

Using the California Relay Service (CRS)

The California Relay Service enables you to have a telephone conversation with a person who cannot use a standard telephone due to a hearing or speech impairment.

To make a call using CRS from a campus phone, follow the instructions below:

1. Dial 9 then the voice phone number: 711.
2. A Communications Assistant (CA) will answer.
3. Tell the CA that you want to place a TDD call, and provide the person's name and telephone number.
4. The CA uses a TDD to contact the individual.
5. The CA acts as an interpreter to relay what both parties say during the conversation.
6. The CA will let you know when the initial connection has been made.
7. Talk in your normal speaking voice with appropriate pauses (you may want to slow down a little, but not too much).
8. When you are finished speaking say "GA" or "Go Ahead." This alerts the CA that you have completed what you are saying and it is his/her turn to speak/type. "SKSK" is used to denote "signing-off" when the conversation has ended and the call has come to an end.
9. Regard the CA as an interpreter, who is there only to relay your conversation. Talk directly to the person you have called, and do not refer to the individual in the third person. For example, don't say "Tell him/her that..."

To receive a call from a person using a TDD device through CRS, follow the instructions below:

1. When you answer the phone, the CA will explain that you have a relay call from (person's name). Begin talking to the person as you normally would during a phone conversation. For example, say "Hello, this is (your name), GA" and continue as outlined in steps four through nine (4-9) above.
2. What if I don't understand how to use the CRS? At the beginning of the Relay call (whether you are placing the call or receiving the call), you may ask the Communications Assistant to assist you in utilizing the service appropriately.