

DIAL
7-1-1 to

Traditional TTY
Voice Carry-Over
CapTel™
HCO to TTY

C**NNNECT**
and
CNVERSE *Easily*



Video Relay
Hearing Carry-Over
2-Line Voice Carry-Over



TTY Payphone
Relay Wireless
Spanish Relay
VCO to VCO
International Calls
Internet Relay
Speech-to-Speech





Dial and Converse Easily



TTY to Voice

7 • 1 • 1

1 • 800 • 735 • 8583

(Toll-Free South Carolina)

1 • 800 • 877 • 8973

(Toll-Free National – Sprint)

Some people who are deaf, hard-of-hearing, or deafblind use a TTY to type their conversation to a relay operator, who then reads the typed conversation to a hearing person. The relay operator 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 relay operator will answer with "RSC OPR 2345" (for relay operator identification), "F" or "M" (for relay operator gender) and "GA." ("GA" denotes "Go Ahead.")
3. Type in the area code and telephone number you wish to call and then type "GA."
4. The relay operator 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" for "Stop Keying" then hang up.



Voice to TTY



7 • 1 • 1

1 • 800 • 735 • 2905

(Toll-Free South Carolina)

1 • 800 • 877 • 8973

(Toll-Free National – Sprint)

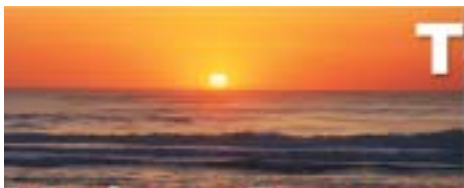
Standard telephone users can easily initiate calls to TTY users. The relay operator types the hearing person's spoken words to the TTY user and reads back the typed replies.

How to Make a Voice to TTY Phone Call:

1. Dial the Voice relay number.
2. You will hear, "Relay South Carolina Operator (number). May I have the number you are calling, please?"
3. Give the relay operator the area code and telephone number you wish to call and any further instructions.
4. The relay operator will process your call, relaying exactly what the TTY user is typing. The Relay operator will relay exactly what you say back to the TTY user.
5. When you finish the conversation and are going to hang up, say "SK" or "Stop Keying" then hang up.

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.



Talk With Confidence



Voice Carry-Over

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

When the hearing person speaks to VCO user, the relay operator will serve as their "ears" and type everything said that will appear on a TTY or text display equipment.

7 • 1 • 1

1 • 8 7 7 • 7 3 5 • 8 2 6 3
(Toll-Free South Carolina)

1 • 8 7 7 • 8 2 6 • 2 2 5 5
(Toll-Free National – Sprint)

How to Make a VCO Phone Call:



VCO User talks to Voice User directly.



Voice User talks to VCO User while the relay operator types Voice User's message.



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

CapTel™

CapTel phone 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 Sprint's captioning relay service as you dial on

a two-line system. When the person you're calling answers, you hear what they say with the assistance of two amplification buttons and read the captions—or words—on the CapTel phone's display screen.



For CapTel Caller:
Dial the person you are calling directly

For Hearing Callers:
1 • 8 7 7 • 2 4 3 • 2 8 2 3

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.

