



 **MassRelay**
Let's talk.

Congratulations
MCDHH on
25 Years of Service!

Telecommunications Relay Service • Captioned Telephone
www.mass.gov/MassRelay • email: customerservice@massrelay.com

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Make the Call with MassRelay

— Just Dial 7-1-1

MassRelay is a free,* 24-hour service that allows individuals who are deaf, hard of hearing, deaf-blind or have difficulty speaking to communicate with standard telephone users.

For More Information:

800-720-3479 (voice)

800-720-3480 (TTY/ASCII)

*Standard long distance charges may apply.



MassRelay
Let's talk.

www.mass.gov/massrelay

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MassRelay
Let's talk.

Difficulty hearing over the telephone?

"See what they say" with
Captioned Telephone. Contact
MassRelay to learn more about
this free* Service!

*Captioning service is free, long distance charges may apply.



**www.mass.gov/massrelay
800-720-3479 (voice) • 800-720-3480 (TTY)**

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Difficulty hearing over the telephone?

Captioned Telephone (CapTel®) allows you to listen as well as read every word the other party says throughout your conversation.

Contact MassRelay to learn more about this free* service!

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**www.mass.gov/massrelay
800-720-3479 (voice) • 800-720-3480 (TTY)**

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Let's talk.
MassRelay

**Do you or someone you know have
difficulty hearing over the telephone?**

Captioned Telephone (CapTel[®]) allows you
to listen as well as read every word the other
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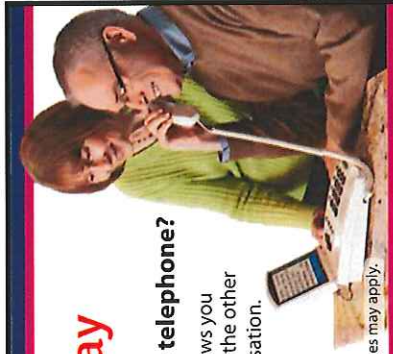


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Make the Call with MassRelay
Presentation by MassRelay to be held (DATE)

MassRelay is a no-cost,* 24-hour service that allows individuals who are deaf, hard of hearing, deaf-blind or have difficulty speaking to communicate freely with friends, family and businesses. Everyday thousands of individuals benefit from the services offered through MassRelay.

In addition to other types of relay service, MassRelay provides Captioned Telephone service, which is especially helpful for people who wear hearing aids or have difficulty hearing over the phone.

Captioned telephone is a free nationwide service. So whether you're at home, in the office or on the go, captions from Hamilton CapTel are available for every call.

- Hamilton CapTel Phone (Captioned Telephone): Experience real-time captions of what's said to you on the phone – similar to captions on television.
- Hamilton CapTel for PC/Mac: See every word a caller says right on your computer screen. There's no special equipment to purchase or software to download. All that's required is a computer, high-speed Internet and any phone.
- Hamilton CapTel App for Smartphones: Place and receive captioned calls on a single device with our unique and innovative app for iPhone®, Android™ and BlackBerry®. Hamilton CapTel is now compatible with more smartphones on more networks than ever.
- Hamilton CapTel App for Tablets: Seamlessly integrate your iPad® or Android™ tablet into every call. Now you can listen to what's being said using any phone while reading word-for-word captions on your tablet.

The MassRelay Outreach Project Manager will share information about Captioned Telephone service and the Massachusetts Equipment Distribution Program, which provides specialized telephone equipment at free/reduced rates to qualifying individuals.

To learn more about the no-cost services offered through MassRelay, contact customer service:

1-800-720-3479 (voice)

1-800-720-3480 (TTY/ASCII)

Website: Mass.gov/MassRelay

Email: customerservice@massrelay.com

*Relay and Captioned Telephone services are provided at no cost. Equipment and standard long distance charges may apply.



Make the Call with MassRelay
Presentation by MassRelay to be held (DATE)

MassRelay is a no-cost,* 24-hour service that allows individuals who are deaf, hard of hearing, deaf-blind or have difficulty speaking to communicate freely with friends, family and businesses. For people who have difficulty hearing or speaking, the simple act of using a telephone can be a challenging and frustrating experience. Whether it's conducting business, speaking to doctors, making appointments or just keeping in touch with family and friends, an inability to communicate over the phone can affect almost every aspect of a person's day-to-day life. Captioned Telephone (CapTel®) offers an innovative service that allows users to listen while reading word-for-word captions of what's being said over the phone. MassRelay offers captioned telephone service through Hamilton CapTel. The CapTel phone easily connects via Ethernet or WiFi. If you prefer a PC or Mac solution, Hamilton CapTel is available wherever you have an internet-connected computer or laptop and a phone. For smartphones and tablets, there's an app that's just a download away. The MassRelay Outreach Project Manager will share information about Captioned Telephone service and the Massachusetts Equipment Distribution Program, which provides specialized telephone equipment at free or reduced rates to qualifying individuals.

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Website: Mass.gov/MassRelay

Email: customerservice@massrelay.com

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Difficulty hearing over the telephone?

Experience clarity and confidence on every call with Captioned Telephone (CapTel)[®] - the no-cost* service that allows users to listen while reading word-for-word captions of what's said to them over the phone.



To learn more about this service:

Call 800.720.3479 (V) • 800.720.3480 (TTY)

Visit Mass.gov/MassRelay



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Make the Call with MassRelay **— Just Dial 7-1-1**

MassRelay is a no-cost,* 24-hour service that allows individuals who are deaf, hard of hearing, deaf-blind or have difficulty speaking to communicate over the phone. Through relay, users communicate freely with friends, family and businesses.

Mass.gov/MassRelay



Contact us today to learn more!

800.720.3480 (TTY) • 800.720.3479 (Voice)
customerservice@massrelay.com

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Difficulty hearing over the phone?

Captioned Telephone (CapTel™) allows you to listen to your phone conversations while reading captions of what's said to you.



To learn more about this no-cost* service:
Call 888.269.7477 • Mass.gov/MassRelay



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Make the Call with MassRelay

If you or someone you know has difficulty hearing or speaking over the phone, MassRelay can help keep you connected to family, friends and businesses. Administered by the Massachusetts State 911 Department, and available at no-cost to users, MassRelay allows individuals who have hearing loss or difficulty speaking to communicate freely over the phone.

Multiple service options are available to fit individual communication needs. For those who have difficulty hearing, Captioned Telephone (CapTel[®]) allows users to listen while reading word-for-word captions of what's being said to them on the display screen of a CapTel phone. For more information about CapTel or other services available through MassRelay, visit www.Mass.gov/MassRelay, call 1-800-720-3479 (Voice), 1-800-720-3480 (TTY/ASCII), or email customerservice@massrelay.com. CapTel services are also available on smartphones, tablets or computers through MassRelay's service provider, Hamilton Relay. For more information on these additional options, please visit www.HamiltonCapTel.com or call 1-877-455-4227.

In addition, the Massachusetts Equipment Distribution Program (MassEDP) provides specialized telecommunications equipment for free or at a reduced cost to qualifying individuals. Visit www.Mass.gov/MassEDP, contact MassEDP at 1-800-300-5658 (Voice/TTY), or email massedp@state.ma.us to learn more.

**Relay and Captioned Telephone services are provided at no cost. Equipment and standard long distance charges may apply. CapTel is a registered trademark of Ultratec, Inc.*

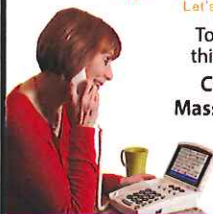
Difficulty hearing over the phone?

Captioned Telephone (CapTel®) allows you to listen to your phone conversations while reading captions of what's said to you.



MassRelay

Let's talk.



To learn more about this no-cost* service:

Call 888.269.7477
Mass.gov/MassRelay

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MassRelay
Let's talk.

Mass.gov/MassRelay

"I just can't hear on the phone, but with Captioned Telephone (CapTel®), I can see what they say."

Experience clarity and confidence on every call!

Captioned Telephone (CapTel) is a no-cost* service that allows users to read word-for-word captions of what's said to them during telephone conversations. Through the use of a uniquely designed CapTel phone, users speak directly to the other person and listen while reading what's said to them on the bright, easy-to-read display screen of the CapTel phone.

This state-of-the-art technology:

- Eliminates the struggle of using the phone due to difficulty hearing
- Allows for natural conversations
- Provides a truly interactive calling experience

Expand your options for receiving captions through MassRelay's service provider, Hamilton Relay.



Visit HamiltonCapTel.com for more information.

How It Works

Behind the scenes, a specially trained operator at the captioning center uses voice recognition technology to generate captions that appear on the display screen of the CapTel phone. Captions are available in English or Spanish. All models require phone service. Some models require high-speed Internet.

To obtain a CapTel phone at low or no cost, contact:

Customer Care

English: 888-269-7477

Spanish: 866-670-9134

E-mail: customerservice@massrelay.com

Visit: www.Mass.gov/MassRelay

*Equipment and standard long distance charges may apply.

Note regarding Internet Protocol Captioned Telephone Service (IP CTS): IP CTS is regulated and funded by the Federal Communications Commission (FCC) and is designed exclusively for individuals with hearing loss. To learn more, visit www.fcc.gov. Hamilton CapTel may be used to make 911 calls, but may not function the same as traditional 911 services. For more information about the benefits and limitations of Hamilton CapTel and Emergency 911 calling, visit www.HamiltonCapTel.com/911. Voice and data plans may be required when using Hamilton CapTel on a smartphone. CapTel® is a registered trademark of Ultratec, Inc.

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20151008



MassRelay
Let's talk.

Mass.gov/MassRelay

"No puedo escuchar, pero con el teléfono subtulado(CapTel®), puedo ver lo que dicen."

¡Tenga la experiencia de la claridad y de la confianza en cada llamada!

El teléfono subtulado (CapTel) es un servicio sin costo que le permite al usuario a leer palabra por palabra lo dicho durante conversaciones telefónicas. A través del uso de un teléfono de CapTel de diseño único, la persona le habla directamente a la otra persona que le escucha leyendo lo dicho en la pantalla brillante y fácil de leer del teléfono CapTel.

Esta tecnología de vanguardia:

- Elimina la lucha del uso del teléfono debido a la dificultad de audición.
- Permite conversaciones naturales.
- Proporciona una verdadera experiencia interactiva.

Ampliar tus opciones para recibir subtítulos a través del proveedor de servicios de MassRelay, Hamilton Relay.



Para más información visite HamiltonCapTel.com

Cómo funciona

Detrás de la escena, un operador especialmente entrenado en el centro que genera los subtítulos usa la tecnología del reconocimiento de voz para generar los subtítulos que aparecen en la pantalla por el teléfono de CapTel. Los títulos están disponibles en inglés o en español. Todos los modelos requieren el servicio telefónico. Algunos modelos de alta velocidad requieren el Internet.

Para obtener un teléfono CapTel a bajo precio o gratis, póngase en contacto con Servicio al Cliente:
Inglés: 888-269-7477
Español: 866-670-9134
Correo Electrónico (E-mail): customerservice@massrelay.com
Visite: www.Mass.gov/MassRelay

*Se pueden aplicar los cargos por el equipo estándar y las tarifas por llamadas de larga distancia.

Nota sobre el protocolo de la Internet con respecto al uso del servicio de teléfonos con subtítulos (IP CTS): dicho protocolo está regulado y financiado por la Federal Communications Commission (FCC) y está diseñado exclusivamente para personas con pérdida de audición. Para obtener más información, visite www.fcc.gov. Hamilton CapTel se puede utilizar para hacer llamadas al 911, pero es posible que no funcione igual a los servicios tradicionales para hacer llamadas al 911. Para obtener más información acerca de las ventajas y las limitaciones de Hamilton CapTel y las llamadas de emergencia al 911, visite www.HamiltonCapTel.com/911. Los planes de voz y de datos pueden ser necesarios para utilizar Hamilton CapTel en un Smartphone. CapTel® es una marca registrada de Ultratec, Inc.

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20151008

Make the Call with MassRelay

MassRelay makes it possible for individuals who are deaf, hard of hearing, deaf-blind, or have difficulty speaking to make and receive telephone calls. When you connect with MassRelay, an Operator (OPR) will facilitate your call - promptly, professionally, accurately and confidentially. Several relay service options are available to accommodate the needs of various users. Primarily, calls are conducted through the use of an assistive communications device such as a TTY, deaf-blind communicator or other specialized equipment.

TTY (Text Telephone) allows individuals who are deaf or hard of hearing to communicate over the phone by typing their messages and reading the other party's responses.

VCO (Voice Carry Over) is an effective service for people who have hearing loss and use their voice on the phone.

HCO (Hearing Carry Over) is especially useful for people who can hear, but who regularly or occasionally have difficulty speaking over the phone.

DBS (Deaf-Blind Service) allows people with combined hearing and vision loss to place and receive telephone calls.

STS (Speech-to-Speech) is for individuals who have difficulty speaking or being understood on the phone.

Captioned Telephone (CapTel®) allows users to listen to their phone conversations while reading word-for-word captions of what's said to them.

Spanish Relay allows Spanish-speaking relay users to access all relay call types. Calls can be translated between Spanish and English if you and the person you are calling are both within the state.

To place a call through MassRelay, simply dial 711 or call one of the toll-free numbers below:

TTY: 800-439-2370

Voice: 800-439-0183

VCO: 866-887-6619

STS: 866-645-9870

Spanish: 866-930-9252

If you have suggestions, comments or concerns, please contact **MassRelay Customer Care:**

E-mail: customerservice@massrelay.com

Call: 800-720-3480 TTY

800-720-3479 Voice

Visit: www.Mass.gov/MassRelay



Haga la llamada con MassRelay

MassRelay hace posible que personas sordas, con problemas de audición, sordos-ciegos, o que tengan dificultad para hablar puedan hacer y recibir llamadas telefónicas. Cuando se conecte con MassRelay, un asistente de comunicación (AC), le facilitará su llamada - puntual, profesionalmente, con exactitud y de forma confidencial.

Las llamadas retransmitidas tradicionales se basan en la TTY (también conocida como la TDD o como teléfono de texto). Sin embargo, hay muchos tipos diferentes de llamadas de retransmisión que acomodan las preferencias individuales para hacer llamadas.

TTY (teléfono de texto) les permite a las personas que son sordas o que tienen dificultades de audición a comunicarse a través del teléfono, escribiendo su mensaje y leyendo la respuesta de la otra parte.

VCO (Voz) es un servicio efectivo para las personas que tienen pérdida de audición y usan su voz en el teléfono.

HCO (Audición) es especialmente útil para personas que pueden escuchar, pero que regularmente a veces tienen dificultad para hablar por teléfono.

DBS (Servicio Sordo y Ciego) les permite a las personas con pérdida combinada de audición y de visión a hacer y a recibir llamadas telefónicas.

STS (Voz a Voz) es para individuos que tienen dificultad para hablar o ser entendidos por el teléfono.

Teléfono de subtítulos (CapTel®) les permite a los usuarios a escuchar sus conversaciones telefónicas mientras leen textos palabra por palabra de lo que se les dice a ellos.

