

Relay Missouri

Relay Missouri is a service that provides full telephone accessibility to people who are deaf, hard of hearing, deaf-blind, and speech disabled. It can be used to make telephone calls to family, businesses, or anyone else who has a phone, anywhere in the world. Through the Relay Missouri Center, hearing and/or speech impaired Missourians using a TDD (Telecommunications Device for the Deaf) will be able to communicate with people who are using standard telephone equipment. In turn, Missourians who are voice callers using standard telephone equipment can call a TDD user. Relay Missouri utilizes specially trained agents located at the Relay Missouri Center to relay conversations between parties. The Relay Missouri Service Center handles calls 24 hours a day, seven days a week. All calls are strictly private, and no records of any conversations are maintained.

How to Use Relay Missouri Services:

How Does TTY Relay Work?

Just dial [711](tel:711) (or [800-735-2966](tel:800-735-2966) for English, [800-520-7309](tel:800-520-7309) for Spanish-to-Spanish or English-to-Spanish/Spanish-to-English Translation) on your TTY and a communications assistant will answer with “Relay Missouri”.

- Type the area code and telephone number you wish to call and type “GA” (“Go Ahead”). The communications assistant will dial the number and connect you to the other party.
- Type your message on the TTY. Type “GA” (“Go Ahead”) at end of each message. The “GA” indicates that it is the other party’s turn to respond.
- The communications assistant reads aloud the message you typed to the other party.
- The other party listens, then speaks. When they say, “Go Ahead”, it is your turn to respond.
- The communications assistant types the other party’s voiced message to you.

- To conclude the call, type “GA to SK” (“Stop Keying”) to indicate that you are ready to hang up.

How Does Voice Carry-Over (VCO) Work?

Just dial [711](tel:711) (or [800-735-0135](tel:800-735-0135) for English, [800-520-7309](tel:800-520-7309) for Spanish-to-Spanish or English-to-Spanish/Spanish-to-English Translation) on your VCO phone or text telephone/teletypewriter (TTY). The relay operator will answer with “Relay Missouri”.

- Provide the area code and telephone number you wish to call and say “Go Ahead”. The relay operator will dial the number and connect you to the other party.
- You speak to the other party. Say “Go Ahead” (“GA”) at end of each message. The “GA” indicates that it is the other party’s turn to respond.
- The other party listens and speaks. The other party says “Go Ahead” (“GA”) to indicate that it is your turn to respond.
- The communications assistant types the other party’s voiced message to you.
- You read the other party’s voiced words on your VCO phone or text telephone/teletypewriter (TTY).
- To conclude the call, just say “goodbye”.

How Does Hearing Carry-Over (HCO) Relay Work?

Just dial [711](tel:711) (or [800-735-2966](tel:800-735-2966) for English, [800-520-7309](tel:800-520-7309) for Spanish-to-Spanish or Spanish-to-English/English-to-Spanish Translation) on your text telephone/teletypewriter (TTY) or VCO/HCO phone and the relay operator will answer with “Relay Missouri”.

- Type the area code and telephone number you wish to call and type “GA” (“Go Ahead”). The communications assistant will dial the number and connect to the other party.

- Type your message on your TTY or VCO/HCO phone to the communications assistant. Type “GA” (“Go Ahead”) at end of each message. The “GA” indicates that it is the other party’s turn to respond.
- The communications assistant reads your typed message aloud to the other party.
- The other party listens and speaks directly to you. The other party says “Go Ahead” to indicate that it is your turn to respond.
- To conclude the call, type “GA to SK” (“Stop Keying”) to indicate that you are ready to hang up.

How does TeleBraille Relay work?

Dial [711](tel:711) (or [800-735-2966](tel:800-735-2966) for English, [800-520-7309](tel:800-520-7309) for Spanish-to-Spanish or English-to-Spanish/Spanish-to-English Translation) and the communications assistant will answer with “Relay Missouri”.

- Type the area code and telephone number you wish to call and type “GA” (“Go Ahead”). The communications assistant will dial the number and connect to the other party.
- The other party listens and speaks. They say “GA” (“Go Ahead”) to indicate that it is your turn to respond.
- The communications assistant conveys the other party’s voiced message by typing it to you.
- You read the other party’s voiced message on your TeleBraille device or TTY with large visual display, and then type your response, which the communications assistant reads aloud. Type “GA” (“Go Ahead”) at end of each message. The “GA” indicates that it is the other party’s turn to respond.
- To conclude the call, type “GA to SK” (“Stop Keying”) to indicate that you are ready to hang up.

How does Speech-to-Speech (STS) work?

Just dial 711 (or 877-735-7877 for English, 800-520-7309 for Spanish-to-Spanish or English-to-Spanish/Spanish-to-English Translation) and ask for a Speech-to-Speech communications assistant.

- Provide the area code and telephone number of the person you wish to call. The communications assistant will dial the number and connect you to the other party.
- You speak on your phone directly to the other party while the communications assistant listens.
- The communications assistant repeats your spoken words to the other party as needed for clarity.
- The other party talks directly you.