



Video Relay Service: A new communication tool for natural phone calls

www.covrs.com

**now available
throughout Colorado!**

Sprint and CSD are proud to offer www.covrs.com—the communication solution for American Sign Language (ASL) users. Colorado Video Relay Service (COVRS) allows natural telephone communication between ASL and standard telephone users. This service is easily accessible from home, office, or when you are traveling. Communication flows through a qualified video interpreter via a desktop or laptop computer with video conference capability.

After connecting to www.covrs.com, the ASL user signs to the interpreter, who voices what he/she is saying to the other party. Emotions and facial expressions are conveyed via video, allowing both parties to be fully involved. COVRS makes phone calls *natural*—both callers are free to interrupt one another, no typing is required, no GAs needed. COVRS makes clear telephone communication a breeze!

What equipment do I need to use COVRS?

- A computer
- Special video software
- A web camera
- High speed Internet access (Cable, T-1, DSL, or ISDN)

For more information on COVRS equipment or services, contact your Sprint Relay account manager or visit www.covrs.com. In some cases, equipment needed for COVRS may be available at little or no cost to you.



How does Video Relay Service work?

Video Relay calling instructions differ depending upon the type of video equipment you use to connect with the COVRS Center. Ideally, a transmission speed of 128 KBps to 384 KBps is required to display clear video images.

For Internet Video Callers

H.323 Internet: www.covrs.com

- H.323 uses IP (Internet Protocol) which is becoming the favorite of many deaf video users. H.323 can be used by Cable Modem, T-1 (trunk level 1), T-3, DSL (digital subscriber line) and ISDN (if done through Internet).

Making a COVRS call:

- ① Connect to www.covrs.com and enter your user name & password unless you have checked the box to remember your ID and Password. You need to have set up the user information database in order to set up your user ID and password.
- ② Type the number you wish to dial or select a number from the "use my phonebook" list.
- ③ Click the "Dial" link which will display a message that says: "connected to the call center".*
- ④ You should now see yourself and the video interpreter in both video boxes.
- ⑤ You may provide video interpreter with number to dial in text chat or ASL as prompted. Upon connection, begin conversation with the hearing person you have called.

* If you are an Envision or Polycom Viavideo user, when prompted, click "ready." You will see a message that says "Connecting call to NetMeeting. Please wait one moment." An "Accept" box will appear. Click on "accept".

For ISDN Video Callers

**H.320 ISDN: 1-877-352-5300 or
1-866-660-7977 * (both 128K & 384K)**

- If your video equipment requires only one number to dial out, use 1-877-352-5300 or 1-866-660-7977.
- If your video equipment requires two numbers to dial out, use 1-877-352-5300 or 1-866-660-7977 in the first and second number fields.

ISDN users are not required to setup user ID and password unless preferred.

