

DIAL **711** to CONNECT and CONVERSE EASILY



www.arkansasrelay.com

Arkansas Relay Overview

Arkansas Relay is a free service that makes the use of the telephone possible and a better experience for many thousands of citizens and visitors of the state who are deaf, hard-of-hearing, deaf-blind, speech-disabled, and hearing.



Always Available:

Arkansas Relay is available
24 hours a day, 365 days a year.

Accurate & Transparent:

The relay service allows callers with hearing loss or speech disabilities to communicate with voice callers through specially trained relay operators.

Private & Confidential:

All relay calls are never shared nor saved.

For more information:

www.arkansasrelay.com

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How the Relay Works

Here are two diagrams of how two people communicate efficiently with the assistance of a relay operator.



- 1 The TTY user types her conversation to the relay operator.
- 2 The relay operator then voices the TTY user's typed message to the other caller.



- 3 After the TTY user types "GA" (Go Ahead), it is the other caller's turn to respond.
- 4 The relay operator relays the other caller's spoken words by typing them back to the TTY user.

Dial 711

7 1 1



Reach **Arkansas Relay** Easily

You probably won't need to write the Arkansas Relay number down.

It's just three digits.

Dial **711** and you're connected with the service.

For more information:

www.arkansasrelay.com/711

Deaf Relay User



711 or 800-285-1131

A caller with a severe hearing loss uses a TTY to type his/her comments to a relay operator who then reads the typed lines to the hearing caller. The relay operator relays the hearing person's spoken words by typing them back to the TTY user.

For more information:

www.arkansasrelay.com/tty

Voice Relay User



711 or 800-285-1121

A hearing caller can easily initiate calls to people who have a hearing loss or speech disability who do not use the standard telephone.

For more information:

www.arkansasrelay.com/voice

Voice Carry-Over



711 or 866-656-8260

Voice Carry-Over (VCO) enables a person with hearing loss to speak directly to a hearing individual. When the hearing caller speaks, the relay operator will relay everything said by typing the words on a TTY or text display.

For more information:

www.arkansasrelay.com/vco

Hearing Carry-Over



711 or 800-285-1131

Hearing Carry-Over (HCO) allows an individual who has a speech disability to listen to the person they are calling. The HCO user types his/her conversation for the relay operator to read aloud to the other caller.

For more information:

www.arkansasrelay.com/hco

Spanish Relay

Relevo de Español



711 or 866-656-1842

Arkansas Relay offers the relay service for Spanish-speaking users. TTY users can type in Spanish and the conversations will be relayed in Spanish or English to the called party.

Arkansas le ofrece el servicio de relevo a nuestros clientes en español. Los consumidores de TTY pueden escribir por máquina en español y las conversaciones serán retransmitidas en español y inglés.

For more information:

arkansasrelay.com/spanish

Speech-to-Speech



711 or 866-656-2966

A specially trained Sprint STS operator repeats the words of the person with a speech disability or synthesizer output to the other caller. There may be instances where a speech-to-speech (STS) user will be asked to repeat his/her comment to ensure that it is conveyed correctly. You do not need special equipment to use this service.

For more information:

www.arkansasrelay.com/sts

How the STS Works

Here are two diagrams of how a caller who has a speech disability and another caller communicate efficiently with the assistance of an STS operator.



- 1 The STS User talks to the other caller.
- 2 The STS operator revoices the STS user's conversation to the other caller.



- 3 The other caller talks directly back to the STS User.

CapTel®



877-243-2823

CapTel is short for Captioned Telephone. CapTel phone users place a call in the same way as dialing from a traditional phone. CapTel uses voice recognition technology to display verbatim captions of the conversation on a telephone screen, making it possible to hear and read everything the person on the other line is saying.

For more information:

www.arkansasrelay.com/captel

CapTel is a registered trademark of Ultratec, Inc.

How the CapTel Works

Here are two diagrams of how a CapTel user and another caller communicate efficiently with the assistance of a CapTel operator.



- 1 The CapTel user speaks directly to the other caller on the telephone.
- 2 The other caller speaks directly to the CapTel user.



- 3 The CapTel operator transcribes the other caller's spoken word into text using voice-recognition technology.
- 4 The CapTel user listens to the other caller on the telephone while reading the captions on the display screen.

WebCapTel®



www.sprintcaptel.com

WebCapTel's web-based service allows individuals who can speak but have difficulty hearing to read word-for-word captions on their computer screen.

WebCapTel benefits:

- no special equipment is required
- any kind of telephone and computer with Internet access
- font size and colors can be changed.

For more information:

www.arkansasrelay.com/webcaptel

Internet Relay



www.sprintip.com

Internet relay is a service offered to callers who have a hearing loss or speech disability. They can place relay calls over the Internet via their computer or laptop. There is no need for traditional TTY equipment. The web interface can handle the conversation. Internet relay is a service that combines traditional relay service with the ease of the Internet. No international calls are allowed.

For more information:

www.arkansasrelay.com/internet

Federal Relay



www.federalrelay.us

The Federal Relay service is available for use by employees of Federal employees, authorized Federal contractors, agency sponsored universities and laboratories and the general public to access Federal agencies; and when authorized by law or regulation, state, local, and tribal governments, and other organizations listed in GSA Order 4800.2F.

The Federal Relay Service allows Federal employees with a hearing loss or speech disability to have equal opportunity and access by communicating with their colleagues via the telephone or Internet.

For more information:
www.federalrelay.us

Federal Relay



Telephonically-based Services

- 800-877-8339 TTY/ASCII
- 866-377-8642 Voice
- 877-877-8982 Speech-to-Speech
- 877-877-6280 Voice Carry-Over
- 800-845-6136 Español
- 866-893-8340 TeleBraille

Internet-based Services

- 877-709-5797 Video Relay Service (VRS)
- 877-689-7775 Video Remote Interpreting (VRI)

Internet Protocol (IP) Relay

- www.federalip.us

Relay Conference Captioning

- www.fedrcc.us

Free Telephone Equipment Program



TAP

Telecommunications Access Program (TAP) is a program within Arkansas Rehabilitation Services that enables individuals to lead more independent lives by providing specialized equipment for communication.

TAP provides free telephone equipment to eligible Arkansans who are deaf, deafblind, hard of hearing, or who have a speech, visual, mobility or cognitive impairment that prevents them from using a standard telephone.

For more information:
www.arktap.org

Customer Services



Arkansas Relay Customer Service
800-676-3777 (TTY/Voice/ASCII)
800-676-4290 (Español)

Speech-to-Speech Customer Service
877-787-1989

Voice Carry-Over Customer Service
866-931-9027

CapTel Customer Service
888-269-7477 (Voice/CapTel/TTY)
866-670-9134 (Español)

For more information:
www.arkansasrelay.com/contact

Arkansas Relay Toll-Free Numbers

TTY: 711 or 800-285-1131

Voice: 711 or 800-285-1121

VCO: 711 or 866-656-8260

HCO: 711 or 800-285-1131

STS: 711 or 866-656-2966

Spanish: 711 or 866-656-1842



www.arkansasrelay.com

If you are interested in getting more information or seeing a demonstration, please contact:

Arkansas Relay
900 South Shackleford Road, Suite 700
Little Rock, AR 72211

501-221-1285 (Voice)
501-246-8227 (Videophone)
501-221-3279 (TTY)
www.arkansasrelay.com/contact