

Dial 711, Connect, and Communicate with Confidence

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

Kansas Relay provides full
telephone accessibility to people
who have a speech disability.



What is Kansas Relay?

Kansas Relay is a free 24-hours-a-day service that allows people who have a speech disability to place and receive telephone calls. Kansas Relay users can communicate freely with businesses, friends, and family who use a standard telephone. Kansas Relay offers three services that include Speech-to-Speech (STS), Video-Assisted Speech-to-Speech (VA-STS) and Hearing Carry-Over (HCO).

All calls are strictly confidential and no records of any conversations are maintained.

Voice Relay for Hearing Callers

711 or 800-766-3777

You as a standard telephone user can easily initiate calls to anyone who has a speech disability. No special equipment is needed. You can use any type of phone from anywhere.

How to contact a person who has a speech disability



- 1** Dial 711 (or 1-800-766-3777) You will hear “Kansas Relay Communication Assistant # (each Communication Assistant has a unique identification number) may I have the number you are calling please?”
- 2** Give the Communication Assistant the area code and telephone number you wish to call and any further instructions.
- 3** Let the Communication Assistant know that you are speaking with an STS or HCO user. Then your call will be processed.
- 4** When the caller answers the call, the relay operator will voice what the HCO caller types or may revoice what the STS caller says.
- 5** Speak directly to your caller.

To learn more, visit kansasrelay.com/voice

Speech-to-Speech (STS)

711 or 866-305-1344

People with a speech disability, or those who use a voice synthesizer, can use their own voice on a STS relay call. The Communication Assistant, specially trained to understand unique speech patterns, repeats the words exactly as they are spoken to their caller.

How does STS work?

- 1** The STS user speaks directly to the other caller.
- 2** The Communication Assistant repeats the STS user's spoken words if needed.
- 3** The other caller talks directly to the STS user.



To learn more, visit kansasrelay.com/sts

Video-Assisted Speech-to-Speech

711 or 866-305-1344

Video-Assisted Speech-to-Speech (VA-STTS) utilizes video conferencing technology to provide the STS Communication Assistant with visual cues during the conversation, which can improve the quality of your call.

How does VA-STTS work?

To make a VA-STTS call, dial 711 or 877-787-0503 and request VA-STTS. The Communication Assistant will initiate a one-way video session to you and then dial the person you want to call using standard STS procedures. STS users can access this service from a computer, laptop, or mobile device.

To learn more, visit [**kansasrelay.com/va-stts**](http://kansasrelay.com/va-stts)



Hearing Carry-Over (HCO)

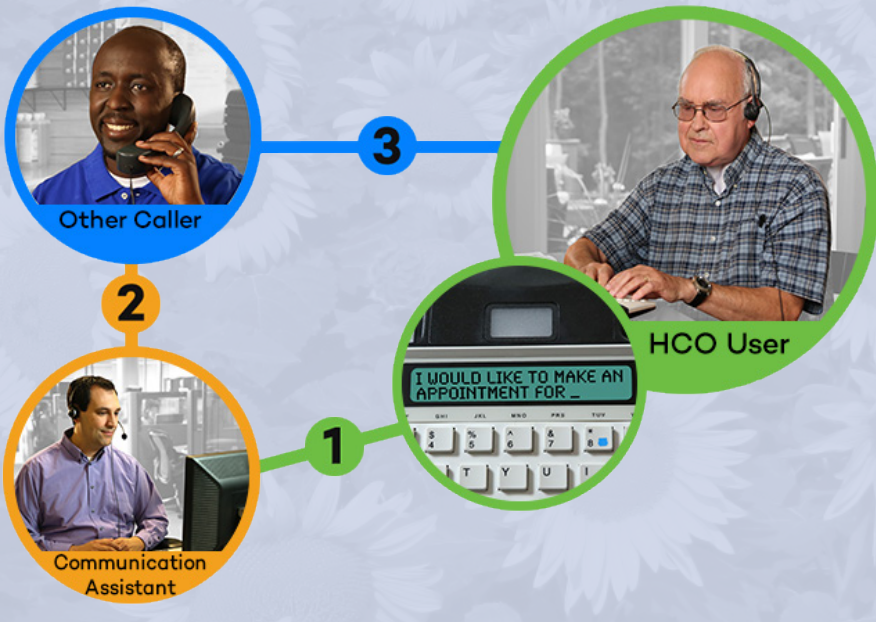
711 or 800-766-3777

Hearing Carry-Over (HCO) is a service for a person who is unable to speak. It allows them to listen to the other caller while typing his or her words on a TTY for the Communication Assistant to read aloud to the other caller.