For Hearing COVRS Callers

Voice: 1-866-410-5787

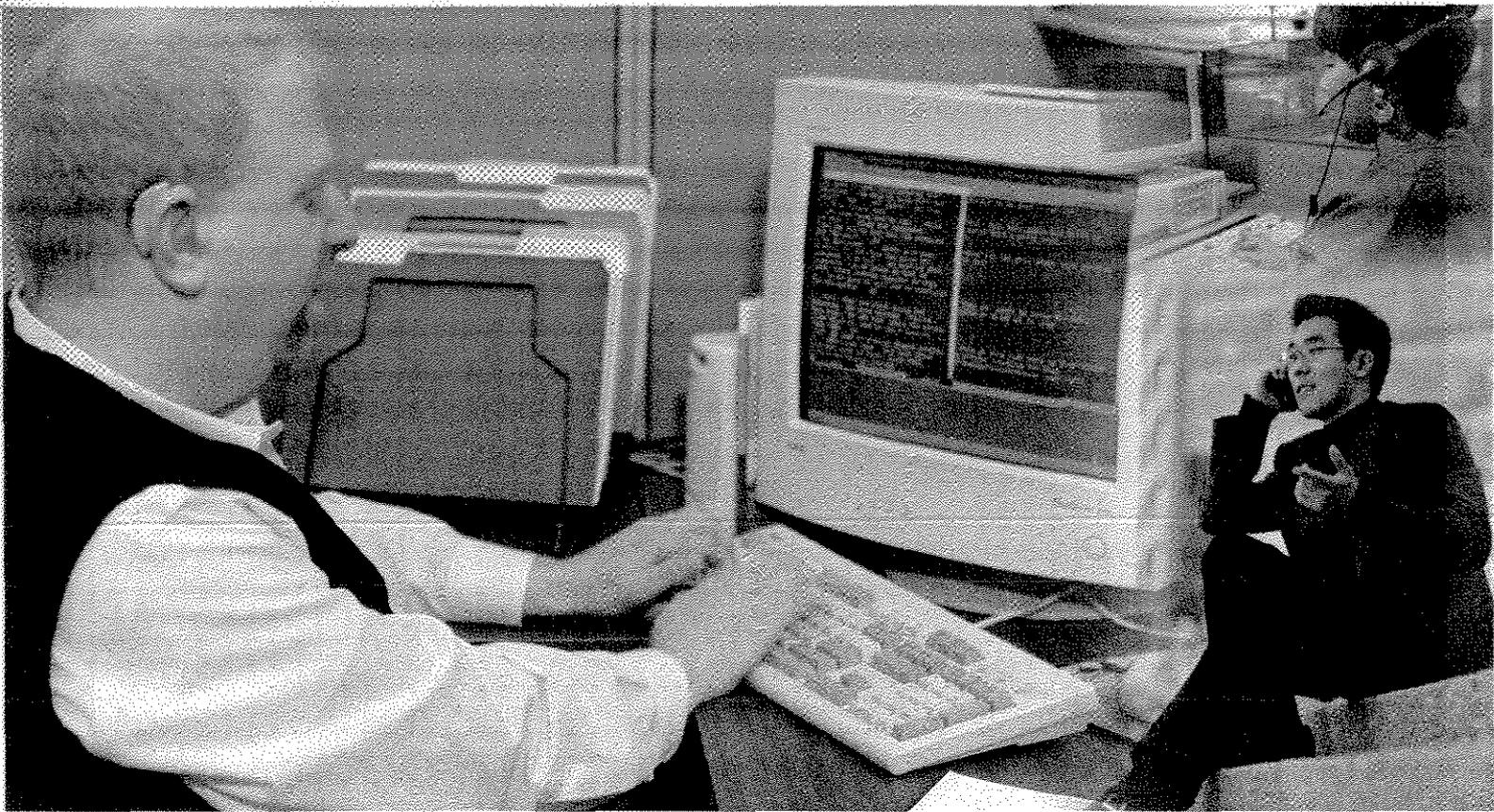
- ① Dial 1-866-410-5787.
- ② Give Video Interpreter (VI) the IP number, the ISDN phone number(s), or name of deaf person on the ILS directory.

For VCO COVRS Callers

- ① Connect to www.covrs.com.
- ② Tell the Video Interpreter (VI) that you want VCO and provide the telephone number you wish to call plus your voice telephone number.
- ③ The VI will then call your voice number to connect you to the hearing person you are calling.
- ④ Speak directly to the hearing person on your voice line.
- ⑤ The VI will sign what the hearing person says to you.

Troubleshooting

- If you experience connection difficulties, visit COVRS Customer Support online at www.covrs.com. You can also find the technical assistance contact information in the video camera manual.
- If you use video equipment at your workplace, your video connection may be blocked because of security firewalls in Local Area Networks (LAN), which normally require the approval of the network administrator. You may contact COVRS customer support for assistance.
- You may experience occasional pauses during the video call and you may be asked to repeat your conversation to the Video Interpreter (VI) or you may need to ask the VI to inform the hearing person to repeat the conversation.



Both callers can interrupt at any time without pauses or "GA"s

► **CO ASCII Split Screen**
1-800-659-4656

Sprint Relay Customer Service
TTY/Voice/ASCII
1-800-676-3777

Servicio al Cliente de Sprint Relay
TTY/Voz/ASCII
1-800-676-4290

For information on relay through TTY public payphones contact Sprint Relay Customer Service.

ASCII Split Screen is designed to allow High Speed ASCII computer users and relay agents to type and communicate more clearly and quickly. Typed text by both the caller and the agent will appear on split windows on the computer screen. ASCII users can interrupt the agent if needed, or the agent can interrupt the ASCII user if requested to do so by the voice party.

What equipment do I need to use this service?

- Personal computer and high-speed modem
- Modem software that supports split-screen display
- Transmission speeds at 1200 baud or above using modem settings of Full Duplex, Non-Host, or Local-Echo-On mode. Users are responsible for setting up their own ASCII equipment and software. For specific instructions on modem settings, please contact the product's manufacturer.

What are the benefits of ASCII Split Screen?

