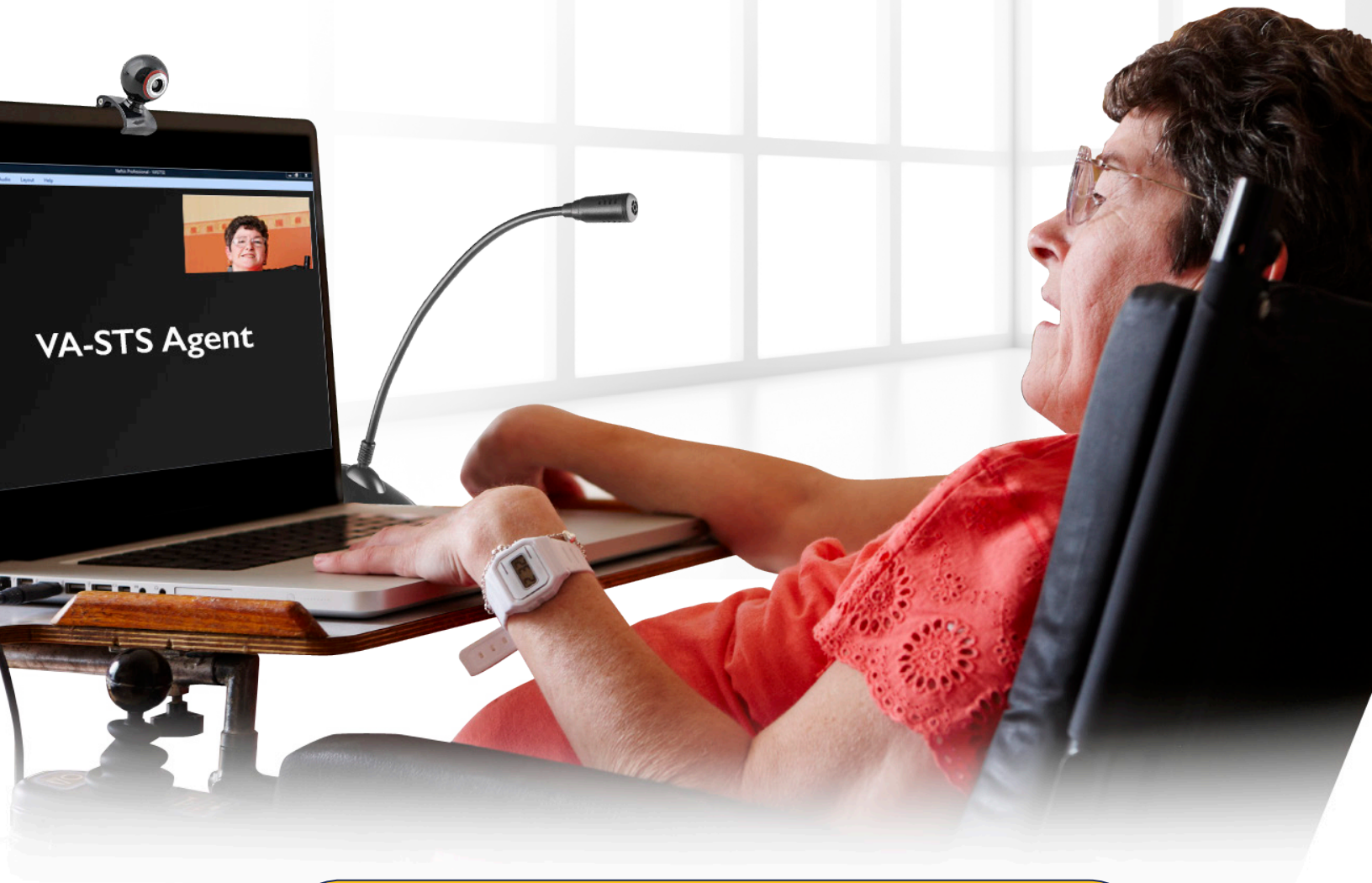


# Video-Assisted Speech-to-Speech (VA-STS)



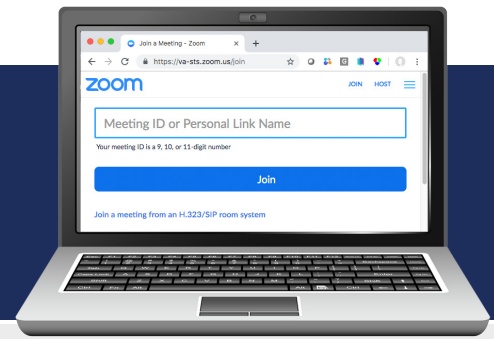
## How-to Instructions for STS Users

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 Relay Hawaii  
Speech-to-Speech Service  
dial **711** or call **1-877-447-8711**

# To Access Zoom from Computer or Laptop



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

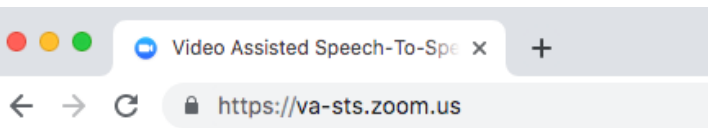
**711** or

**1-877-447-8711**

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

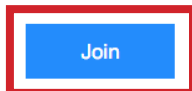
The STS operator may give you instructions if needed.

