

# DIAL

# 7-1-1 to

# CONNECT and CONVERSE



[www.relaynorthdakota.com](http://www.relaynorthdakota.com)



- Traditional TTY
- Speech-to-Speech
- Voice Carry-Over
- Captioned Telephone
- Hearing Carry-Over
- Spanish Relay
- TTY Payphone
- International Calls



# Full Telephone Accessibility



## What is Relay North Dakota?

**Relay North Dakota** is a free service that provides full telephone accessibility to people who are deaf, hard-of-hearing, deafblind, or have a speech disability. This service allows text-telephone (TTY) or assistive equipment users to communicate with standard (voice) telephone users through specially trained communications assistants.

Calls can be made to virtually anywhere in the world, 24 hours a day, 365 days a year with no restrictions on the number, length, or type of calls. All calls are **strictly confidential** and no records of any conversations are maintained.

Relay North Dakota is provided by North Dakota-based telephone companies collectively through a contract with Sprint.

### How Does Relay Work?



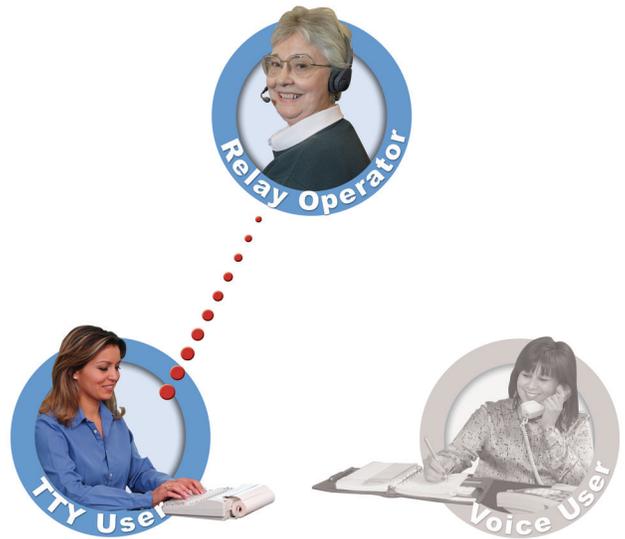
1 TTY user types her conversation to the communications assistant.

After TTY user types "GA," it is voice user's turn to respond.



2 Communications assistant then voices TTY user's typed message to voice user.

3 Communications assistant relays voice user's spoken words by typing them back to TTY user.





# Easy-to-Remember Relay Number



## Dial 711

**711** is a telephone relay number that allows people who are standard (voice) telephone users, deaf, hard-of-hearing, deafblind or who have a speech disability to access state relay services. Relay users can simply dial 711 to connect with Relay North Dakota. This allows easier access, particularly for less experienced relay users such as businesses or friends and family of TTY users.

### Note:

If you have problems with 711 when calling through your switchboard (which usually is a PBX telephone system), you may need to contact your PBX administrator to have the system configured to allow 711 dialing.

If you are not on a PBX telephone system, and you cannot access Relay North Dakota when dialing 711, call a customer service representative at your local telephone company. It is possible that your local telephone company may not have established 711 dialing through its system.

PBX telephone systems are often in businesses, agencies, hotels and other places where extension numbers are used. And most often, a way around this issue is to dial the full 10-digit toll-free number.

### Customer Service:

If you continue to experience difficulties in dialing 711, contact the Relay North Dakota Customer Service:

**800-676-3777**  
(TTY/Voice)

**877-787-1989**  
(STS only)

**866-931-9027**  
(VCO only)

Email : **accessibility@sprint.com**

Español:  
**800-676-4290**  
(TTY/Voice)



## Emergency 911

**In case of emergency, TTY users should call directly the TTY-equipped center or emergency services center in their community.**

The 911 operators have TTY machines and are trained to respond to all needs of people in North Dakota including those who are deaf or have hearing loss. 711 is **NOT** a substitute for deaf, hard-of-hearing, deafblind, and speech-disabled residents who need emergency services.