- Faster mode of relay communication.
- Both callers will have the ability to interrupt each other without waiting for the "Go Ahead (GA)".
- Allows the user to see both parties' responses on his/her screen at the same time.
- Gives customers easier accessibility to voice response units (voice menu) options.



Connecting to Relay Colorado

Connecting to Relay Colorado

Relay users who currently communicate with Relay Colorado in High-Speed ASCII mode may experience difficulty connecting the first time because the ASCII Split Screen communication settings are different. The most likely problem will be that the user cannot see their typing while the agent's typing comes through. If this occurs, users should notify the agent who will automatically correct the problem by changing setting without terminating the call. At the same time, the agent will send the following macro to the users:

"RELAY HAS CHANGED THE HOST MODE SETTING FOR HIGH SPEED ASCII USERS: FOR FUTURE CALLS, TO SEE YOUR TYPING/CONVERSATION ON THE SCREEN, PLEASE TURN LOCAL ECHO 'ON' GA"

Upon receiving the macro, the users should change their settings so that all future calls will allow them to see their typing on their screen. For further support, contact Sprint Relay Customer Service at **1-800-676-3777 (TTY/Voice)**.

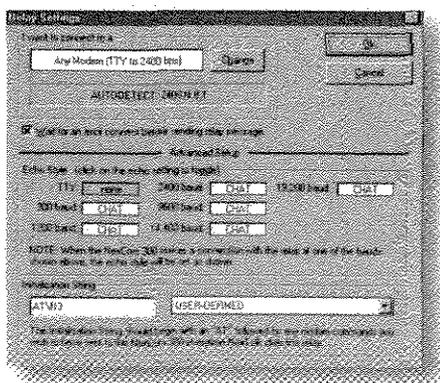
Using Nextalk software with ASCII Split Screen

The following guidelines will assist you when using ASCII Split Screen through Relay Colorado. After you dial the relay service, you will need to activate the NexTalk software in order to use the split screen.

NexTalk for Windows (Version 2.12b)

You will need to set your NexTalk for Windows relay settings to CHAT mode and 1200 bps or above:

- 1 Go to 'Phone Book' button.
- 2 Click the 7th or 8th tab.
- 3 Click on 'Settings'.
- 4 Click on 'Set Relay'.
- 5 If you have already set relay call types, select 'USER-DEFINED' from the listing. Then, press 'Edit "User Defined" Settings' button.



- 6 Your 'Relay Settings' should look like the screen on the right. (Be sure you click the square to the left of "Wait for ascii connect" before sending relay message" so that an "X" appears in the box.)

When you connect with relay, you will need to press F11 Key (or go to 'Settings' menu and select 'Split-Screen chat is...') to activate the split screen.

Future Software with ASCII Split Screen

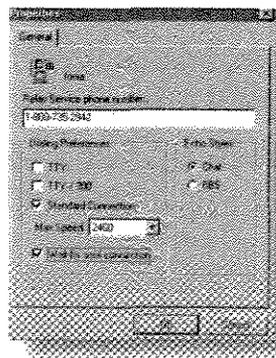
Future Software will work for interruptions (ASCII users can interrupt the agent if needed, or the agent can interrupt the ASCII user if requested to do so by the voice party). However, it does not offer Split Screen. For more specific instructions on modem settings or for other software, please contact the product's manufacturer.

NexTalk VM (Version 3.15b and above)

Most NexTalk VM software has the default setting as 'CHAT' mode at any speed. If you want to use ASCII Split Screen, you will need to set your NexTalk VM relay settings to 1200 bps and above.

- 1 Click 'Settings' menu and select 'Preferences'.
- 2 Click 'Call Types'.
- 3 If you have already set relay call types, select the relay icon (call type) and click on 'Edit'.
 - > Click on 'Standard Modem'. Set max speed to 1200.
 - > Be sure the 'TTY' and 'TTY/300' boxes are empty.
 - > Click on "Wait for ascii connection" so that a check mark appears in the box.
 - > Click on 'Chat' under Echo Styles so that a bullet appears in the circle.

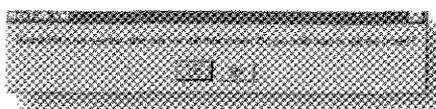
- 4 If you have not created relay call types, click on the 'Add Relay' button.



- > Select your state relay from the listing.
- > Click on 'Standard Modem' and set max speed to 1200 or above.
- > Be sure the 'TTY' and 'TTY/300' boxes are empty.
- > Click on "Wait for ascii connection".
- > Click on 'Chat' under 'Echo Styles' so that a bullet appears in the circle.

