

# Dial 711, Connect, and Communicate with Confidence

“ Now I can make  
my own phone  
calls without  
having to depend  
on someone else. ”



Kansas Relay provides full  
telephone accessibility to people  
who have a speech disability.

# What is Kansas Relay?

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Kansas Relay is a free 24-hours-a-day service that allows people who have a speech disability to place and receive telephone calls. Kansas Relay users can communicate freely with businesses, friends, and family who use a standard telephone. Kansas Relay offers three services that include Speech-to-Speech (STS) and Hearing Carry-Over (HCO).

All calls are strictly confidential and no records of any conversations are maintained.

## Voice Relay for Hearing Callers

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**711 or 800-766-3777**

You as a standard telephone user can easily initiate calls to anyone who has a speech disability. No special equipment is needed. You can use any type of phone from anywhere.

### How to contact a person who has a speech disability



- 1** Dial 711 (or 1-800-766-3777) You will hear “Kansas Relay Communications Assistant # (each Communications Assistant has a unique identification number) may I have the number you are calling please?”
- 2** Give the Communications Assistant the area code and telephone number you wish to call and any further instructions.
- 3** Let the Communications Assistant know that you are speaking with an STS or HCO user. Then your call will be processed.
- 4** When the caller answers the call, the relay operator will voice what the HCO caller types or may revoice what the STS caller says.
- 5** Speak directly to your caller.

To learn more, visit [kansasrelay.com/voice](https://www.kansasrelay.com/voice)

# Hearing Carry-Over (HCO)

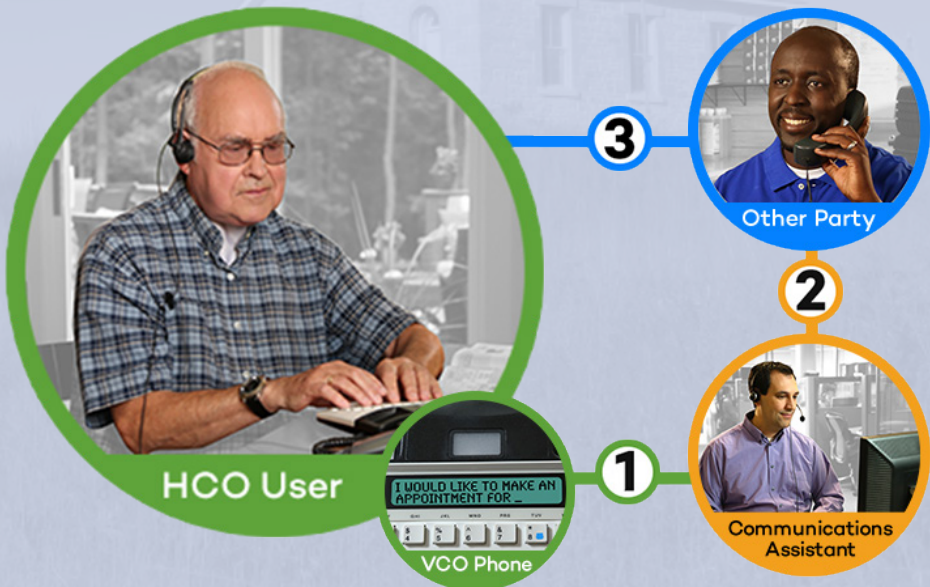
711 or 800-766-3777

Hearing Carry-Over (HCO) is a service for a person who is unable to speak. It allows them to listen to the other caller while typing his or her words on a TTY for the Communications Assistant to read aloud to the other caller.

To learn more, visit [kansasrelay.com/hco](http://kansasrelay.com/hco)

## How does HCO work?

- 1** The HCO user types to the Communications Assistant.
- 2** The Communications Assistant reads aloud the typed message to the other caller.
- 3** The other caller speaks directly to the HCO user.



# Speech-to-Speech (STS)

711 or 866-305-1344

People with a speech disability, or those who use a voice synthesizer, can use their own voice on a STS relay call. The Communications Assistant, specially trained to understand unique speech patterns, repeats the words exactly as they are spoken to their caller.

## How does STS work?

- 1** The STS user speaks directly to the other caller.
- 2** The Communication Assistant repeats the STS user's spoken words if needed.
- 3** The other caller talks directly to the STS user.



