

## How to connect with Arizona Relay

To place a call through Arizona Relay, simply dial 7-1-1. Or call one of the toll free numbers below:

- **TTY:** 1.800.367.8939
- **ASCI:** 1.888.842.3372
- **Voice:** 1.800.842.4681
- **VCO:** 1.800.842.9818
- **Captioned Telephone Service:**  
To reach a Captioned Telephone Service user, dial 1.877.243.2823
- **Speech-to-Speech:** 1.800.842.6520
- **Spanish:** 1.800.842.2088  
(includes Spanish-to-Spanish and translation from English-to-Spanish)

Póngase en contacto con el Departamento de Servicio al Cliente del Relevo de Arizona para obtener más información sobre la repetición telefónica en español:

- **Captioned Telephone Service:** Para ponerse en contacto con un usuario de Captioned Telephone Service, marque el 1.866.217.3362 Español
- **Español:** 1.800.842.2088 Voz/TTY  
(incluye español a español y la traducción del inglés al español)
- **Fax:** 1.866.519.8277 Español
- **Correo Electrónico:** info@azrelay.org
- **Departamento de Servicio al Cliente:**  
1.866.744.7471 Español

If you have suggestions, comments or concerns, please contact AZRS Customer Service at:

Arizona Commission for the Deaf and Hard of Hearing  
Attn: Arizona Relay Customer Service  
100 N. 15th Avenue, Suite 104  
Phoenix, AZ 85007  
TTY: 1.800.347.1695  
Voice: 1.866.259.1768  
Fax: 1.866.519.8277  
E-mail: info@azrelay.org

Arizona Relay Service 7-1-1

## TTY (text telephone)



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Arizona Relay (AZRS) is a free, 24-hour service that allows people who are Hearing, Deaf, Hard of Hearing, Deaf-Blind or Speech Impaired to communicate with each other via the telephone. Through the use of specialized equipment, relay users communicate freely with friends, family and businesses who use a standard telephone.

Accessing relay with a TTY is a useful way for people who are Deaf, Hard of Hearing or Speech Impaired to place telephone calls.

TTYs (text telephones) are most often used by people who are Deaf, Hard of Hearing or Speech Impaired and who do not use their speaking voice to communicate over the telephone. The TTY keyboard is used to convey the TTY user's part of the conversation—and those words are voiced by the Communication Assistant (CA). For Deaf or Hard of Hearing relay users, the TTY screen display is used to read what the other party has said. Having a hearing loss or speech impairment is no longer a barrier to independent use of the telephone.

**Required Equipment** You may need a text telephone, sometimes referred to as a TTY or TDD. Your telephone line may connect directly to the TTY. For further information, contact AZRS Customer Service: **1.800.347.1695** (TTY) or **1.866.259.1768** (Voice).

- Arizona Relay is a **free** service.
- All calls are kept **confidential**.
- Long distance charges apply.

# dial 1.800.367.8939 or 7-1-1



Arizona Relay Service 7-1-1

## Customer Profile

A Customer Profile allows you to customize your relay calls. There are a number of benefits to creating a Customer Profile, including faster call processing, speed dialing, customized call greeting, appropriate typing speed, use of abbreviations, selection of long distance carrier and others.

## How to Make a Call Using a TTY

1. Using your TTY, dial 7-1-1 or the toll free number for Arizona Relay: **1.800.367.8939**.
2. The Communication Assistant (CA) will answer by identifying the relay and providing his/her CA number and then will type "NUMBER PLS GA."\*
3. If you have established a Customer Profile, the CA will automatically follow any special options or instructions in your profile. If you do not have a profile, request special options such as Voice Carry Over (VCO) or Hearing Carry Over (HCO) at this time.
4. Provide the area code and telephone number you wish to call—as well as any additional instructions—by typing them on the TTY.
5. Use the term "GA" when you are finished for the moment and it is the other person's turn to respond.
6. When you have completed your side of the conversation, type "GA to SK" and the CA will close your call.