To learn more, visit kansasrelay.com/hco

How does HCO work?

- 1** The HCO user types to the Communication Assistant.
- 2** The Communication Assistant reads aloud the typed message to the other caller.
- 3** The other caller speaks directly to the HCO user.



Enhanced Speech-to-Speech

These features make call set-up much easier for callers with speech disability.

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 and the nature of the call, or anything that makes it easier to complete the call.

My Saved Messages

Upon request, the STS Communication Assistant can copy any messages desired onto the customer's profile for 24 hours. When the STS user would like to try again, they simply redial STS and ask to retrieve saved messages. After 24-hours, the message copied into the profile is automatically deleted from the system.

My STS Wireless

Simply dial *787 from any Sprint wireless phone to be connected with Kansas STS service.

To learn more, visit
kansasrelay.com/sts



Equipment Distribution Program

The Kansas Telecommunications Access Program (TAP) is an equipment distribution program. The purpose of the program is to provide free specialized telephones and other telecommunications devices to Kansans with disabilities who can't use traditional home telephones.

To qualify, applicants must provide proofs to meet as follows:

- income restrictions
- a signed certificate by doctor or medical specialist to confirm your disability

If you need additional details about the program or would like to schedule a presentation, visit our website at atk.ku.edu/ks-tap.



Kansas Relay STS Customer Profile

The Kansas Relay Customer Profile allows consumers who have a speech disability to list their preferences for calls, such as:

- Contact information
- Emergency numbers
- Conversation preferences
- Speed dial numbers
- Customer notes

If you are interested in adding your information to the Customer Profile, visit kansasrelay.com/profile.

The screenshot shows the 'Speech to Speech' settings page in the Kansas Relay STS Customer Profile. The page has a dark header with 'Kansas' on the left and 'Sign Out' on the right. Below the header are navigation links: 'Accessibility Care', '911 Info', 'FAQ', 'Display Settings', and 'Customer Profile'. The main heading is '< Speech to Speech'. On the left is a vertical menu with options: 'IP Relay Accounts', 'Emergency Location', 'Frequently Dialed', 'Call Preferences', 'Notes', 'Speech to Speech' (highlighted), 'Emergency Numbers', 'Permissions', 'Personal Information', 'Account Security', and 'Print'. The main content area has a sub-heading 'Speech to Speech settings allow Speech to Speech users to select unique Call Handling options.' followed by two radio button options: 'Repeat Everything' and 'Repeat when not understood'. Below this is a form with the label 'CREATE A UNIQUE STS USER ID' and the text 'DMMM' in a text input field, with a yellow 'Update' button to the right. Further down is the section 'Speech to Speech Contacts:' with a description: 'This feature allows STS users to store contact description and phone numbers for easier access when placing STS calls.' and a note: 'There are currently no speech to speech contact times saved.' with a yellow 'Add number' button to the right.

Important information

- English-to-Spanish and Spanish-to-English translations are also available for Hearing Carry-Over (HCO).
- Hearing Carry-Over (HCO) relay is not compatible with PBX system, VOIP phones or digital landlines; a dedicated analog landline must be used.
- There is no charge for local and long-distance calls.

Request presentations

- Kansas Relay can provide customized presentations for organizations, agencies, schools, clubs, events, or companies at no charge. The presentations talk about Kansas Relay services and programs, and can last anywhere from an hour to a full day.
- To request, go to [kansasrelay/presentation](https://kansasrelay.com/presentation)

For more information, contact:

- Karl Ewan, Kansas Relay Customer Relations Manager
Email: karl.ewan@sprint.com.
- Customer Support (24 hours)
877-787-1989 (STS only)
866-735-2937 (Voice/TTY)
- Website: kansasrelay.com