**HOWEVER**, if you use a TTY and cannot obtain emergency services on 911, you may call 711 and tell the communications assistant you have an emergency situation. The operator will then voice your emergency to the North Dakota Local or State Police.



**711 is NOT an emergency number.**

**711 should not be confused with 911.**



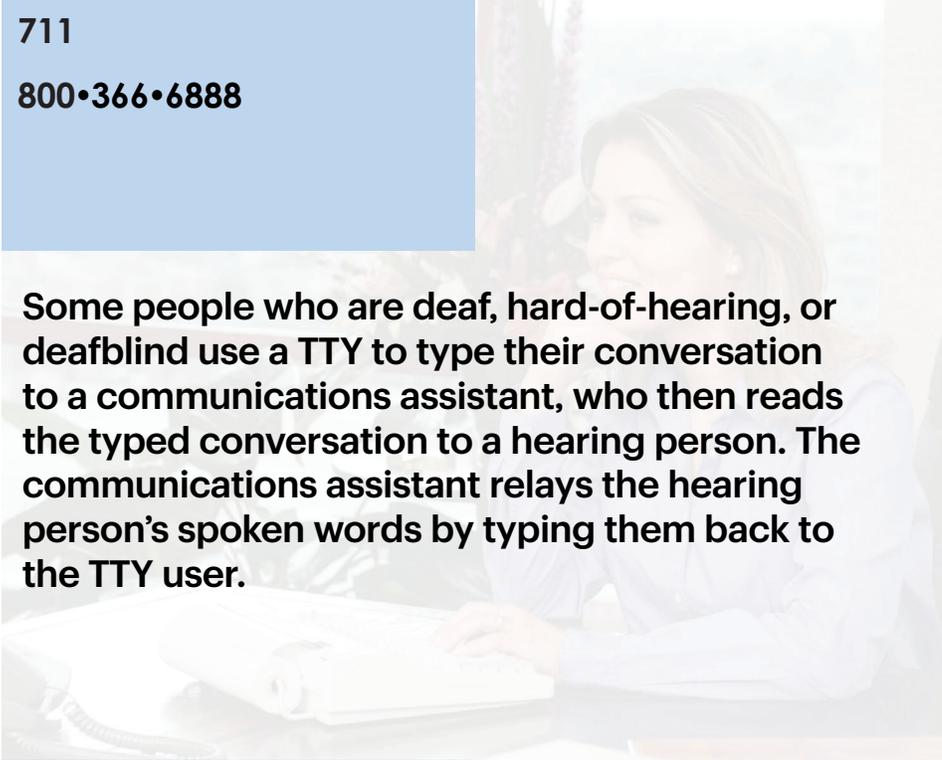
# Dial and Converse Easily



## TTY to Voice

711

800•366•6888



Some people who are deaf, hard-of-hearing, or deafblind use a TTY to type their conversation to a communications assistant, who then reads the typed conversation to a hearing person. The communications assistant 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 communications assistant will answer with "RELAY OPR 2345" (for communications assistant identification), F or M (for communications assistant 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 communications assistant 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

711

800•366•6889

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

### 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.



### How to make a voice to TTY phone call:

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



# Equal Accessibility



## TeleBraille

Deafblind relay users often use TTYs equipped with TeleBraille. Specially trained communications assistants 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 communications assistant 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

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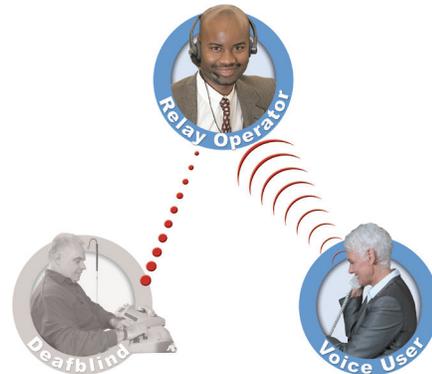
800•366•6888

rate unless the deafblind 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 communications assistant. Communications assistant voices the typed message to voice user.