Your 'Properties' screen should look like the one above.

- 5 Once you connect with the relay service, you will need to



click on the 'Horizontal' or 'Vertical' button to activate the Split Screen. (When the message

window below appears on your screen, just click "Yes".)



For people with a speech loss who prefer to hear their relay calls

► CO Hearing Carry-Over
1-800-659-2656

Sprint Relay Customer Service
 TTY/Voice/ASCII
1-800-676-3777

Servicio al Cliente de Sprint Relay
 TTY/Voz/ASCII
1-800-676-4290

For information on relay through TTY public payphones contact Sprint Relay Customer Service.

What is Hearing Carry-Over (HCO)?

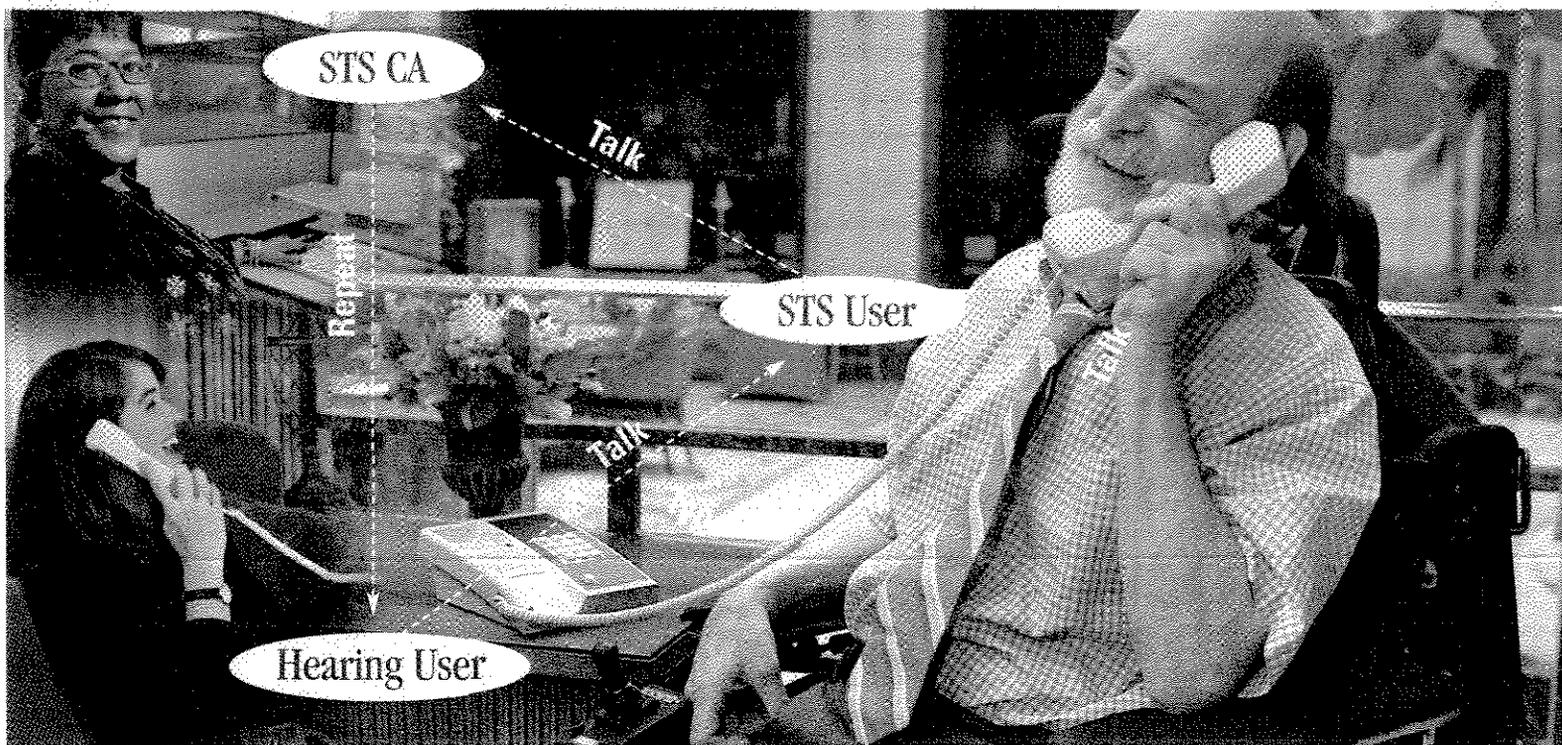
- Hearing Carry Over (HCO) allows speech-disabled users with hearing to listen to the person they are calling through Relay Colorado.
- The relay agent serves as the customer's voice. The HCO user types his/her conversation for the relay agent to read to the standard telephone user.
- Callers may request a male or female agent.
- To use HCO, a text-telephone (TTY) is required.