Para realizar una llamada a través de MassRelay, sólo tiene que marcar el 711 o llamar al número de teléfono siguiente sin cargo:

TTY: 800-439-2370

Voz: 800-439-0183

VCO: 866-887-6619

Voz a Voz: 866-645-9870

Español: 866-930-9252

Si tiene sugerencias, comentarios o inquietudes, por favor, póngase en contacto con Servicio al Cliente de MassRelay:

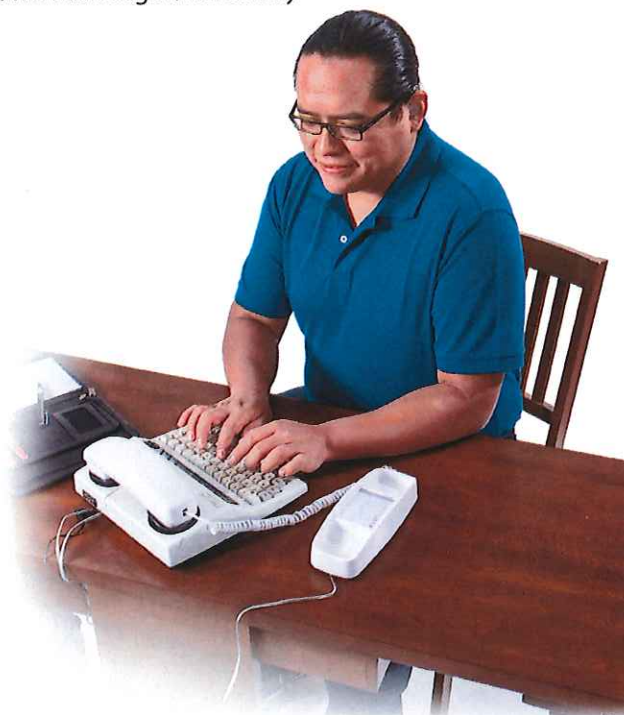
Correo Electrónico (E-mail):

customerservice@massrelay.com

Llame al: 800-720-3480 TTY

800-720-3479 Voz

Visite: www.Mass.gov/MassRelay





Make the Call with MassRelay **— Just Dial 7-1-1**

Speech-to-Speech and Hearing Carry Over services, provided by MassRelay, make it possible for individuals who have difficulty speaking or being understood over the phone to communicate with family, friends and businesses.

Mass.gov/MassRelay



Contact us today to learn more!

800.720.3480 (TTY) • 800.720.3479 (Voice)
customerservice@massrelay.com

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Difficulty hearing over the phone?

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To learn more about this no-cost* service:
Call 888.269.7477 • Mass.gov/MassRelay



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MassRelay Speech-to-Speech (STS)

Speech-to-Speech relay service is especially useful for individuals who have difficulty speaking or being understood on the phone.

Speech-to-Speech relay involves specially-trained Communication Assistants (CAs) who are familiar with a wide variety of speech patterns of callers with cerebral palsy, stroke complications, voice disorders, or other speaking difficulties. The CA repeats the STS user's side of the telephone conversation as needed, to ensure that the entire conversation is understood.

Making a call:

1. Dial 7-1-1 and request STS, or dial the toll-free STS relay number for MassRelay, 1-886-645-9870.
2. Give the CA the number to call.
3. The CA will ask the STS user about his/her call preferences relating to repeating either everything the STS user says or remaining in the background until assistance is requested.
4. The STS user may provide any other special instructions to the CA during the call.
5. Upon request, the CA will repeat three- to four-word phrases to ensure the entire conversation is understood.

Tips for STS Users

- You are in charge of your call. You may request a male or female CA – and as long as one is available, your request will be honored.
- Give the CA as much information as possible about your call prior to the CA dialing. For example, if you know you are calling an automated system that

requires you to select from a number of options, let the CA know which options you want before the call is placed.

- Once the call is connected, everyone on the call will be able to hear each other. You can choose whether or not the person on the other end hears your voice.
- It is helpful if you pause while the CA repeats what you've said.
- You or the person you are calling may request that the CA remain in the background. If you need the CA to begin repeating what you've said at any time during the call, you must request the CA to do so. This approach is especially helpful when calling family, friends or others who may be familiar with your speech.
- If you reach an answering machine, the CA will get your full message and then call back to leave that message.
- Do not be concerned with the length of time a call may take. There is no time limit and you may make as many consecutive calls as you like.

To learn more about Speech-to-Speech:

Please contact Customer Care at 1-800-720-3479 (Voice) 1-800-720-3480 (TTY) or visit www.Mass.gov/MassRelay.

That's what I'm talking about

HAMILTON
relay

MassRelay Hearing Carry Over (HCO)

Hearing Carry Over is especially useful for individuals who can hear, but who regularly or occasionally have difficulty speaking over the phone.

HCO users listen directly to the person called and, through specialized equipment, type their responses to the other party.

Making an HCO Call

1. Using a TTY, dial 711 to connect with MassRelay.
2. When the Communication Assistant (CA) answers, type *HCO PLS GA*.
3. Wait for the CA to both type and say *HCO ON GA*, which indicates that Hearing Carry Over has been activated.
4. Type the telephone number for the person you wish to call and provide any additional instructions followed by *GA*.
5. Once the call is connected, everyone on the call will be able to hear each other. Be ready to listen for the voice of the person you are calling.
6. The CA will ask the person you are calling if he/she is familiar with Hearing Carry Over. If the person is not, the CA will explain how HCO works before the conversation begins.
7. When you hear the person say *Go Ahead*, type your response. The CA will read aloud your response to the other person. Turn-taking continues in this manner until the call is complete.
8. To end your call, type *GA to SK* or simply type *Goodbye*.

Receiving a Call as an HCO User

- People calling you may dial 711 or 1-800-439-0183.
- If a Customer Profile has been established, the calls you receive will automatically connect in HCO mode.
- If a Customer Profile has not been established, answer incoming calls by connecting your TTY and typing *HCO PLS GA*. The CA will then activate Hearing Carry Over and both type and say *HCO ON GA*.

2-Line HCO

This enhanced relay feature allows for a more interactive conversation by eliminating the use of Go Ahead. The CA does not identify Relay and is present only to read aloud what's typed by the HCO User. 2-Line HCO requires the use of two telephone lines, one of which must have 3-way conferencing capabilities.

To learn more about Hearing Carry Over:

Please contact Customer Care at 1-800-720-3479 (Voice), 1-800-720-3480 (TTY) or visit www.Mass.gov/MassRelay.

That's what I'm talking about

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Contact Information

How to Connect with MassRelay

To place a call through MassRelay, simply dial 711 or call one of the toll-free numbers below:

- TTY: 800-439-2370
 - Voice: 800-439-0183
 - Voice Carry Over (VCO): 866-887-6619
 - Speech-to-Speech (STS): 866-645-9870
 - Spanish: 866-930-9252
- (Includes Spanish-to-Spanish. Translation between English and Spanish is available if both parties are within the State of Massachusetts)
- To call a 1-Line CapTel user, dial 877-243-2823 (English) or 866-217-3362 (Spanish).
- To call a 2-Line CapTel user, dial their phone number directly.

If you are traveling out of State or you are in a State that is not served by Hamilton Relay, you can place interstate calls by calling:

- TTY: 800-833-5833 (toll-free)
- Voice: 800-833-7833 (toll-free)

Access and Charges

Access Relay by dialing 711 or the associated toll-free number. Relay services are available 24 hours a day, seven days a week – with no restrictions on the length or number of calls made. It is free to access and use relay services. Long distance charges apply for long distance calls.

Additional contact information behind this page.



Now it's your call...
anytime, anywhere with
MassRelay Service.



MassRelay Service makes telephone conversations possible for individuals who are deaf, hard of hearing, deaf-blind or have difficulty speaking on the phone.

Customer Profile

Individual call handling preferences can be stored on file. These preferences include customized greetings, preferred connection option, speed dial numbers, slow type buffer, and more. User preferences are then automatically available to the Operator (OPR) every time you make or receive a call. This can save on call processing time – connecting you with family, friends, and businesses in a more efficient and effective manner.

To create a customer profile online, visit www.Mass.gov/MassRelay and select *Customer Profile Form* to complete and submit your form. You may also contact Massachusetts Relay Customer Care.

MassRelay Service is powered through Hamilton Relay of Aurora, Nebraska – a national leader in providing high quality relay services for individuals who are deaf, hard of hearing, deaf-blind or have difficulty speaking. 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 operators.

That's what I'm talking about



Contact Information (cont.)

Customer Care

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

MassRelay Customer Care

P.O. Box 285
Aurora, NE 68818
TTY: 800-720-3480
Voice: 800-720-3479
E-mail: customerservice@massrelay.com

If your expressed concern is not resolved to your satisfaction, contact the MassRelay Administrator: Massachusetts State 911 Department
Office: 508-828-2911
Visit: www.mass.gov/e911

You can also contact the Massachusetts Department of Telecommunications and Cable:
Consumer Line: 617-305-3531
Toll-Free: 800-382-6066 (MA only)
Visit: www.mass.gov/dtc

Póngase en contacto con el Departamento de Servicio al Cliente del servicio de retransmisión de Massachusetts para obtener más información sobre el servicio de retransmisión en español.

- Voz/TTY: 866-744-7471
- Fax: 402-694-5110
- Correo Electrónico: spanish@hamiltonrelay.com

Captioned Telephone Customer Service

English: 888-269-7477
Spanish: 866-670-9134
Email: info@hamiltoncaptel.com

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

Equipment Distribution Program

The Massachusetts Equipment Distribution Program (MassEDP) is a service that provides residents with a permanent disability access to the telephone network in their homes. By offering specialized telephones for free or at a reduced cost, depending on income, this program fosters independence, empowerment, and freedom of choice. For more information, visit www.Mass.gov/MassEDP or contact:

MassEDP Main Office

1380 Bay St, Bldg B • Taunton, MA 02780
V/TTY: 800-300-5658
E-mail: massedp@state.ma.us

Pay Phones

The Federal Communications Commission has ordered that all local relay calls made from a pay phone are free. Callers may simply dial 711 or the toll-free number for Relay. When placing a long distance relay call from a pay phone, the OPR must be provided with a way to bill the call (a calling card, for example). Coins cannot be used to pay for a long distance relay call from a pay phone.

Emergency Calls

In the event of an emergency, call 911 or your local emergency services TTY number directly. MassRelay will make every effort to assist in emergencies. Note that relay centers are not 911 centers and do not assume responsibility for the call.

Table of Contents

MassRelay Service is available at no cost, 24-hours a day, every day – making it possible for individuals who are deaf, hard of hearing, deaf-blind, or have difficulty speaking to communicate over the telephone.*

Several relay service options are available to accommodate the needs of various users. Primarily, calls are conducted through the use of an assistive communications device such as a TTY, deaf-blind communicator, or other specialized equipment. Details regarding the available relay services in Massachusetts can be found on the following pages or online at www.Mass.gov/MassRelay

When you connect with MassRelay Service, a Relay Operator (OPR) will facilitate your call - promptly, professionally and accurately. Whether you're connecting with family, friends or businessess, all relay calls are confidential and there are no records kept of relay conversations.



Maximizing Your Relay Experience

Relay Connection Options

- 4 TTY (Text Telephone)
- 6 VCO (Voice Carry Over)
- 10 HCO (Hearing Carry Over)
- 12 DBS (Deaf-Blind Service)
- 14 STS (Speech-to-Speech)
- 16 CapTel® (Captioned Telephone)
- 26 Voice

Relay Service Information (inside back cover)

- How to Connect
- Access and Charges
- Customer Care
- Equipment Distribution Program
- Pay Phones
- Emergency Calls
- Customer Profile Instructions (back cover)

* The relay service is provided at no cost. Equipment charges and standard long distance charges may apply.

Maximizing Your Relay Experience

711: Easy, nationwide access to Relay.

711 is the national three-digit number for relay access (similar to 411 for information or 911 for emergencies). Simply dial 711 from wherever you are to be connected with Relay.

To ensure your calls are placed through your state's relay service, you may also dial the direct toll-free numbers found on the inside back cover.

Spanish Relay

All relay connection options are available in Spanish. Bilingual Operators (OPR) are available to process Spanish-to-Spanish relay calls. Relay calls can be translated between Spanish and English if you and the person you are calling are both within the state. Additional information about services in Spanish can be found at www.hamiltonrelay.com/espanol/index.html

Customer Profile

Individuals may establish a variety of calling preferences that are automatically displayed for the OPR. This can save on call-time and make relay calls smoother and easier.

To create your profile, please see the *Customer Profile* instructions on the back cover.

The Role of the Operator

All relay calls are kept confidential. The OPR's sole function is to facilitate your call. Do not attempt to engage the OPR in conversation; rather, address your comments directly to the person you are calling. The OPR reads aloud everything typed and

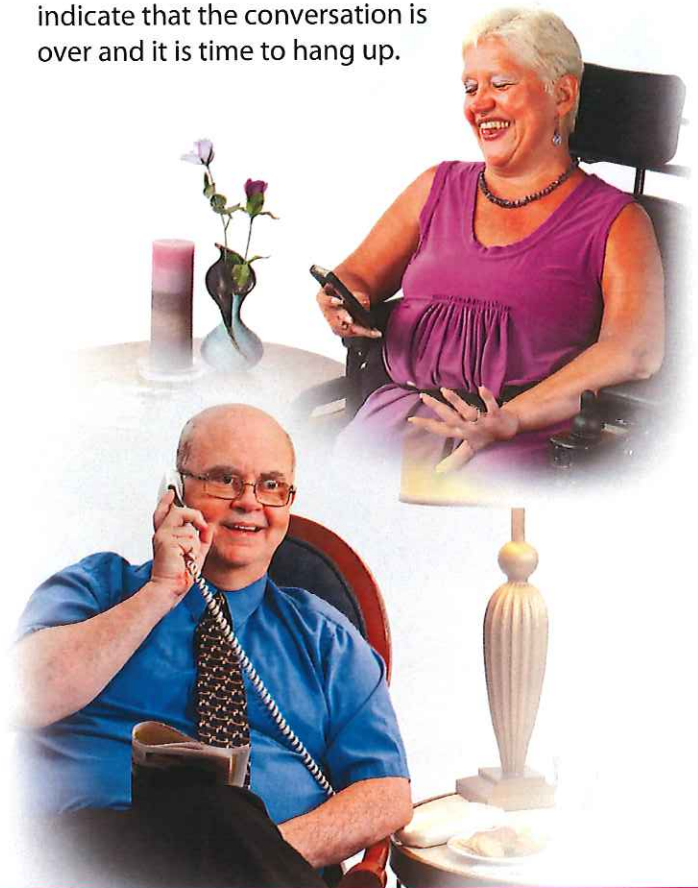
types everything heard, including background noises or side comments.

The OPR may also indicate sounds heard on the calls that are not conveyed through the conversation, such as: chuckling, crying, yawning, etc.

The use of GA and SK:

GA or *Go Ahead* is a term used in relay calls for turn-taking purposes. When a person hears or sees *GA*, they know it is their turn to respond.

