



# Want to Communicate? Go Ahead.<sup>SM</sup>

New York Relay Service is a free service that provides full telephone accessibility to people who are deaf, hard-of-hearing, deaf-blind, and speech-disabled. This service allows text-telephone (TTY) users to communicate with standard telephone users through specially trained Relay Operators. Calls can be made to 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. Anyone wishing to use New York Relay simply dials the relay number to connect with a Relay Operator. The Relay Operator will dial the requested number and relay the conversation between the two callers.



**7-1-1** is a statewide telephone relay number that connects standard (voice) telephone users with deaf, hard-of-hearing, deaf-blind, and/or speech-disabled people who use text telephones (TTYs). Relay users can now simply dial 7-1-1 to connect with New York Relay. This allows easier access, particularly for less experienced relay users such as businesses or friends and family of TTY users.

## ANSWERING MACHINE RETRIEVAL

To request answering machine retrieval, dial 7-1-1 and when the Relay Operator responds, type "AMR GA." The Relay Operator will type, "PLS PLACE YOUR HANDSET NEXT TO YOUR ANS MACHINE AND TURN ON GA."

## VOICE MAIL RETRIEVAL

To request voicemail retrieval, dial 7-1-1 and when the Relay Operator responds, type the phone number you wish to call with your password or special instructions and then "GA."

## TURBO CODE



New York Relay offers Ultratec Turbo Code to relay users. This feature allows for more natural, back-and-forth conversations, the ability to interrupt one another, and information sent at the same speed that it is typed.

## VOICE 7-1-1 1-800-421-1220

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

## TTY 7-1-1 1-800-662-1220

A person who is deaf, hard-of-hearing, deaf-blind, or speech-disabled uses a TTY to type his/her conversation to the Relay Operator, who then reads the typed conversation to the hearing person. The operator relays the hearing person's spoken words by typing them back to the TTY user.

## HEARING CARRY-OVER (HCO) 1-800-662-1220

**Hearing Carry-Over** allows speech-disabled users with hearing to listen to the person they are calling. The HCO user types his/her conversation for the Relay Operator to read to the standard telephone user.

**HCO to TTY:** The HCO user listens while the Relay Operator voices the TTY user's typed message. The HCO user types his/her conversation directly to the TTY user.

**HCO to HCO:** The HCO user may contact other HCO users through New York Relay. The Relay Operator will voice to both parties what is typed on each user's TTY.

**HCO to VCO:** The HCO user's typed responses are sent directly to the VCO user. The VCO user speaks directly to the HCO user.

## WHAT EQUIPMENT DO I NEED TO USE RELAY SERVICE?

The most common device used to make a relay call is a TTY (text-telephone device) that can be used together with a phone handset. However, the equipment you need may vary depending upon your disability. For more information on how to obtain a device in your area for your specific needs, call NYRS 24-hour Customer Service at 1-800-676-3777 (TTY/Voice) or the New York Relay Service Inquiry line at 1-800-664-6349 (Voice) or 1-800-835-5515 (TTY). 7-1-1 is a statewide telephone relay number that connects standard (voice) telephone users with deaf, hard-of-hearing, deaf-blind, and/or speech-disabled people who use text telephones (TTYs). Relay users can now simply dial 7-1-1 to connect with New York Relay. This allows easier access, particularly for less experienced relay users such as businesses or friends and family of TTY users.

## VOICE CARRY-OVER (VCO) 1-877-826-6977

**Voice Carry-Over** allows a deaf or hard-of-hearing user to speak directly to a hearing person. When the hearing person speaks to you, the Relay Operator serves as your "ears" and types everything said to your TTY or VCO phone.

**VCO to TTY:** The Relay Operator types what the VCO user says to the TTY user. Whatever the TTY user types goes directly to the VCO user's TTY or text display equipment to be read.

**VCO to VCO:** The Relay Operator serves as both parties "ears", typing what is said on both ends of the call.

**VCO to HCO:** The VCO user speaks directly to the HCO user. The HCO user's typed responses are sent directly to the VCO user.

**VCO With Privacy:** This feature is similar to the standard VCO feature. However, the Relay Operator will not hear the VCO user's voice and only types the hearing person's responses back to the deaf/hard-of-hearing user. Request privacy by typing/voicing to the operator "Privacy ON."

