBraille

Deafblind relay users often use TTYs equipped with TeleBraille. Specially trained relay operators are familiar with deafblind users and trained to provide effective solutions to their calling needs.

Text Pacing:

This feature is specific to TeleBraille users. During the calls, the relay operator will type at a regular pace. The message comes across on the user's TeleBraille at a rate of 15 words per minute. This allows the user to achieve a more readable rhythm. It is set at this default words-per-minute rate unless the deafblind

7•1•1

800•326•6868

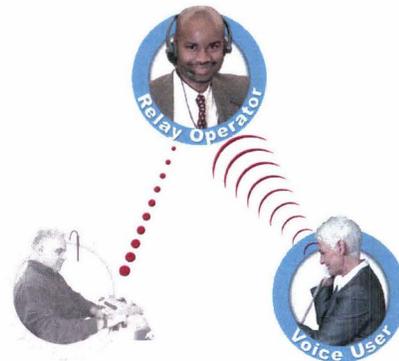
relaynevada.com/telebraille

user requests increased or decreased rates of text in increments of five words per minute.

How to Make a TeleBraille Phone Call:



Deafblind user types the conversation to relay operator. Relay operator voices the typed message to voice user.



Relay operator types the voice user's conversation to Deafblind user. Deafblind user "reads" the conversation through a TeleBraille device.

Spanish Relay

Relay Nevada also provides the service in Spanish. TTY users can type in Spanish and the conversations will be relayed in Spanish or English. TTY users can also request Spanish-to-English or English-to-

Spanish translation. To make a Spanish relay call, dial the Relay Nevada number and instruct the relay operator how you want your call translated.

7•1•1

800•877•1219

relaynevada.com/spanish

How to Make a Spanish Relay Call:



Relay operator voices TTY user's typed message in Spanish to voice user.



Relay operator relays voice user's spoken words in Spanish by typing them back to TTY user.



Talk With Ease



Speech-to-Speech

Speech-to-Speech (STS) allows a person with a speech disability to voice his/her comments. A specially trained Relay Nevada operator will listen and repeat

the speech-disabled user's comments to the called party. You do not need special equipment to use this service.

7•1•1

888•326•5658

877•787•1989 (Customer Service)

relaynevada.com/sts

How to Make an STS Phone Call:



STS user talks to voice User.



Relay operator re-voices STS user's conversation to voice user.



Voice user talks directly back to STS user.

My Email Set Up

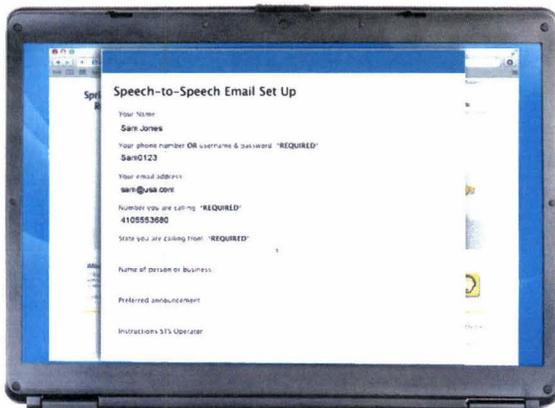
My Wireless *STS



This new feature makes call set-up easy for anyone with a speech disability.

In making the call set-up more efficient, Relay Nevada now offers **My Email Set Up**. Now, an STS user 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 to help make the call easier.

For more information about My Email Set Up, go to www.relaynevada.com/myemailsetup



A new national wireless solution for STS users.

While 711 has been implemented across the nation, it's often difficult or time consuming to reach STS when not at home. Sprint has implemented 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 Sprint STS relay operator.

Please note that this service is only available on the Sprint wireless network at this time.

For more information about My Wireless *STS, contact STS Customer Support at 877-787-1989 or visit www.sprintsts.com/mywireless





Listen With Clarity



Hearing Carry-Over

Hearing Carry-Over (HCO) allows speech-disabled users with hearing to listen to the person they are calling. The

HCO user types the conversation for the relay operator to voice to the standard telephone user.

7•1•1

800•326•6868

relaynevada.com/hco

How to Make an HCO Phone Call:



HCO user types the conversation to relay operator.



Relay operator voices VCO user's typed message to voice user.



Voice user talks directly to HCO user.

HCO to TTY

HCO users can listen while the relay operator is voicing the TTY user's typed message. The HCO user types the conversation directly to the TTY user.



HCO user types the message directly to TTY user.



TTY user types the message to the relay operator.



Relay operator voices TTY user's typed message to HCO user.

HCO to HCO

HCO users can contact other HCO users. The relay operator will voice to both parties what is typed on each user's TTY.



HCO user #1 types the conversation to relay operator. Relay operator voices the typed message by HCO user #1 to HCO user #2.



HCO user #2 types the conversation to HCO user #1. Relay operator voices the typed message by HCO user #2 to HCO user #1.