For further assistance with Hearing Carry-Over, call Sprint Relay Customer Service at **1-800-676-3777 (TTY/Voice)**

How do I place an HCO call?

- ① Dial Relay Colorado at 1-800-659-2656.
- ② Greeting from the relay operator will appear.
- ③ Type the number you want to call to and "HCO GA". Pick up the receiver.
- ④ Wait for the agent to say, "One moment for your call to begin" to the person you are calling.
- ⑤ Place the receiver on the TTY. Type your response, then "GA".
- ⑥ Pick up the receiver. Your caller will speak directly to you.
- ⑦ After your caller says, "Go Ahead," type your response. Then type "GA". Continue this process throughout your conversation.





Be heard *and* understood with Speech-to-Speech (STS) Relay

► **CO Speech-to-Speech**
1-877-659-4279

► **Sprint Relay Customer Service**
TTY/Voice/ASCII
1-800-676-3777

See reverse for STS calling instructions
and additional information.

What is Speech-to-Speech Relay

- Speech-to-Speech (STS) is a free service offered by Relay Colorado.
- STS enables a person with a speech disability to communicate over the telephone using his or her own voice or voice synthesizer.
- STS calls can be made by anyone or to anyone with a speech disability. STS calls can also be made by people or to people who use a TTY, or even to another person with a speech disability.
- Specially trained Relay Operators (OPRs) provide Speech-to-Speech service by acting as the speech-disabled user's voice. The OPR will listen and repeat the speech-disabled user's dialogue to the called party.
- Sprint's unparalleled equipment and exceptional STS OPR training ensure that speech-disabled users will be heard *and* understood.
- Available 24 hours a day, 365 days a year, with no restrictions on the length or number of calls placed.
- All STS calls are strictly confidential and federal law prohibits OPRs from revealing the content or any information about any relay call.
- Relay Colorado can set up a customized calling profile for you that includes your calling instructions and frequently called numbers. This enables OPRs have your information beforehand, and allows you to make STS calls more efficiently.





Comments from actual Speech-to-Speech users

"STS has dramatically increased my clients' independence and feelings of self-worth. This service enables them to communicate with people in the community that are not familiar with their speaking patterns. Before STS, my clients were dependent upon their caregivers to make calls for them. They had no control over their interactions and when their caregivers weren't available, they just didn't make phone calls. Now, my clients can call anyone, anytime they please."

—Donna Cole, C.C.C., SLP
PROVAIL

"Before I began using STS, I had to rely on someone else to speak on the telephone for me. I couldn't schedule my own appointments or even communicate with my relatives. With STS I know that the OPR will understand me and tell the person I'm calling exactly what I said. I can now manage my personal and business affairs. STS has really been a godsend!"

—Doug Dague

"STS allows me to be in charge of my life via the telephone. I recently used STS to call my travel agent and make reservations for a trip to Las Vegas. It felt great to do that on my own!"

—Diane Laurine

Be heard *and* understood with Speech-to-Speech (STS) Relay

How do I place a Speech-to-Speech call?

- ① Dial Relay Colorado Speech-to-Speech at 1-877-659-4279.
- ② You will hear, "Relay Colorado OPR (number). May I have the number you are calling please?"
- ③ Voice the area code and telephone number of the party you want to call.
- ④ Voice to the OPR any special call instructions you have such as:
 - > Repeat everything
 - > Repeat only if I am not understood
 - > Leave the following information on the called party's answering machine
- ⑤ The OPR will say "Go Ahead" to you as your cue to speak directly to your party. The OPR will repeat what you have said if the called party does not understand you. There may be instances where you will be asked to repeat your message to ensure that it is conveyed correctly.
- ⑥ Say "Go Ahead" when you are ready for the other person to respond.

