

Need to make a phone call to  
someone who has a hearing  
loss or speech disability?

**Get Connected**  
with Florida Relay!



[ftri.org/relay](http://ftri.org/relay)



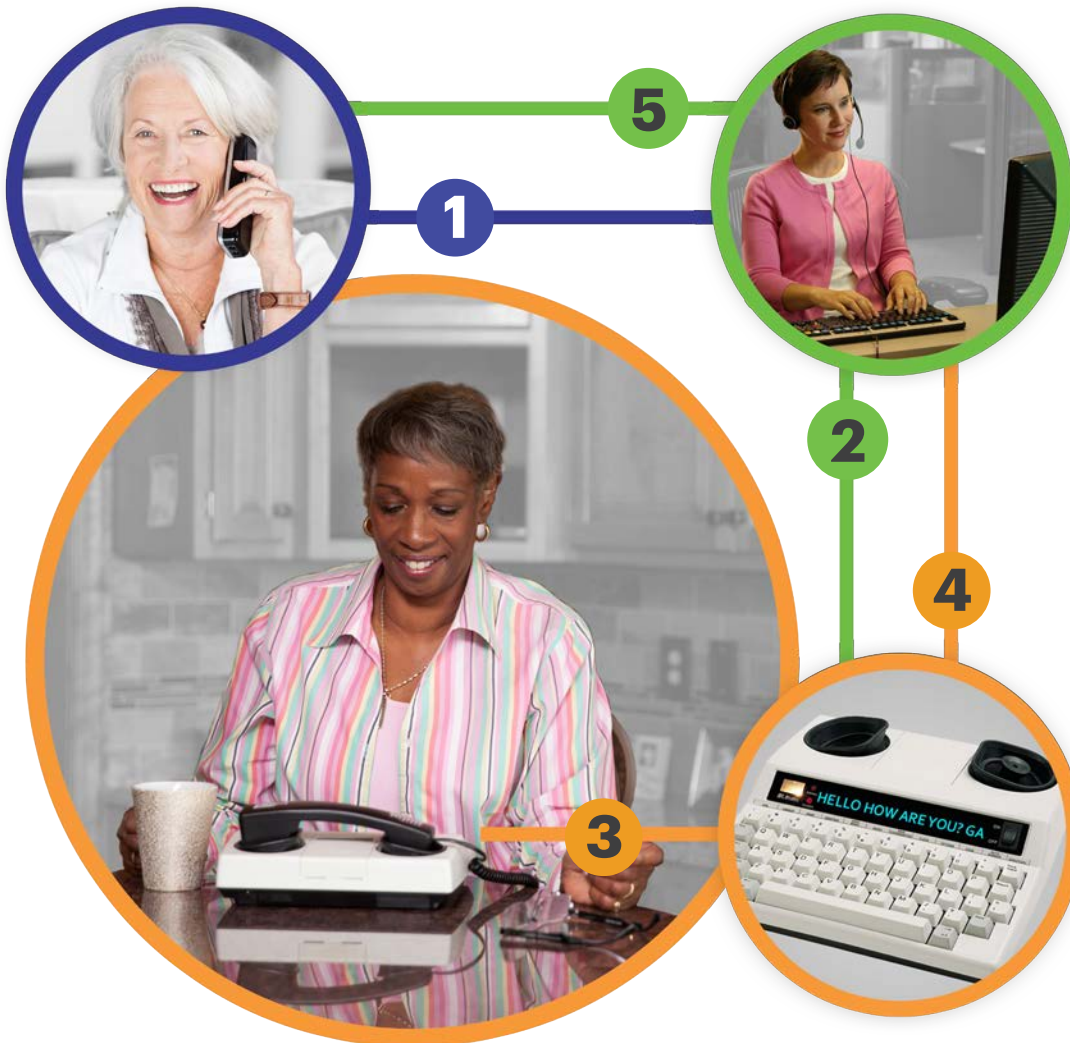
# Bring people together

## with FLORIDA RELAY

Making calls through **Florida Relay** is liberating, enjoyable and convenient. **Florida Relay**, a free, 24-hour service, allows callers who are deaf, deafblind, hard of hearing, or speech disabled to call anybody using relay services.