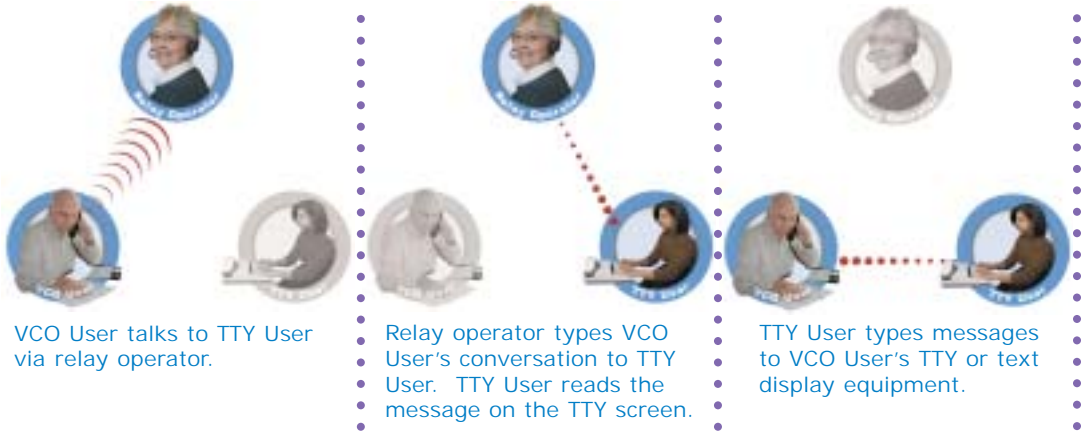
** CapTel users are responsible for their own long-distance charges. However, there is no charge for using the CapTel service. For information on how to qualify for a CapTel phone contact the SC Telecommunications Equipment Distribution Program at: local 803-896-8337 (Voice) or 803-896-8334 (TTY) or toll-free 877-225-8337 (Voice) or 877-889-8337 (TTY). An application is available online at: www.scsdb.k12.sc.us



The relay operator 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.

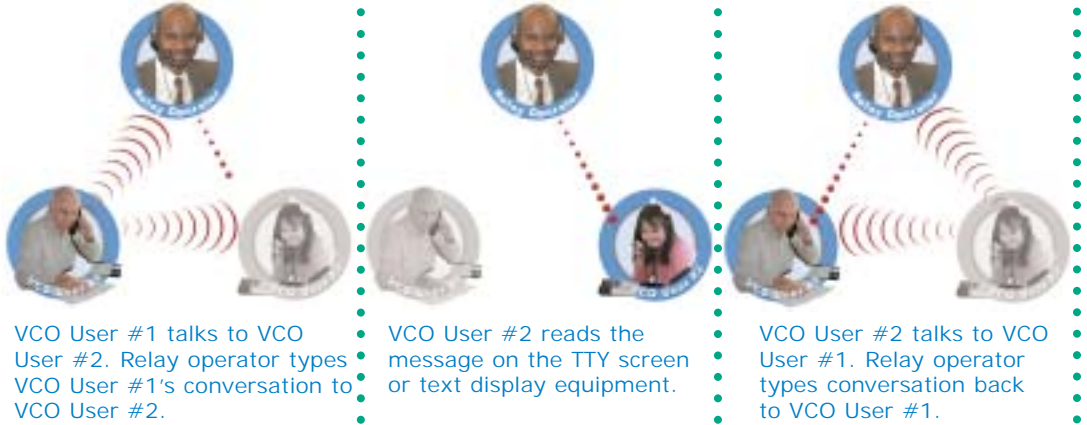
VCO to TTY

The relay operator 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 relay operator 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.

