

Need to make a phone call to
someone who has a hearing
loss or speech disability?

Get Connected
with Ohio Relay!



Bring people together

with OHIO RELAY

HOW DOES THE OHIO RELAY SERVICE WORK?



- 1** The other party speaks, "Hello, how are you? GA."
- 2** The relay operator types what the other party speaks.
- 3** The TTY user reads what the other party has said.
- 4** The TTY user types her conversation to the relay operator.
- 5** The relay operator then reads aloud the TTY user's typed message to the other party.

OHIO RELAY can offer calling freedom!

Making calls through **Ohio Relay** is liberating, enjoyable and convenient. **Ohio Relay**, a free, 24-hour service, allows callers who are deaf, hard of hearing, deafblind or speech disabled to call anybody using relay services. Just dial **711** and call anyone, anywhere and anytime with **Ohio Relay**.

HOW TO CONNECT?

- Dial **711** to connect with a relay operator.
- Give the relay operator the phone number you want to call.
- The relay operator will then dial the other party's number.
- The relay operator will relay the conversation between you and the other party by typing or voicing.

RELAY NUMBERS

TTY
711 or 800-750-0750

Voice
711 or 800-750-0750

TeleBraille
711 or 800-750-0750

Voice Carry-Over
711 or 877-644-6826

Hearing Carry-Over
711 or 800-750-0750

Speech-to-Speech
711 or 877-750-9097

Spanish Relay
711 or 888-269-0678



For people with **speech disabilities** who **prefer to speak** for themselves on the phone.

Speech to Speech

711 or 877-750-9097

Ohio Relay Speech to Speech (STS) is a free service for people who have a speech disability or use a voice synthesizer. STS allows them to speak for themselves on the phone. A trained STS operator listens to the conversation and repeats the STS user's message whenever needed.

- 1** The STS user speaks directly to the other party.
- 2** If needed, the relay operator repeats the STS user's spoken words.
- 3** The other party talks directly to the STS user.

ENHANCED STS

This feature makes call setup much easier for STS users.

In order to speed up the setup of the call, Ohio Relay offers **My Email Set Up**. Now, you can email 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
- the nature of the call
- anything that makes it easier for you to complete the call

For more information on STS services:

4 ohiorelay.com/sts



For people who **can hear**
but are **unable to speak**.

Hearing Carry-Over

711 or 800-750-0750

- 1 The HCO user types their words to the relay operator.
- 2 The relay operator voices the typed message to the other party.
- 3 The other party speaks directly to the HCO user.

People who are hearing and unable to speak directly on the phone due to a speech disability can use the **Ohio Relay Hearing Carry-Over (HCO) service**.

HCO allows users with a speech disability to listen to the other party. The HCO user types their conversation for the relay operator to voice to the standard telephone user, and the standard telephone user speaks directly back to the HCO user.



OTHER HCO FEATURES

Ohio Relay also offers HCO to TTY and HCO to HCO.

For more information on HCO services:

ohiorelay.com/hco

For people with a hearing loss
who prefer to speak.

Voice Carry-Over

711 or 877-644-6826

Ohio Relay offers **Voice Carry-Over (VCO)**, a free service that enables a person with hearing loss or who became deafened later in life to use their voice to speak directly to the other party on the phone.

- 1 Mother speaks to her son directly.
- 2 The son speaks to his mother, and the relay operator types everything the son says, word for word, to the mother.
- 3 The mother reads on a TTY screen what her son says.



OTHER VCO FEATURES

Ohio Relay also offers three call features: VCO to TTY, VCO to VCO, and VCO to HCO.

For more information on VCO services:

6 ohiorelay.com/vco

TeleBraille Relay Service provides equal telephone access for DeafBlind users.

TeleBraille

711 or 800-750-0750

TeleBraille Relay allows DeafBlind users who use TeleBraille TTYs or large visual displays, or DeafBlind users who prefer slower typing speeds, to read messages at their preferred pace.



- 1** The other party speaks to the relay operator.
- 2** The relay operator types the other party's conversation to the DeafBlind user.
- 3** The DeafBlind user reads the conversation via their TeleBraille TTY or large visual display then types their response.