A brief history of Speech-to-Speech

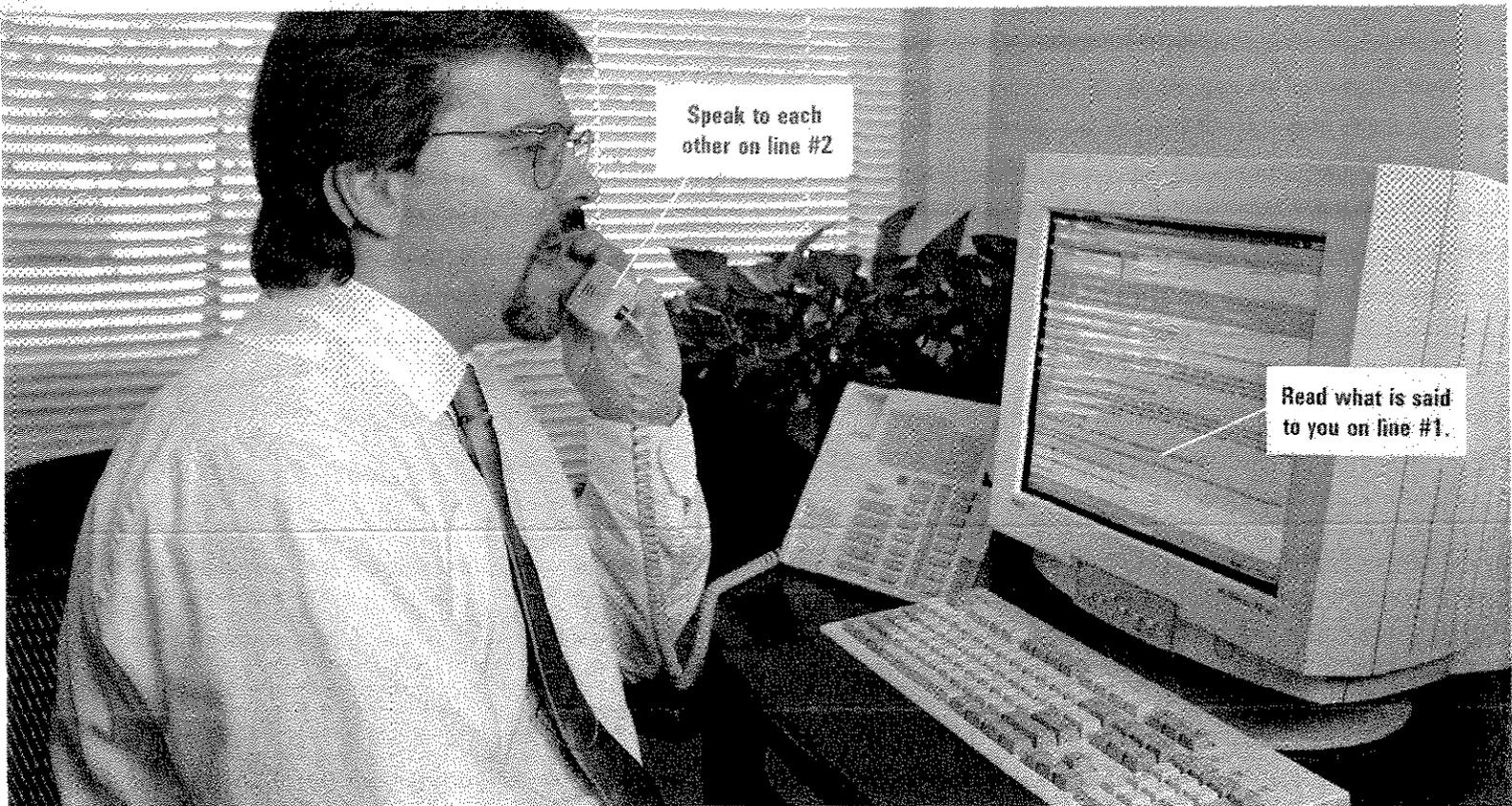


▲ Dr. Segalman

Bob Segalman, PhD, who has a cerebral palsy-related speech disability, envisioned Speech-to-Speech in November 1995 driven by his desire to find an easier way to make telephone calls. Dr. Segalman can hear but people sometimes have difficulty understanding his speech. Because he has some manual dexterity limitations, using a TTY (text telephone device) to make a standard relay call was a slow and often frustrating process for Dr. Segalman. By addressing his own basic needs, Dr. Segalman successfully bridged a major communication gap for all individuals with speech disabilities.