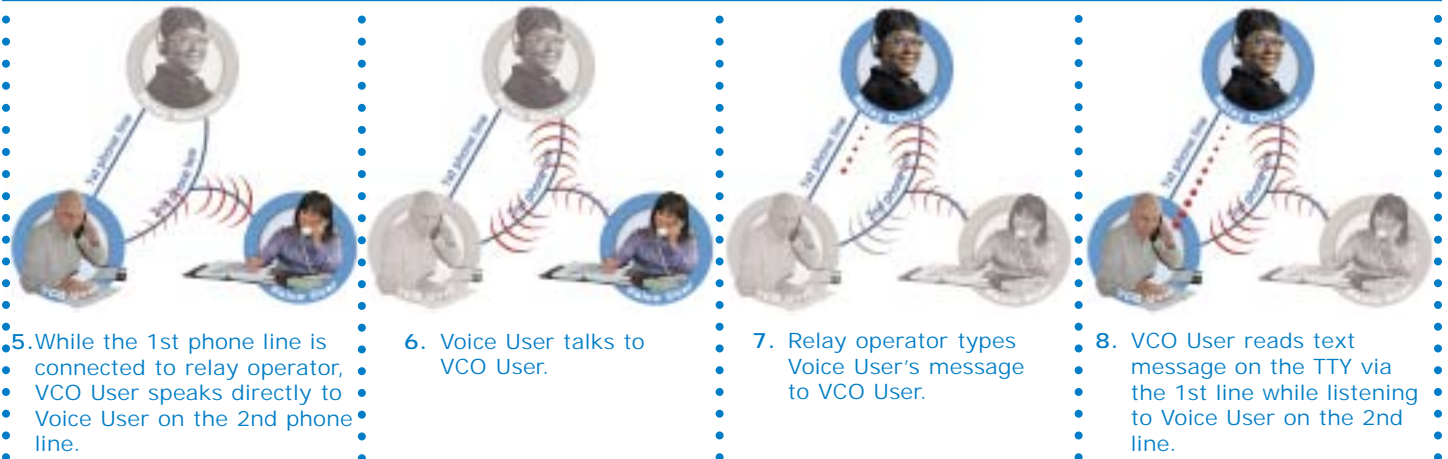


Two-Line Voice Carry-Over

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 South Carolina 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 relay operator 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.





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 relay operator to voice to the standard telephone user.

7 • 1 • 1

1 • 800 • 735 • 8583
(Toll-Free South Carolina)

1 • 800 • 877 • 8973
(Toll-Free National – Sprint)

How to Make an HCO Phone Call:



HCO User types the conversation to relay operator.



Relay operator voices VCO User's typed message to Voice User.



Voice User talks directly to HCO User.

HCO to TTY

HCO Users can listen while the relay operator is voicing the TTY user's typed message. The HCO User types the conversation directly to the TTY user.



HCO User types the message directly to TTY User.



TTY User types the message to relay operator.



Relay operator voices TTY User's typed message to HCO User.

HCO to HCO

HCO Users can contact other HCO Users. The relay operator will voice to both parties what is typed on each user's TTY.



HCO User #1 types the conversation to relay operator. Relay operator voices the typed message by HCO User #1 to HCO User #2.



HCO User #2 types the conversation to HCO User #1. Relay operator voices the typed message by HCO User #2 to HCO User #1.



Talk With Ease



Speech-to-Speech

Speech-to-Speech (STS) allows a person with a speech disability to voice their conversation. A specially trained Relay South Carolina operator will listen and

repeat the speech-disabled user's dialogue to the called party. You do not need special equipment to use this service.

7 • 1 • 1 is not available.

1 • 8 7 7 • 7 8 7 • 7 2 7 7
(Toll-Free South Carolina)

1 • 8 7 7 • 7 8 7 • 2 6 6 0
(Toll-Free National – Sprint)

How to Make an STS Phone Call:



STS User talks to Voice User.



Relay operator re-voices STS User's conversation to Voice User.



Voice User talks directly back to STS User.



Equipment Distribution Program



South Carolina Telecommunications Equipment Distribution Program (SC TEDP) is a program that enables free equipment to be provided for South Carolina residents with hearing, speech, or blind/low-vision disabilities. Individuals who are experiencing difficulty using their current telephone equipment are encouraged to apply to receive assistive equipment through the SC TEDP.

The program is offered as an outreach service of the South Carolina School for the Deaf and the Blind (SCSDB) in partnership with the Office of Regulatory Staff.

What Type of Equipment and Services Are Available?

The program provides a wide range of equipment. Some examples of the equipment include:

- amplified telephones
- TTYs
- artificial larynx
- alerting devices

Training and equipment installation is provided at no charge.



Who Qualifies for the Program?

South Carolina residents who have phone service in their home and a certified disability that causes difficulty using a standard telephone are qualified. A professional must certify that the individual can benefit from special telephone equipment.



South Carolina Telecommunications Equipment Distribution Program

An application is available online at: www.scsdb.k12.sc.us

- Click on the **Outreach/Resources** button.
- Scroll down.
- Click on the **SC Telecommunications Equipment Distribution Program** hyperlink.



Connect Beyond Boundaries

Internet Relay



Sprint IP Relay is a service offered to deaf and hard-of-hearing individuals. This service allows them to place relay calls over the Internet via their computer or laptop. Sprint IP Relay is a free service funded by the Interstate Telecommunications Relay Service (TRS) fund.

www.sprintip.com



How to Make a Sprint IP Relay Call:

1. Connect at: www.sprintip.com
2. Type in the phone number you wish to call.
3. Click on the yellow "Call Now" button.



4. The relay operator will dial the number.
5. The relay operator will relay the conversation to and from your computer/laptop.
6. Type "GA" at the end of each message.
7. When you finish the conversation, type "SK".
8. Click on the "Disconnect Call" icon on the lower right of the screen.



