



Instructions for Using Speech-to-Speech Relay

STS relay allows a person who has difficulty speaking or being understood on the telephone to communicate using his or her own voice or voice synthesizer. A STS relay communication assistant (CA) revoices the words of the person with a speech disability so the person on the other end of the phone call can understand them.

STS relay CAs are specially trained to understand a variety of different speech patterns including callers with cerebral palsy, Parkinson's disease, multiple sclerosis, Amyotrophic Lateral Sclerosis, muscular dystrophy, stuttering, a laryngectomy, stroke complications and other voice disorders or conditions affecting clarity of speech.

STS User Placing a Call Through Relay

1. Using your standard phone, dial: **1-877-627-3848**.
2. You will hear "Minnesota Relay Speech-to-Speech CA XXXX. May I have the number that you are calling please?"
3. Give the CA the area code and telephone number of the person you wish to call.
4. Tell the CA any special instructions that you have such as:
 - Repeat everything I say.
 - Repeat only if I am not understood.
 - Leave the following message on the called party's answering machine.
 - If you know you are calling an automated system that requires you to select from a number of options, let the CA know which options you would like before the call is placed.
5. The CA will verify the number with you before dialing, and will explain STS to the person you are calling (if necessary).
6. Once the call is connected, everyone on the call will be able to hear each other.
7. You will listen directly to the other person's response.

Tips for STS Users

- You may request a male or female CA and as long as one is available, your request will be honored.
- You or the person you are calling may request that the CA remain in the background and only begin revoicing if requested by either party. This is helpful when calling friends, family or others that are familiar with your speech.
- The CA will re-voice what you say every 3 to 4 words. It is helpful if you pause while the CA is revoicing.
- There may be instances when you will be asked to repeat your message to ensure that is conveyed correctly.
- STS relay calls can be made by anyone or to anyone with a speech disability.
- You may take all the time you need to complete your call.

9-1-1 Emergency Calls

When making emergency calls, dial 9-1-1 directly without using Minnesota Relay. Minnesota Relay can process emergency STS calls, but doing so may result in a delay in getting your call through.

Information Regarding Long Distance Calls

The long distance carrier you have chosen for your home service is NOT automatically applied to Minnesota Relay calls. To make sure your long distance STS calls are carried and billed through your existing long distance service or calling plan, it is recommended that you submit a *Minnesota Relay Customer Preference/Profile form*. You may also inform the CA of your preferred carrier of choice prior to placing a long distance STS call.

If no carrier is indicated, long distance Minnesota Relay calls will be carried and billed by Sprint.

Importance of Completing a Customer Preference/Profile Form (My Profile)

A Customer Preference/Profile form allows you to customize your STS relay call. By completing and submitting a *Minnesota Relay Customer Preference/Profile form*, the Relay is able to store your call preferences in their database. This will allow your STS relay calls to be set up quickly, and ensures that your preferred carrier is used for long distance calls.

A Customer Preference form (*My Profile*) allows you to customize your STS relay call by:

- indicating your long distance carrier of choice
- indicating how you would like your long distance calls billed
- listing frequently dialed and emergency numbers
- indicating how you will answer your phone when you receive a Relay call
- listing call setup and processing notes

The STS user has the flexibility to update their user preferences as needed. User information is confidential and secure.

To complete your Customer Preference form (*My Profile*), call Speech-to-Speech Customer Service at 1-877-787-1989. Customer Service Representatives are available to assist you 24/7.

New STS Enhancements

- **My Support** (Speech-to-Speech Customer Service)
Dedicated customer services staff is standing by to assist STS users or organizations serving STS users with basic information about STS, filling out customer profiles, and other features designed to support STS customers and their callers.

The Sprint STS *My Support* number is 1-877-787-1989 (available 24 hours a day, 7 days a week).

- ***My E-Mail Set-Up***

This feature makes relay call set-up a piece of cake for STS users.

STS users may tire and speech may become more difficult during long calls. In order to speed up the set-up of the call, Minnesota Relay offers *My E-Mail Set-up*. STS users 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, the subject of the call, any special instructions, or anything that makes it easier for the STS user to complete the call. This feature cannot be used to request a specific CA, schedule a STS call, or in lieu of placing a live call.

Before you use *My E-mail Set Up*, it is important to call ***My Support*** (1-877-787-1989). The customer service representative will fill out your profile, such as your name, address, username, password, and other information. When your customer profile is completed, you are ready to use *My Email Set Up*.

- ***My Saved Messages***

Imagine spending time dictating a message for an answering machine and then getting a busy signal and being unable to leave that message. This is even more frustrating for STS users who may take 15 minutes to dictate that message.

With *My Saved Messages*, upon request, the STS CA can copy any messages desired onto the customer's profile for 24 hours. When the STS user wants to try the call again, he/she simply redials STS and asks the CA to retrieve the saved message. After 24-hours, the message copied into the profile is automatically deleted from the system.

- ***My Name*** and ***My Places***

With *My Name* and *My Places*, receiving calls is now easier than ever for STS users. Once a STS user registers *My Name*, voice callers can simply call STS relay and ask for the STS user directly by name – without having to provide the telephone number.

STS users can also be reached at multiple numbers. Simply add multiple telephone numbers and hours of availability and the relay will do the rest. When voice users call, we will simply reference the STS user's *My Places* to view the registered phone numbers. Different numbers can be added for certain times of the day and days of the week.

- ***My Style***

STS users are able to determine how they would like Minnesota Relay to support them. Whether the STS user would like the CA to re-voice the entire conversation, or simply repeat upon request, we will provide STS that meets the customers' needs.

- ***My Phonebook***

Minnesota Relay can store up to 30 speed dial numbers in a STS user's phonebook (in their customer profile). To place a call, the STS user simply asks for a caller by name.

Filing a Complement or Complaint

Minnesota Relay strives to provide the best relay services available and we appreciate feedback about your experience with using our relay services. Please have the following information available when filing a commendation, complaint, or expressing a concern:

- Communications Assistant (CA) ID Number
- Date of the relay call
- Time of the relay call
- Nature of commendation, complaint, or concern

Minnesota Relay users have the following options for filing a complaint or commendation:

- The relay user may request to speak to a relay supervisor during or immediately after a call. In addition, the CA has the capability to transfer the caller directly to Sprint's Customer Service department.
- Sprint's 24-hour Customer Service:
Voice/TTY: 1-800-676-3777
E-mail: Sprint.TRSCustServ@sprint.com
Online: www.sprintrelay.com/contact_us/index.php
- Minnesota Relay Outreach Office:
Voice: 651-602-9005 / 1-800-657-3775
TTY: 1-888-206-6555
VP: 651-964-1514 / 1-866-635-0082
E-mail: mn.relay@state.mn.us
- The Federal Communications Commission's Consumer Center:
Voice: 1-888-CALL-FCC (1-888-225-5322)
TTY: 1-888-TELL-FCC (1-888-835-5322)
Fax: 1-866-418-0232
Online: www.fcc.gov/complaints

For information on other services offered through Minnesota Relay
or to schedule a free presentation, please contact:

Minnesota Relay Outreach
1-800-657-3775 (voice/TTY)
E-mail: mn.relay@state.mn.us
Visit our Web site: www.mnrelay.org