SK or *Stop Keying* is a term used in relay calls to indicate that the conversation is over and it is time to hang up.



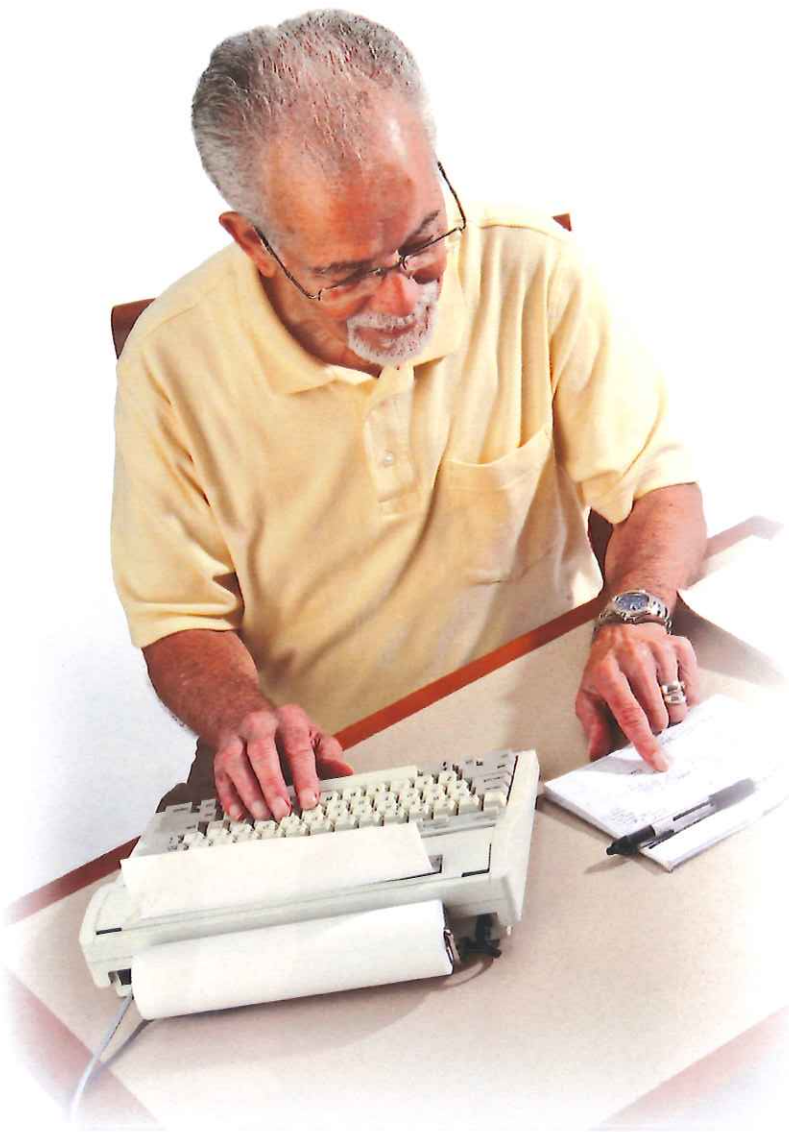
TTY (Text Telephone)

TTY (Text Telephone) is the most common way to connect to Relay - allowing a person who is deaf or hard of hearing to type their messages and read the other person's responses.

Making a TTY Call

Using a TTY

- Using your TTY, dial 711 or the toll-free number for your state. (Please see the inside back cover for details.)
- The Operator (OPR) will answer by identifying Relay and providing his/her OPR number and gender. The OPR will then type *NUMBER TO CALL PLS Q GA*.
- Provide the area code and telephone number you want to call and any additional instructions.
- Once the call is connected, the OPR will ask the person you are calling if he/she is familiar with Relay. If the person is not, the OPR will explain how Relay works before the conversation begins.
- The OPR will type everything said by the other party, word for word, along with any background noises.
- When you see *GA*, it is your turn to respond. Type *GA* when you are ready for a response. The conversation will proceed in this manner until the call is complete.
- When you have completed your side of the conversation, type *GA to SK* and the OPR will close your call.



VCO (Voice Carry Over)

Voice Carry Over (VCO) is an effective service for people who have hearing loss and use their voice on the phone. VCO users speak directly to the person being called and, through specialized equipment, read what is spoken by the other party.

Required Equipment To make and receive calls using VCO, you will need either a TTY or a specific VCO device such as the Ameriphone or Uniphone. This equipment will allow you to read telephone conversations on a screen and respond using your own voice.

Making a VCO Call

Using a TTY

- Using your TTY, dial 711 or the toll-free number for your state. (Please see the inside back cover for details.)
- After the Operator (OPR) answers and identifies Relay, type: *VCO PLS GA*.
- Wait for the OPR to type, *VCO ON GA* indicating that Voice Carry Over has been activated.
- Pick up the handset and speak to the OPR providing the number of the person you wish to call, and any additional instructions. Say *GA* or *Go Ahead* and immediately place the handset back onto the TTY.
- The OPR will ask the person you are calling if he/she is familiar with Voice Carry Over. If the person is not, the OPR will explain how VCO works before the conversation begins.
- The OPR types the response of the other person for you to read on your TTY screen. When you see *GA*, it is your turn to respond by picking up the handset and speaking to the other person.
- When you are ready for the other person to respond, say *GA* and place the handset back on the TTY. Turn-taking continues in this manner until the call is complete.



Using a VCO Device

- Connect to Relay by dialing 711 or the toll-free number for your state. (Please see the inside back cover for details.)
- When the Operator (OPR) answers, simply press the *RLY MSG* button that sends a recorded VCO prompt.
- After the OPR answers with *VCO ON GA*, provide the number you wish to call and then say *GA*.
- If necessary, the OPR will explain how VCO works to the person you are calling.
- When the conversation is ready to begin, speak directly to the person you are calling and say *GA* when you are ready for a response. The OPR types the response of the other person for you to read on your screen, and when you see *GA*, it is your turn to respond. Turn-taking continues in this manner until the call is complete.

Receiving a Call as a VCO User

People calling you can dial 711 or the toll-free number listed on the back page of this pamphlet. If you have not established a Customer Profile, answer incoming calls in one of the following two ways.

Answering Voice First

- Answer the call and say *VCO PLEASE GA*. Immediately connect your TTY or VCO device.
- The OPR will send his/her OPR number and gender, followed by *VCO ON GA*. You may then speak directly to the caller using *GA* to take turns.

Answering TTY or VCO Device First

- Connect your TTY and type *VCO PLS GA*.
- If you are using a VCO device, simply press the *RLY MSG* button that sends a recorded VCO prompt.
- The OPR will send his/her OPR number and gender, followed by *VCO ON GA*. You may then speak directly to the caller using *GA* to take turns.

Tips for VCO Users

- When connecting with the OPR, do not press any other keys. Doing so will send TTY tones to the OPR and may cause confusion about which call method you want to use (TTY or VCO).
- While the other party is speaking, be aware that the OPR will not be able to hear you until the *GA* is given and it's your turn to speak.
- You may make as many consecutive calls as you wish. If you wish to make another call, simply inform the OPR and provide the phone number.

2-Line VCO

This enhanced relay feature allows for a more interactive conversation by eliminating the use of *Go Ahead*. The OPR does not identify Relay and is present only to type what's said by the other party. 2-Line VCO requires the use of two telephone lines, one of which must have 3-way conferencing capabilities.

HCO (Hearing Carry Over)

HCO (Hearing Carry Over) is especially useful for people who can hear, but who regularly or occasionally have difficulty speaking over the phone. HCO users listen directly to the person called and, through specialized equipment, type their responses to the other party.

Making an HCO Call

- Using your TTY, dial 711 or the toll-free TTY number for your state. (Please see the inside back cover for details.)
- When the Operator (OPR) answers, type *HCO PLS GA*.
- Wait for the OPR to both type and say *HCO ON GA*, which indicates that Hearing Carry Over has been activated.
- Type the telephone number for the person you wish to call and provide any additional instructions, followed by *GA*.
- Once the call is connected, everyone on the call will be able to hear each other. Be ready to listen for the voice of the person you are calling.
- The OPR will ask the person you are calling if he/she is familiar with Hearing Carry Over. If the person is not, the OPR will explain how HCO works before the conversation begins.
- When you hear the person say *Go Ahead*, type your response. The OPR will read aloud your response to the other person. Turn-taking continues in this manner until the call is complete.
- To end your call, type *GA to SK* or simply type *Goodbye*.

Receiving a Call as an HCO User

- People calling you may dial 711 or the toll-free Voice number for your state. (Please see the inside back cover for details.)
- If a customer profile has been established, the calls you receive will automatically connect in HCO mode.
- If a customer profile has not been established, answer incoming calls by connecting your TTY and typing *HCO PLS GA*. The OPR will then activate Hearing Carry Over and both type and say *HCO ON GA*.

2-Line HCO

This enhanced relay feature allows for a more interactive conversation by eliminating the use of *Go Ahead*. The OPR does not identify Relay and is present only to read aloud what's typed by the HCO User. 2-Line HCO requires the use of two telephone lines, one of which must have 3-way conferencing capabilities.



DBS (Deaf-Blind Service)

DBS (Deaf-Blind Service) allows people with combined hearing and vision loss to place and receive telephone calls. DBS users type their messages and read the other person's responses, typed by the Operator (OPR), on a braille display.

Required Equipment

Specialized telecommunications equipment is required, such as a TeleBraille or deaf-blind communicator.



Making a DBS Call

- Using your specialized equipment, dial 711 or the toll-free number for your state. (Please see the inside back cover for details.)
- The OPR will answer by identifying Relay and typing *NUMBER TO CALL PLS Q GA*.
- Provide the area code and telephone number you want to call, as well as any additional instructions.
- Once the call is connected, the OPR will type everything said by the other party word for word, along with any background noises.
- When you read *GA*, it is your turn to respond. Type your message and add *GA* when you are ready for a response. The conversation will proceed in this manner until the call is complete.
- When you have completed your side of the conversation, type *GA to SK* to close your call.

Slow Type Buffer: A feature used in DBS which allows the OPR to type at a normal pace, while sending text to your device at a speed dictated by you (see note below). OPRs have the ability to turn this feature on or off on a per call basis.

Note: The Slow Type Buffer is a common feature used in DBS. You can establish the pace of which text is sent to you by completing a Customer Profile form, or by indicating your preference to the OPR before your call. In addition, the OPR is able to adjust the speed for you at any time throughout your call.

STS (Speech-to-Speech)

STS (Speech-to-Speech) is especially useful for people who have difficulty speaking or being understood on the telephone. STS Relay involves specially trained Operators (OPR) who are familiar with the speech patterns of a wide variety of individuals who have difficulty being understood.

Required Equipment

Special telephone equipment is not needed for Speech-to-Speech calls since STS users may use their own voice or an AAC (Augmentative and Alternative Communication) device to communicate.

Making a Call

- Dial 711 or the toll-free STS number for your state. (Please see the inside back cover for details.)
- Provide the OPR the number you wish to call, plus any special instructions.
- The OPR will ask the person you are calling if he/she is familiar with STS. If the person is not, the OPR will explain how STS works before the conversation begins.
- Upon request, the OPR will repeat your part of the conversation, in short phrases, and will work closely with you to ensure your entire conversation is understood.
- Say *Go Ahead* or *GA* each time you are finished speaking and are ready for a response. The conversation will proceed in this manner until the call is complete.

- To end your call, say *GA to SK* or simply say *Goodbye*.

Tips for STS Users

- Establish a Customer Profile to store helpful information about your calls. This will allow the OPR to process your calls more efficiently. (See back cover.)
- Give the OPR as much information as possible about your call prior to the OPR dialing. For example, if you know you are calling an automated system that requires you to select from a number of options, let the OPR know which options you want before the call is placed.
- If you reach an answering machine, the OPR will request and verify your full message and then call back to leave that message.
- It is helpful if you pause while the OPR repeats your part of the conversation.
- You or the person you are calling may request that the OPR remain in the background. If you need the OPR to assist at any time during the call, you must request the OPR to do so. This is especially helpful when calling family, friends or others who are familiar with your speech.
- There is no time limit and you may make as many consecutive calls as you want. You should not be concerned with the length of time a call may take.
- You may request a male or female OPR and as long as one is available, your request will be honored.

Additional STS offerings may be available in your state. Please contact Customer Care to learn more.

CapTel® (Captioned Telephone)

What is Captioned Telephone?

Captioned Telephone (CapTel) is a service available at no cost* that allows users to listen to their phone conversations while reading word-for-word captions of what's said to them. Through the use of a uniquely designed captioned telephone, users speak directly to the other party and listen and read the other party's response. Captions appear on the bright, built-in display screen of the CapTel phone, just moments after the other party has spoken.

This state-of-the-art technology:

- Eliminates the struggle of using the phone due to difficulty hearing.
- Allows for natural conversations.
- Provides a truly interactive calling experience.

* The captioning service is provided at no cost. Equipment charges and standard long distance charges may apply.

Who benefits from Captioned Telephone?

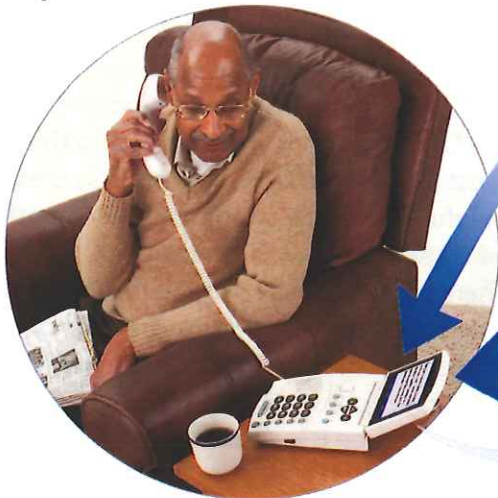
- People who experience significant hearing loss and have understandable speech.
- People who communicate with individuals who experience difficulty hearing over the phone

Required Equipment

In order to make a Captioned Telephone call, a CapTel phone, telephone service and standard electrical power are needed. Internet-based CapTel model phones are also available and require telephone service, standard electrical power and a high-speed Internet connection.

Connecting with CapTel

CapTel User



CapTel user places and receives calls using a CapTel phone that displays text of the other party's conversation.



Captioning Service

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



Other Party

Family, friends and businesses use a standard phone to communicate with CapTel users.

How it Works

Captioned Telephone service works through the use of a CapTel phone which functions like a traditional phone, with an essential difference: it displays every word the other party says throughout the conversation.

Behind the scenes, a specially trained operator uses voice recognition technology to generate captions by repeating what the standard phone user says.* Captions appear on the bright, easy-to-read display screen of the CapTel phone.

So if you just can't hear on the phone, now you can read as well as listen to what's said for increased clarity on every call.

Placing and Receiving CapTel Calls

It's easy to place and receive calls using CapTel.

CapTel Model 840 Phone *One telephone line (standard analog line or DSL with filter) and standard electrical power required.*

All outgoing calls you make are automatically captioned. Just dial the number of the person you are calling and make sure the red light around the CAPTIONS button on your CapTel phone is on. For incoming calls you may choose to receive captions in either 1-line or 2-line mode.

