

Video-Assisted Speech-to-Speech (VA-STS)



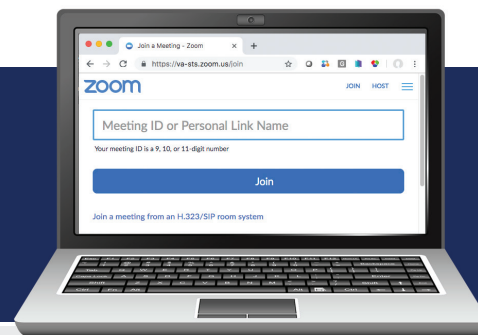
How-to Instructions for STS Users

Video-Assisted Speech-to-Speech allows a person who has a speech disability to use both a **telephone** and a **video device** to make relay calls.



To connect to Speech-to-Speech
North Carolina Service
dial **711** or call **1-877-735-8261**

To Access Zoom from Computer or Laptop



1 Connect to Speech-to-Speech with your phone, dial:

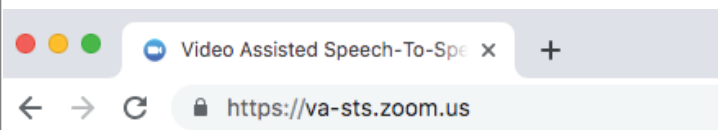
711 or

1-877-735-8261

2 Inform the STS operator that you would like to make a VA-STS call.

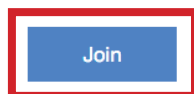
The STS operator may give you instructions if needed.

3 Go to **<https://va-sts.zoom.us>**
Then click **Join**.



Video Assisted Speech-To-Speech

Click 'Join' to begin your video session



Video Assisted Speech-To-Speech is supported on the following web browsers:

Google Chrome 53.0.2785 or higher

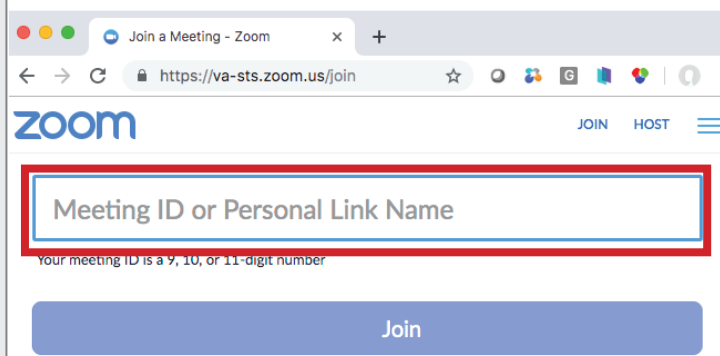
Microsoft Edge 38.14393.0.0 or higher

Safari 10.0.602.1.50 or higher

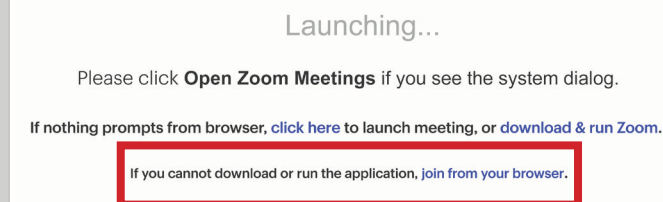
Firefox 49.0 or higher

4 The STS operator will give you the **Meeting ID** number to fill in the field labeled Meeting ID.

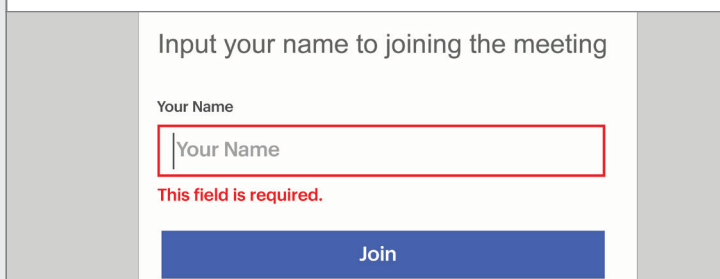
Click **Join**.



5 Launching screen appears, click the **Join from your browser** link.



6 Type in your name. Your true name is not required and a pseudo name may be chosen, e.g. anonymous.

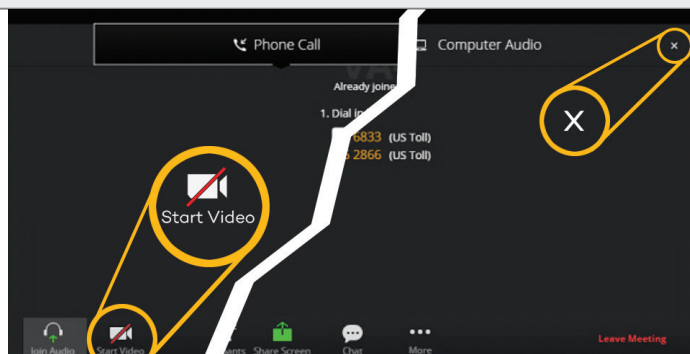


For more information,
contact the STS North Carolina Customer Service
1-877-787-1989

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Once connected, click the **X** on the right side. Your computer webcam should turn on.

If not, move your mouse to the lower left and click the **Start Video** icon.



8

This is a one-way video connection – the STS operator will see you but you will not see the operator.

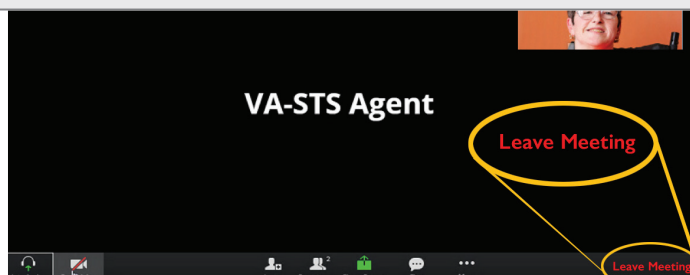
You are all set to give the STS operator your call instructions using STS with VA-STS.



9

When your VA-STS phone call ends, click **Leave Meeting** to “hang up” and log out.

NOTE: If you do not log out, you will remain connected to the meeting room.



Important Information

Before making your first VA-STS call, you are encouraged to request **one-on-one training**, in person or remotely, to facilitate a quality experience with VA-STS.

Please call the STS North Carolina Customer Service at **1-877-787-1989** for more information or assistance.