Just dial **711** and call anyone, anywhere and anytime with **Florida Relay**.

### HOW DOES THE FLORIDA RELAY SERVICE WORK?



### BEFORE CONNECT

#### For Voice Callers:

- You dial **711** to connect with a relay operator.
- Give the relay operator the phone number you want to call.
- The relay operator will then dial the TTY user's number.

#### For TTY Users:

- You dial **711** to connect with a relay operator.
- Type the other party's phone number you want to call.
- The relay operator will then dial the other party's number.

### AFTER CONNECT

- 1 The other party answers, "Hello, how are you? GA."
- 2 The relay operator types what the other party says.
- 3 You read what the other party has said.
- 4 You type your response to the relay operator.
- 5 The relay operator then reads aloud your typed response to the other party.

## RELAY NUMBERS

### TTY

711 or 800-955-8771

### Voice

711 or 800-955-8770

### Voice Carry-Over (VCO)

711 or 877-955-8260

### Hearing Carry-Over (HCO)

711 or 800-955-8771

### Speech-to-Speech (STS)

711 or 877-955-5334

### Video-Assisted Speech-to-Speech (VA-STS)

711 or 877-955-5334

### Spanish to Spanish

711 or 877-955-8773

### Spanish to English

711 or 844-463-9710

### French to French

711 or 877-955-8707

### ASCII

711 or 800-955-1339

## FLORIDA RELAY can offer calling freedom!

Making calls through **Florida Relay** is liberating, enjoyable and convenient. **Florida Relay**, a free, 24-hour service, allows callers who are deaf, hard of hearing, deafblind or speech disabled to call anybody using relay services.

Just dial **711** and call anyone, anywhere and anytime with **Florida Relay**.



For people with **speech disabilities** who **prefer to speak** for themselves on the phone.

# Speech-to-Speech

**711 or 877-955-5334**

**Florida Relay Speech-to-Speech (STS)** is a free service for people who have a speech disability or use a voice synthesizer. STS allows them to speak for themselves on the phone. A trained STS operator listens to the conversation and repeats the STS user's message whenever needed.

- 1** The STS user speaks directly to the other party.
- 2** If needed, the relay operator repeats the STS user's spoken words.
- 3** The other party talks directly to the STS user.

## VIDEO-ASSISTED SPEECH-TO-SPEECH

Video-Assisted Speech-to-Speech (VA-STTS) allows a person who has a speech disability to use both a telephone and a video device to make relay calls.

STS Customer Service (**877-787-1989**) can provide you additional information on equipment requirements and call procedures.



[ftri.org/relay/sts](http://ftri.org/relay/sts)



For people with **can hear**  
but are **unable to speak**.

