

Connecting you with important people in your life.

Idaho Relay is a free, 24-hour service that allows people who are Hearing, Deaf, Hard of Hearing, Deaf-Blind or Speech Disabled to communicate with each other via the telephone. Through the use of specialized equipment, relay users communicate freely with friends, family and businesses who use a standard telephone.

CapTel® greatly benefits people who have understandable speech and some degree of hearing loss.

CapTel is especially helpful for:

- People who have a hearing loss and find it difficult to understand telephone conversations.
- People who use hearing aids or assistive listening devices.
- People who are Deaf or Hard of Hearing with understandable speech.

CapTel allows the user to receive voice and text in real time through specialized equipment. With CapTel, you won't have to struggle to hear what others say on the phone. You have the opportunity to supplement your residual hearing by viewing captions on your phone's screen for added clarity. You also enjoy the freedom of using your own voice during phone conversations. CapTel is truly an interactive calling experience!

CapTel user uses a special telephone that includes a screen which displays text of the other party's conversation. User has the opportunity to both hear and read the other party's conversation.



Family, friends and businesses use a standard telephone to communicate freely.



Captioning Center Operator converts everything the standard phone user says into written text using voice recognition technology.



Required Equipment

To make a *CapTel* call, you will need a Captioned Telephone. This unique equipment, which makes use of voice recognition technology at the captioning center, allows you to simultaneously read telephone conversations on a screen and respond using your own voice. The Idaho Relay Outreach Coordinator will be happy to assist you in obtaining equipment. For further information, contact Idaho Relay Customer Service: **1.800.368.6185** Voice or TTY.

How *CapTel* Works

Using a *CapTel* phone is very much like using a standard telephone. You dial the number of the person you are calling directly. As you dial, the *CapTel* phone automatically connects to the captioning call center.

When the other party answers, you have access to everything the caller says. Behind the scenes, a specially trained operator at the captioning call center, using voice recognition technology, converts everything the other party says into written text. This text appears on a bright, easy-to-read display screen built into your *CapTel* phone. All conversations are kept confidential.

The captions appear with just a slight delay after the spoken word, allowing you to understand everything that is said—either by hearing it or reading it.

Making a *CapTel* Call

- Make certain that captions are turned “on” on your *CapTel* phone.
- Dial the number of the person you are calling directly.
- When the other party answers, you will hear the caller’s voice and receive captions almost simultaneously.
- Conduct your conversation as you would on a standard telephone.
- When you are done with the call, simply hang up the phone.

Receiving a *CapTel* Call as a *CapTel* User

- When your *CapTel* phone rings, simply answer the phone and captions will appear shortly thereafter.
- If you have 1-line *CapTel*, people wanting to reach you should be directed to call the *CapTel* captioning center at **1.877.243.2823**. The caller will then provide the *CapTel* operator with your phone number, and the call will be connected—with captioning available.
- If you have 2-line *CapTel*, people can reach you by calling your personal phone number directly and captions will automatically be available.



Calling a CapTel User

- Dial toll free **1.877.243.2823**.
- Following the recorded prompt, dial the *CapTel* user's area code and phone number.
- Your call will be immediately connected.

Receiving a Call from a CapTel User

- There may be a slight delay in the *CapTel* user's response as they read captions.

2-Line CapTel

This exciting service, which requires two telephone lines, provides advanced features not available with 1-Line *CapTel*. For a comparison of features, please refer to the chart below.

	1-Line <i>CapTel</i>	2-Line <i>CapTel</i>
Number of Lines	Requires one standard (analog) telephone line or DSL with an analog filter.	Line 1 (voice) can be an analog telephone line or DSL with an analog filter, Digital Cable or VoIP line. Line 2 (captions) must be an analog telephone line or DSL with an analog filter.
How Calls are Managed	Spoken conversation and captions provided through one telephone line.	Spoken conversation is provided on one line; captions are provided on the second line.
Captioning	Captions must be turned on prior to dialing the number to call. A red light indicates that captions are "on."	Captions can be turned on or off at any point in the conversation.
Outgoing Calls	Outgoing calls are automatically routed through the <i>CapTel</i> call center.	Both incoming and outgoing calls are automatically routed through the <i>CapTel</i> call center.
Calling a CapTel User	People calling the <i>CapTel</i> user must first dial the toll free number for <i>CapTel</i> ; then dial the <i>CapTel</i> user's phone number when prompted.	People calling the <i>CapTel</i> user dial that person's number directly.
Calling Features	Call-waiting and automatic call back (*69) are not available.	Call-waiting and automatic call back (*69) can be used.
911* Calls	Calls placed to 911 connect directly to Emergency 911 Services and are not routed through the <i>CapTel</i> call center. Calls are processed as VCO calls whereby the 911 call-taker can hear everything you say, and then types his/her response which appears on the <i>CapTel</i> display screen. You speak directly into the handset, as you would with any other <i>CapTel</i> call. Note: VCO stands for "Voice Carry Over", a service that allows callers to speak for themselves and read typed responses.	Calls placed to 911 are captioned through the <i>CapTel</i> call center. Spoken conversation is received through one line, while captions are provided through the second line. *Note that <i>CapTel</i> call centers are not 911 centers and do not assume responsibility for the call.

How to connect with Idaho Relay

To place a call through Idaho Relay, simply dial 7-1-1 or call one of the toll free numbers below:

- **TTY/ASCII:** 1.800.377.3529
- **Voice:** 1.800.377.1363
- **Speech-to-Speech:** 1.888.791.3004
- **CapTel®:** To reach a CapTel user, dial 1.877.243.2823
- **Spanish:** 1.866.252.0684 (includes Spanish-to-Spanish and translation from English-to-Spanish)

For complete instructions on how to place any type of relay call, visit www.hamiltonrelay.com.

Póngase en contacto con el Departamento de Servicio al Cliente del Relevo de Idaho para obtener más información sobre la repetición telefónica en español:

- **CapTel®:** Para ponerse en contacto con un usuario de CapTel, marque el 1.866.217.3362 Español
- **Español:** 1.866.252.0684 Voz/TTY (incluye español a español y la traducción del inglés al español)
- **Fax:** 1.608.827.0402 Español
- **Correo Electrónico:** spanish@hamiltonrelay.com
- **Departamento de Servicio al Cliente:** 1.866.744.7471 Español

Customer Service

If you have suggestions, comments or concerns, please contact:

Idaho Relay Customer Service

P.O. Box 285

Aurora, NE 68818

Voice or TTY: 1.800.368.6185

Fax: 1.402.694.5110

E-mail: relay@hamiltonrelay.com

In addition, the Federal Communications Commission is available to serve you regarding relay issues. Visit: www.fcc.gov/cgb/complaints.html

Idaho Relay is powered through Hamilton Relay of Aurora, Nebraska—a national leader in providing high quality relay services for people who are Deaf, Hard of Hearing or Speech Disabled. Hamilton Relay has been offering relay services since 1991 and has built a reputation for outstanding customer service, reliable technology, essential relay education and professional Communication Assistants.