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

## Spanish Relay

Relay North Dakota 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 North Dakota number and instruct the communications assistant how you want your call translated.

711

800•435•8590

### How to Make a Spanish Relay Call:



Communications assistant voices TTY user's typed message in Spanish to voice user.



Communications assistant 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 North Dakota 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.

711

877•366•3709

877•787•1989  
(Customer Service)

### How to Make an STS Phone Call:



STS user talks to voice user.



Communications assistant re-voices STS user's conversation to voice user.



Voice user talks directly back to STS user.

## My Email Set Up

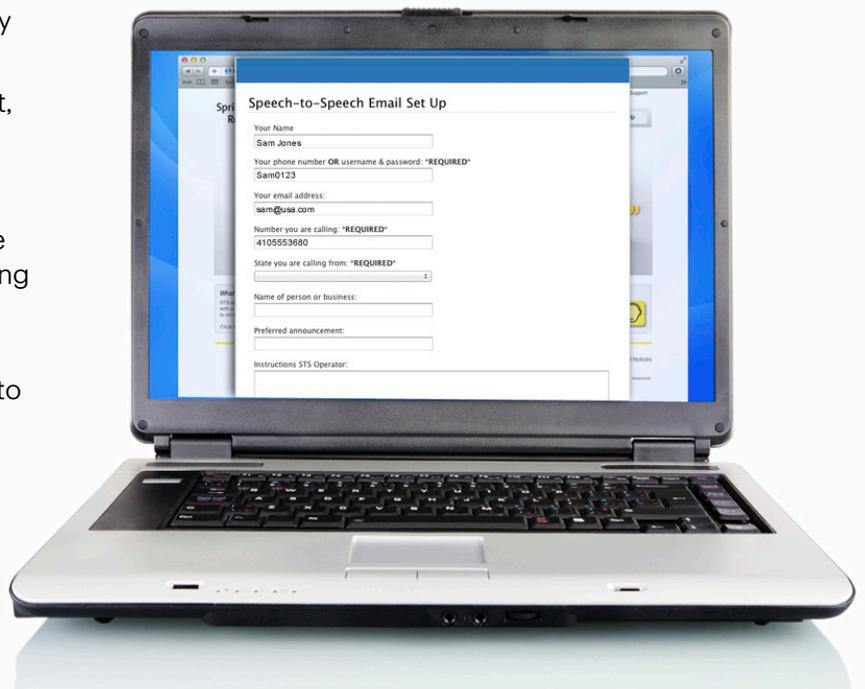


This new feature makes call set-up easy for anyone with a speech disability.

In making the call set-up more efficient, Relay North Dakota 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.sprintsts.com/myemailsetup.html](http://www.sprintsts.com/myemailsetup.html)





# 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 communications assistant to voice to the standard telephone user.

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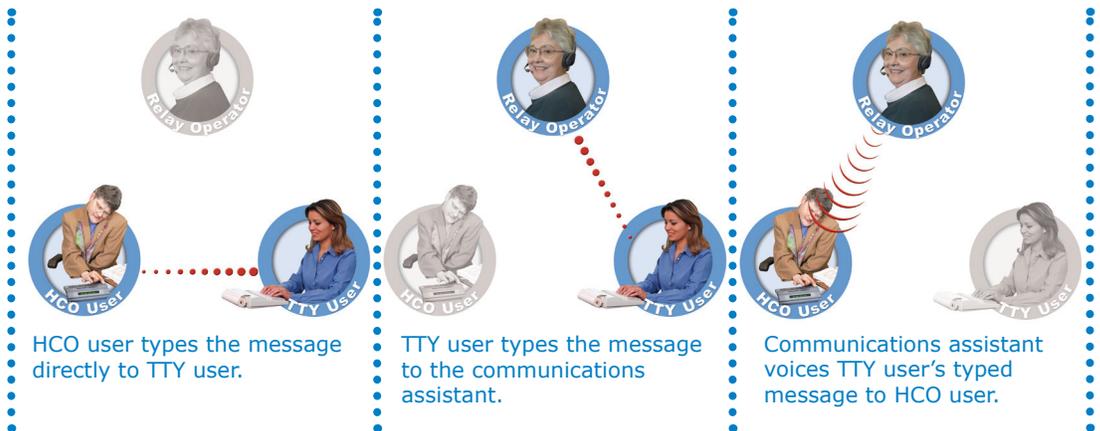
800•366•6888

