

# DIAL

# 7-1-1 to

# CONNECT and CONVERSE

# Easily



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



- Traditional TTY
- Speech-to-Speech
- Voice Carry-Over
- Hearing Carry-Over
- TeleBraille
- Spanish Relay
- International Calls





# Full Telephone Accessibility



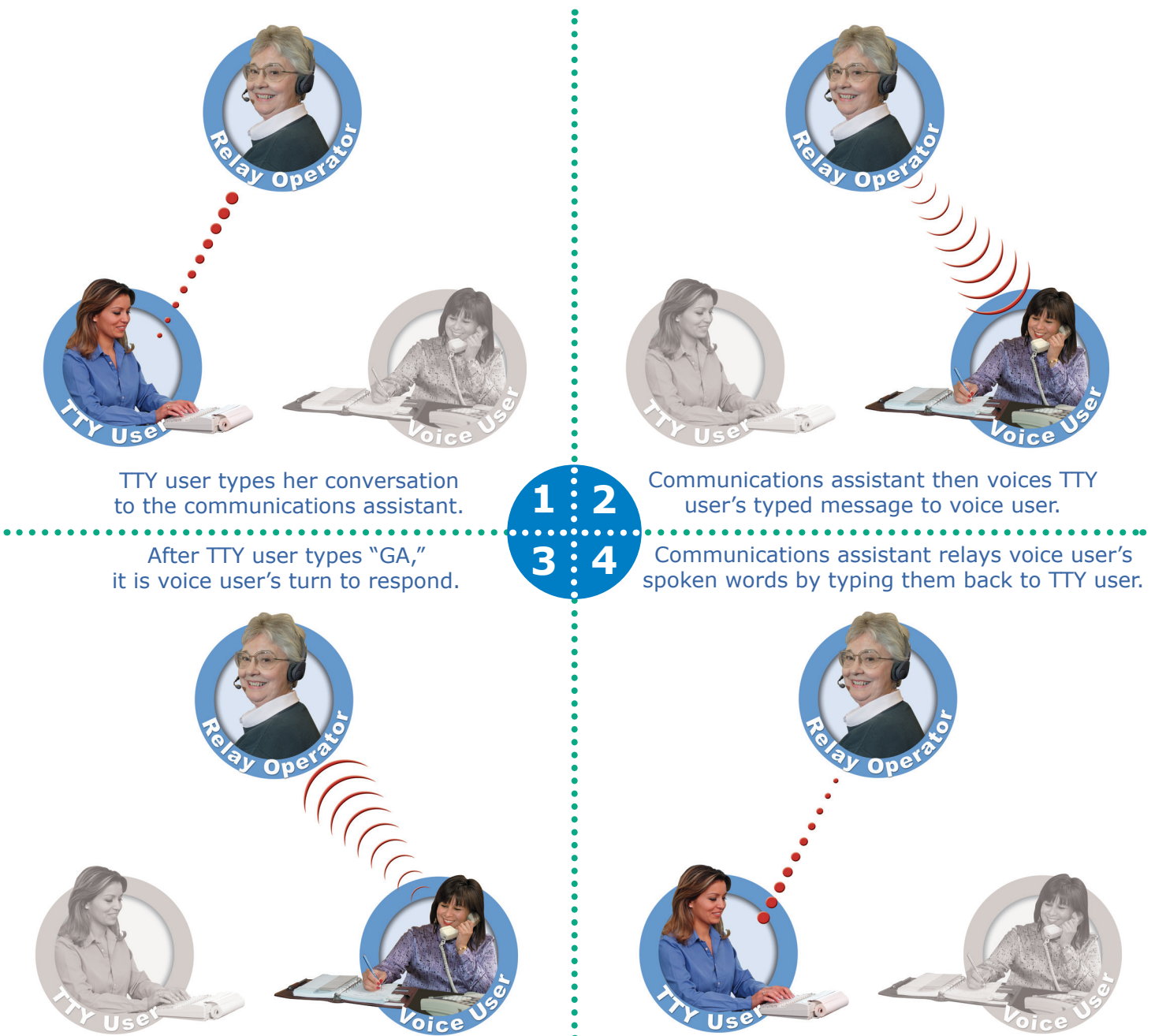
## What is Relay North Dakota?