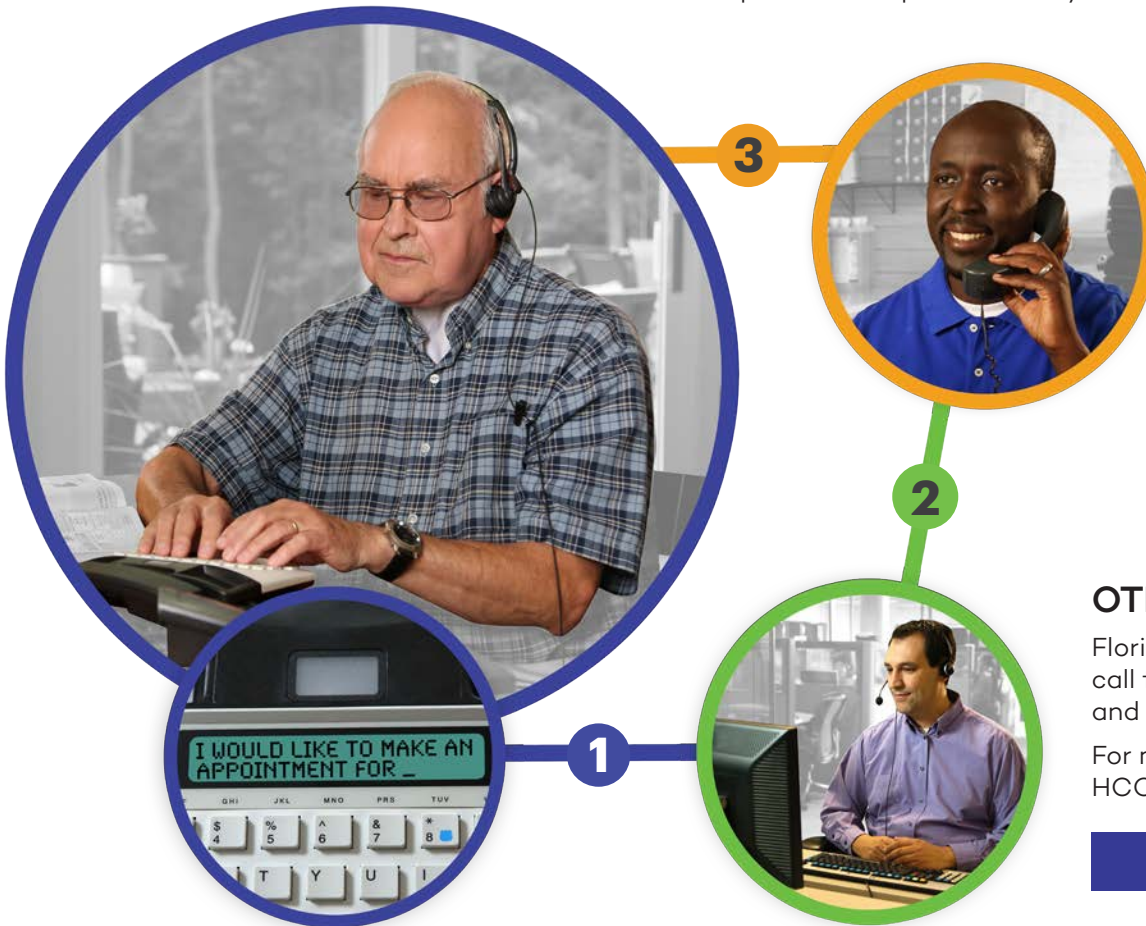
# Hearing Carry-Over

711 or 800-955-8771

- 1 The HCO user types his words to the relay operator.
- 2 The relay operator voices the typed message to the other party.
- 3 The other party speaks directly to the HCO user.

People who are hearing and unable to speak directly on the phone due to a speech disability can use **Florida Relay Hearing Carry-Over (HCO)**.

HCO allows users with a speech disability to listen to the other party. The HCO user types his/her conversation for the relay operator to voice to the standard telephone user, and the standard telephone user speaks directly back to the HCO user.



## OTHER HCO FEATURES

Florida Relay also offers two call features: HCO to TTY and HCO to HCO.

For more information on HCO services:

[ftri.org/relay/hco](http://ftri.org/relay/hco)

For people with a hearing loss  
who prefer to speak.

# Voice Carry-Over

711 or 877-955-8260

Florida Relay offers **Voice Carry-Over (VCO)** a free service that enables a person with hearing loss to use his/her voice to speak directly to a hearing person on the phone.

A late-deafened individual who has difficulty hearing over the phone will find that VCO is the perfect communication solution.

- 1 Mother speaks to her son directly.
- 2 The son speaks to his mother, and the relay operator types everything the son says, word for word, to the mother.
- 3 The mother reads on a TTY screen what her son speaks.



## OTHER VCO FEATURES

Florida Relay also offers three call features: VCO to TTY, VCO to VCO, and VCO to HCO.

For more information on VCO services:

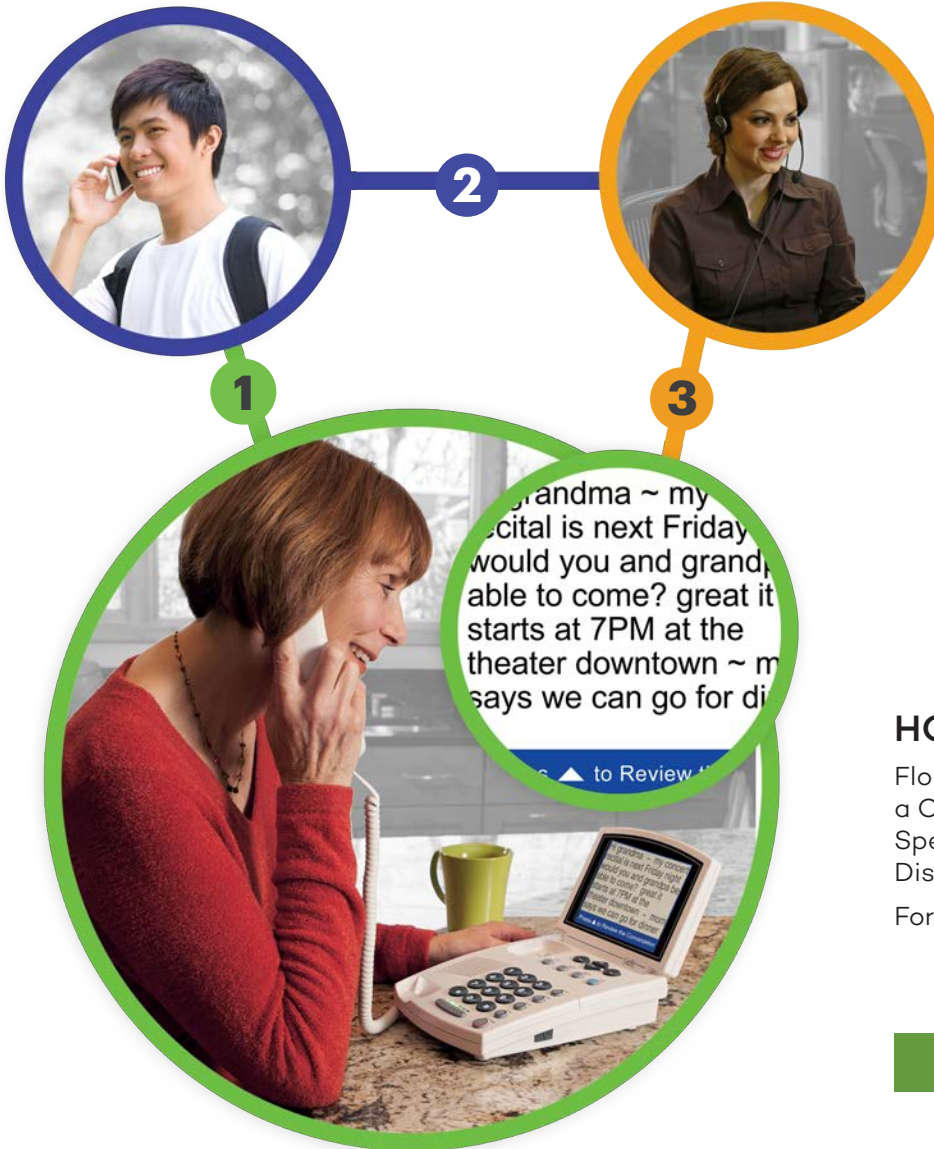
[ftri.org/relay/vco](http://ftri.org/relay/vco)

For people with **hearing loss** who prefer to **speak, listen and read captions** on the phone.

# CapTel® Service

**Captioned Telephone Service (CapTel) through Florida Relay** offers anyone with a hearing loss the ability to communicate on the phone independently.

**Listen, read and respond** to callers easily with the CapTel phone!



- 1** The CapTel user speaks directly to the other party using a CapTel phone\*.
- 2** The other party speaks directly to the CapTel user, with all of his words transcribed by a trained operator into text using voice-recognition technology.
- 3** The CapTel user listens with her residual hearing and reads the conversation on the CapTel display screen.

\* A CapTel phone does not require the Internet connection.

## HOW TO GET A CAPTEL PHONE

Florida residents may qualify to receive a CapTel phone at no cost through the Specialized Telecommunications Equipment Distribution Program.

For more information, go to page 11.

[ftri.org/relay/captel](http://ftri.org/relay/captel)

Para personas que prefieren comunicarse en español.