## TWO-LINE VOICE CARRY-OVER (2LVCO) 1-877-826-6977

2LVCO allows a customer with two telephone lines and/or a computer to use one line for speaking directly to a hearing person while the other line is used to receive the hearing person's typed responses. This feature provides a more natural flow of conversation without the pauses of single-line calls.

## DIRECTORY ASSISTANCE

New York Relay will relay Directory Assistance (DA) calls between TTY users and a DA operator. Once the caller makes the request, the Relay Operator will connect to the DA operator. After obtaining the number, the caller may choose to place the call through New York Relay or dial it directly TTY to TTY.

## INTERNATIONAL CALLS

New York Relay allows you to place and receive calls to and from anywhere in the world using English or Spanish. Callers from a country outside the US may also access New York Relay by calling 1-605-224-1837.

## EMERGENCY

In case of emergency, relay users should call the TTY-equipped 9-1-1 Center or emergency services center in their community. However, New York Relay can process emergency calls but they may take longer to get through.



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## TTY PUBLIC PAYPHONES

The Federal Communications Commission (FCC) issued an order outlining an interim plan for access to public payphone service through relay services. The order states:

- 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 New York Relay to assist in connecting calls. There are several ways to bill non-local calls:

- Collect
- Third party
- Calling card
- Prepaid card

## SPEECH-TO-SPEECH (STS) 1-877-662-4234

Specially trained Relay Operators serve as the speech-disabled user's voice and repeat his/her responses to the called party. New York Relay's unparalleled equipment and exceptional Speech-to-Speech (STS) operator training ensure that speech-disabled users will be heard and understood. There may be instances where an STS user will be asked to repeat his/her message to ensure that it is relayed correctly. As an added benefit, New York Relay can permanently establish your call type as Speech-to-Speech.

## SPANISH RELAY 1-877-662-4886

TTY users can type in Spanish and their conversations will be relayed in Spanish to the called party. To make a Spanish Relay call, dial 1-877-662-4886 and you will be connected with a Spanish-speaking Relay Operator.

## 900 SERVICES 1-900-230-6565

Relay users dial a separate toll-free 900 number to connect with New York Relay. The Relay Operator will then dial the requested outbound 900 service number. The caller is responsible for direct billing. Billing will begin upon connection to the 900 number. Rates vary depending upon the 900 service called.



## ASCII CALLS 1-800-584-2849

Computer users can access New York Relay directly. Set your communications software to the following protocols at speeds ranging from 300 to 2400 baud:

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

It may be helpful to set your "time out" to 100 seconds. When calling at a rate of 300 baud or below, follow the above settings using Half Duplex.

ASCII Split Screen is designed to allow High Speed ASCII computer users and Relay Operators to type and communicate more clearly and quickly. Typed text by both the caller and the operator will appear on split windows on the computer screen. ASCII users can interrupt the operator if needed, or the operator can interrupt the ASCII user if requested to do so by the voice party.

## TELEBRAILLE 1-800-662-1220

Relay users with impaired vision often use special TTYs equipped with telebraille or large visual displays and prefer slower typing speeds to read messages. New York Relay will provide customized relay service for the unique need of these individuals. During these relay calls, the Relay Operator will type at a normal speed, but the message will come across at a rate of 15 words per minute, allowing users to achieve a more readable rhythm. Users can also request increased or decreased rates of text in increments of 5 words per minute.

## CUSTOMER DATABASE PROFILE

A Customer Database Profile stores an individual relay user's call preferences, expediting call processing. You can set up your Customer Database Profile by contacting New York Relay Customer Service at 1-800-676-3777. Representatives will take your request and can set up your profile while you are on the phone or send you a form to complete. They are also available to answer any questions you may have.

Customer Service is available to answer any questions or to receive customer suggestions, comments, or complaints. When calling about a specific incident, please remember to provide the Relay Operator's identification number, date, and time of call. For assistance during a relay call, callers may ask to speak to a supervisor. Customer Service will also accept requests for New York Relay brochures, outreach materials, presentations, or any other additional relay information. For more information, call NYRS 24-hour Customer Service at **1-800-676-3777 (TTY/Voice)** or the New York Relay Service Inquiry line at **1-800-664-6349 (Voice)** or **1-800-835-5515 (TTY)**.

## CONTACTS FOR MORE INFORMATION

**1-800-676-3777** New York Relay Customer Service  
TTY/Voice/ASCII

**1-800-676-4290** Servicio al Cliente de New York Relay  
TTY/Voz/ASCII

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