TEXT PACING:

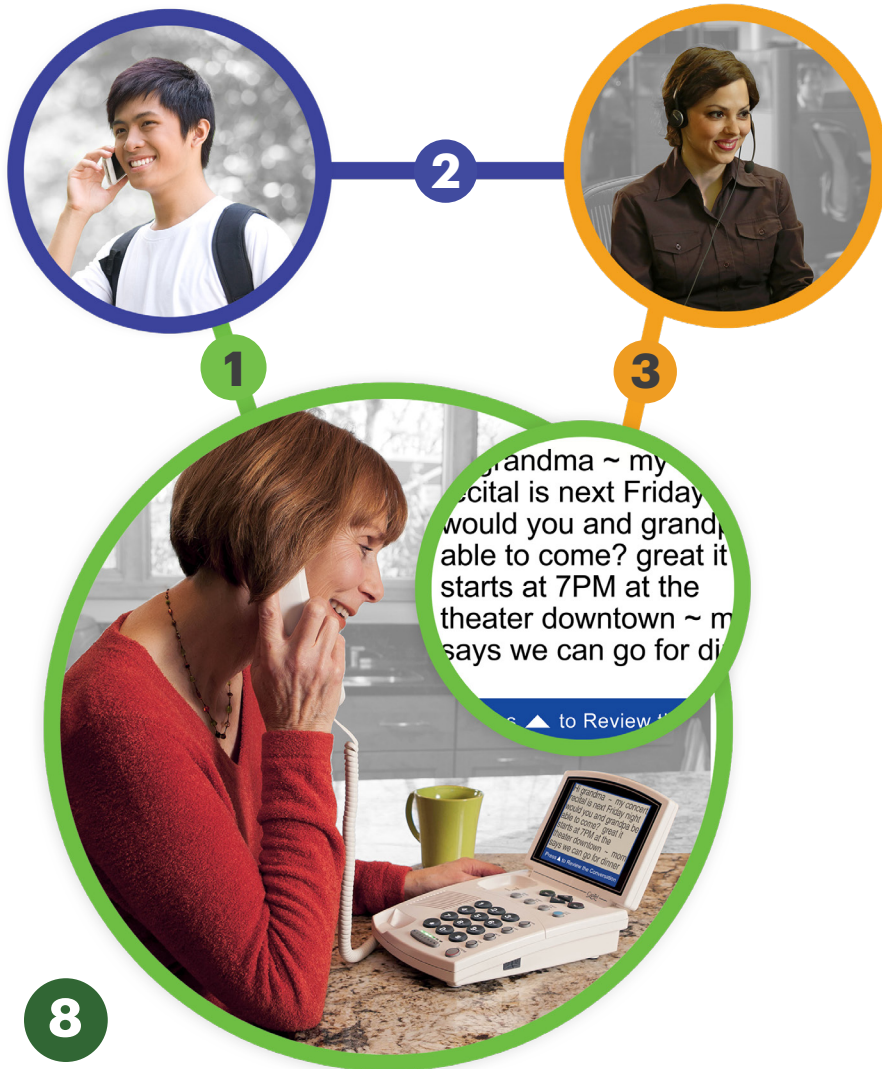
During calls, the relay operator will type at a normal speed, yet the message will come across the TeleBraille TTY at a rate of 15 words per minute, allowing users to achieve a more readable rhythm. Users can request increased or decreased rates of text in increments of 5 words per minute.

For people with **hearing loss** who prefer to **speak, listen and read captions** on the phone.

CapTel® Service

Captioned Telephone Service (CapTel) through Ohio Relay offers anyone with a hearing loss the ability to communicate on the phone independently.

Listen, read and respond to callers easily with the CapTel phone!



- 1** The CapTel user speaks directly to the other party using a CapTel phone.
- 2** The other party speaks directly to the CapTel user, with all of their words transcribed by a trained operator into text using voice-recognition technology.
- 3** The CapTel user listens with their residual hearing and reads the conversation on the CapTel display screen.

HOW TO GET A CAPTEL PHONE

Ohio Relay residents, depending on where they live, may receive a CapTel phone through the equipment distribution program in some areas. Another option is that they can purchase online.