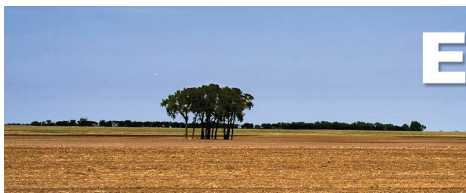
**Relay North Dakota** is a free service that provides full telephone accessibility to people who are deaf, hard-of-hearing, deafblind, or have a speech disability. This service allows text-telephone (TTY) or assistive equipment users to communicate with standard (voice) telephone users through specially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





# 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 :  
[access@t-mobile.com](mailto:access@t-mobile.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:

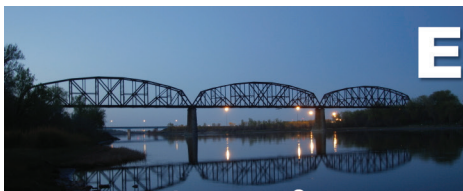
- Be sure to talk **directly** to your caller, **avoid** saying "tell him" or "tell her".
- Say **"GA"** or **"Go Ahead"** at the end of your response.
- Say **"SK"** or **"Stop Keying"** before you hang up.

### 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

711

800•366•6888

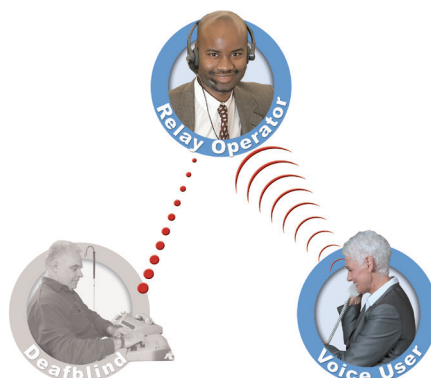
rate unless the deafblind user requests increased or decreased rates of text in increments of five words per minute.



### 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.

## STS Call Setup

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

STS Call Setup is an optional feature to help speed up call processing for a specific STS call. TRS Customer Profile is required before using the STS Call Setup form at [tmobilests.com/#call\\_setup\\_form](http://tmobilests.com/#call_setup_form).

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.

Complete the STS Call Setup form online at least 2 hours before your STS call. Your STS Call Setup form will be saved for up to 24 hours.

For more information about TRS Customer Profile, go to [relaynorthdakota.com/customer-profile](http://relaynorthdakota.com/customer-profile).

**STS Call Setup Online Form**

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**.

