



wyomingrelay.com

Dial 711, Connect, and Communicate with Confidence

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



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

What is Wyoming Relay?

Wyoming Relay is a 24-hours-a-day service at no cost that allows people who have a speech disability to place and receive telephone calls. Wyoming Relay users can communicate freely with businesses, friends, and family who use a standard telephone. Wyoming 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 800-877-9975

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 1-800-877-9975) You will hear "Wyoming Relay Communications Assistant # (each Communications Assistant has a unique identification number) may I have the number you are calling please?"
- 2** Give the Communications Assistant the area code and telephone number you wish to call and any further instructions.
- 3** Let the Communications 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 wyomingrelay.com/voice



Speech-to-Speech (STS)

711 or 877-787-0503 (Español: 800-829-2783)

People with a speech disability, or those who use a voice synthesizer, can use their own voice on a STS relay call. The Communications 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 while the Communications Assistant listens.
- 2** The Communications Assistant repeats the STS user's spoken words if needed.
- 3** The other caller talks directly to the STS user.



To learn more, visit wyomingrelay.com/sts

Video-Assisted Speech-to-Speech

711 or 877-787-0503

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

How does VA-STs work?

To make a VA-STs call, dial 711 or 877-787-0503 and request VA-STs. The Communications 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 wyoingrelay.com/va-sts



Hearing Carry-Over (HCO)

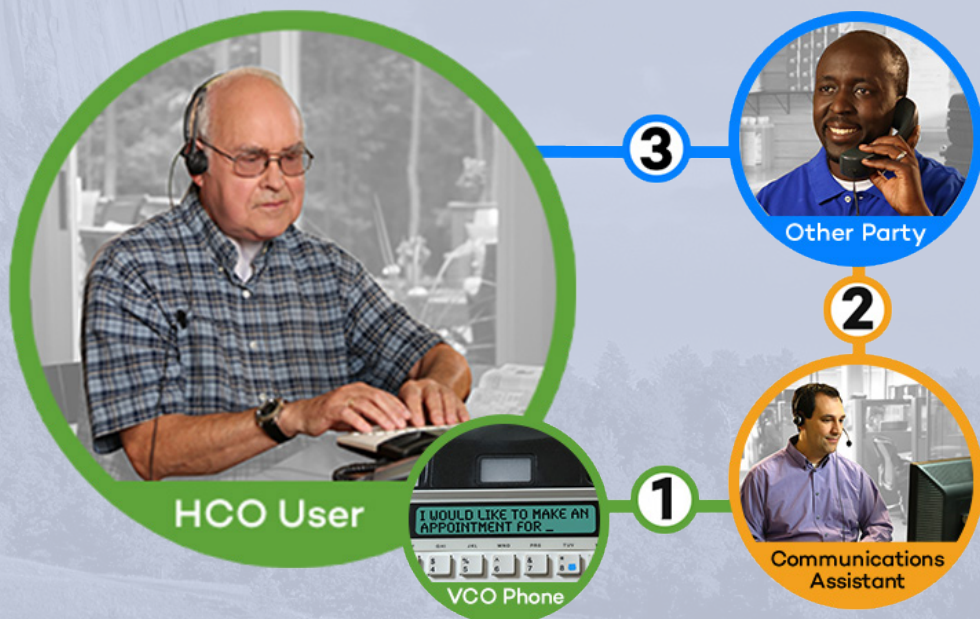
711 or 877-877-1474

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 Communications Assistant to read aloud to the other caller.

To learn more, visit wyomingrelay.com/hco

How does HCO work?

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



STS Call Setup

The STS Call Setup feature allows STS users to send an email with call instructions or information to the Communications Assistant in advance.

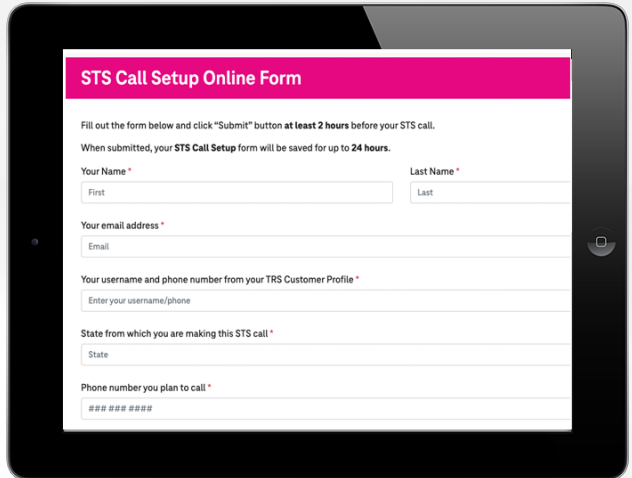
STS users can complete the STS Call Setup form online at **tmobilests.com/call-setup** between 2 and 24 hours prior to the call.

The form includes information such as:

- the number to call
- the name of the other caller
- special instructions
- the subject of the call
- and/or anything that makes it easier to complete the call.

IMPORTANT:

Users must have their username and password set up prior to completing the form for the first time.



The image shows a tablet displaying the 'STS Call Setup Online Form'. The form has a pink header with the title 'STS Call Setup Online Form'. Below the header, there is a pink bar with white text: 'Fill out the form below and click "Submit" button at least 2 hours before your STS call. When submitted, your STS Call Setup form will be saved for up to 24 hours.' The form fields include: 'Your Name *' with sub-fields for 'First' and 'Last Name *' (Last); 'Your email address *' with an 'Email' field; 'Your username and phone number from your TRS Customer Profile *' with an 'Enter your username/phone' field; 'State from which you are making this STS call *' with a 'State' field; and 'Phone number you plan to call *' with a field containing '### ### ###'.

To do this, fill out the Wyoming Relay STS Customer Profile Form. (see more information on the next page)

Wireless *STS (*787)

If your wireless phone is on the T-Mobile network, you can dial *787 instead of 877-787-0503 to reach Wyoming Relay service!

Here's a helpful hint – remember the number *787 by spelling *STS on the dial pad of your wireless phone.



Equipment Distribution Program

Wyoming Relay Equipment Distribution Program (WYRED) provides special telephone equipment to citizens with a speech disability or hearing loss.

Wyoming Relay provides administrative oversight to the State's relay service. We also provide information, referrals, trainings, and presentations to individuals, civic groups, businesses, law enforcement, and other groups.

If you need additional details about the program or would like to schedule a presentation, visit our website at wyomingrelay.com/wyred.



Wyoming Relay STS Customer Profile

The Wyoming 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 wyomingrelay.com/profile.

< Speech to Speech

Speech to Speech settings allow Speech to Speech users to select unique Call Handling options:

Repeat Everything

Repeat when not understood

CREATE A UNIQUE STS USER ID Update

Speech to Speech Contacts:

This feature allows STS users to store contact description and phone numbers for easier access when placing STS.

There are currently no speech to speech contact times saved. Add number

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

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

For more information, contact:

- Lori Cielinski, Program Manager
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- Customer Support (24 hours)
888-694-4450 (Voice/TTY)
- Website: [wyomingrelay.com](https://www.wyomingrelay.com)