# Transmisión de la Florida 711

711 o 877-955-8773 / 844-463-9710

Español a español    Español a inglés



1



2



3



**El Transmisión de la Florida** es un servicio de asistencia gratis para todos que brinda acceso telefónico completo a fin de poder comunicarse con personas sordas, con dificultades para escuchar, sordociegos y aquellas personas con dificultad del habla. Llamando con un teléfono regular o teletexto (TTY, un teléfono especial con teclado similar a una máquina de escribir), el relevo facilita la comunicación, las 24 horas del día y los 365 días del año.

Los usuarios del servicio de relevo no necesitan memorizar el número de servicio de relevo. Simplemente marca 711 para comunicarte con el servicio de relevo. La confidencialidad entre el usuario y el AC está garantizada por la Comisión Federal de Comunicaciones (FCC, por sus siglas en inglés) mediante la reglamentación correspondiente.

Usar el servicio de Transmisión de la Florida es fácil. Una persona oyente o una persona sorda pueden marcar el 711 para comunicarse con un operador capacitado que se conoce como Asistente de Comunicación (AC). El AC actúa como intermediario en la conversación, leyendo los mensajes escritos en el TTY a la persona oyente mientras escribe las respuestas en el TTY para la persona con dificultades para escuchar.

**1** La persona que llama marca 711 y se comunica con un operador de relevo. Luego, la persona que llama habla, "Hola. ¿Cómo estás?"

**2** El operador de relevo escribe lo que dice la persona que llama.

**3** El usuario de TTY lee en el dispositivo las palabras habladas.

Para más información:

[ftri.org/relay/espanol](https://ftri.org/relay/espanol)



# Other Relay Features

## TTY Payphone

TTY users using a TTY payphone can use Florida Relay to assist in connecting calls. They are usually available at public places such as an airport, public library, or school.

## Directory Assistance

Florida Relay will relay Directory Assistance (DA) calls between TTY users and a DA operator. After obtaining the number, the caller may choose to place the call through Florida Relay or dial directly using a TTY.

## International Calls

**605-224-1837**

Florida Relay allows callers to place and receive calls to and from anywhere in the world in English, Spanish or French.

## Answering Machine/ Voice Retrieval

**711 or 800-955-8771**

TTY users can request Florida Relay to retrieve messages from their voice answering machines or voicemail.

To request answering machine retrieval, type "AMR" with instructions or password and then "GA" (Go Ahead.) The relay operator will type, "PLS PLACE YOUR HANDSET NEXT TO YOUR ANS MACHINE AND TURN ON GA." Place your handset on the speaker part of the answering machine until all messages have been retrieved. Then place the handset back on the TTY and type "GA." The relay operator will type your messages.

## Important

## Dial 911 for Emergency Calls Only

**711 is NOT an emergency number.**

In case of an emergency, relay users should call the TTY-equipped 911 center or emergency services center in their communities.

**NOTE:** Florida Relay can process emergency calls, but it may take longer for the call to be processed.

TTY users who cannot obtain emergency service via 911 may call 711 and inform the relay operator there is an emergency.



Real-time captioning allows deaf and hard of hearing individuals to **actively participate**.

# Relay Conference Captioning

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

## Classrooms or Face-to-Face Meetings

- Read captions of what is said during classes or face to face meetings on your laptop, tablet, or mobile device with a high-speed Internet connection.
- Schedule your request to participate in meetings or classes with RCC!

Individuals with hearing loss can participate in meetings (in-person or remote), phone calls, videoconferences and multi-party teleconference calls in a functionally equivalent basis with Relay Conference Captioning (RCC).

## Teleconference Calls

- Read captions of what is said during teleconference calls on your laptop, tablet, or mobile device with a high-speed Internet connection.
- Schedule your request to participate in teleconference calls with RCC!



# Specialized Telecommunications Equipment Distribution Program

Florida Telecommunications Relay, Inc. (FTRI), a statewide non-profit 501(c)3 organization, provides free telecommunications equipment and accessories to qualified citizens of Florida who are deaf, hard of hearing, deafblind and speech disabled.

The equipment includes:

- Amplified telephones
- Captioned telephones (CapTel)
- Text telephones (TTY)
- Voice Carry-Over (VCO) telephones
- Hearing Carry-Over (HCO) telephones
- In-line amplifiers
- Ringers (audio or visual)

To qualify for the program, an applicant can apply online at [ftri.org/free](http://ftri.org/free).