Your Name \*

First  Last

Your email address \*

Email

Your username and phone number from your TRS Customer Profile \*

Enter your username/phone

State from which you are making this STS call \*

State

Phone number you plan to call \*

####  ####





# 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.

711

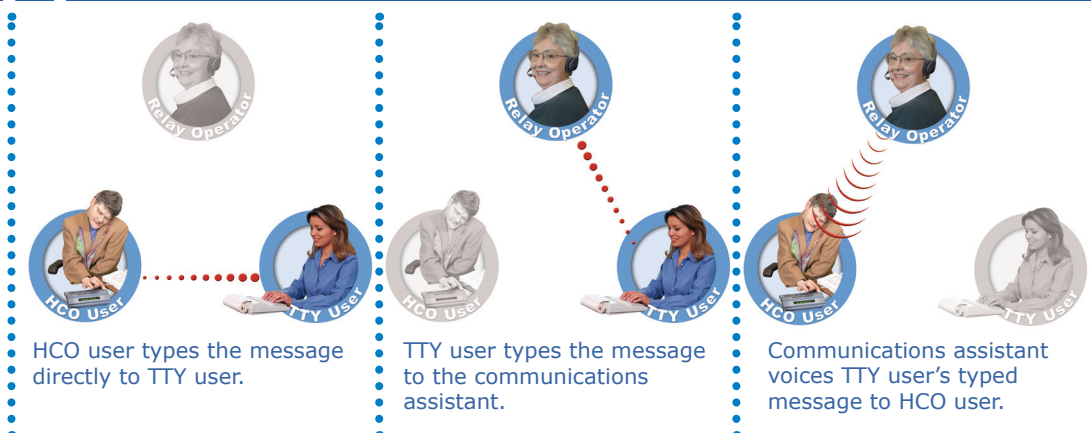
800•366•6888

### How to Make an HCO Phone Call:



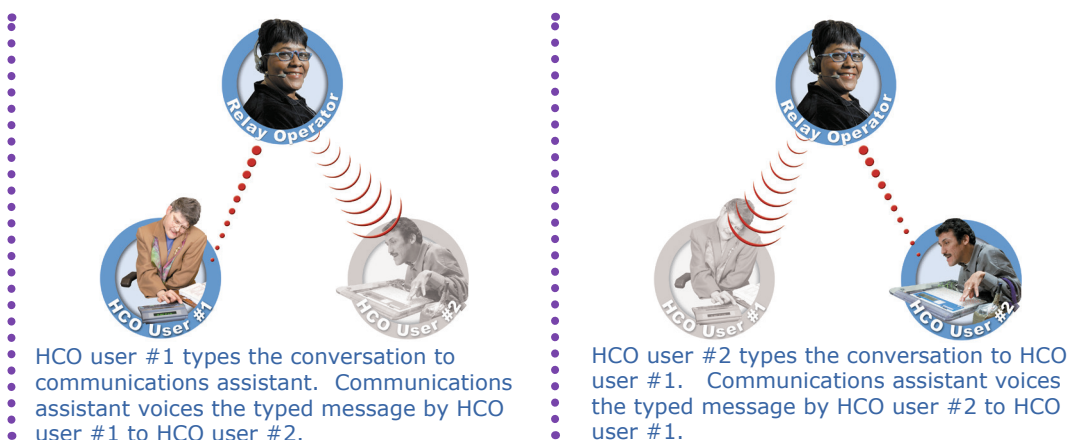
## HCO to TTY

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.

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



1 2  
3 4



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

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



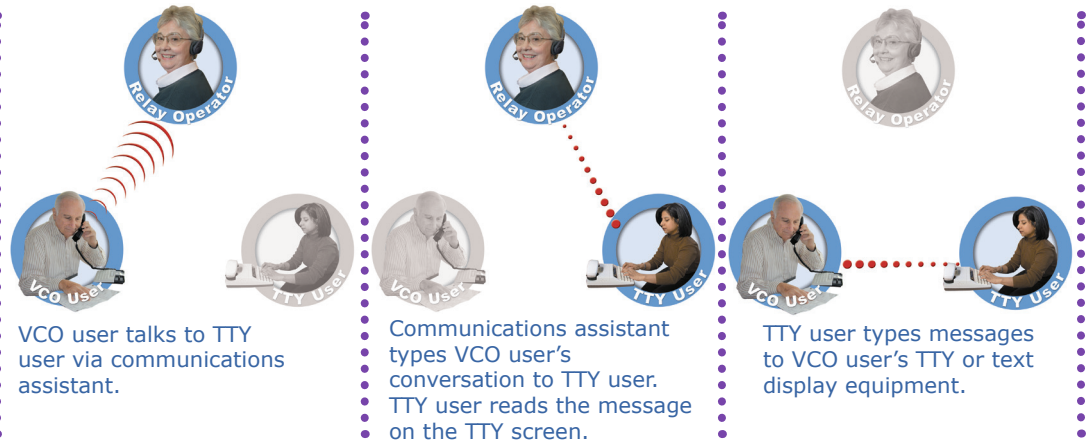




The communications assistant specializes in all types of Voice Carry-Over calls, such as VCO Direct, VCO to TTY, VCO to VCO, or Two-Line VCO. With this service, you no longer have to specify your call type to the operator.