1-line CapTel Mode (one telephone line connected to your CapTel phone)

- In order for you to receive captions, callers must first dial the toll-free captioning service 1-877-243-2823 (English) or 1-866-217-3362 (Spanish) and then enter your phone number.

- When your CapTel phone rings, with the CAPTIONS button on, simply answer the phone and the captions will appear shortly thereafter.

2-line CapTel Mode (two telephone lines connected to your CapTel phone)

- Calls received are automatically captioned.
- Callers simply dial your phone number directly.
- When your CapTel phone rings, with the CAPTIONS button on, simply answer the phone and the captions will appear shortly thereafter.

Hamilton CapTel 2400i



Hamilton CapTel 840i

CapTel Models 840i and 2400i Phones

One telephone line (can be standard analog, digital, DSL with filter, VoIP or FIOS) and high speed Internet required.

Calls are placed and received in the same manner as CapTel calls in 2-line mode. The only difference is that the CapTel 840i and 2400i model phones require one telephone line as well as high speed Internet (Wired/Ethernet or WiFi). In order to receive captions, make sure that the light around the CAPTIONS button is illuminated.

** All calls are strictly confidential and no records of any conversations are maintained.*

Comparison Chart

	CapTel Model 840 (1-Line)	CapTel Model 840 (2-Line)	CapTel Models 840i and 2400i
Number of Lines	Requires one standard (analog) telephone line or DSL with an analog filter.	The first telephone line can be analog or DSL with an analog filter, Digital Cable or VoIP. The second line must be an analog telephone line or DSL with an analog filter.	Requires a telephone line (can be analog, digital, DSL with filter, VoIP or FIOS) and a high-speed Internet connection (Wired/Ethernet or Wi-Fi).
How Calls are Managed	Spoken conversations and captions provided through one telephone line.	Spoken conversation is provided on one line; captions are provided on the second line.	Spoken conversation is provided through the telephone line; captions are provided through the high-speed Internet connection.
Captioning	Captions must be turned on for each call. A red light indicates that captions are "on". Adjustable font sizes and colors available for display screen.	Captions can be turned on or off at any point in the conversation. Adjustable font sizes and colors available for display screen.	Captions can be turned on or off at any point in the conversation. Adjustable font sizes and colors available for display screen.
Outgoing Calls	Outgoing calls are automatically routed through the CapTel Captioning Center.	Both incoming and outgoing calls are automatically routed through the CapTel Captioning Center.	Both incoming and outgoing calls are automatically routed through the CapTel Captioning Center
Calling a CapTel User	People calling the CapTel user must first dial the toll-free number for CapTel; then dial the CapTel user's phone number when prompted.	People calling the CapTel user dial that person's number directly.	People calling the CapTel user dial that person's number directly.
Calling Features	Call-waiting and automatic call back (*69) are not supported with captions on.	Call-waiting and automatic call back (*69) can be used.	Call-waiting and automatic call back (*69) can be used.
Three-Digit Dialing <i>Note that three-digit dialing codes are available in most states and allow quick and convenient access to important services.</i>	CapTel users are able to dial three digit numbers such as 211 and 411 directly from the CapTel phone.	Three-digit dialing functions the same in 1-Line or 2-Line mode.	CapTel users are able to dial three digit numbers such as 211 and 411 directly from the CapTel phone.
911 Calls <i>Note that CapTel Captioning Centers are not 911 centers and do not assume responsibility for calls placed through 911</i>	Calls placed to 911 connect directly to Emergency 911 Services and are not routed through the CapTel Captioning 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 CapTel display screen. You speak directly into the handset, as you would with any other CapTel call. <i>*VCO stands for "Voice Carry Over", a service that allows callers to speak for themselves and read typed responses.</i>	Calls placed to 911 are captioned through the CapTel Captioning Center. Spoken conversation is received through one line, while captions are provided through the second line.	Calls placed to 911 are captioned through the CapTel Captioning Center. Spoken conversation is received through one line, while captions are provided through the high-speed Internet connection.

Receive Captioned Telephone Calls While on the Go

The same captioned telephone technology that generates captions on a CapTel phone is available on a smartphone, tablet or computer through Massachusetts Relay's service provider, Hamilton Relay. With additional ways to receive captions while on the go, making and receiving calls is more accessible than ever. Solutions are available for PC and Mac computers, smartphones and tablets and all options are available 24 hours a day, 7 days a week.

Register for a Hamilton CapTel Account

The first step in accessing Hamilton CapTel on your computer, smartphone or tablet is to set up an account. This simple, one-time process allows you to place and receive captioned calls any time you are logged in with Hamilton CapTel. To register for a Hamilton CapTel Account, visit: www.HamiltonCapTel.com/Register.

When you register, you have the opportunity to obtain a Hamilton CapTel Call Me # which is a personal phone number that makes it possible to receive calls with captions whenever you are logged in to your account – whether on a computer, smartphone or tablet. You can share your Call Me # with family, friends and businesses so that they can call you directly without first having to call the toll-free access number at the captioning center to reach you.

Once an account has been set up, you can choose any or all of the following options.

Internet Protocol Captioned Telephone Service (IP CTS) is regulated and funded by the Federal Communications Commission (FCC) and is designed exclusively for individuals with hearing loss. To learn more, visit www.fcc.gov.

Hamilton CapTel for PC/Mac:

See every word a caller says right on the screen of your PC/Mac. All that's required is a computer with Internet browser, high-speed Internet, any phone, and your Hamilton CapTel Account.

On your PC/Mac, simply log in to your Hamilton CapTel Account by visiting www.HamiltonCapTel.com/Login. Enter the telephone number of the phone you will be using for the call, as well as the telephone number of the person you are calling, then click on the "Place Call" button.



Hamilton CapTel for Smartphones:

Hamilton CapTel for Smartphones lets you place and receive captioned calls on a single mobile device. All that's required is a compatible smartphone, the Hamilton CapTel App and your Hamilton CapTel Account. A hearing aid or cochlear implant compatible hands-free headset can be used to listen to what's being said while you view captions on the screen of your smartphone.

Search for Hamilton CapTel through the app store for your smartphone and download the app to your phone. To place a captioned call, simply log in to the Hamilton CapTel App and enter the number you are calling.

Find out which smartphones and wireless networks are compatible with Hamilton CapTel by visiting: www.HamiltonCapTel.com and selecting the Smartphone Selector.



Hamilton CapTel for Tablets:

Using your iPad or Android tablet, any telephone and a high-speed Internet connection, you can receive captions on the screen of your tablet. Download the Hamilton CapTel App from the app store for your tablet. To place a call, log in to the Hamilton CapTel App call screen and enter the number of the person you are calling in the "Number to Dial" box.

How Does it Work?

In general, when you place a call from your computer, smartphone or tablet, once you click on "Place Call", you will receive a call on your phone from the captioning center. You must answer this call in order to receive captions. Once you answer, the number of the person you are calling will automatically be dialed. A captioning screen will then appear on your computer, smartphone or tablet – allowing you to view captions of everything the other person says. As the call proceeds, you can listen to the extent you are able to and respond by speaking directly to the other person.

For More Information:

To learn more about Hamilton CapTel, please visit www.HamiltonCapTel.com. If you have questions or need assistance, please contact Hamilton CapTel Customer Care at 877-455-4227 or info@hamiltoncaptel.com.

Hamilton CapTel may be used to make 911 calls, but may not function the same as traditional 911 services. For more information about the benefits and limitations of Hamilton CapTel and Emergency 911 calling, visit www.HamiltonCapTel.com/911.

Android is a trademark of Google Inc.
iPhone, iPad and Mac are trademarks of Apple Inc.

Voice

Voice Relay allows standard phone users to communicate with individuals who are deaf, hard of hearing, deaf-blind or have difficulty speaking and who may use a TTY, TeleBraille, or other assistive telecommunications device. An Operator (OPR) facilitates the call by relaying messages between the individuals, according to their communication needs.

Making a Call

- Dial 711 or the toll-free number for your state. (Please see the inside back cover for details.)
- The OPR will answer with his/her identification number and ask for the number you wish to call.
- Provide the area code and telephone number you wish to call, along with any special instructions.
- All messages are relayed word for word. The person you are calling may also be made aware of any audible background noises or conversations occurring near you.
- The OPR will facilitate the conversation through a turn taking process. When it is your turn, speak directly and clearly to the person you are calling and say *GA* or *Go Ahead* when you are ready for a response. The other party will begin their message and when you hear the words *GA* or *Go Ahead*, it is your turn to speak again.
- To end your call, say *GA to SK* or simply say *Goodbye*.

Receiving a Relay Call

- When you pick up the phone and hear *This is Relay Service*, someone who may be deaf, deaf-blind, hard of hearing or have difficulty speaking is on the line.
- The OPR will give his/her identification number and ask if you have received a relay call before. If necessary, the OPR will explain the process before connecting the call.
- The conversation will proceed in the same manner as when making a relay call; say *Go Ahead* or *GA* to indicate you are done speaking and say *GA to SK* to end the conversation.

Tips for Voice Relay Users

- Provide the OPR with as much information as possible before your call begins, such as the name of the person you are calling, so that the OPR may ask for him/her when the call is answered.
- You may request a male or female OPR – and depending on availability, your request will be honored.
- Once you are connected to the person you are calling, speak slower than usual and wait a few moments for a response as there may be a slight delay.
- If you have a series of questions, it is helpful to ask them one at a time, allowing the person you are calling to respond to each question individually. This will reduce any confusion or misunderstandings.
- There is no time limit on calls, and you may make as many consecutive calls as you wish.

Difficulty hearing over the phone?

Captioned Telephone (CapTel®) allows you to listen to your phone conversations while reading captions of what's said to you.



MassRelay

Let's Talk

Learn more about this no-cost* service!

Call: 888.269.7477

Visit: Mass.gov/MassRelay



*The captioning service is provided at no cost. Equipment and standard long distance charges may apply. CapTel® is a registered trademark of Ultratec, Inc. Copyright © 2016 Hamilton Relay. All Rights Reserved.



MassRelay
Let's talk.

Mass.gov/MassRelay

Make the Call with MassRelay **— Just Dial 7-1-1**

MassRelay makes it possible for individuals who are deaf, hard of hearing, deaf-blind or have difficulty speaking to communicate over the phone. Through relay, users communicate freely with friends, family and businesses. It's an easy-to-use and confidential service provided at no cost.*

Services include:

- Captioned Telephone (CapTel®)
- Speech-to-Speech (STS)
- Voice Carry Over (VCO)
- Hearing Carry Over (HCO)
- TTY
- Voice
- Spanish

**To learn more,
contact us today!**

Customer Care:

800.720.3480 (TTY)

800.720.3479 (Voice)



*Equipment and standard long distance charges may apply.

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Mass.gov/MassRelay

Make the Call with MassRelay — Just Dial 7-1-1

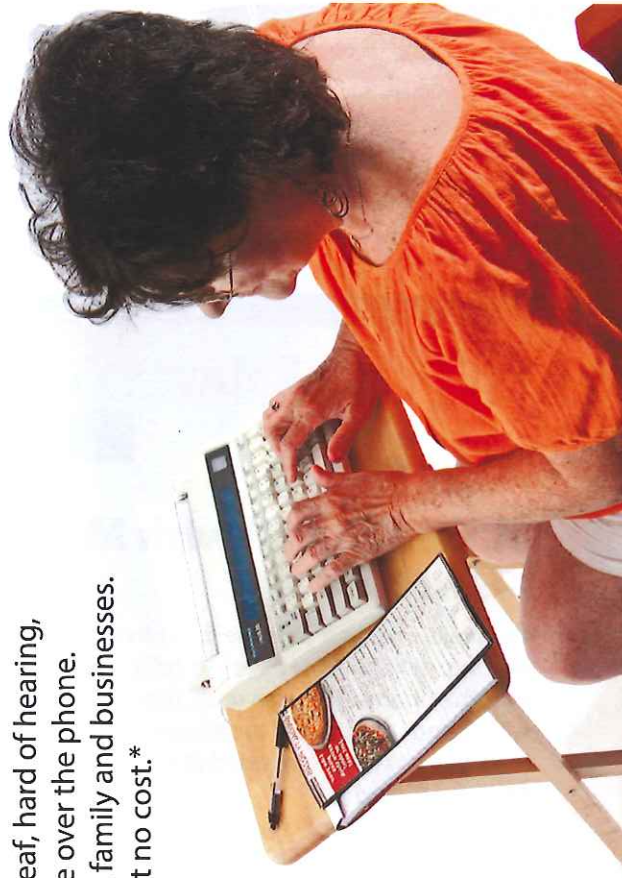
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- TTY
- Voice
- Spanish

To learn more about MassRelay, contact us today!

Customer Care: 800.720.3480 (TTY)
800.720.3479 (Voice)



*Equipment and standard long distance charges may apply.

© 2017 Hamilton Relay. CapTel® is a registered trademark of Ultratec, Inc.

That's what I'm talking about



1006 Twelfth Street
Aurora, Nebraska 68818
voice/TTY 800.618.4781
fax 402.694.5110
website: www.hamiltonrelay.com
email: info@hamiltonrelay.com

For Immediate Release

For additional information, contact:
Kiley James, 402-694-5101

Hamilton Relay® Expanding Workforce in Pittsfield

March 23, 2017, Aurora, Neb. — Hamilton Relay, Inc., a national leader in the telecommunications relay and captioned telephone services industry, announced today that it is expanding its workforce at its Pittsfield, Massachusetts center.

The relay center in Pittsfield was established in 2008 and today, is one of six Hamilton Relay centers across the nation that process relay calls for individuals who are deaf, hard of hearing, deaf-blind or have difficulty speaking. Due to the growing demand of the nationwide offerings, Hamilton Relay is expanding the Pittsfield center to now process calls for its captioning services.

Hamilton Relay is a top provider of captioned telephone services and began processing this specific call type from a few of its own relay centers in 2011. The latest addition of Pittsfield has now brought all the relay call centers on board for processing captioned calls. Between 30 and 50 Captioning Assistant positions will be created within the next year.

Captioned Telephone Relay Service (CTRS) is designed for individuals who have difficulty hearing on the telephone. Captioned Telephone (CapTel®) technology, developed by Ultratec, Inc. of Madison, Wisconsin, allows individuals to view word-for-word captions of what is being said to them on a display screen of a CapTel phone - similar to captions on television.

Using a CapTel phone, consumers can see what is said and not miss a word of their telephone conversations. Behind the scenes, a specially trained Captioning Assistant repeats everything said by the standard phone user into state-of-the-art voice recognition software. The speech is then converted almost simultaneously into text on the CapTel phone. The captions are available in English or Spanish.

"We are thrilled that the growth we've seen in the need for captioned telephone service has allowed us to add new positions to our Pittsfield center," said Dixie Ziegler, vice president of Hamilton Relay. "Hamilton takes great pride in being able to offer new opportunities to our employees and the community of Pittsfield and surrounding areas."

Hamilton is currently hiring for full-time evening positions which offer a competitive wage, paid training and company-paid benefits for full-time employees. Applications may be completed online at www.WorkForHamilton.com. For more information, contact Human Resources via email at HR@HamiltonTel.com or call 800-720-3479.