For more information, visit ohiorelay.com/getcappel

ohiorelay.com/captel

Other Relay Features

TTY Payphone

711 or 800-750-0750

TTY users using a TTY payphone can use Ohio Relay to assist in connecting calls.

International Calls

605-224-1837

Ohio Relay allows callers to place and receive calls to and from anywhere in the world in English or Spanish languages.

Directory Assistance

Ohio Relay will relay Directory Assistance (DA) calls between relay users and a DA operator. After obtaining the number, the caller may choose to place the call through Ohio Relay or dial directly.

Important

Dial 911 for Emergency Calls Only

711 is NOT an emergency number.

In case of an emergency, relay users should call the TTY-equipped 911 center or emergency services center in their communities.

Ohio Relay can process emergency calls, but it may take longer.

TTY users who cannot obtain emergency services via 911 may call 711 and inform the relay operator there is an emergency.



Para personas que prefieren comunicarse en español.

Relevo de Ohio

711 o 888-269-0678

Español a español

El Servicio de Relevo de Ohio es un servicio de asistencia gratis para todos que brinda acceso telefónico completo a fin de poder comunicarse con personas sordas, con dificultades para escuchar, sordociegos y aquellas personas con dificultad del habla. Llamando con un teléfono regular o teletexto (TTY, un teléfono especial con teclado similar a una máquina de escribir), el relevo facilita la comunicación, las 24 horas del día y los 365 días del año.

Los usuarios del servicio de relevo no necesitan memorizar el número de servicio de relevo. Simplemente marca 711 para comunicarte con el servicio de relevo. La confidencialidad entre el usuario y el operador de relevo está garantizada por la Comisión Federal de Comunicaciones (FCC, por sus siglas en inglés) mediante la reglamentación correspondiente.

Usar el servicio de Relevo de Ohio es fácil. Una persona oyente o una persona sorda pueden marcar el 711 para comunicarse con un operador de relevo. El operador de relevo actúa como intermediario en la conversación, leyendo los mensajes escritos en el TTY a la persona oyente mientras escribe las respuestas en el TTY para la persona con dificultades para escuchar.



1



2



3



1

La persona que llama marca 711 y se comunica con un operador de relevo. Luego, la persona que llama habla, "Hola. ¿Cómo estás?"

2

El operador de relevo escribe lo que dice la persona que llama.

3

El usuario de TTY lee en el dispositivo las palabras habladas.

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Para más información:

ohiorelay.com/spanish

Equipment Distribution Program

Relay Ohio's Equipment Distribution Program (EDP) offers adaptive telephone equipment at no charge and with no income restrictions to eligible Ohio residents who have a hearing loss, speech disability, vision loss, mobility or cognitive disability.

What type of equipment is available?

The program provides a wide range of equipment. Some examples include:

- amplified telephones
- TTYs
- deaf-blind communicator
- captioned telephones

Who is eligible for the EDP?

Ohio residents may be eligible to receive an adaptive telephone device at **NO CHARGE** through the EDP. In order to receive the free use of the device, an applicant must meet the following criteria:

- Be a Ohio state resident.
- Have a hearing loss as certified by a licensed physician, or hearing aid specialist.



PLEASE NOTE that only the City of Columbus and Franklin County offer EDP.

For more information:

ohiorelay.com/edp

Customer Profile

Customer profiles make relay services better for you.

The Customer Profile allows relay service users to submit their preferences, such as:

- Frequently dialed numbers
- Emergency numbers
- Customer notes

Relay callers have the flexibility of updating their preferences at any time by going to mysprintrelay.com or requesting a form through customer service.



For questions or feedback, contact us!

Ohio Relay Customer Support

- 800-676-3777 (TTY/Voice)
- 877-787-1989 (Speech-to-Speech only)
- 866-931-9027 (Voice Carry-Over only)
- accessibility@sprint.com (Email)
- ohiorelay.com (Website)

CapTel Customer Support

- 888-269-7477 (CapTel/TTY/Voice)
- 866-670-9134 (Español)
- 608-204-6167 (Fax)
- captel@captel.com (Email)

