

# **Video: How does a TTY Relay call work?**

## **Transcript**

New Jersey Relay & CapTel logo on the screen with the title of the video, "Making and Receiving a TTY Call".

Images appear on the screen of scenes from the video to follow.

Soft instrumental music plays throughout the video.

Announcer: "A person who is Deaf or Hard of Hearing may benefit from using a text telephone, also known as a TTY, to type his or her conversation. The operator then relays the other person's spoken words by typing them to the TTY user."

A telephone is ringing in an office. A woman answers: "Travel Time, this is Mary. May I help you?"

A female relay operator at the Relay Center is wearing a headset and reading her monitor.

Relay operator: "Hello, a person is calling through the relay service. This is relay operator 3600. Have you received a relay call before?"

Mary shakes her head: "No, I don't think so."

Relay operator explains: “The person who has called you is Deaf or Hard of Hearing. The caller will type their conversation and I’ll read it to you. When you hear the words “go ahead”, it’s your turn to speak and I’ll type everything heard. Please speak directly to the caller and say, ‘go ahead’, when you’re ready for a response. One moment for your call to begin.”

A man, in a home office, is typing onto his TTY device. Relay operator is speaking the man’s typed words as they appear on her monitor.

Scene alternately shifts between the relay operator talking, Mary listening and the TTY user typing his words.

TTY user types: “This is Emeka Bello. I need to change my flight scheduled for this Friday. My client added a meeting and I need to stay several hours later. My confirmation number is NP23116. If you can get me out on the last flight of the day arriving before midnight it would be helpful. GA”

Mary replies while looking at her computer screen: “Oh, hi Emeka. Let me look that up for you.”

Relay operator types Mary’s spoken words which are then displayed on Emeka’s TTY screen.

Mary continues as she looks at her computer screen: “It looks like there is still room on the 7:30 flight that will get you back by 11:15. Will you have time to finish your

meeting and get to the airport by at least 6 o'clock? Go ahead."

Emeka reacts to the news with a quick clap of his hands. He types: "That's perfect. I have to take another call right now. When everything is confirmed, please call me back. Dial 711 and give them my TTY number. Thank you. Go ahead."

Relay operator reads aloud his response to Mary. Mary takes notes.

Screen fades to black to note passage of time. Then Mary is seen dialing the phone while looking at her notes.

Relay operator answers: "Hello. Relay Operator 3600. May I have the number you're calling, please?"

Mary: "Hi, please connect me with 555-227-1620."

Relay operator types in number and speaks: "One moment please, while I connect your call."

Relay Operator connects the call with Emeka. A bright light flashes on his TTY to show that it is ringing. He answers on the TTY by typing in "Hello, this is Emeka. GA."

Relay operator speaks: "Hello, this is Emeka. Go ahead."

Mary smiles. Scene alternates between Emeka, his TTY screen with the words on it, the relay operator and Mary.

Mary: “Hi Emeka. This is Mary from Travel Time. Your flight change is confirmed. Your flight is scheduled to depart at 7:30pm arriving at 11:15pm. It is a non-stop flight. Your new confirmation number is NP24160. May I help with anything else? Go ahead.”

Emeka types onto his TTY. Relay operator reads aloud his typed words to Mary: “That is all I need. I appreciate your help. Goodbye.” Relay operator added: “And your caller has hung up. Thank you for using the relay service and have a wonderful day.”

As the announcer speaks, there is a large 7-1-1 in a box. In other sections of the screen, there are video clips from what was shown in the video. A new box displays “Available in English and Spanish.” The final graphic shows the New Jersey Relay & CapTel logo, the video title, “Making and Receiving a TTY Call”, “NJRelay.com”, and phone number 1-844-525-4877.

Announcer: “711 is the statewide telephone relay number that connects people who use standard telephones with people who use TTYs. This Relay service allows easier access for relay users, businesses, friends and family of TTY users. The service is available for both English and Spanish language callers. While New Jersey Relay services are free, long distance charges may apply. To

learn more about New Jersey Relay service, go to NJRelay.com or call 1-844-525-4877.”

Screen fades to black. End.