

# Enhanced Speech-to-Speech

Dial 7-1-1 or 877-662-4234

Talk with Ease and Confidence



- Tired of struggling to be understood over the phone?
- Want to be free to communicate anytime from anywhere?

We have the perfect solution for you —  
**New York Relay Speech-to-Speech (STS)**  
provides one-on-one support for telephone calls.

## What is STS?

STS is a free service for people with a speech disability. A specially trained STS operator simply listens to the conversation and repeats your message, whenever needed.

- Free and confidential
- Available 24 hours a day / 7 days a week
- Spanish is available

## My Email Set Up (NEW)

This new feature makes call set-up a piece of cake for you.

In order to speed up the set-up of the call, New York Relay now offers **My Email Set Up**. 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.

Read more information on the back.

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



*New Customer Service designed for STS users:*

■ Call: 877-787-1989

■ Email: [Sprint.TRSCustServ@sprint.com](mailto:Sprint.TRSCustServ@sprint.com)

■ Website: [nyrelay.com/sts](http://nyrelay.com/sts)

New York Relay Service is funded by New York's Telecommunications Carriers.

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# My Email Set Up

## Speech Assistance - Easier Than Ever!



### My Email Set Up

- You can email call instructions or information 2 to 24 hours prior to the call.
- 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 **My Email Set Up**, it is important to call **My Support (STS Customer Support)** at **877-787-1989**.

The STS customer support representative will fill out your profile. Below is information about STS features and descriptions.



### My Support 877-787-1989

- Dedicated customer support for STS users.
- Assist you with:
  - basic information about STS,
  - filling out customer profiles, and
  - other features designed to support you and your callers.
- Open 24 hours a day, 7 days a week.



### My Name



### My Place

- Receiving calls is now easier than ever!
- Your callers can simply call and ask for you directly by name without having to provide the telephone number.
- You can also be reached at multiple numbers.
- Simply add multiple telephone numbers and hours of availability.
- Different numbers can be added for certain times of the day and days of the week.



### My Saved Messages

- A convenient solution to the problem of dictating a message for an answering machine, which is then unable to be delivered due to a busy signal.
- Upon request, the STS relay operator can copy any messages desired onto your customer profile for 24 hours.
- When you try again, you simply re-dial STS service and ask to retrieve saved messages.
- After 24 hours the message copied into your customer profile is automatically deleted from the system.



### My Style

- You are allowed to determine the kind of conversation style.
- The STS relay operator can simply look up your style in the customer profile such as re-voice the entire conversation or simply repeat upon request.



### My Phone Book

- Your customer profile can store up to 30 speed dial numbers in your phone book.
- You simply say the name of the person being called.



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