Acting initially in his home state of California, Dr. Segalman persuaded state legislators, as well as the California Public Utilities Commission, to provide full telecommunications access for individuals with speech disabilities. Inspired by Dr. Segalman's vision of a liberating communication tool, Sprint developed Speech-to-Speech Relay, a free service that provides specially trained operators to assist customers with speech disabilities. Speech-to-Speech Relay was first offered in June 1996 by the California Relay Service and is now offered in all 50 states. Colorado is proud to be one of the first states to offer this vital service.





For more natural conversation without pauses or "GA"s

► **CO 2LVCO**
1-877-659-8260
For calls within Colorado only.

► **National 2LVCO**
1-877-826-2255
For state-to-state calling.

Sprint Relay Customer Service
TTY/Voice/ASCII
1-800-676-3777

Servicio al Cliente de Sprint Relay
TTY/Voz/ASCII
1-800-676-4290

For information on relay through TTY public payphones contact Sprint Relay Customer Service.

Two-Line Voice Carry-Over (2LVCO) makes it possible for both parties—the deaf/hard-of-hearing person and the hearing person—to speak to each other. At the same time, the deaf/hard-of-hearing person is also able to read what the hearing person says. There is no need to say "GA" or "Go Ahead". Two separate phone lines are needed for 2LVCO, one of which must have three-way calling service provided by your local phone company. Because two lines are used, the relay operator hears everything but types only what the hearing party says to the deaf/hard-of-hearing person.

How do I place a Two-Line VCO call?

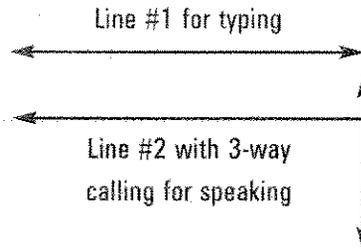
- 1 Dial 1-877-659-8260 (VCO) or 1-800-659-4656 (ASCII) on line #1 and say, "2-Line VCO, please call me back on (provide the telephone number of line #2, your voice phone)."
- 2 The relay operator will call you back on line #2. Answer by speaking and check that the operator can hear you.
- 3 Press the flash button or switch-hook to obtain a second dial tone. Dial the hearing party.
- 4 Press the flash button or switch-hook to reconnect the operator. Begin your conversation.

See reverse side for more detailed information.



A Conversation Diagram of Two-Line VCO

- 1 Deaf/hard-of-hearing person calls Relay Texas on line #1 (ASCII or TTY) and asks the relay operator to call back on line #2 (Voice).



- 5 Operator listens to hearing person and types verbatim to deaf/ hard-of-hearing person.

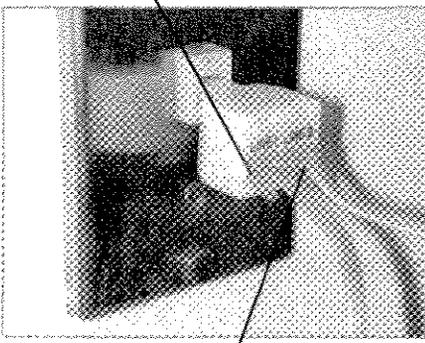
- 2 Deaf/hard-of-hearing person answers line #2 and asks the operator to hold.
- 3 Deaf/hard-of-hearing person calls hearing person on line #2 and conferences the call.



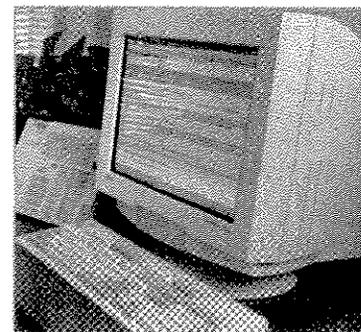
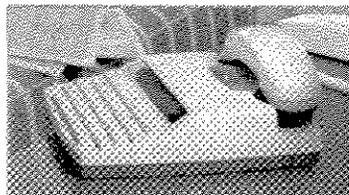
- 4 Hearing person speaks and listens directly to deaf/ hard-of-hearing person.

What equipment do I need to use Two-Line VCO?

- 1 One telephone line from your local phone company. This is line #1 (ASCII or TTY).

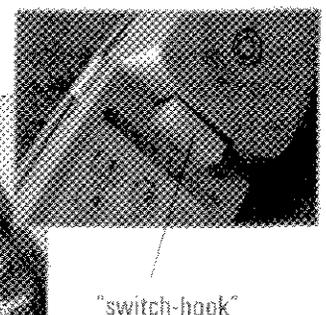
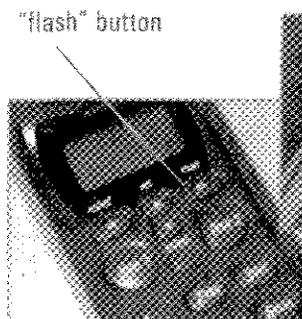


- 2 A TTY or personal computer equipped with a modem. This is for line #1.



