

new speech to speech service **available now**

Does your speech impairment make it awkward to use the phone or STS relay?



NZ Relay are pleased to announce a new speech to speech product which will help...

Video-Assisted STS (V-A STS) enables New Zealand's speech impaired telecommunications users who use STS or have been previously unable to use STS, to use telephone line and video communication equipment to make calls to hearing people, service providers, businesses, family or friends.\*



The Video-Assisted STS RA will initiate a one-way video connection with the STS user via Skype

\*V-A STS requires a web camera and free Skype software

## NZ Relay Help Desk

0800 4 713 713 TTY

0800 4 715 715 Voice

0800 4 329 697 Fax

[Helpdesk@NZRelay.co.nz](mailto:Helpdesk@NZRelay.co.nz)



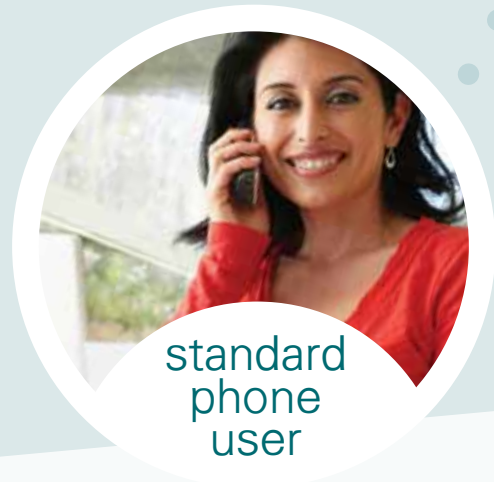
NZ Relay Help Desk services are available 24 hours a day, 365 days a year

# V-A STS

NZ RELAY

## how does video assisted speech to speech relay (V-A STS) work?

- 1** Speech impaired user connects to a STS RA (Relay Assistant) by calling toll free 0800 8 715 715.
- 2** Once connected with the STS RA, the speech impaired user can request Video-Assisted STS and give their Skype screen name to the STS RA.
- 3** The Video-Assisted STS RA will initiate a one-way video connection with the STS user via Skype.
- 4** The STS user will provide the phone number of the standard phone user to the Video-Assisted STS RA.
- 5** The Video-Assisted STS RA will place a telephone call to the standard phone user using standard STS RA procedures. The Video-Assisted STS RA will be able to see the STS customer via video. This technology makes this service suited to speech impaired users.
- 6** The STS user will talk to the standard phone user on the telephone with the Video-Assisted STS RA providing support as requested.



\*To use this service you will need:



PC or Laptop



webcam



broadband

NZ Relay V-A STS is available:

Monday to Friday 7:30am - 9:00pm  
Saturday 9:00am - 5:00pm  
Closed public holidays

For more information on V-A STS: [www.nzrelay.co.nz](http://www.nzrelay.co.nz).

Sprint Relay is the provider of NZ Relay Services through a contract with New Zealand's Ministry of Business, Innovation & Employment (MBIE). Sprint, proudly the first TRS provider in New Zealand.