### How to Make an HCO Phone Call:



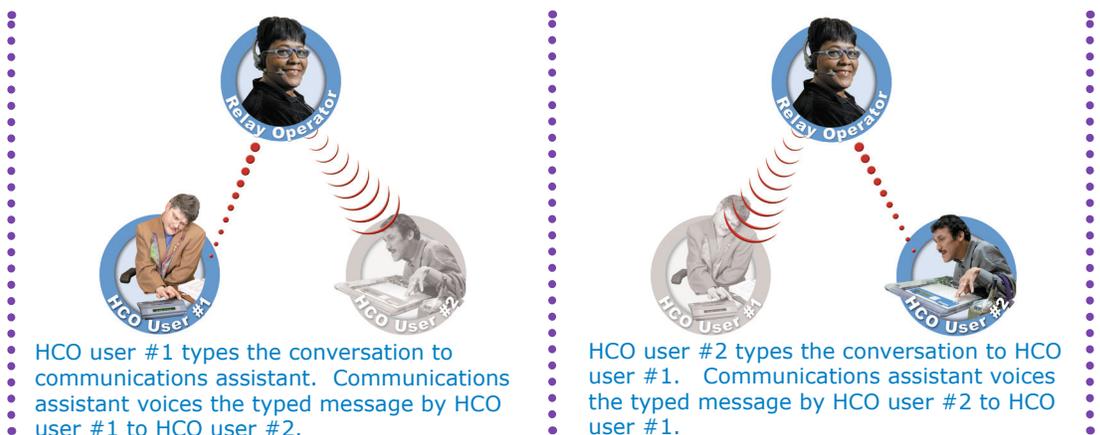
## HCO to TTY

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



## HCO to HCO

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





# Talk With Confidence



## Voice Carry-Over

**Voice Carry-Over (VCO)** is a service that enables a hard-of-hearing or deaf user to speak directly to the hearing person.

When a hearing person speaks to the VCO user, the communications assistant will serve as his/her "ears" and type everything said that will appear on a TTY or text display equipment.

711

877•366•8600

866•931•9027  
(Customer Service)

### How to Make a VCO Phone Call:



VCO user talks to voice user directly.

1 2



After VCO user says, "Go Ahead", it is voice user's turn to respond.

3 4

Voice user talks to VCO user while the communications assistant types voice user's message.

VCO user reads the message on the TTY or text display equipment.

