

Video: How does a Video-Assisted STS call work?

Transcript

Photo of a woman sitting in a wheelchair with a computer table attached to it. She has an opened laptop and a microphone on the table.

The screen has a title “How Does New Jersey Relay Video-Assisted Speech-to-Speech (VA-STS) Work?”

In the lower corner of the screen is the NJ Relay & CapTel logo. The logo remains throughout the video.

There is no sound with this video.

The photo of the woman shrinks into a circle at the bottom of the screen and is labeled “STS User”. An animated diagram is being formed on the screen. The image in this circle changes to a close-up of a telephone dial pad with a finger pressing 1.

At top of the screen is this message: “1. Dial 711 or 866-658-7712 to connect to Speech-to-Speech (STS)”

A new circle appears in the upper left with a photo of a male operator with an opened laptop, headset and microphone. This circle is labeled “STS Operator”.

A line is drawn from “STS User” circle to “STS Operator” circle.

At top of the screen: “2. Inform the STS operator that you would like to make a Video-Assisted Speech-to-Speech call.”

“STS User” circle changes back to the photo of woman in the wheelchair.

“3. Go to <https://va-sts.zoom.us>. and click “Join”.”

Scene changes to show the woman’s open laptop displaying VA-STS “Join” webpage.

“4. The STS operator will provide instructions if needed.”

The laptop webpage changes to display input fields for Zoom Meeting ID or Personal Link Name and “Join” button.

“5. The STS operator will give you a Meeting ID number to fill in. Click “Join”.”

A meeting ID number is entered, and the laptop webpage changes to display a Zoom meeting launching message with a red box highlighting “join from your browser”.

“6. The launch screen will appear. Click the “Join from your browser” link.”

The laptop webpage changes to show input field for your name.

“7. Type your name then click “Join”.”

“Sammie” is entered in the input field and the button “Join” is clicked.

“8. Once connected, the Zoom screen appears. Click the **X** and your computer webcam will turn on.”

The laptop webpage changes to show “VS-STS Agent”, with the “X” in the upper right corner highlighted.

“9. If it does not, click **Start Video** in the lower left corner.”

The “Start Video” icon at the bottom left corner is highlighted.

A new photo of the woman’s face appears in the upper right. This is the same woman in the wheelchair. She has successfully joined the Zoom video call with STS operator.

“10. This is a one-way video connection. The STS operator will see you but you will not see the operator.”

Scene changes from the woman’s laptop back to the diagram with photos of STS User and STS Operator. In the photo of STS user, her laptop shows a screen with “VA-STS Agent” in the middle and a small video window

with her own face in it. In the photo of the STS operator, his laptop now shows a video feed of the STS user.

“11. Give the operator the phone number to call and any further instructions.”

A new circle appears in the upper right with a photo of a smiling female with a cell phone held to her ear. This circle is labeled “Other Party”.

A line is drawn from “STS User” circle to “Other Party” circle. Another line is drawn from “STS Operator” circle to “Other Party” circle.

“12. The operator will dial and the other party you are calling will answer.”

“13. You and the other party can begin conversing.”

There is a moving graphic to show the flow of the conversations.

“14. If needed, the operator will repeat to the other party what you have said.”

Over the diagram, “Benefits of VA-STS” pop-up appears, displaying the benefits one by one.

“Using YES or NO cards” Underneath these words are hands holding signs with the words “yes” and “no”.

“Alpha cue cards such as the person to call’s name, address, phone number or other written details to show the operator.” A hand is holding a sign “100 Main St. Denver, CO”

“Thumbs UP or thumbs DOWN” A hand making a thumb up and another with thumb down.

“Lip-reading BETTER” An animated image of a mouth saying better.

“Facial & Body Expressions” An example is shown with “I don’t know” which is demonstrated by a woman using appropriate facial and body expressions. This is followed by “My goodness”, “Oh, please”, “I hope”, “Good job”, and “Hold on”.

The screen goes back to the diagram with photo circles “STS User”, “STS Operator”, and “Other Party”.

“15. After the phone call ends, click “Leave Meeting” to “hang up” and log out.”

The “Other Party” circle fades away.

Scene changes back to the woman’s laptop with her video in the upper right corner and “VA-STS Agent” in the middle of the screen.

“Leave Meeting” in the lower right corner is highlighted.

Scene changes back to the full photo of the woman with her laptop and microphone on a desktop attached to her wheelchair.

The words appear at the top of the screen say, "Need assistance? Contact STS Support Service 1-877-787-1989".

The NJ Relay & CapTel are still in the lower right corner of the screen.

End.