



RelayIowa.com

Relay Iowa Speech-to-Speech (STS) Service

Speech-to-Speech Relay Service is especially useful for individuals who have difficulty speaking or being understood on the phone.

Speech-to-Speech involves a specially-trained Communication Assistant (CA) who is familiar with the speech patterns of a wide variety of individuals who have difficulty being understood.

The CA repeats the STS user's side of the telephone conversation as needed, to ensure that the entire conversation is understood.

User Training Line

The Speech-to-Speech (STS) User Training Line is a resource for groups and individuals in Iowa to familiarize themselves with the proper etiquette and standard procedures of using STS. Individuals who are residents of Iowa and/or intend to use STS service with an Iowa resident are eligible to call the training line.

Offered through Relay Iowa, by Hamilton Relay, the STS User Training Line is available 24 hours a day, 7 days a week, and can be reached by contacting Customer Care at 888-516-4692.

Relay Iowa is a program of the Iowa Utilities Board. Relay Iowa is provided by Hamilton Relay of Aurora, Nebraska - a national leader in providing high quality relay services for individuals who are deaf, hard of hearing, deaf-blind or have difficulty speaking. Hamilton Relay has been offering relay services since 1991 and has built a reputation for outstanding customer care, reliable technology, essential relay education and professional Communication Assistants.

That's what I'm talking about





Visually Assisted Speech-to-Speech (VA STS)

Many individuals who have difficulty speaking are best understood when they can be seen. VA STS provides the opportunity to use both speech and visual cues when interacting with the Communication Assistant (CA) during Speech-to-Speech calls.

Visually Assisted Speech-to-Speech involves the use of a live video connection between the CA and the VA STS user. Utilizing a webcam and computer with Skype™, the CA is able to see the VA STS user's mouth movements, facial expressions and gestures as they speak. The CA uses these visual cues to assist in better understanding the VA STS user's side of the conversation.

How it Works

1. The VA STS user dials 800-855-8440 to connect with the CA.
2. Using Skype, the CA establishes a video connection with the VA STS user.
3. The VA STS user gives the CA the number to dial, and any specific call handling instructions.
4. The CA dials the requested number and facilitates the conversation.

What's Required

- A telephone with active service
- A computer and webcam
- High-speed Internet connection (512 kbps recommended)
- Skype* user account

Getting Started

Contact the Speech-to-Speech User Training Line at 800-855-8444 for an initial set-up call. User Training Line representatives will assist with any questions you may have about VA STS, document your call handling preferences and give you the opportunity to place practice calls.

**If you do not already have a Skype user account, visit Skype.com and click on "Download Skype". Follow directions to download and register. There is no cost to download Skype.*

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