

## What is Relay Service?

Relay New Hampshire Service is a statewide service that enables people who are Deaf, Hard of Hearing, DeafBlind or those with a Speech Disability to place and receive phone calls.

All you have to do is dial 711. It is that easy! (If the phone from which you are calling does not accept 711, just call 800-735-2964 (TTY/Voice/HCO), 800-735-4423 (VCO), 877-735-1245 (Speech-to-Speech), or 866-479-7569 (Spanish) for the same great results).

### Everyone can use 711!

Follow these simple steps:

1. Dial 711 (or the Relay New Hampshire toll-free number appropriate for your specific call.)
2. A specially trained Relay New Hampshire agent will answer and identify themselves by their agent number.
3. Give the agent the phone number of the person you are calling.
4. The agent will connect you with the person you are calling and will relay the conversation.

### It really is that easy!

Relay calls can be made to anyone, anywhere in the world, 24 hours a day, 7 days a week. Relay agents are specially trained to facilitate the calls. All calls are completely confidential.

## Voice Carry-Over

711 or 800-735-4423

Voice Carry-Over (VCO) is the perfect solution for you if you like to talk and read captions during your phone calls. When the other party speaks to you, the relay agent serves as your “ears” and types all the words that are spoken and background sounds, if any, on your VCO phone or text telephone/teletypewriter (TTY). Then you speak directly back to the other party.

**VCO to TTY:** The relay agent types what you, the VCO user, says to the TTY user. The TTY user types directly to your VCO phone.

**VCO to VCO:** The relay agent serves as “ears” for both VCO users by typing what is said to both VCO phones and/or TTYS.

**2-Line VCO:** This allows you, the VCO user, to use one telephone line for speaking directly to another party, and another telephone line to receive the other party’s typed responses. This feature provides a more natural flow of conversation and eliminates the need to say, “Go Ahead” (“GA”).

**VCO with Privacy:** The relay agent will not hear the VCO user’s voice and only types the standard phone user’s responses back to the VCO user. Request privacy by typing/voicing to the agent “**Privacy ON.**”

## Hearing Carry-Over

711 or 800-735-2964

Hearing Carry-Over (HCO) is designed for people with Speech Disabilities.

The service is the ideal solution for you if you want to listen and type on your phone calls. You type on your text telephone/teletypewriter (TTY) or VCO/HCO phone and the relay agent reads your words aloud to the other party.

### HCO to TTY:

You, the HCO user, listen while the relay agent reads aloud the TTY user’s typed words. You type directly to the TTY user.

### HCO to HCO:

The relay agent reads aloud both HCO users’ typed words.



# Relay New Hampshire Service

## Speech-to-Speech

711 or 877-735-1245

877-787-1989 (STS Customer Support)

Relay New Hampshire provides services that allow you to communicate with anyone at any time on the phone. A relay agent, specially trained to understand speech patterns, repeats your words as needed for clarity. These services are designed for people who have a Speech Difference or those who use a voice synthesizer.

There may be instances when an STS user will be asked to repeat his/her message to ensure that STS users will be heard and understood. As an added benefit, Relay New Hampshire can permanently establish your call type as Speech-to-Speech.

## TeleBraille Relay

711 or 800-735-2964

This service is designed for people who are DeafBlind or Deaf with Low Vision.

You can use a TeleBraille device or TTY with a large visual display to make relay calls. This service allows you to read the phone conversation in braille or in a large font size at a 15 WPM transmission speed. If desired, you may specify a different WPM transmission speed to the relay agent.

The relay agent reads aloud the message you typed to the other party, and then types what the other party says to you.



Making Telephone Connections Possible for All!

**JUST DIAL 711!**



## Spanish Relay Service

711 or 866-479-7569

Relay New Hampshire offers relay service for any caller who can communicate in Spanish. The service does not offer English-to-Spanish translation.

For DeafBlind callers, please notify the relay agent that this is a TeleBraille Relay call, so that the correct transmission speed will be used.



## Turbo Code

Relay New Hampshire offers **Ultratec Turbo Code** to relay users. This feature allows for more natural, back-and-forth conversations, the ability to interrupt one another, and for information to be sent at the same speed that it is being typed.

## Voicemail/Answering Machine Retrieval

You can use the relay service to retrieve messages from voicemail or answering machines.

### Voicemail Retrieval:

When you request the relay agent to retrieve messages from a voicemail system, the relay agent will follow your instructions for dialing, pin entry, access codes, and/or system commands to retrieve new messages, play messages, save, and/or delete messages.