That's what I'm talking about



1006 Twelfth Street
Aurora, Nebraska 68818
voice/TTY 800.618.4781
fax 402.694.5110

website: www.hamiltonrelay.com
email: info@hamiltonrelay.com

About Hamilton Relay

Hamilton Relay, Inc. provides contracted Traditional Relay and Captioned Telephone services through 24 contracts to 18 states, the District of Columbia and the Island of Saipan, and is a provider of Internet-based Captioned Telephone services nationwide. More information is available at www.hamiltonrelay.com.

Hamilton Relay is a division of Nedelco, Inc. dba Hamilton Telecommunications, a diversified communications and technology service provider based in Aurora, Nebraska. Founded in 1901, Hamilton Telecommunications encompasses eight primary company divisions that allow Hamilton to operate on a local, regional and national basis.

Hamilton Relay is a registered trademark of Nedelco, Inc. d/b/a Hamilton Telecommunications. CapTel is a registered trademark of Ultratec, Inc.

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MassRelay
Let's talk.



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About MassRelay

MassRelay is available 24 hours a day, every day – making it possible for individuals who are deaf, hard of hearing, deaf-blind or have difficulty speaking to communicate over the telephone.

Services Include:

- Text Telephone (TTY)
- Captioned Telephone (CapTel®)
- Voice Carry Over (VCO)
- Hearing Carry Over (HCO)
- Speech-to-Speech (STS)
- Spanish Relay
- Voice

How to Connect

Dial 711 or call MassRelay's toll-free number associated with the service you use.

Customer Care

800.720.3480 (TTY)

800.720.3479 (Voice)

customerservice@massrelay.com

www.Mass.gov/MassRelay

Mass.gov/MassRelay



MassRelay
Let's talk.

See what they say[®] with Captioned Telephone



Captioned Telephone (CapTel[®]) allows individuals who have difficulty hearing on the phone to listen while reading captions of what's said to them.

What is Captioned Telephone?

Captioned Telephone (CapTel) is a service available at no cost* that allows users to listen to their phone conversations while reading word-for-word captions of what's said to them. Through the use of a uniquely designed CapTel phone, users speak directly to the other party and listen and read the other party's response. Captions appear on the bright, built-in display screen of the CapTel phone, just moments after the other party has spoken.

This state-of-the-art technology:

- Eliminates the struggle of using the phone due to difficulty hearing
- Allows for natural conversations
- Provides a truly interactive calling experience

*The captioning service is provided at no cost. Equipment charges and standard long distance charges may apply.

Who benefits from Captioned Telephone?

- People who experience significant hearing loss and have understandable speech
- People who communicate with individuals who experience difficulty hearing over the phone

Required Equipment

In order to make a Captioned Telephone call, a CapTel phone, telephone service and standard electrical power are needed. Internet-based CapTel model phones are also available and require telephone service, standard electrical power and a high-speed Internet connection.

Connecting with CapTel

CapTel User



CapTel user places and receives calls using a CapTel phone that displays text of the other party's conversation.



Captioning Service

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



Other Party

Family, friends and businesses use a standard phone to communicate with CapTel users.

How it Works

Captioned Telephone service works through the use of a CapTel phone which functions like a traditional phone, with an essential difference: it displays every word the other party says throughout the conversation.

Behind the scenes, a specially trained operator uses voice recognition technology to generate captions by repeating what the standard phone user says*. Captions appear on the bright, easy-to-read display screen of the CapTel phone.

So if you just can't hear on the phone, now you can read as well as listen to what's said for increased clarity on every call.

Placing and Receiving CapTel Calls

It's easy to place and receive calls using CapTel.

CapTel Model 840 Phone

One telephone line (standard analog line or DSL with filter) and standard electrical power required.

All outgoing calls you make are automatically captioned. Just dial the number of the person you are calling and make sure the red light around the CAPTIONS button on your CapTel phone is on. For incoming calls you may choose to receive captions in either 1-line or 2-line mode.

1-line CapTel Mode (one telephone line connected to your CapTel phone)

- In order for you to receive captions, callers must first dial the toll-free captioning service 1-877-243-2823 (English) or 1-866-217-3362 (Spanish) and then enter your phone number

- When your CapTel phone rings, with the CAPTIONS button on, simply answer the phone and the captions will appear shortly thereafter

2-line CapTel Mode (two telephone lines connected to your CapTel phone)

- Calls received are automatically captioned
- Callers simply dial your phone number directly
- When your CapTel phone rings, with the CAPTIONS button on, simply answer the phone and the captions will appear shortly thereafter

Hamilton CapTel 2400i



Hamilton CapTel 840i

CapTel Models 840i and 2400i Phones

One telephone line (can be standard analog, digital, DSL with filter, VoIP or FIOS) and high speed Internet required.



Calls are placed and received in the same manner as CapTel calls in 2-line mode. The only difference is that the CapTel 840i and 2400i model phones require one telephone line as well as high speed Internet (Wired/Ethernet or WiFi). In order to receive captions, make sure that the light around the CAPTIONS button is illuminated.

** All calls are strictly confidential and no records of any conversations are maintained.*

Comparison Chart

	CapTel Model 840 (1-Line)	CapTel Model 840 (2-Line)	CapTel Models 840i and 2400i
Number of Lines	Requires one standard (analog) telephone line or DSL with an analog filter.	The first telephone line can be analog or DSL with an analog filter, Digital Cable or VoIP. The second line must be an analog telephone line or DSL with an analog filter.	Requires a telephone line (can be analog, digital, DSL with filter, VoIP or FIOS) and a high-speed Internet connection (Wired/Ethernet or Wi-Fi).
How Calls are Managed	Spoken conversations and captions provided through one telephone line.	Spoken conversation is provided on one line; captions are provided on the second line.	Spoken conversation is provided through the telephone line; captions are provided through the high-speed Internet connection.
Captioning	Captions must be turned on for each call. A red light indicates that captions are "on". Adjustable font sizes and colors available for display screen.	Captions can be turned on or off at any point in the conversation. Adjustable font sizes and colors available for display screen.	Captions can be turned on or off at any point in the conversation. Adjustable font sizes and colors available for display screen.
Outgoing Calls	Outgoing calls are automatically routed through the CapTel Captioning Center.	Both incoming and outgoing calls are automatically routed through the CapTel Captioning Center.	Both incoming and outgoing calls are automatically routed through the CapTel Captioning Center.
Calling a CapTel User	People calling the CapTel user must first dial the toll-free number for CapTel; then dial the CapTel user's phone number when prompted.	People calling the CapTel user dial that person's number directly.	People calling the CapTel user dial that person's number directly.
Calling Features	Call-waiting and automatic call back (*69) are not supported with captions on.	Call-waiting and automatic call back (*69) can be used.	Call-waiting and automatic call back (*69) can be used.
Three-Digit Dialing <i>Note that three-digit dialing codes are available in most states and allow quick and convenient access to important services.</i>	CapTel users are able to dial three digit numbers such as 211 and 411 directly from the CapTel phone.	Three-digit dialing functions the same in 1-Line or 2-Line mode.	CapTel users are able to dial three digit numbers such as 211 and 411 directly from the CapTel phone.
911 Calls <i>Note that CapTel Captioning Centers are not 911 centers and do not assume responsibility for calls placed through 911</i>	Calls placed to 911 connect directly to Emergency 911 Services and are not routed through the CapTel Captioning 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 CapTel display screen. You speak directly into the handset, as you would with any other CapTel call. * 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 CapTel Captioning Center. Spoken conversation is received through one line, while captions are provided through the second line.	Calls placed to 911 are captioned through the CapTel Captioning Center. Spoken conversation is received through one line, while captions are provided through the high-speed Internet connection.

Receive Captioned Telephone Calls While on the Go

The same captioned telephone technology that generates captions on a CapTel phone is available on a smartphone, tablet or computer through MassRelay's service provider, Hamilton Relay. With additional ways to receive captions while on the go, making and receiving calls is more accessible than ever. Solutions are available for PC and Mac computers, smartphones and tablets and all options are available 24 hours a day, 7 days a week.

Register for a Hamilton CapTel Account:

The first step in accessing Hamilton CapTel on your computer, smartphone or tablet is to set up an account. This simple, one-time process allows you to place and receive captioned calls any time you are logged in with Hamilton CapTel. To register for a Hamilton CapTel Account, visit: www.HamiltonCapTel.com/Register.

When you register, you have the opportunity to obtain a Hamilton CapTel Call Me # which is a personal phone number that makes it possible to receive calls with captions whenever you are logged in to your account – whether on a computer, smartphone or tablet. You can share your Call Me # with family, friends and businesses so that they can call you directly without first having to call the toll-free access number at the captioning center to reach you.

Once an account has been set up, you can choose any or all of the following options.

Internet Protocol Captioned Telephone Service (IP CTS) is regulated and funded by the Federal Communications Commission (FCC) and is designed exclusively for individuals with hearing loss. To learn more, visit www.fcc.gov

Hamilton CapTel for PC/Mac:

See every word a caller says right on the screen of your PC/Mac. All that's required is a computer with Internet browser, high-speed Internet, any phone, and your Hamilton CapTel Account.

On your PC/Mac, simply log in to your Hamilton CapTel Account by visiting www.HamiltonCapTel.com/Login. Enter the telephone number of the phone you will be using for the call, as well as the telephone number of the person you are calling, then click on the "Place Call" button.



Hamilton CapTel for Smartphones:

Hamilton CapTel for Smartphones lets you place and receive captioned calls on a single mobile device. All that's required is a compatible smartphone, the Hamilton CapTel App and your Hamilton CapTel Account. A hearing aid or cochlear implant compatible hands-free headset can be used to listen to what's being said while you view captions on the screen of your smartphone.

Search for Hamilton CapTel through the app store for your smartphone and download the app to your phone. To place a captioned call, simply log in to the Hamilton CapTel App and enter the number you are calling.

Find out which smartphones and wireless networks are compatible with Hamilton CapTel by visiting: www.HamiltonCapTel.com and selecting the Smartphone Selector.



Hamilton CapTel for Tablets:

Using your iPad or Android tablet, any telephone and a high-speed Internet connection, you can receive captions on the screen of your tablet. Download the Hamilton CapTel App from the app store for your tablet. To place a call, log in to the Hamilton CapTel App call screen and enter the number of the person you are calling in the "Number to Dial" box.

How does it work?

In general, when you place a call from your computer, smartphone or tablet, once you click on "Place Call", you will receive a call on your phone from the captioning center. You must answer this call in order to receive captions. Once you answer, the number of the person you are calling will automatically be dialed. A captioning screen will then appear on your computer, smartphone or tablet – allowing you to view captions of everything the other person says. As the call proceeds, you can listen to the extent you are able and respond by speaking directly to the other person.

For more information:

To learn more about Hamilton CapTel, please visit www.HamiltonCapTel.com. If you have questions or need assistance, please contact Hamilton CapTel Customer Care at 877-455-4227 or info@hamiltoncaptel.com.

Hamilton CapTel may be used to make 911 calls, but may not function the same as traditional 911 services. For more information about the benefits and limitations of Hamilton CapTel and Emergency 911 calling, visit www.HamiltonCapTel.com/911.

Connect with MassRelay and CapTel® Service

**For information regarding CapTel equipment
available through MassRelay, contact:**

MassEDP

1380 Bay Street, Bldg B • Taunton, MA 02780

Voice/TTY: 800-300-5658

E-mail: massedp@state.ma.us

Customer Care – Available 24/7

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

MassRelay Captioned Telephone Customer Care

P.O. Box 285 • Aurora, NE 68818

English: 888-269-7477 • **Spanish:** 866-670-9134

Fax: 402-694-5110

E-mail: customerservice@massrelay.com

If your expressed concern is not resolved to your
satisfaction, contact the MassRelay Administrator:

Massachusetts State 911 Department

Office: 508-828-2911

Visit: www.mass.gov/e911

You can also contact the Massachusetts
Department of Telecommunications and Cable

Consumer Line: 617-305-3531

Toll Free: 800-392-6066 (MA only)

Visit: www.mass.gov/dtc

In addition, the Federal Communications Commission
is available to serve you regarding relay issues.

Visit: www.fcc.gov

*MassRelay is powered through Hamilton Relay of Aurora,
Nebraska – a national leader in providing high quality relay
services for individuals who are deaf, hard of hearing, deaf-blind or
have difficulty speaking.*



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Contact Information

How to Connect with MassRelay

To place a call through MassRelay, simply dial 711 or call one of the toll-free numbers below:

- TTY: 800-439-2370
 - Voice: 800-439-0183
 - Voice Carry Over (VCO): 866-887-6619
 - Speech-to-Speech (STS): 866-645-9870
 - Spanish: 866-930-9252
- (Includes Spanish-to-Spanish. Translation between English and Spanish is available if both parties are within the State of Massachusetts)
- To call a 1-Line CapTel user, dial 877-243-2823 (English) or 866-217-3362 (Spanish).
 - To call a 2-Line CapTel user, dial their phone number directly.

If you are traveling out of State or you are in a State that is not served by Hamilton Relay, you can place interstate calls by calling:

- TTY: 800-833-5833 (toll-free)
- Voice: 800-833-7833 (toll-free)

Access and Charges

Access Relay by dialing 711 or the associated toll-free number. Relay services are available 24 hours a day, seven days a week – with no restrictions on the length or number of calls made. It is free to access and use relay services. Long distance charges apply for long distance calls.

Additional contact information behind this page.



Now it's your call...
anytime, anywhere with
MassRelay Service.



MassRelay Service makes telephone conversations possible for individuals who are deaf, hard of hearing, deaf-blind or have difficulty speaking on the phone.

Customer Profile

Individual call handling preferences can be stored on file. These preferences include customized greetings, preferred connection option, speed dial numbers, slow type buffer, and more. User preferences are then automatically available to the Operator (OPR) every time you make or receive a call. This can save on call processing time – connecting you with family, friends, and businesses in a more efficient and effective manner.

To create a customer profile online, visit www.Mass.gov/MassRelay and select *Customer Profile Form* to complete and submit your form. You may also contact Massachusetts Relay Customer Care.

MassRelay Service is powered through Hamilton Relay of Aurora, Nebraska – a national leader in providing high quality relay services for individuals who are deaf, hard of hearing, deaf-blind or have difficulty speaking. 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 operators.

That's what I'm talking about



Contact Information (cont.)

Customer Care

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

MassRelay Customer Care

P.O. Box 285
Aurora, NE 68818
TTY: 800-720-3480
Voice: 800-720-3479
E-mail: customerservice@massrelay.com

If your expressed concern is not resolved to your satisfaction, contact the MassRelay Administrator: Massachusetts State 911 Department
Office: 508-828-2911
Visit: www.mass.gov/e911

You can also contact the Massachusetts Department of Telecommunications and Cable:
Consumer Line: 617-305-3531
Toll-Free: 800-382-6066 (MA only)
Visit: www.mass.gov/dtc

Póngase en contacto con el Departamento de Servicio al Cliente del servicio de retransmisión de Massachusetts para obtener más información sobre el servicio de retransmisión en español.