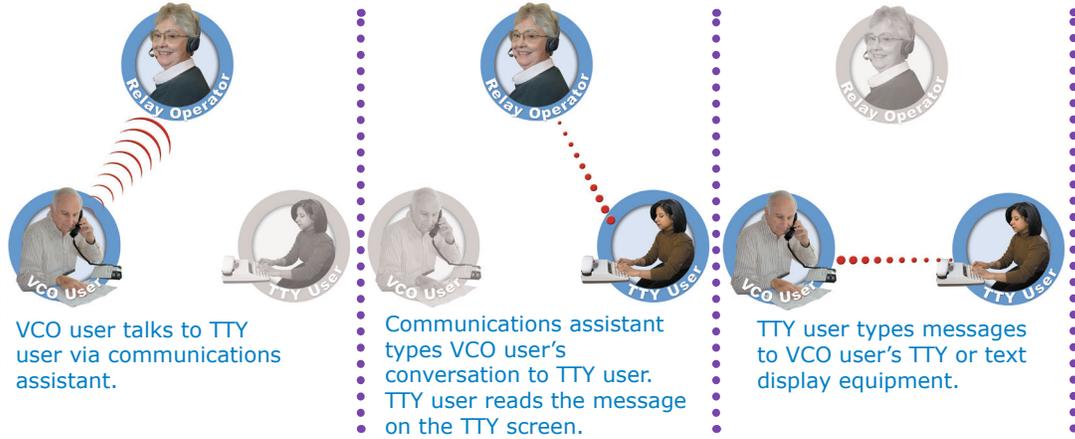




The communications assistant specializes in all types of Voice Carry-Over calls, such as VCO Direct, VCO to TTY, VCO to VCO, or Two-Line VCO. With this service, you no longer have to specify your call type to the operator.

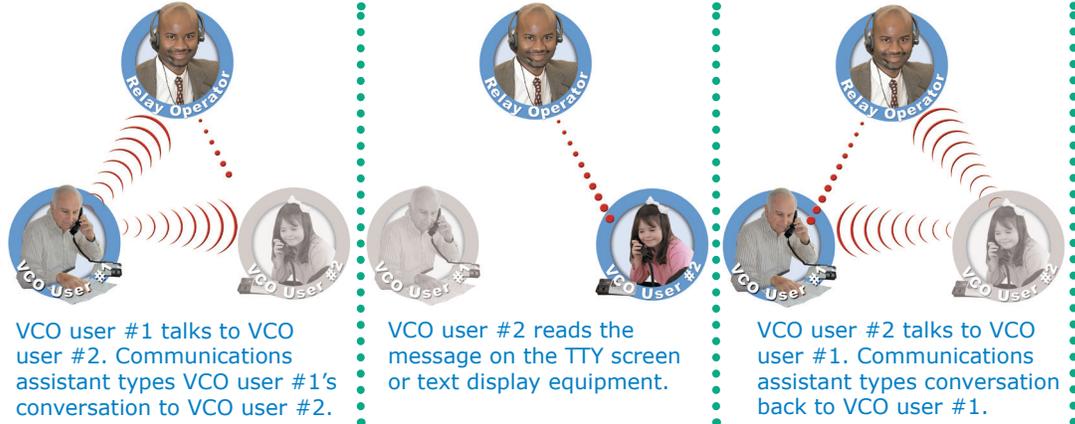
## VCO to TTY

The communications assistant will type what the Voice Carry-Over user says to the TTY User. The message that the TTY user types will go directly to the VCO user's TTY or text display equipment.



## VCO to VCO

The communications assistant will serve as both Voice Carry-Over users' "ears" and type what the other person says. This is for people who have a VCO phone without a text display equipment or don't wish to type.