9. The message "Your call has been disconnected. Thank you for using Sprintip.com" appears on the screen letting you know that the call has been disconnected.



Anytime, Anywhere, Anyhow

Relay Wireless



Sprint Relay Wireless (SRW) enables wireless users to connect to Sprint IP relay from virtually anywhere using a choice of wireless handheld devices. Sprint continues to explore various wireless devices to include for your use.



Check at www.sprintrelay.com for additional information on Sprint Relay Wireless.



Communicate Easily



Video Relay

Sprint Video Relay Service (VRS), is a service that provides sign language users the opportunity to communicate by video conferencing using their native language.



For Hearing Callers:

1 • 8 6 6 • 4 1 0 • 5 7 8 7

Give the Video Interpreter (VI) one of the following for the person you are calling:

- IP Address
- Sprint VRS Mail extension number
- ISDN number



VRS Operating Hours:

- 24 hours a day,
- 7 days a week,
- 365 days a year.

ISDN Hours:

- 24 hours a day,
- 7 days a week,
- 365 days a year.

Spanish VRS Operating Hours:

- Monday through Friday
6:00 AM to 7:00 PM
(Central Time)

NOW AVAILABLE!

- Spanish VRS
- VRS Voice Carry-Over

More Information:
www.sprintvrs.com

Videophone and TV only



If you are calling VRS through your **videophone** and TV:

sprintvrs.tv

Webcam and PC only



If you are calling VRS through your **webcam** and computer:

www.rscvrs.com

911 Calls

During emergency situations, dialing 911 directly is the most reliable method to access emergency services via TTY or phone.

Spanish Relay



Relay South Carolina offers **Spanish Relay** service. TTY users can type in Spanish and the conversations will be relayed in Spanish. TTY users can also request Spanish-to-English or English-to-Spanish translation. To make a Spanish relay call, dial the Relay South Carolina number and instruct the relay operator how you want your call translated.

• 7 • 1 • 1

• 1 • 8 0 0 • 8 7 7 • 1 2 2 9

• (Toll-Free South Carolina)

• 1 • 8 0 0 • 4 3 5 • 8 5 9 0

• (Toll-Free National – Sprint Spanish to Spanish)

ASCII



Computer users can access Relay South Carolina directly. **ASCII Split Screen** is designed to allow high-speed ASCII computer users and relay operators to type their conversations which can be viewed on split windows. ASCII users can interrupt the relay operator (and by the voice party) if needed.

• 7 • 1 • 1

• 1 • 8 0 0 • 7 3 5 • 7 2 9 3

• (Toll-Free South Carolina)

• 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

International Calls



Relay South Carolina 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 1-605-224-1837.

• 1 • 6 0 5 • 2 2 4 • 1 8 3 7

Directory Assistance



Relay South Carolina will relay **Directory Assistance (DA)** calls between TTY users and the Local Exchange Carrier (LEC) DA operator. Once the caller makes the request, the relay operator will contact

the appropriate LEC DA operator. After obtaining the number, the caller may choose to place the call through Relay South Carolina or dial directly from TTY to TTY.



TTY Payphone

The Federal Communications Commission (FCC) issued an order outlining an access to **public payphone** service through relay services.

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 South Carolina to assist in connecting calls. There are several ways to bill non-local calls:

- Collect
- Third party
- Calling card
- Prepaid card

- 7 • 1 • 1
- 1 • 8 0 0 • 8 7 7 • 8 9 7 3
- (Toll-Free National – Sprint)

Answering Machine Retrieval

The TTY User can request the relay operator to **retrieve voice messages** from the answering machine.

Relay South Carolina **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. Relay operator will type your messages.

