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 Florida Relay Speech-to-Speech Service, dial **711** or call **1-877-955-5334**
To Access Zoom from Computer or Laptop

1. Connect to Speech-to-Speech with your phone, dial:
   - 711 or
   - 1-877-955-5334

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.

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.
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.

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.

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