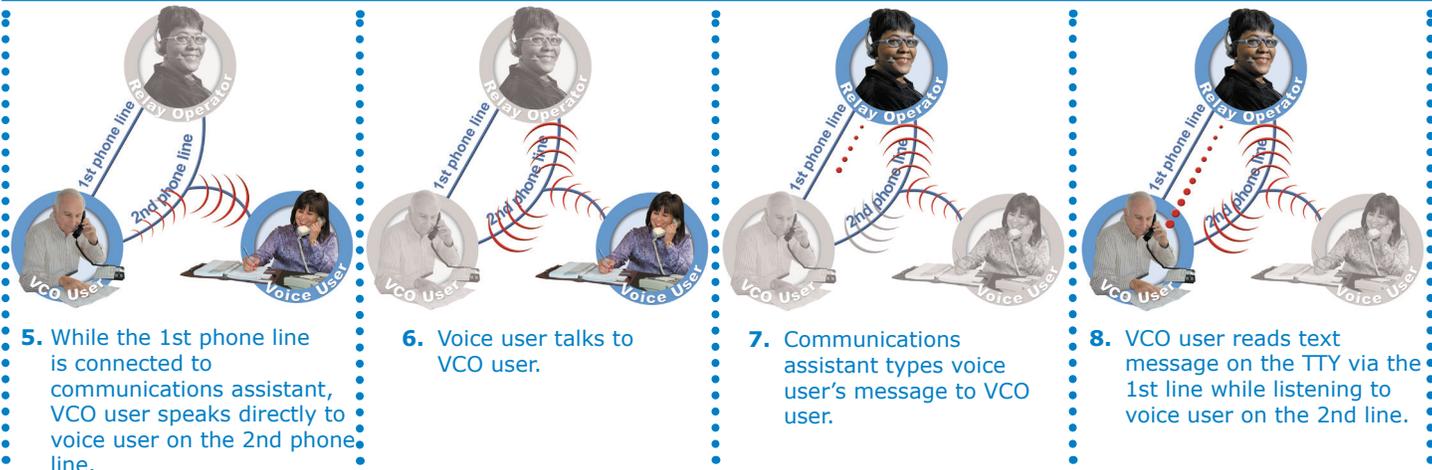


## Two-Line Voice Carry-Over

Two-line VCO allows a deaf or hard-of-hearing person with two telephone lines to use one line for speaking directly to a hearing person while the second line is used to receive the hearing person's typed responses.

### How to Make a Two-Line VCO Phone Call:

1. Dial the Relay North Dakota number on line #1 and type, "TWO LINE VCO PLS CALL ME BACK ON (provide VCO user's telephone number on line #2)".
2. The communications assistant will call VCO user back on line #2. Pick up the line #2 phone and then press the flash button or switch-hook to obtain a second dial tone.
3. Dial voice user's number.
4. Press the flash button or switch-hook to reconnect the operator to being VCO user's conversation.





# Read, Listen, and Talk

## CapTel®



CapTel users place a call in the same way they would when using a traditional phone by dialing the number directly. The CapTel phone automatically connects to North Dakota's captioning relay service as you dial on a one or two-line phone.

When the other person speaks, you can hear his/her voice and also read the spoken comments on your CapTel phone display screen.

CapTel is an acronym for captioned telephone.

For CapTel Callers: **Dial the person you are calling directly**

For Hearing Callers:  
**877•243•2823**

### How to Make a CapTel Phone Call:



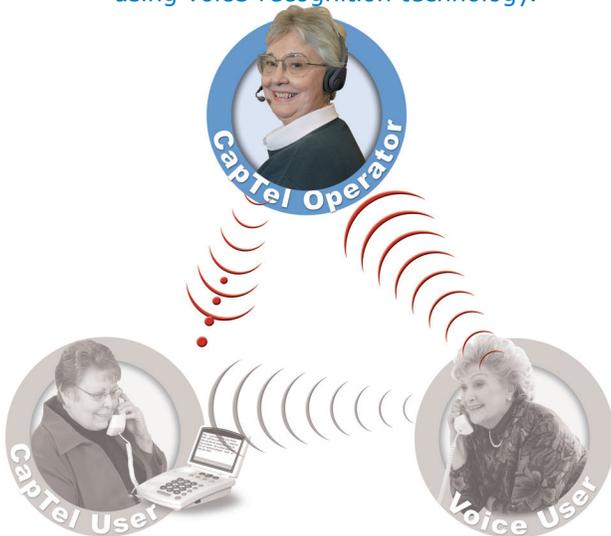
As CapTel user dials, the phone automatically connects to a captioning service. CapTel user talks directly to voice user.

Voice user talks to CapTel user.

CapTel operator captions/transcribes voice user's message into text by using voice-recognition technology.

CapTel user listens and reads voice user's conversation on the CapTel phone.