Para español, ve [ftri.org/es/gratis](http://ftri.org/es/gratis).



For more information or to get an application, contact:

Florida Telecommunications Relay, Inc.

- 1820 East Park Avenue, Suite 101, Tallahassee, FL 32301
- 800-222-3448 (Voice)
- 888-447-5620 (TTY)
- 850-270-2641 (Videophone)
- 888-554-1151 (Customer Care)
- 850-656-6099 (Fax)
- [ftri.org/products](http://ftri.org/products) (Website)

## Customer Profile

Customer profiles make relay services better for you.

With Florida Relay you are able to fill out your own customer profile. This allows us to store your call preferences, and expedites call processing. Some items you can add to your profile include:

- Frequently dialed numbers
- Emergency numbers
- Customer notes

A customer profile form can be downloaded from the website at [ftri.org/relay/profile](http://ftri.org/relay/profile).

**Florida Relay Customer Profile**  
For more information: [mysprintrelay.com](http://mysprintrelay.com)

The Customer Profile form allows those of you who access relay through a toll-free number to submit your preferences. You will have the flexibility of updating your preferences as needed. Your information is confidential and secure. When completed, please return to:

**Florida Relay Customer Service**  
P.O. Box 20230 - KSOPHRC32-3A  
Shawnee Mission, KS 66201-9230  
or fax to 877-877-3291

If you have questions or need assistance, contact Florida Relay Customer Service:

800-676-3777 (Voice/TTY)  
800-676-4290 (E-mail)  
877-787-1989 (Speech-to-Speech)  
866-931-9027 (Voice Carry-Over)  
[SprintLTRScustserv@sprint.com](mailto:SprintLTRScustserv@sprint.com) (email)

**Important Information for Speech-to-Speech (STS)**

Florida Relay Service offers a unique Customer Profile specifically designated for STS users. With Florida Relay's system, persons calling STS users who have difficulty sharing telephone numbers can be automatically connected to the STS user at the STS user's registered locations.

Go to [www.mysprintrelay.com](http://www.mysprintrelay.com). After you enter your user name and password, go to the menu list and click **STS Contacts**. For assistance, call STS Customer Support at 877-787-1989.

**Your Personal Information:**

Last Name: \_\_\_\_\_  
First Name: \_\_\_\_\_  
Area Code & Phone Number: \_\_\_\_\_  
Street Address (No P.O. Box): \_\_\_\_\_  
City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_  
Email: \_\_\_\_\_ Middle Initial: \_\_\_\_\_ Ext. Number: \_\_\_\_\_

**Your Contact Numbers (For Sprint IP or Federal IP users only)**

Area Code & Telephone Number: \_\_\_\_\_  
If you want to register to get your new 10-digit phone number, go to [www.mysprintrelay.com/Login](http://www.mysprintrelay.com/Login)

**Frequently Dialed Numbers (Speed Dial for Non-Emergency Calls):**

Name: (Limit 30 characters per name)

1	_____
2	_____
3	_____
4	_____
5	_____

Area Code & Phone Number: \_\_\_\_\_

If you need to add more information, go to the Additional Information section.

# For questions or feedback, contact us!



## Florida Relay Customer Support

- 866-462-6509 (TTY/Voice)
- 800-855-2886 (Español)

## Sprint Relay Customer Support

- 877-787-1989 (Speech-to-Speech)
- 866-931-9027 (Voice Carry-Over)
- 877-877-3291 (Fax)
- accessibility@sprint.com (Email)
- ftri.org/relay (Website)

## CapTel Customer Support

- 888-269-7477 (CapTel/TTY/Voice)
- 866-670-9134 (Español)
- 608-204-6167 (Fax)
- captel@captel.com (Email)

## Specialized Telecommunications Equipment Distribution Program

- 1820 East Park Avenue  
Suite 101  
Tallahassee, FL 32301
- 800-222-3448 (Voice)
- 888-447-5620 (TTY)
- 850-270-2641 (Videophone)
- 888-554-1151 (Customer Care)
- 850-656-6099 (Fax)
- ftri.org/products (Website)