\*"GA" ("Go Ahead") is a term used in relay calls for turn-taking purposes. "GA" ensures that the relay user and the standard telephone user do not respond at the same time. When you see "GA," you know it is your turn to talk. The same is true for the CA (before and after the call) and the standard telephone user, who will not reply until you say "GA."

\*\*"SK" means "stop keying; the conversation is over."

## Answering Machines and Voice Mail

- If you know you will reach an answering machine, give the CA the message to be left before the CA dials.
- If you know you will reach a switchboard, it is helpful to provide the CA with any information needed to connect you with the right person before the CA dials. (Example: extension number or department name.)

- If you are calling a number with a voice mail system—or calling to retrieve your own voice mail—and you know the numbers required to navigate the touch-tone system, provide these numbers to the CA before the CA dials. (Example: CA dial XXX-XXX-XXXX. Then dial 4,5,9.) Sharing this information will allow for a smooth calling experience.

## Garbling

Garbling on a TTY can be triggered by a number of factors, including:

- Call waiting, if it is a feature on the phone line connected to the TTY
- Loud noises in the background
- Construction on the phone lines
- Low power on the TTY
- Weather
- Cracked phone couplers
- Static on the telephone line
- Improper TTY settings
- TTY shifting between letters and numbers
- Poor connection for a variety of reasons, such as if the standard user is on a cell phone and is not near a tower

Some TTYs with Auto ID send voice messages stating that "this is a TTY." This feature can garble your printed text and should be turned off prior to calling the relay. Here are some suggestions should you experience garbling on your TTY:

- Hit a letter key a few times to reset your TTY
- Change your TTY setting to Baudot
- Check for possible noises (dog barking, music, fan, air conditioner, TV, etc.)
- Check to ensure the telephone handset fits snugly in the TTY coupler
- As a last resort, hang up and redial

If garbling continues, contact your local telephone company and ask for a technician to check your lines for possible issues. If you continue to experience

issues, please contact AZRS Customer Service at **1.800.347.1695** (TTY) or **1.866.259.1768** (Voice).

## Tips for TTY Users

- When you call the relay, wait until you see the CA's identification before beginning to type. Prior to that point, the CA will not have access to what you type.
- Give the CA as much information as possible at the beginning of the call, including the area code and number to dial—and any special instructions.
- You can request that the CA not identify or explain the relay to the standard telephone user.
- If you need to give the CA instructions during the call, use parentheses. For example: (CA please redial) or (CA sound upset).
- Please wait for the "GA" to appear before you begin typing your response. Not doing so will cause garbling.
- If you receive garbling on a call, try typing "AAA111." This should reset your TTY and will likely clear the garbling.
- When typing a complex word or name that you would like the CA to spell out, use spaces between each letter. The CA will then voice each letter individually. (Example: "Beauregard... B e a u r e g a r d.")
- Backspacing to correct typing errors sometimes causes misunderstandings. Instead of backspacing to correct a typed error, type "XXX" and continue on—starting with the corrected information.
- Please wait until you see "PERSON HUNG UP GA" before you give the CA the next number to dial. Make sure to include the area code, especially if it is different from the area code for the previous call.
- Use common TTY abbreviations to save time. There is no need to use punctuation marks.
- If you have any questions or comments about your call, the CA will refer you to Customer Service. In doing so, the CA is remaining in the CA role. Customer Service is more than happy to discuss any questions or comments you may have.



Deaf, Hard of Hearing or Speech Impaired Person uses specialized equipment to conduct telephone conversations, reading or listening to what the other party is saying and then typing responses.



Communication Assistant facilitates the conversation by voicing the text typed by the TTY user and typing the voice caller's responses to the deaf or hard of hearing TTY user.



Family, Friends and Businesses use a standard telephone to communicate freely.

## 911 Emergency Calls

In the event of an emergency, call 911 or your local emergency services TTY number directly. Arizona Relay will make every effort to assist you in an emergency. Note that relay centers are not 911 centers and do not assume responsibility for the call.