### Answering Machine Retrieval (AMR):

When you wish to request that the relay agent retrieves messages from an answering machine at your location, simply type "AMR GA" then follow the instructions from the relay agent.

## International Calls

605-224-1837

Relay New Hampshire 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 Relay New Hampshire by calling 605-224-1837.

## ASCII

711 or 800-735-2964

Computer users can access Relay New Hampshire directly. Set your communications software to the following protocols at speeds ranging from 300 to 2400 baud:

- 8 bits
- No Parity
- 1 Stop Bit
- Full Duplex

## Emergency Calls

Dial 911

In the event of an emergency, dial 911 directly using any phone, including a TTY or CapTel phone.

You may use any of the relay services to call 911, but that will not be as fast as dialing 911 directly.

Be prepared to provide your full name, description of emergency and location.

## Relay Conference Captioning (RCC)

[relaynewhampshire.com/rcc](https://relaynewhampshire.com/rcc)

Relay New Hampshire users who participate in conference calls, webinars, or online training sessions can join with RCC. RCC ensures meeting attendees who are Deaf, Hard of Hearing, or have a Speech Disability are in sync with their colleagues and can view content via transcripts. The same high-quality captioners who produce closed-captioning for television shows will deliver fast and accurate captions to Relay New Hampshire meeting attendees. RCC is available for meetings with two or more attendees and is **intended for business purposes only**.

RCC participants have two options to speak directly or type their responses, and the captioner will speak directly through the conference bridge while viewing captions via an internet-connected computer or mobile device.

### RCC regular hours:

- Monday through Friday: 8:00 am – 8:00 pm
- Saturday: 8:00 am – 2:00 pm

This captioning service is available in English only.

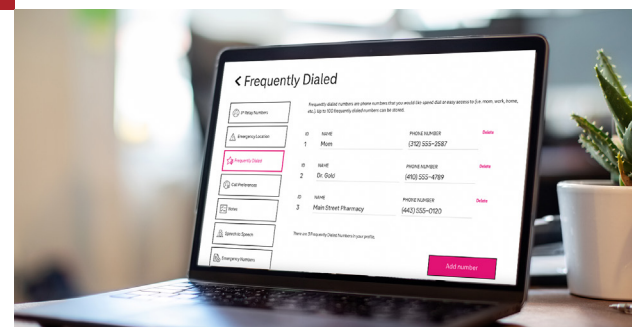


## TRS Customer Profile

The TRS Customer Profile allows you to store your call preferences, such as:

- Frequently dialed numbers
- Emergency numbers
- Preferred gender of Relay Operator
- Preferred announcement relay service

You can set up your TRS Customer Profile by contacting Customer Service at 800-676-3777 or fill out online at: [relaynewhampshire.com/customer-profile](https://relaynewhampshire.com/customer-profile).



## STS Call Setup

The STS Call Setup feature allows STS users to send an email with call instructions or information to the Relay Operator in advance. STS users can complete this form online between 2 and 24 hours prior to the call. The form includes information such as:

- The number to call
- The name of the other caller
- Special instructions
- The subject of the call

For more information, visit [tmobilests.com/call-setup](https://tmobilests.com/call-setup)



## Outreach Program

Our Outreach Specialist is available to host Relay New Hampshire exhibits and booths at local and statewide events, including conferences, expos, fairs, workshops, and town hall meetings. We also give complimentary presentations, demonstrations, and one-on-one trainings at no cost.

Visit [relaynewhampshire.com/outreach](https://relaynewhampshire.com/outreach) and fill out request online, or contact us at:

- [relaynh@ndhhs.org](mailto:relaynh@ndhhs.org) (Email)
- 603-565-0275 (Videophone)
- 603-224-1850 x 290 (Voice)

## Important Numbers

- **TTY/TeleBraille**  
711 or 800-735-2964
- **Voice**  
711 or 800-735-2964
- **Speech-to-Speech (STS)**  
711 or 877-735-1245
- **Hearing Carry-Over (HCO)**  
711 or 800-735-2964
- **Voice Carry-Over (VCO)**  
711 or 800-735-4423
- **ASCII**  
711 or 800-735-2964
- **Customer Service**  
800-676-3777 (Voice/TTY)  
800-676-4290 (Spanish)  
877-787-1989 (Speech-to-Speech)  
866-931-9027 (Voice Carry-Over)

## Relay New Hampshire.

Connecting people to people...  
*one call at a time!*