To learn more, visit [kansasrelay.com/sts](https://kansasrelay.com/sts)

# Speech-to-Speech Call Setup

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In order to set up the call more quickly, Kansas Relay now offers STS Call Setup. Now, you can e-mail call instructions or information 2 to 24 hours prior to the call. This can include information such as the number to be dialed, the name of the person being called, any special instructions and the nature of the call, or anything that makes it easier for you to complete the call. to you and then dial the person you want to call using standard STS procedures. STS users can access this service from a computer, laptop, or mobile device.

## STS Call Setup

- You can email call instructions or information 2 to 24 hours prior to the call.
- Go to [tmobilests.com/call-setup](http://tmobilests.com/call-setup) to email call set up.
- Information can be included such as:
  - the number to be dialed
  - the name of the person being called
  - any special instructions and subject of the call, or
  - anything that makes it easier for you to complete the call

### IMPORTANT INFORMATION:

Before you use STS Call Set Up, it is important to create your own Customer Profile.

See TRS Customer Profile on page 7 for more information.



# Equipment Distribution Program

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The Kansas Telecommunications Access Program (TAP) is an equipment distribution program. The purpose of the program is to provide free specialized telephones and other telecommunications devices to Kansans with disabilities who can't use traditional home telephones.

To qualify, applicants must provide verification of the following:

- income
- a signed certification of disability from a medical professional.

If you need additional details about the program or would like to schedule a presentation, visit our website at [atk.ku.edu/ks-tap](http://atk.ku.edu/ks-tap).

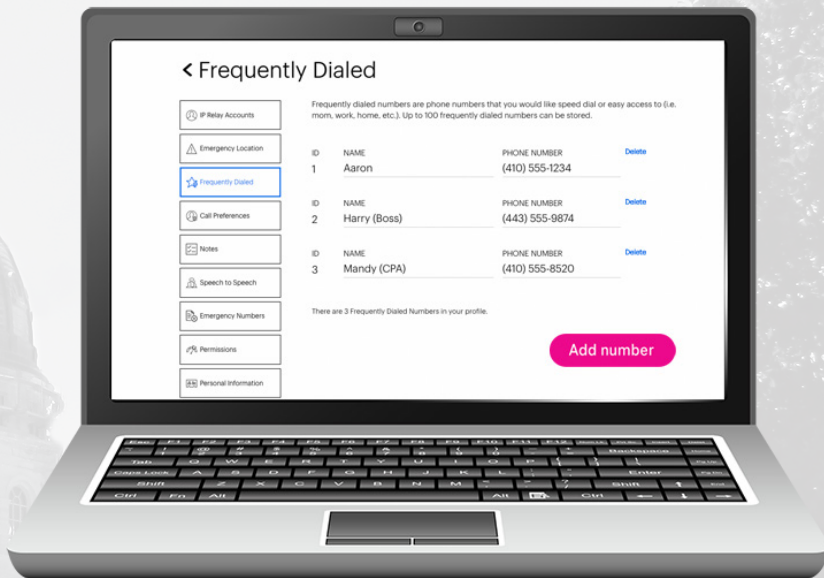


# TRS Customer Profile

The TRS (Telecommunications Relay Service) Customer Profile allows consumers who have a speech disability to list their preferences for calls, such as:

- Contact information
- Emergency numbers
- Conversation preferences
- Speed dial numbers
- Customer notes

If you are interested in adding your information to the Customer Profile, visit [kansasrelay.com/profile](https://kansasrelay.com/profile).



# Important information

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- English-to-Spanish and Spanish-to-English translations are also available for Hearing Carry-Over (HCO).
- Hearing Carry-Over (HCO) relay is not compatible with PBX system, VOIP phones or digital landlines; a dedicated analog landline must be used.
- There is no charge for local and long-distance calls.

# Request presentations

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- Kansas Relay can provide customized presentations for organizations, agencies, schools, clubs, events, or companies at no charge. The presentations talk about Kansas Relay services and programs, and can last anywhere from an hour to a full day.
- To request, go to [kansasrelay.com/presentation](https://kansasrelay.com/presentation)

# For more information, contact:

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- Cady Macfee, Associate Accessibility Relationship Manager  
Email: [cady.macfee@t-mobile.com](mailto:cady.macfee@t-mobile.com)
- Accessibility Care (24 hours)  
877-787-1989 (STS only)  
800-766-3777 (Voice/TTY)
- Website: [kansasrelay.com](https://kansasrelay.com)