- Voz/TTY: 866-744-7471
- Fax: 402-694-5110
- Correo Electrónico: spanish@hamiltonrelay.com

Captioned Telephone Customer Service

English: 888-269-7477
Spanish: 866-670-9134
Email: info@hamiltoncaptel.com

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

Equipment Distribution Program

The Massachusetts Equipment Distribution Program (MassEDP) is a service that provides residents with a permanent disability access to the telephone network in their homes. By offering specialized telephones for free or at a reduced cost, depending on income, this program fosters independence, empowerment, and freedom of choice. For more information, visit www.Mass.gov/MassEDP or contact:

MassEDP Main Office

1380 Bay St, Bldg B • Taunton, MA 02780
V/TTY: 800-300-5658
E-mail: massedp@state.ma.us

Pay Phones

The Federal Communications Commission has ordered that all local relay calls made from a pay phone are free. Callers may simply dial 711 or the toll-free number for Relay. When placing a long distance relay call from a pay phone, the OPR must be provided with a way to bill the call (a calling card, for example). Coins cannot be used to pay for a long distance relay call from a pay phone.

Emergency Calls

In the event of an emergency, call 911 or your local emergency services TTY number directly. MassRelay will make every effort to assist in emergencies. Note that relay centers are not 911 centers and do not assume responsibility for the call.

Table of Contents

MassRelay Service is available at no cost, 24-hours a day, every day – making it possible for individuals who are deaf, hard of hearing, deaf-blind, or have difficulty speaking to communicate over the telephone.*

Several relay service options are available to accommodate the needs of various users. Primarily, calls are conducted through the use of an assistive communications device such as a TTY, deaf-blind communicator, or other specialized equipment. Details regarding the available relay services in Massachusetts can be found on the following pages or online at www.Mass.gov/MassRelay

When you connect with MassRelay Service, a Relay Operator (OPR) will facilitate your call - promptly, professionally and accurately. Whether you're connecting with family, friends or businessess, all relay calls are confidential and there are no records kept of relay conversations.



Maximizing Your Relay Experience

Relay Connection Options

- 4 TTY (Text Telephone)
- 6 VCO (Voice Carry Over)
- 10 HCO (Hearing Carry Over)
- 12 DBS (Deaf-Blind Service)
- 14 STS (Speech-to-Speech)
- 16 CapTel® (Captioned Telephone)
- 26 Voice

Relay Service Information (inside back cover)

- How to Connect
- Access and Charges
- Customer Care
- Equipment Distribution Program
- Pay Phones
- Emergency Calls
- Customer Profile Instructions (back cover)

* The relay service is provided at no cost. Equipment charges and standard long distance charges may apply.

Maximizing Your Relay Experience

711: Easy, nationwide access to Relay.

711 is the national three-digit number for relay access (similar to 411 for information or 911 for emergencies). Simply dial 711 from wherever you are to be connected with Relay.

To ensure your calls are placed through your state's relay service, you may also dial the direct toll-free numbers found on the inside back cover.

Spanish Relay

All relay connection options are available in Spanish. Bilingual Operators (OPR) are available to process Spanish-to-Spanish relay calls. Relay calls can be translated between Spanish and English if you and the person you are calling are both within the state. Additional information about services in Spanish can be found at www.hamiltonrelay.com/espanol/index.html

Customer Profile

Individuals may establish a variety of calling preferences that are automatically displayed for the OPR. This can save on call-time and make relay calls smoother and easier.

To create your profile, please see the *Customer Profile* instructions on the back cover.

The Role of the Operator

All relay calls are kept confidential. The OPR's sole function is to facilitate your call. Do not attempt to engage the OPR in conversation; rather, address your comments directly to the person you are calling. The OPR reads aloud everything typed and

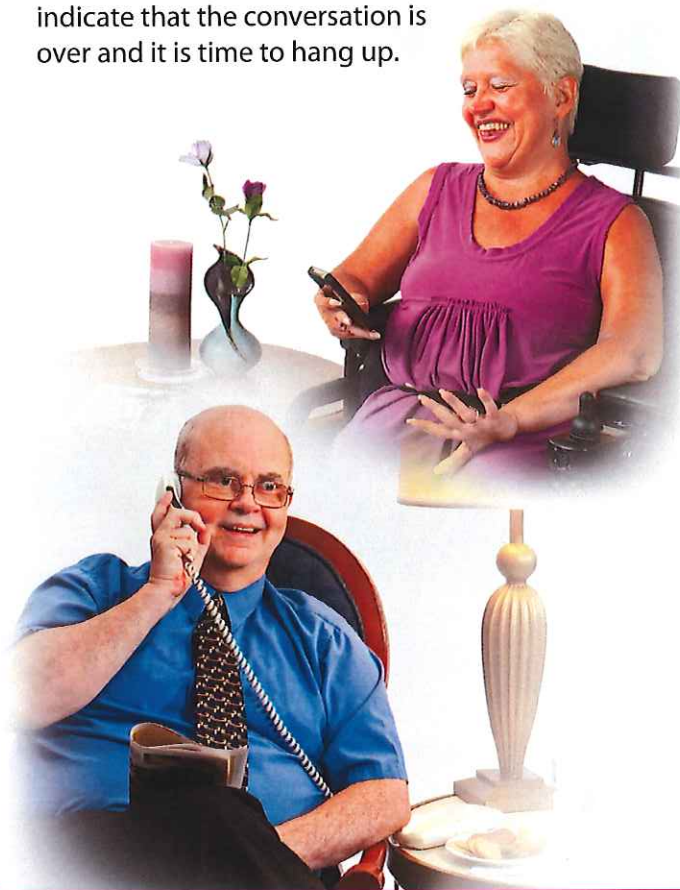
types everything heard, including background noises or side comments.

The OPR may also indicate sounds heard on the calls that are not conveyed through the conversation, such as: chuckling, crying, yawning, etc.

The use of GA and SK:

GA or *Go Ahead* is a term used in relay calls for turn-taking purposes. When a person hears or sees *GA*, they know it is their turn to respond.

SK or *Stop Keying* is a term used in relay calls to indicate that the conversation is over and it is time to hang up.



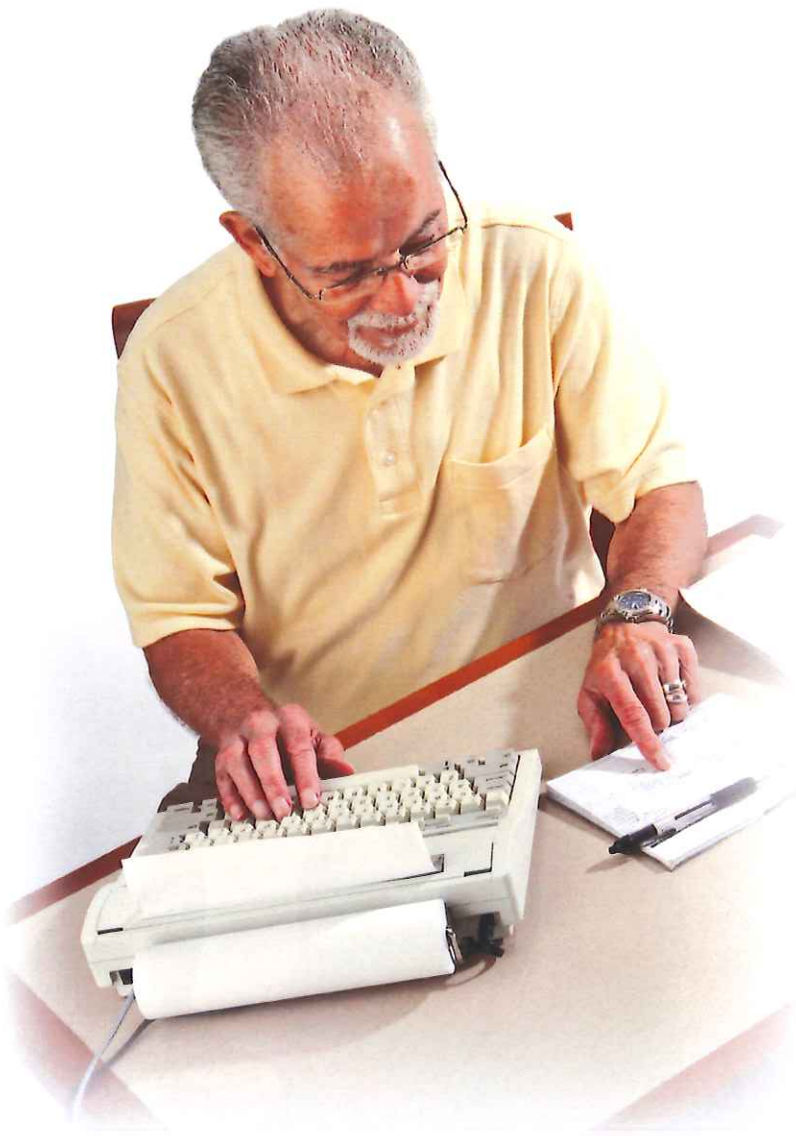
TTY (Text Telephone)

TTY (Text Telephone) is the most common way to connect to Relay - allowing a person who is deaf or hard of hearing to type their messages and read the other person's responses.

Making a TTY Call

Using a TTY

- Using your TTY, dial 711 or the toll-free number for your state. (Please see the inside back cover for details.)
- The Operator (OPR) will answer by identifying Relay and providing his/her OPR number and gender. The OPR will then type *NUMBER TO CALL PLS Q GA*.
- Provide the area code and telephone number you want to call and any additional instructions.
- Once the call is connected, the OPR will ask the person you are calling if he/she is familiar with Relay. If the person is not, the OPR will explain how Relay works before the conversation begins.
- The OPR will type everything said by the other party, word for word, along with any background noises.
- When you see *GA*, it is your turn to respond. Type *GA* when you are ready for a response. The conversation will proceed in this manner until the call is complete.
- When you have completed your side of the conversation, type *GA to SK* and the OPR will close your call.



VCO (Voice Carry Over)

Voice Carry Over (VCO) is an effective service for people who have hearing loss and use their voice on the phone. VCO users speak directly to the person being called and, through specialized equipment, read what is spoken by the other party.

Required Equipment To make and receive calls using VCO, you will need either a TTY or a specific VCO device such as the Ameriphone or Uniphone. This equipment will allow you to read telephone conversations on a screen and respond using your own voice.

Making a VCO Call

Using a TTY

- Using your TTY, dial 711 or the toll-free number for your state. (Please see the inside back cover for details.)
- After the Operator (OPR) answers and identifies Relay, type: *VCO PLS GA*.
- Wait for the OPR to type, *VCO ON GA* indicating that Voice Carry Over has been activated.
- Pick up the handset and speak to the OPR providing the number of the person you wish to call, and any additional instructions. Say *GA* or *Go Ahead* and immediately place the handset back onto the TTY.
- The OPR will ask the person you are calling if he/she is familiar with Voice Carry Over. If the person is not, the OPR will explain how VCO works before the conversation begins.
- The OPR types the response of the other person for you to read on your TTY screen. When you see *GA*, it is your turn to respond by picking up the handset and speaking to the other person.
- When you are ready for the other person to respond, say *GA* and place the handset back on the TTY. Turn-taking continues in this manner until the call is complete.



Using a VCO Device

- Connect to Relay by dialing 711 or the toll-free number for your state. (Please see the inside back cover for details.)
- When the Operator (OPR) answers, simply press the *RLY MSG* button that sends a recorded VCO prompt.
- After the OPR answers with *VCO ON GA*, provide the number you wish to call and then say *GA*.
- If necessary, the OPR will explain how VCO works to the person you are calling.
- When the conversation is ready to begin, speak directly to the person you are calling and say *GA* when you are ready for a response. The OPR types the response of the other person for you to read on your screen, and when you see *GA*, it is your turn to respond. Turn-taking continues in this manner until the call is complete.

Receiving a Call as a VCO User

People calling you can dial 711 or the toll-free number listed on the back page of this pamphlet. If you have not established a Customer Profile, answer incoming calls in one of the following two ways.

Answering Voice First

- Answer the call and say *VCO PLEASE GA*. Immediately connect your TTY or VCO device.
- The OPR will send his/her OPR number and gender, followed by *VCO ON GA*. You may then speak directly to the caller using *GA* to take turns.

Answering TTY or VCO Device First

- Connect your TTY and type *VCO PLS GA*.
- If you are using a VCO device, simply press the *RLY MSG* button that sends a recorded VCO prompt.
- The OPR will send his/her OPR number and gender, followed by *VCO ON GA*. You may then speak directly to the caller using *GA* to take turns.

Tips for VCO Users

- When connecting with the OPR, do not press any other keys. Doing so will send TTY tones to the OPR and may cause confusion about which call method you want to use (TTY or VCO).
- While the other party is speaking, be aware that the OPR will not be able to hear you until the *GA* is given and it's your turn to speak.
- You may make as many consecutive calls as you wish. If you wish to make another call, simply inform the OPR and provide the phone number.

2-Line VCO

This enhanced relay feature allows for a more interactive conversation by eliminating the use of *Go Ahead*. The OPR does not identify Relay and is present only to type what's said by the other party. 2-Line VCO requires the use of two telephone lines, one of which must have 3-way conferencing capabilities.

HCO (Hearing Carry Over)

HCO (Hearing Carry Over) is especially useful for people who can hear, but who regularly or occasionally have difficulty speaking over the phone. HCO users listen directly to the person called and, through specialized equipment, type their responses to the other party.

Making an HCO Call

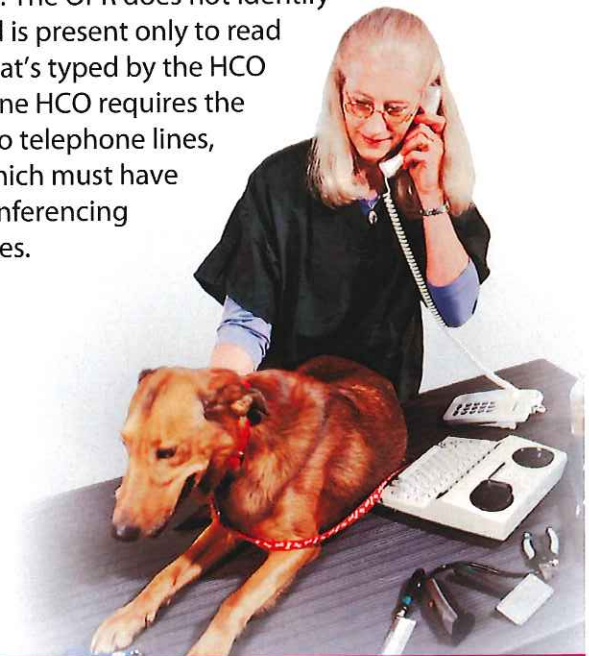
- Using your TTY, dial 711 or the toll-free TTY number for your state. (Please see the inside back cover for details.)
- When the Operator (OPR) answers, type *HCO PLS GA*.
- Wait for the OPR to both type and say *HCO ON GA*, which indicates that Hearing Carry Over has been activated.
- Type the telephone number for the person you wish to call and provide any additional instructions, followed by *GA*.
- Once the call is connected, everyone on the call will be able to hear each other. Be ready to listen for the voice of the person you are calling.
- The OPR will ask the person you are calling if he/she is familiar with Hearing Carry Over. If the person is not, the OPR will explain how HCO works before the conversation begins.
- When you hear the person say *Go Ahead*, type your response. The OPR will read aloud your response to the other person. Turn-taking continues in this manner until the call is complete.
- To end your call, type *GA to SK* or simply type *Goodbye*.