- 7 • 1 • 1
- 1 • 8 0 0 • 7 3 5 • 8 5 8 3
- (Toll-Free South Carolina)



900 Services

Relay South Carolina provides a **toll-free 900 number** that connects relay callers to any 900 or 800 Pay-Per-Call service.

NOTE:

The caller is responsible for direct billing.

How to Make 900 Phone Call:

1. Relay users dial a separate toll-free 900 number to connect with Relay South Carolina.
2. Relay operator will dial the requested outbound 900 or 800 Pay-Per-Call service number.
3. Upon connection to the 900 number, billing procedures will begin.

NOTE:

Billing procedures may apply differently depending upon the pay-per-call service called.

For further assistance with 900 calls, call Relay South Carolina 24-hour Customer Service at 1-800-676-3777 (TTY/Voice)



Relay South Carolina		National – Sprint	South Carolina
Voice Caller	7-1-1	1-800-735-2905	1-800-735-8973
TTY Caller	7-1-1	1-800-735-8583	1-800-735-8973
Voice Carry-Over	7-1-1	1-877-735-8263	1-877-826-2255
Hearing Carry-Over	7-1-1	1-800-735-8583	1-800-877-8973
Spanish	7-1-1	1-800-877-1229	1-800-435-8590
Speech-to-Speech		1-877-787-7277	1-877-787-2660



For more information:
www.relaysouthcarolina.com



 <p>TTY Users</p>	<p>7-1-1 1-800-735-8583 (Toll-Free South Carolina) 1-800-877-8973 (Toll-Free National – Sprint) For more information: www.relaysouthcarolina.com/tty.htm</p>
 <p>Hearing Users</p>	<p>7-1-1 1-800-735-2905 (Toll-Free South Carolina) 1-800-877-8973 (Toll-Free National – Sprint) For more information: www.relaysouthcarolina.com/voice.htm</p>
 <p>Voice Carry-Over (VCO)</p>	<p>7-1-1 1-877-735-8263 (Toll-Free South Carolina) 1-877-826-2255 (Toll-Free National – Sprint) For more information: www.relaysouthcarolina.com/vco.htm</p>
 <p>Hearing Carry-Over (HCO)</p>	<p>7-1-1 1-800-735-8583 (Toll-Free South Carolina) 1-800-877-8973 (Toll-Free National – Sprint) For more information: www.relaysouthcarolina.com/hco.htm</p>
 <p>Speech-to-Speech (STS)</p>	<p>7-1-1 is not available 1-877-787-7277 (Toll-Free South Carolina) 1-877-787-2660 (Toll-Free National – Sprint) For more information: www.relaysouthcarolina.com/sts.htm</p>
 <p>Spanish Relay</p>	<p>7-1-1 1-800-877-1229 (Toll-Free South Carolina) 1-800-435-8590 (Toll-Free National – Sprint Spanish to Spanish) For more information: www.relaysouthcarolina.com/spanish.htm</p>
 <p>Sprint Video Relay</p>	<p>Videophone & TV only: sprintvrs.tv Webcam & PC only: www.rscvrs.com For Hearing Callers: 1-866-410-5787 For more information: www.relaysouthcarolina.com/vrs.htm</p>
 <p>Sprint IP Relay</p>	<p>www.sprintip.com For more information: www.relaysouthcarolina.com/iprelay.htm</p>
 <p>CapTel™</p>	<p>For CapTel Caller: Dial the person you are calling directly For Hearing Callers: 1-877-243-2823 For more information: www.relaysouthcarolina.com/captel.htm</p>
 <p>Sprint Relay Customer Service</p>	<p>1-800-676-3777 (TTY/Voice/ASCII) 1-800-676-4290 (Spanish - TTY/Voz/ASCII)</p>

RSC Website	www.relaysouthcarolina.com
Sprint Video Relay	Computer & Webcam www.rscvrs.com
	T.V. & Videophone sprintvrs.tv
	For Hearing 1-866-410-5787
Sprint IP Relay	www.sprintip.com
Customer Service	1-800-676-3777 (TTY/Voice/ASCII)
	1-800-676-4290 (for Spanish customers)

- Cut the card.
- Put in your wallet.
- Use it when you call someone via Relay South Carolina.