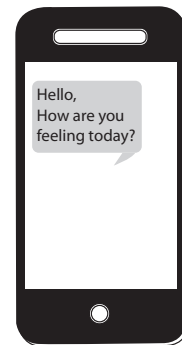
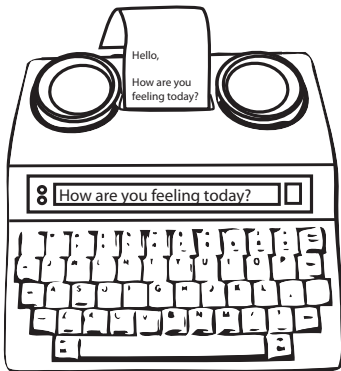


How to Make a Call (ANSWERS)

Name: _____

What kind of communication device could a person with a hearing loss use to communicate with a hearing friend? TELEPHONE WITH AMPLIFICATION DEVICE, TEXTING, MESSAGING, RELAY CALL, EMAIL, SOCIAL NETWORKING

What is a Traditional Relay call and what is a TTY/TDD? THIS IS A CALL BETWEEN A HEARING PERSON AND A PERSON WHO IS DEAF OR HARD OF HEARING. TTY/TDD'S HAVE A KEYBOARD AND ALLOW PEOPLE TO TYPE THEIR TELEPHONE CONVERSATIONS USING A C.A. AT THE RELAY CENTER. TTY CALLS CAN BE MADE VIA TTY MACHINES, COMPUTERS, OR SMARTPHONES.



How to make a call:

1. Dial the number in your area for connecting to a telecommunications relay service: 711. [This is the nationwide access number for initiating a call using a telephone in the U.S. For calls initiated through the Internet, use the access number provided by the particular service used.]
2. Dialing this number will connect you directly to a trained COMMUNICATION ASSISTANT
3. Type or tell this person the number you would like to call.
4. When the person you are calling answers, your greeting will be relayed and then you will see "GA" (which stands for GO AHEAD). This means it is your turn to reply. You will not be able to interrupt during the call. You can only type or say something when it is your turn.
5. When the call is finished, end by typing "SK" (which stands for STOP KEYING) and then hang up.

TTY/TDD Abbreviations:

- GA= GO AHEAD
- SK= STOP KEYING or NOW HANGING UP
- XXX= ERROR
- HD= HOLD
- Q= QUESTION MARK
- MSG= MESSAGE