Receiving a Call as an HCO User

- People calling you may dial 711 or the toll-free Voice number for your state. (Please see the inside back cover for details.)
- If a customer profile has been established, the calls you receive will automatically connect in HCO mode.
- If a customer profile has not been established, answer incoming calls by connecting your TTY and typing *HCO PLS GA*. The OPR will then activate Hearing Carry Over and both type and say *HCO ON GA*.

2-Line HCO

This enhanced relay feature allows for a more interactive conversation by eliminating the use of *Go Ahead*. The OPR does not identify Relay and is present only to read aloud what's typed by the HCO User. 2-Line HCO requires the use of two telephone lines, one of which must have 3-way conferencing capabilities.



DBS (Deaf-Blind Service)

DBS (Deaf-Blind Service) allows people with combined hearing and vision loss to place and receive telephone calls. DBS users type their messages and read the other person's responses, typed by the Operator (OPR), on a braille display.

Required Equipment

Specialized telecommunications equipment is required, such as a TeleBraille or deaf-blind communicator.



Making a DBS Call

- Using your specialized equipment, dial 711 or the toll-free number for your state. (Please see the inside back cover for details.)
- The OPR will answer by identifying Relay and typing *NUMBER TO CALL PLS Q GA*.
- Provide the area code and telephone number you want to call, as well as any additional instructions.
- Once the call is connected, the OPR will type everything said by the other party word for word, along with any background noises.
- When you read *GA*, it is your turn to respond. Type your message and add *GA* when you are ready for a response. The conversation will proceed in this manner until the call is complete.
- When you have completed your side of the conversation, type *GA to SK* to close your call.

Slow Type Buffer: A feature used in DBS which allows the OPR to type at a normal pace, while sending text to your device at a speed dictated by you (see note below). OPRs have the ability to turn this feature on or off on a per call basis.

Note: The Slow Type Buffer is a common feature used in DBS. You can establish the pace of which text is sent to you by completing a Customer Profile form, or by indicating your preference to the OPR before your call. In addition, the OPR is able to adjust the speed for you at any time throughout your call.

STS (Speech-to-Speech)

STS (Speech-to-Speech) is especially useful for people who have difficulty speaking or being understood on the telephone. STS Relay involves specially trained Operators (OPR) who are familiar with the speech patterns of a wide variety of individuals who have difficulty being understood.

Required Equipment

Special telephone equipment is not needed for Speech-to-Speech calls since STS users may use their own voice or an AAC (Augmentative and Alternative Communication) device to communicate.

Making a Call

- Dial 711 or the toll-free STS number for your state. (Please see the inside back cover for details.)
- Provide the OPR the number you wish to call, plus any special instructions.
- The OPR will ask the person you are calling if he/she is familiar with STS. If the person is not, the OPR will explain how STS works before the conversation begins.
- Upon request, the OPR will repeat your part of the conversation, in short phrases, and will work closely with you to ensure your entire conversation is understood.
- Say *Go Ahead* or *GA* each time you are finished speaking and are ready for a response. The conversation will proceed in this manner until the call is complete.

- To end your call, say *GA to SK* or simply say *Goodbye*.

Tips for STS Users

- Establish a Customer Profile to store helpful information about your calls. This will allow the OPR to process your calls more efficiently. (See back cover.)
- Give the OPR as much information as possible about your call prior to the OPR dialing. For example, if you know you are calling an automated system that requires you to select from a number of options, let the OPR know which options you want before the call is placed.
- If you reach an answering machine, the OPR will request and verify your full message and then call back to leave that message.
- It is helpful if you pause while the OPR repeats your part of the conversation.
- You or the person you are calling may request that the OPR remain in the background. If you need the OPR to assist at any time during the call, you must request the OPR to do so. This is especially helpful when calling family, friends or others who are familiar with your speech.
- There is no time limit and you may make as many consecutive calls as you want. You should not be concerned with the length of time a call may take.
- You may request a male or female OPR and as long as one is available, your request will be honored.

Additional STS offerings may be available in your state. Please contact Customer Care to learn more.

CapTel® (Captioned Telephone)

What is Captioned Telephone?

Captioned Telephone (CapTel) is a service available at no cost* that allows users to listen to their phone conversations while reading word-for-word captions of what's said to them. Through the use of a uniquely designed captioned telephone, users speak directly to the other party and listen and read the other party's response. Captions appear on the bright, built-in display screen of the CapTel phone, just moments after the other party has spoken.

This state-of-the-art technology:

- Eliminates the struggle of using the phone due to difficulty hearing.
- Allows for natural conversations.
- Provides a truly interactive calling experience.

* The captioning service is provided at no cost. Equipment charges and standard long distance charges may apply.

Who benefits from Captioned Telephone?

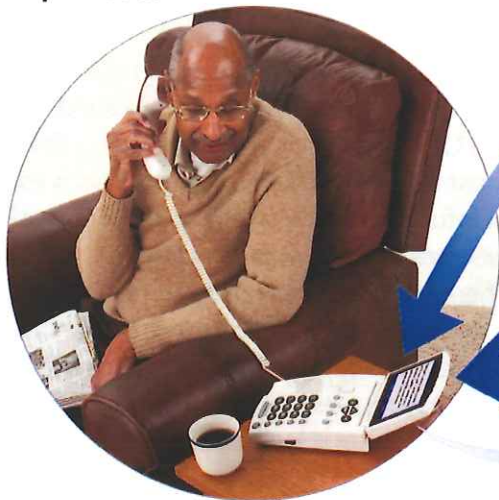
- People who experience significant hearing loss and have understandable speech.
- People who communicate with individuals who experience difficulty hearing over the phone

Required Equipment

In order to make a Captioned Telephone call, a CapTel phone, telephone service and standard electrical power are needed. Internet-based CapTel model phones are also available and require telephone service, standard electrical power and a high-speed Internet connection.

Connecting with CapTel

CapTel User



CapTel user places and receives calls using a CapTel phone that displays text of the other party's conversation.



Captioning Service

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



Other Party

Family, friends and businesses use a standard phone to communicate with CapTel users.

How it Works

Captioned Telephone service works through the use of a CapTel phone which functions like a traditional phone, with an essential difference: it displays every word the other party says throughout the conversation.

Behind the scenes, a specially trained operator uses voice recognition technology to generate captions by repeating what the standard phone user says.* Captions appear on the bright, easy-to-read display screen of the CapTel phone.

So if you just can't hear on the phone, now you can read as well as listen to what's said for increased clarity on every call.

Placing and Receiving CapTel Calls

It's easy to place and receive calls using CapTel.

CapTel Model 840 Phone *One telephone line (standard analog line or DSL with filter) and standard electrical power required.*

All outgoing calls you make are automatically captioned. Just dial the number of the person you are calling and make sure the red light around the CAPTIONS button on your CapTel phone is on. For incoming calls you may choose to receive captions in either 1-line or 2-line mode.

1-line CapTel Mode (one telephone line connected to your CapTel phone)

- In order for you to receive captions, callers must first dial the toll-free captioning service 1-877-243-2823 (English) or 1-866-217-3362 (Spanish) and then enter your phone number.

- When your CapTel phone rings, with the CAPTIONS button on, simply answer the phone and the captions will appear shortly thereafter.

2-line CapTel Mode (two telephone lines connected to your CapTel phone)

- Calls received are automatically captioned.
- Callers simply dial your phone number directly.
- When your CapTel phone rings, with the CAPTIONS button on, simply answer the phone and the captions will appear shortly thereafter.

Hamilton CapTel 2400i



Hamilton CapTel 840i

CapTel Models 840i and 2400i Phones

One telephone line (can be standard analog, digital, DSL with filter, VoIP or FIOS) and high speed Internet required.

Calls are placed and received in the same manner as CapTel calls in 2-line mode. The only difference is that the CapTel 840i and 2400i model phones require one telephone line as well as high speed Internet (Wired/Ethernet or WiFi). In order to receive captions, make sure that the light around the CAPTIONS button is illuminated.

** All calls are strictly confidential and no records of any conversations are maintained.*

Comparison Chart

	CapTel Model 840 (1-Line)	CapTel Model 840 (2-Line)	CapTel Models 840i and 2400i
Number of Lines	Requires one standard (analog) telephone line or DSL with an analog filter.	The first telephone line can be analog or DSL with an analog filter, Digital Cable or VoIP. The second line must be an analog telephone line or DSL with an analog filter.	Requires a telephone line (can be analog, digital, DSL with filter, VoIP or FIOS) and a high-speed Internet connection (Wired/Ethernet or Wi-Fi).
How Calls are Managed	Spoken conversations and captions provided through one telephone line.	Spoken conversation is provided on one line; captions are provided on the second line.	Spoken conversation is provided through the telephone line; captions are provided through the high-speed Internet connection.
Captioning	Captions must be turned on for each call. A red light indicates that captions are "on". Adjustable font sizes and colors available for display screen.	Captions can be turned on or off at any point in the conversation. Adjustable font sizes and colors available for display screen.	Captions can be turned on or off at any point in the conversation. Adjustable font sizes and colors available for display screen.
Outgoing Calls	Outgoing calls are automatically routed through the CapTel Captioning Center.	Both incoming and outgoing calls are automatically routed through the CapTel Captioning Center.	Both incoming and outgoing calls are automatically routed through the CapTel Captioning Center
Calling a CapTel User	People calling the CapTel user must first dial the toll-free number for CapTel; then dial the CapTel user's phone number when prompted.	People calling the CapTel user dial that person's number directly.	People calling the CapTel user dial that person's number directly.
Calling Features	Call-waiting and automatic call back (*69) are not supported with captions on.	Call-waiting and automatic call back (*69) can be used.	Call-waiting and automatic call back (*69) can be used.
Three-Digit Dialing <i>Note that three-digit dialing codes are available in most states and allow quick and convenient access to important services.</i>	CapTel users are able to dial three digit numbers such as 211 and 411 directly from the CapTel phone.	Three-digit dialing functions the same in 1-Line or 2-Line mode.	CapTel users are able to dial three digit numbers such as 211 and 411 directly from the CapTel phone.
911 Calls <i>Note that CapTel Captioning Centers are not 911 centers and do not assume responsibility for calls placed through 911</i>	Calls placed to 911 connect directly to Emergency 911 Services and are not routed through the CapTel Captioning 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 CapTel display screen. You speak directly into the handset, as you would with any other CapTel call. * 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 CapTel Captioning Center. Spoken conversation is received through one line, while captions are provided through the second line.	Calls placed to 911 are captioned through the CapTel Captioning Center. Spoken conversation is received through one line, while captions are provided through the high-speed Internet connection.

Receive Captioned Telephone Calls While on the Go

The same captioned telephone technology that generates captions on a CapTel phone is available on a smartphone, tablet or computer through Massachusetts Relay's service provider, Hamilton Relay. With additional ways to receive captions while on the go, making and receiving calls is more accessible than ever. Solutions are available for PC and Mac computers, smartphones and tablets and all options are available 24 hours a day, 7 days a week.

Register for a Hamilton CapTel Account

The first step in accessing Hamilton CapTel on your computer, smartphone or tablet is to set up an account. This simple, one-time process allows you to place and receive captioned calls any time you are logged in with Hamilton CapTel. To register for a Hamilton CapTel Account, visit: www.HamiltonCapTel.com/Register.

When you register, you have the opportunity to obtain a Hamilton CapTel Call Me # which is a personal phone number that makes it possible to receive calls with captions whenever you are logged in to your account – whether on a computer, smartphone or tablet. You can share your Call Me # with family, friends and businesses so that they can call you directly without first having to call the toll-free access number at the captioning center to reach you.

Once an account has been set up, you can choose any or all of the following options.

Internet Protocol Captioned Telephone Service (IP CTS) is regulated and funded by the Federal Communications Commission (FCC) and is designed exclusively for individuals with hearing loss. To learn more, visit www.fcc.gov.

Hamilton CapTel for PC/Mac:

See every word a caller says right on the screen of your PC/Mac. All that's required is a computer with Internet browser, high-speed Internet, any phone, and your Hamilton CapTel Account.

On your PC/Mac, simply log in to your Hamilton CapTel Account by visiting www.HamiltonCapTel.com/Login. Enter the telephone number of the phone you will be using for the call, as well as the telephone number of the person you are calling, then click on the "Place Call" button.



Hamilton CapTel for Smartphones:

Hamilton CapTel for Smartphones lets you place and receive captioned calls on a single mobile device. All that's required is a compatible smartphone, the Hamilton CapTel App and your Hamilton CapTel Account. A hearing aid or cochlear implant compatible hands-free headset can be used to listen to what's being said while you view captions on the screen of your smartphone.

Search for Hamilton CapTel through the app store for your smartphone and download the app to your phone. To place a captioned call, simply log in to the Hamilton CapTel App and enter the number you are calling.

Find out which smartphones and wireless networks are compatible with Hamilton CapTel by visiting: www.HamiltonCapTel.com and selecting the Smartphone Selector.



Hamilton CapTel for Tablets:

Using your iPad or Android tablet, any telephone and a high-speed Internet connection, you can receive captions on the screen of your tablet. Download the Hamilton CapTel App from the app store for your tablet. To place a call, log in to the Hamilton CapTel App call screen and enter the number of the person you are calling in the "Number to Dial" box.

How Does it Work?

In general, when you place a call from your computer, smartphone or tablet, once you click on "Place Call", you will receive a call on your phone from the captioning center. You must answer this call in order to receive captions. Once you answer, the number of the person you are calling will automatically be dialed. A captioning screen will then appear on your computer, smartphone or tablet – allowing you to view captions of everything the other person says. As the call proceeds, you can listen to the extent you are able to and respond by speaking directly to the other person.

For More Information:

To learn more about Hamilton CapTel, please visit www.HamiltonCapTel.com. If you have questions or need assistance, please contact Hamilton CapTel Customer Care at 877-455-4227 or info@hamiltoncaptel.com.

Hamilton CapTel may be used to make 911 calls, but may not function the same as traditional 911 services. For more information about the benefits and limitations of Hamilton CapTel and Emergency 911 calling, visit www.HamiltonCapTel.com/911.

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Voice

Voice Relay allows standard phone users to communicate with individuals who are deaf, hard of hearing, deaf-blind or have difficulty speaking and who may use a TTY, TeleBraille, or other assistive telecommunications device. An Operator (OPR) facilitates the call by relaying messages between the individuals, according to their communication needs.