**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**

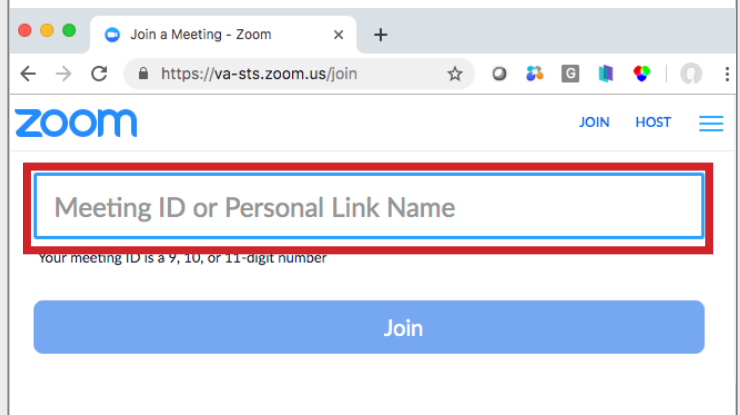
**Microsoft Edge 38.14393.0.0 or higher**

**Safari 10.0.602.1.50 or higher**

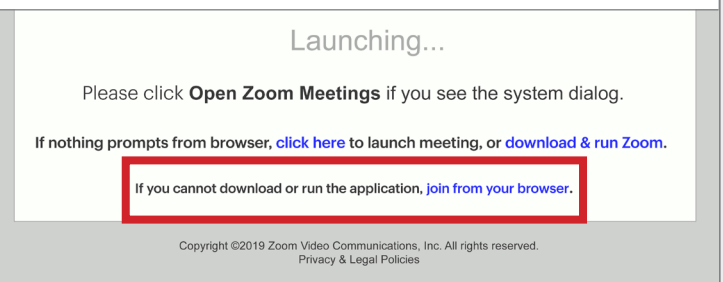
**Firefox 49.0 or higher**

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

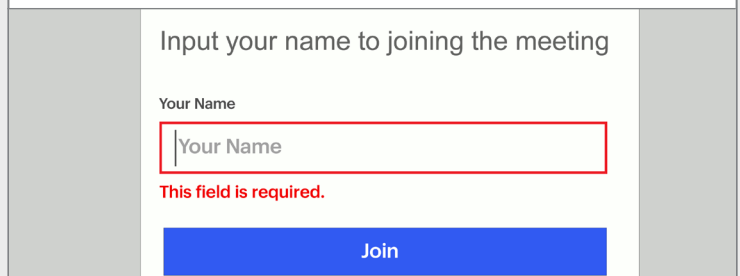
Click **Join**.



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



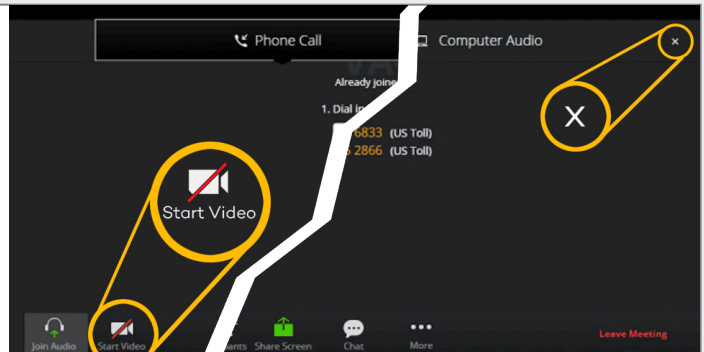
**6** Type in your name. Your true name is not required and a pseudo name may be chosen, e.g. anonymous.



For more information,  
contact the Relay Hawaii STS 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.



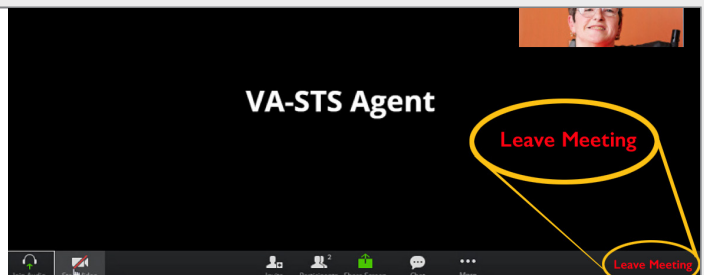
**8** This is a one-way video connection – the STS operator will see you but you will not see the operator.

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 Relay Hawaii STS Customer Service at **1-877-787-1989** for more information or assistance.

