

TRS



wisconsinrelay.com

Dial 711, Connect, and Communicate



Wisconsin Relay provides full telephone accessibility to people who are deaf, deafblind, or hard of hearing.

What is Wisconsin Relay?

Wisconsin Relay is a free 24-hours-a-day service that allows people who are deaf, hard-of-hearing, and/or deaf-blind to place and receive telephone calls. Wisconsin Relay users can communicate freely with businesses, friends, or family who use a standard telephone.

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

Voice Relay for Hearing Callers

711 or 800-947-6644

Standard telephone users can easily initiate calls to TTY users. No special equipment is needed. You can use any type of phone from anywhere. The Communication Assistant (CA) types the hearing person's spoken words to the TTY user and reads back the typed replies.

How to contact a person who uses a TTY

- 1** Dial 711 (or 1-800-947-6644) You will hear "Wisconsin Relay CA # (each Communication Assistant has a unique identification number) may I have the number you are calling please?"
- 2** Give the Communication Assistant the area code and telephone number you wish to call and any further instructions.
- 3** The Communication Assistant will process your call. When the TTY caller answers the call, the Communication Assistant will type what you say to the TTY caller. Make sure to say "Go Ahead" when it's the TTY caller's turn to respond.
- 4** The TTY caller will read what was said on the device. The Communication Assistant will then read aloud everything the TTY caller types to you.

To learn more, visit
wisconsinrelay.com/voice



TTY Relay

711 or 800-947-3529

**Spanish to Spanish:
800-833-7813**

**Spanish to English:
877-490-3723**

A person who is deaf or hard of hearing can use a TTY to type their message, which is read aloud to the other caller by a Communication Assistant. The Communication Assistant types the spoken message of the hearing caller to the TTY user.

- 1** The TTY user types a conversation to the Communication Assistant. Remember to type "GA" (Go Ahead) at the end of each message.
- 2** The Communication Assistant then voices the typed message to the other party.
- 3** After the TTY user types "GA," it is the other party's turn to respond.
- 4** The Communication Assistant relays the other party's spoken words by typing them back to you.



To learn more, visit [wisconsinrelay.com/tty](https://www.wisconsinrelay.com/tty)

TeleBraille Relay

711 or 800-947-3529

People who are deafblind or have low vision can use a TTY and/or TeleBraille device to type words to a Communication Assistant, who then speaks the typed words to the other caller, and types all spoken words back to the deafblind caller. The average typing speed is slower than traditional TTY relay, and can be modified to as slow as five words per minute.

- 1** The other party's conversation to a deafblind caller goes through a Communication Assistant.
- 2** The Communication Assistant types the other party's conversation to the deafblind caller.
- 3** The deafblind caller reads the conversation through a TeleBraille device.



To learn more, visit wisconsinrelay.com/telebraille

Voice Carry-Over

711 or 877-490-3724

Voice Carry-Over (VCO) allows a caller with hearing loss to speak directly to a hearing person. When the hearing person speaks to a VCO caller, the Communication Assistant serves as the VCO caller's "ears" and types everything said to the VCO caller's TTY or VCO device. If an elderly person with progressive hearing loss has difficulty hearing over the phone, VCO may be the perfect communication solution for them.

- 1** The mother, as the VCO user who has a hearing loss, speaks to her son directly.
- 2** The son speaks to his mother, and the Communication Assistant types everything the son says, word for word, to the mother.
- 3** The mother reads on a TTY screen what her son speaks



To learn more, visit [wisconsinrelay.com/vco](https://www.wisconsinrelay.com/vco)

Other Relay Features

International Calling

Wisconsin Relay allows you to place and receive calls to and from anywhere in the world (using English or Spanish language only). Calls originating from a country outside of the US may also access Wisconsin Relay by dialing 1-605-224-1837.

Answering Machine or Voice Mail Retrieval

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

Directory Assistance

Wisconsin Relay will relay Directory Assistance (DA) calls (i.e to 411) between TTY/VCO users and the Local Exchange Carrier (LEC) DA operator. Once the caller makes the request, the Communication Assistant will contact the appropriate LEC DA operator. After obtaining the requested telephone number, the caller may choose to place the call through Wisconsin Relay or dial it directly.

TTY Pay Phones

TTY users who wish to use a coin TTY pay phone can use Wisconsin Relay to assist in connecting calls. TTY pay phones may be available at hospitals, airports, train stations, hotels, libraries, museums, government buildings and freeway rest stops. All local calls from TTY pay phones are free of charge.

Dial 911 for Emergency Calls Only

In case of emergency, TTY users should call directly to the 911 emergency services center for their community.

The 911 operators have TTY machines and are trained to respond appropriately to TTY users. **711 is NOT a substitute for TTY users requiring emergency services.**

TTY users who cannot obtain emergency service via 911 may call 711 and inform the Communication Assistant there is an emergency situation.

PLEASE NOTE:

Calling through Wisconsin Relay may take longer than calling 911 directly.

Equipment Purchase Program

Under the Public Service Commission of Wisconsin, the Telecommunications Equipment Purchase Program (TEPP) offers accessible equipment for state residents with qualifying disabilities that interfere with the use of the standard telephone. Individuals who are experiencing difficulty using their current telephone equipment are encouraged to apply to receive assistive equipment.



What type of equipment is available to purchase?

- TTY, large visual display (LVD) TTYs and Captels
- Amplified phones and ring/flashers
- Voice carry-over and hearing carry-over telephones
- In-Home Notification systems for door, phone, etc
- TTY software and corresponding modem for a personal computer
- Other adaptive equipment needed to connect to the telephone system

To learn more about TEPP including Voucher Application, visit the TEPP website at tepp.solixinc.com/ApplicationForm

Wisconsin Relay Customer Profile

The Wisconsin Relay Customer Profile allows consumers who have hearing loss to list their preferences for calls, such as:

- Frequently dialed numbers
- Emergency numbers
- Preferred gender of operator
- Announcing relay service

If you are interested in adding your information to the Customer Profile, visit wisconsinrelay.com/profile.

Spanish

Accessibility Care 911 Info FAQ Display Settings Account

< Emergency Location

In case of an emergency, please provide a physical address for 911 calling through Sprint IP Relay. You may add additional addresses (i.e. profile, work, home, etc.) for emergency purposes. Please update current location, as needed.

CURRENT LOCATION Profile address

Emergency Addresses:

| ADDRESS NAME | ADDRESS |
|-----------------|----------------------|
| Profile address | 6337 Red Cedar Place |

[Add address](#)

Personal

- IP Relay Accounts
- Emergency Location
- Frequently Dialed
- Call Preferences
- Notes
- Speech to Speech
- Emergency Numbers
- Permissions
- Personal Information

Important information

- Spanish-to-Spanish (800-833-7813) and Spanish-to-English (877-490-3723) are also available.
- TTY and Voice Carry-Over (VCO) relay are not compatible with PBX systems, VOIP phones or digital landlines; a dedicated analog landline must be used.
- There is no charge for local and long-distance calls.

Request presentations

- Wisconsin Relay can provide customized presentations for organizations, agencies, schools, clubs, events, or companies at no charge. The presentations talk about Wisconsin Relay services and programs, and can last anywhere from an hour to a full day.
- To request, go to **wisconsinrelay.com/outreach**

For more information, contact:

- Emma Danielson, Wisconsin Relay
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- Customer Support (24 hours)
800-395-9877 (Voice)
800-283-9877 (TTY)
800-868-4290 (TTY - Español)
- Website: wisconsinrelay.com