

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

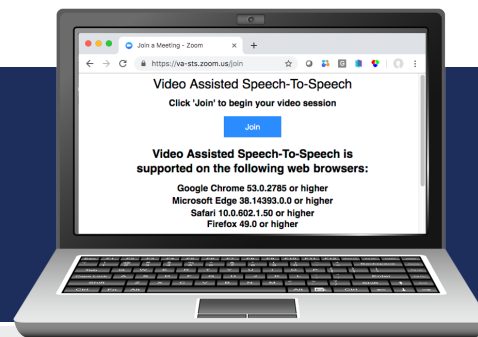
How-to Instructions for STS Users

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:

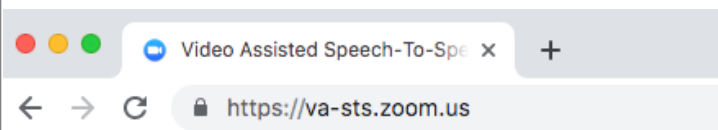
711 or

1-877-735-8261

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

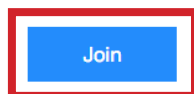
The STS operator may give you instructions if needed.

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

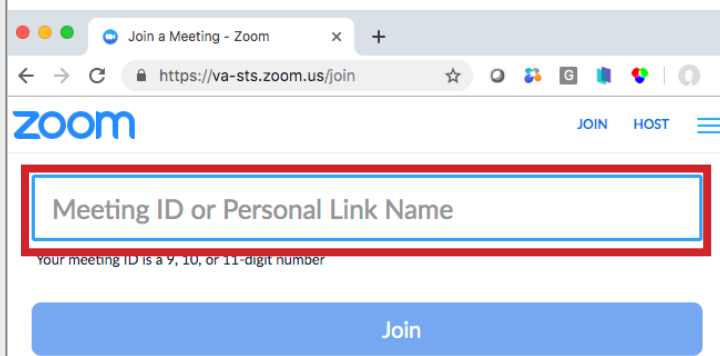
Microsoft Edge 38.14393.0.0 or higher

Safari 10.0.602.1.50 or higher

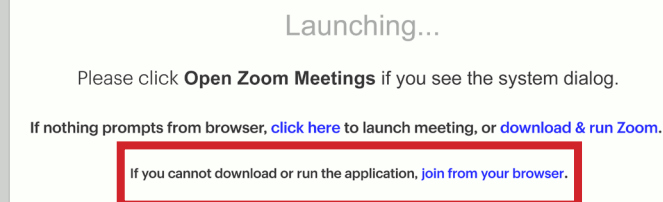
Firefox 49.0 or higher

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.



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

Input your name to joining the meeting

Your Name

This field is required.

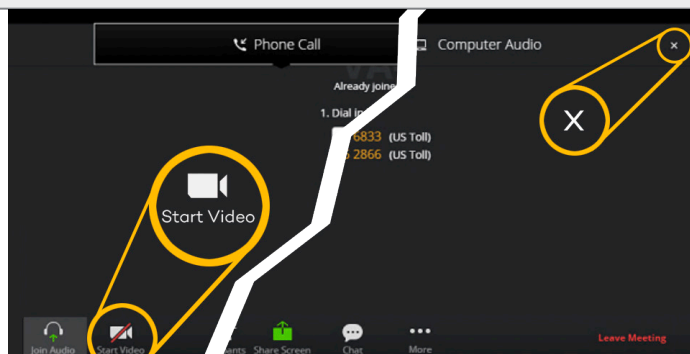
Join

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

7

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.

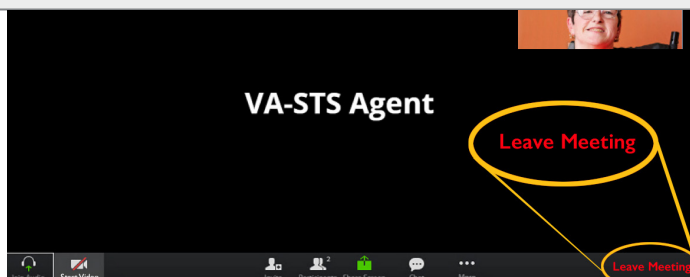
You are all set to give the STS operator your call instructions using STS with VA-STS.



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.