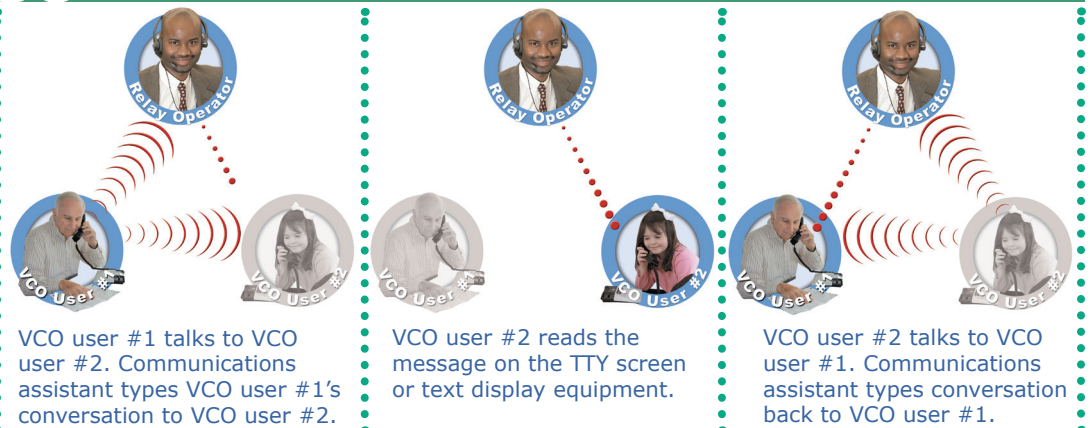
## VCO to TTY

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.

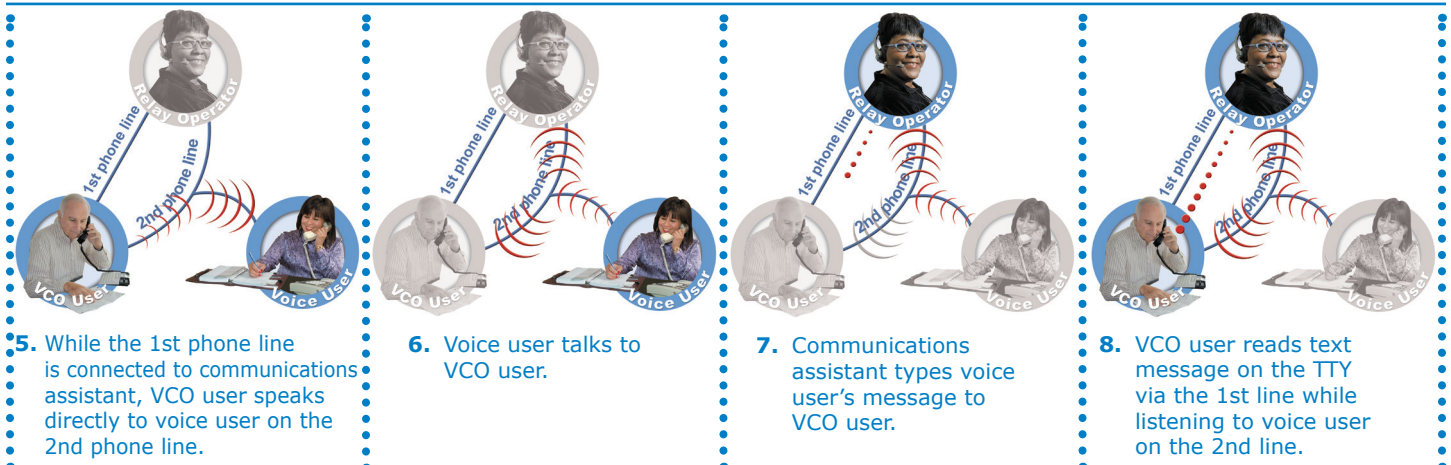


## Two-Line Voice Carry-Over

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.



# 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

## 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

## 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 Relay North Dakota via 605-224-1837.

605•224•1837





# 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 South  
Suite B  
Fargo, ND 58104
- **701-365-4728** (Voice/TTY)
- **800-895-4728** (Voice/TTY)
- [pposey@ndassistive.org](mailto:pposey@ndassistive.org) (Email)
- [ndassistive.org/specialized-phone-program](http://ndassistive.org/specialized-phone-program)

## 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:

[access@t-mobile.com](mailto:access@t-mobile.com)

#### Website:

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