1 2  
3 4



To apply for a free CapTel phone, see **Telecommunications Equipment Distribution Service** on the back page.

To purchase a CapTel phone, go to [www.weitbrecht.com/captel-north-dakota.html](http://www.weitbrecht.com/captel-north-dakota.html)

# TTY Payphone

The Federal Communications Commission (FCC) issued an order of access to relay services through public payphones.

The order states that:

- All local calls from TTY payphones are free of charge.
- Toll calls can be billed through calling cards and prepaid cards.

TTY users who wish to use a coin TTY payphone can use Relay North Dakota to assist in connecting calls. There are several ways to bill non-local calls:

- Collect
- Third party
- Calling card
- Prepaid card

711

800•366•6888

## Answering Machine Retrieval

The TTY user can request the communications assistant to **retrieve voice messages** from the answering machine.

Relay North Dakota **DOES NOT** enter a "CALL TO" number.

1. Place your phone handset on the speaker part of the answering machine until all messages have been retrieved.
2. Place the phone handset back on the TTY and type "GA."
3. Communications assistant will type your messages.

711

800•366•6888

## Directory Assistance

Relay North Dakota will relay **Directory Assistance (DA)** calls between TTY users and the Local Exchange Carrier (LEC) DA operator. Once the caller makes the request, the communications assistant

will contact the appropriate LEC DA operator. After obtaining the number, the caller may choose to place the call through Relay North Dakota or dial directly from TTY to TTY.

## International Calls

Relay North Dakota allows you to place and receive calls to and from **anywhere in the world** (using English or Spanish).

Callers from a country outside the United States may also access Sprint Relay via 605-224-1837.

605•224•1837

## ASCII

Computer users can access Relay North Dakota directly. **ASCII Split Screen** is designed to allow high-speed ASCII computer users and communications assistants to type their conversations which can be viewed on split windows. ASCII users and voice users can interrupt the communications assistant if needed.

**If your computer has 1200 Baud or up, use these settings:**

- 8 Bits
- No Parity
- 1 Stop Bit
- Full Duplex

**If your computer has 300 Baud or below, use these setting:**

- 8 Bits
- No Parity
- 1 Stop Bit
- Half Duplex

711

800•366•6888



# Equipment Distribution Service

**North Dakota Telecommunications Equipment Distribution Service (TEDS)** provides free specialized telecommunications equipment for individuals who are deaf, hard-of-hearing, deafblind, or have a speech disability.



**To qualify you must:**

- meet income requirements
- be a North Dakota resident age 5 or over
- have difficulty using the telephone because you are deaf, hard-of-hearing, deaf-blind, or have a speech disability
- have applied for or have phone service in your home
- are certified by a physician, audiologist, hearing instrument specialist, or speech pathologist as unable to use a telephone readily purchased from a retail store

**Contact:**

- ND Assistive  
3240 15th Street S., Suite B  
Fargo, ND 58104
- **701-365-4728** (Voice/TTY)
- **800-895-4728** (Voice/TTY)
- **pposey@ndassistive.org** (Email)
- **www.ndassistive.org** (website) and select the **Specialized Phone Program** in the **Services** drop-down menu

## Toll-Free & Customer Support Numbers

**Relay North Dakota Toll-Free**

**TTY:**

711 or 800-366-6888

**Voice:**

711 or 800-366-6889

**Voice Carry-Over:**

711 or 877-366-8600

**Hearing Carry-Over:**

711 or 800-366-6888

**Speech-to-Speech:**

711 or 877-366-3709

**Spanish Relay:**

711 or 800-435-8590

**Relay North Dakota Customer Service**

**General:**

800-676-3777

**Español:**

800-676-4290

**Speech-to-Speech only:**

877-787-1989

**Voice Carry-Over only:**

866-931-9027

**Email:**

accessibility@sprint.com

**Website:**

relaynorthdakota.com