Making a Call

- Dial 711 or the toll-free number for your state. (Please see the inside back cover for details.)
- The OPR will answer with his/her identification number and ask for the number you wish to call.
- Provide the area code and telephone number you wish to call, along with any special instructions.
- All messages are relayed word for word. The person you are calling may also be made aware of any audible background noises or conversations occurring near you.
- The OPR will facilitate the conversation through a turn taking process. When it is your turn, speak directly and clearly to the person you are calling and say *GA* or *Go Ahead* when you are ready for a response. The other party will begin their message and when you hear the words *GA* or *Go Ahead*, it is your turn to speak again.
- To end your call, say *GA to SK* or simply say *Goodbye*.

Receiving a Relay Call

- When you pick up the phone and hear *This is Relay Service*, someone who may be deaf, deaf-blind, hard of hearing or have difficulty speaking is on the line.
- The OPR will give his/her identification number and ask if you have received a relay call before. If necessary, the OPR will explain the process before connecting the call.
- The conversation will proceed in the same manner as when making a relay call; say *Go Ahead* or *GA* to indicate you are done speaking and say *GA to SK* to end the conversation.

Tips for Voice Relay Users

- Provide the OPR with as much information as possible before your call begins, such as the name of the person you are calling, so that the OPR may ask for him/her when the call is answered.
- You may request a male or female OPR – and depending on availability, your request will be honored.
- Once you are connected to the person you are calling, speak slower than usual and wait a few moments for a response as there may be a slight delay.
- If you have a series of questions, it is helpful to ask them one at a time, allowing the person you are calling to respond to each question individually. This will reduce any confusion or misunderstandings.
- There is no time limit on calls, and you may make as many consecutive calls as you wish.

Mass.gov/MassRelay



MassRelay
Let's talk.

See what they say[®] with Captioned Telephone



Captioned Telephone (CapTel[®]) allows individuals who have difficulty hearing on the phone to listen while reading captions of what's said to them.

What is Captioned Telephone?

Captioned Telephone (CapTel) is a service available at no cost* that allows users to listen to their phone conversations while reading word-for-word captions of what's said to them. Through the use of a uniquely designed CapTel phone, users speak directly to the other party and listen and read the other party's response. Captions appear on the bright, built-in display screen of the CapTel phone, just moments after the other party has spoken.

This state-of-the-art technology:

- Eliminates the struggle of using the phone due to difficulty hearing
- Allows for natural conversations
- Provides a truly interactive calling experience

*The captioning service is provided at no cost. Equipment charges and standard long distance charges may apply.

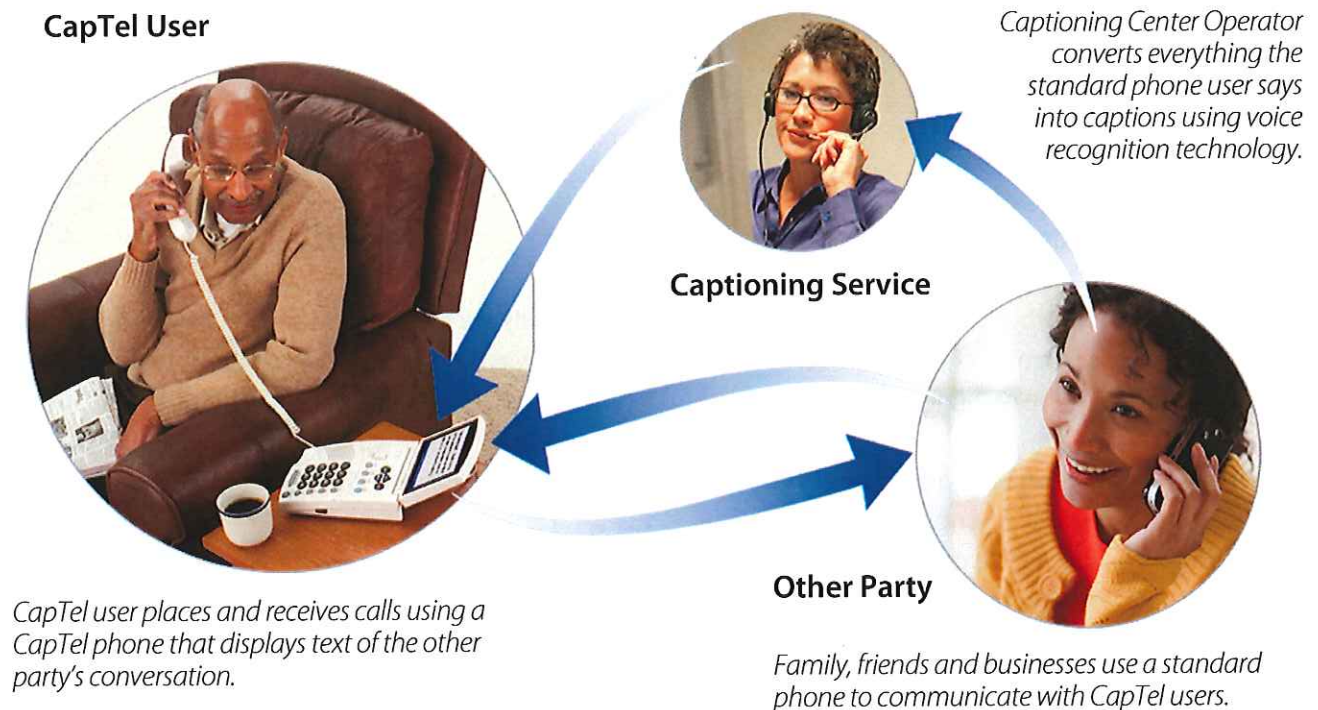
Who benefits from Captioned Telephone?

- People who experience significant hearing loss and have understandable speech
- People who communicate with individuals who experience difficulty hearing over the phone

Required Equipment

In order to make a Captioned Telephone call, a CapTel phone, telephone service and standard electrical power are needed. Internet-based CapTel model phones are also available and require telephone service, standard electrical power and a high-speed Internet connection.

Connecting with CapTel



How it Works

Captioned Telephone service works through the use of a CapTel phone which functions like a traditional phone, with an essential difference: it displays every word the other party says throughout the conversation.

Behind the scenes, a specially trained operator uses voice recognition technology to generate captions by repeating what the standard phone user says*. Captions appear on the bright, easy-to-read display screen of the CapTel phone.

So if you just can't hear on the phone, now you can read as well as listen to what's said for increased clarity on every call.

Placing and Receiving CapTel Calls

It's easy to place and receive calls using CapTel.

CapTel Model 840 Phone

One telephone line (standard analog line or DSL with filter) and standard electrical power required.

All outgoing calls you make are automatically captioned. Just dial the number of the person you are calling and make sure the red light around the CAPTIONS button on your CapTel phone is on. For incoming calls you may choose to receive captions in either 1-line or 2-line mode.

1-line CapTel Mode (one telephone line connected to your CapTel phone)

- In order for you to receive captions, callers must first dial the toll-free captioning service 1-877-243-2823 (English) or 1-866-217-3362 (Spanish) and then enter your phone number

- When your CapTel phone rings, with the CAPTIONS button on, simply answer the phone and the captions will appear shortly thereafter

2-line CapTel Mode (two telephone lines connected to your CapTel phone)

- Calls received are automatically captioned
- Callers simply dial your phone number directly
- When your CapTel phone rings, with the CAPTIONS button on, simply answer the phone and the captions will appear shortly thereafter

Hamilton CapTel 2400i



Hamilton CapTel 840i

CapTel Models 840i and 2400i Phones

One telephone line (can be standard analog, digital, DSL with filter, VoIP or FIOS) and high speed Internet required.



Calls are placed and received in the same manner as CapTel calls in 2-line mode. The only difference is that the CapTel 840i and 2400i model phones require one telephone line as well as high speed Internet (Wired/Ethernet or WiFi). In order to receive captions, make sure that the light around the CAPTIONS button is illuminated.

** All calls are strictly confidential and no records of any conversations are maintained.*

Comparison Chart

	CapTel Model 840 (1-Line)	CapTel Model 840 (2-Line)	CapTel Models 840i and 2400i
Number of Lines	Requires one standard (analog) telephone line or DSL with an analog filter.	The first telephone line can be analog or DSL with an analog filter, Digital Cable or VoIP. The second line must be an analog telephone line or DSL with an analog filter.	Requires a telephone line (can be analog, digital, DSL with filter, VoIP or FIOS) and a high-speed Internet connection (Wired/Ethernet or Wi-Fi).
How Calls are Managed	Spoken conversations and captions provided through one telephone line.	Spoken conversation is provided on one line; captions are provided on the second line.	Spoken conversation is provided through the telephone line; captions are provided through the high-speed Internet connection.
Captioning	Captions must be turned on for each call. A red light indicates that captions are "on". Adjustable font sizes and colors available for display screen.	Captions can be turned on or off at any point in the conversation. Adjustable font sizes and colors available for display screen.	Captions can be turned on or off at any point in the conversation. Adjustable font sizes and colors available for display screen.
Outgoing Calls	Outgoing calls are automatically routed through the CapTel Captioning Center.	Both incoming and outgoing calls are automatically routed through the CapTel Captioning Center.	Both incoming and outgoing calls are automatically routed through the CapTel Captioning Center
Calling a CapTel User	People calling the CapTel user must first dial the toll-free number for CapTel; then dial the CapTel user's phone number when prompted.	People calling the CapTel user dial that person's number directly.	People calling the CapTel user dial that person's number directly.
Calling Features	Call-waiting and automatic call back (*69) are not supported with captions on.	Call-waiting and automatic call back (*69) can be used.	Call-waiting and automatic call back (*69) can be used.
Three-Digit Dialing <i>Note that three-digit dialing codes are available in most states and allow quick and convenient access to important services.</i>	CapTel users are able to dial three digit numbers such as 211 and 411 directly from the CapTel phone.	Three-digit dialing functions the same in 1-Line or 2-Line mode.	CapTel users are able to dial three digit numbers such as 211 and 411 directly from the CapTel phone.
911 Calls <i>Note that CapTel Captioning Centers are not 911 centers and do not assume responsibility for calls placed through 911</i>	Calls placed to 911 connect directly to Emergency 911 Services and are not routed through the CapTel Captioning 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 CapTel display screen. You speak directly into the handset, as you would with any other CapTel call. * 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 CapTel Captioning Center. Spoken conversation is received through one line, while captions are provided through the second line.	Calls placed to 911 are captioned through the CapTel Captioning Center. Spoken conversation is received through one line, while captions are provided through the high-speed Internet connection.

Receive Captioned Telephone Calls While on the Go

The same captioned telephone technology that generates captions on a CapTel phone is available on a smartphone, tablet or computer through MassRelay's service provider, Hamilton Relay. With additional ways to receive captions while on the go, making and receiving calls is more accessible than ever. Solutions are available for PC and Mac computers, smartphones and tablets and all options are available 24 hours a day, 7 days a week.

Register for a Hamilton CapTel Account:

The first step in accessing Hamilton CapTel on your computer, smartphone or tablet is to set up an account. This simple, one-time process allows you to place and receive captioned calls any time you are logged in with Hamilton CapTel. To register for a Hamilton CapTel Account, visit: www.HamiltonCapTel.com/Register.

When you register, you have the opportunity to obtain a Hamilton CapTel Call Me # which is a personal phone number that makes it possible to receive calls with captions whenever you are logged in to your account – whether on a computer, smartphone or tablet. You can share your Call Me # with family, friends and businesses so that they can call you directly without first having to call the toll-free access number at the captioning center to reach you.

Once an account has been set up, you can choose any or all of the following options.

Internet Protocol Captioned Telephone Service (IP CTS) is regulated and funded by the Federal Communications Commission (FCC) and is designed exclusively for individuals with hearing loss. To learn more, visit www.fcc.gov

Hamilton CapTel for PC/Mac:

See every word a caller says right on the screen of your PC/Mac. All that's required is a computer with Internet browser, high-speed Internet, any phone, and your Hamilton CapTel Account.

On your PC/Mac, simply log in to your Hamilton CapTel Account by visiting www.HamiltonCapTel.com/Login. Enter the telephone number of the phone you will be using for the call, as well as the telephone number of the person you are calling, then click on the "Place Call" button.



Hamilton CapTel for Smartphones:

Hamilton CapTel for Smartphones lets you place and receive captioned calls on a single mobile device. All that's required is a compatible smartphone, the Hamilton CapTel App and your Hamilton CapTel Account. A hearing aid or cochlear implant compatible hands-free headset can be used to listen to what's being said while you view captions on the screen of your smartphone.

Search for Hamilton CapTel through the app store for your smartphone and download the app to your phone. To place a captioned call, simply log in to the Hamilton CapTel App and enter the number you are calling.

Find out which smartphones and wireless networks are compatible with Hamilton CapTel by visiting: www.HamiltonCapTel.com and selecting the Smartphone Selector.



Hamilton CapTel for Tablets:

Using your iPad or Android tablet, any telephone and a high-speed Internet connection, you can receive captions on the screen of your tablet. Download the Hamilton CapTel App from the app store for your tablet. To place a call, log in to the Hamilton CapTel App call screen and enter the number of the person you are calling in the "Number to Dial" box.

How does it work?

In general, when you place a call from your computer, smartphone or tablet, once you click on "Place Call", you will receive a call on your phone from the captioning center. You must answer this call in order to receive captions. Once you answer, the number of the person you are calling will automatically be dialed. A captioning screen will then appear on your computer, smartphone or tablet – allowing you to view captions of everything the other person says. As the call proceeds, you can listen to the extent you are able and respond by speaking directly to the other person.

For more information:

To learn more about Hamilton CapTel, please visit www.HamiltonCapTel.com. If you have questions or need assistance, please contact Hamilton CapTel Customer Care at 877-455-4227 or info@hamiltoncaptel.com.

Hamilton CapTel may be used to make 911 calls, but may not function the same as traditional 911 services. For more information about the benefits and limitations of Hamilton CapTel and Emergency 911 calling, visit www.HamiltonCapTel.com/911.

Connect with MassRelay and CapTel® Service

**For information regarding CapTel equipment
available through MassRelay, contact:**

MassEDP

1380 Bay Street, Bldg B • Taunton, MA 02780

Voice/TTY: 800-300-5658

E-mail: massedp@state.ma.us

Customer Care – Available 24/7

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

MassRelay Captioned Telephone Customer Care

P.O. Box 285 • Aurora, NE 68818

English: 888-269-7477 • **Spanish:** 866-670-9134

Fax: 402-694-5110

E-mail: customerservice@massrelay.com

If your expressed concern is not resolved to your
satisfaction, contact the MassRelay Administrator:

Massachusetts State 911 Department

Office: 508-828-2911

Visit: www.mass.gov/e911

You can also contact the Massachusetts
Department of Telecommunications and Cable

Consumer Line: 617-305-3531

Toll Free: 800-392-6066 (MA only)

Visit: www.mass.gov/dtc

In addition, the Federal Communications Commission
is available to serve you regarding relay issues.

Visit: www.fcc.gov

*MassRelay is powered through Hamilton Relay of Aurora,
Nebraska – a national leader in providing high quality relay
services for individuals who are deaf, hard of hearing, deaf-blind or
have difficulty speaking.*

(That's what this is all about)

HAMILTON
relay

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