- 2 A second telephone line from your local phone company with "Three-Way Calling" feature. This is line #2 (Voice).

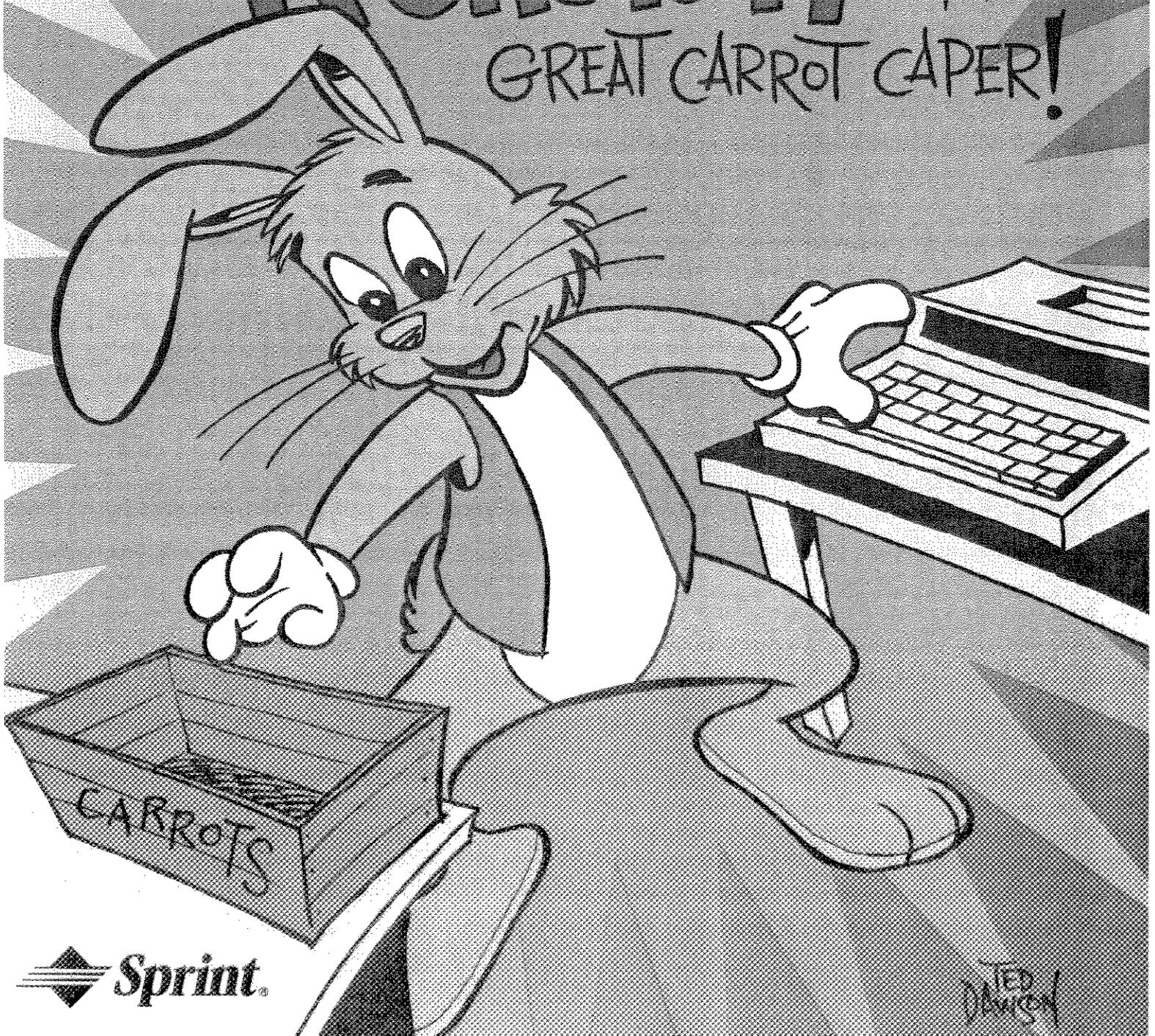
- 3 A telephone with a "flash" button is recommended for use with line #2. Otherwise, the "switch-hook" on a telephone may be used to obtain a second dial tone.



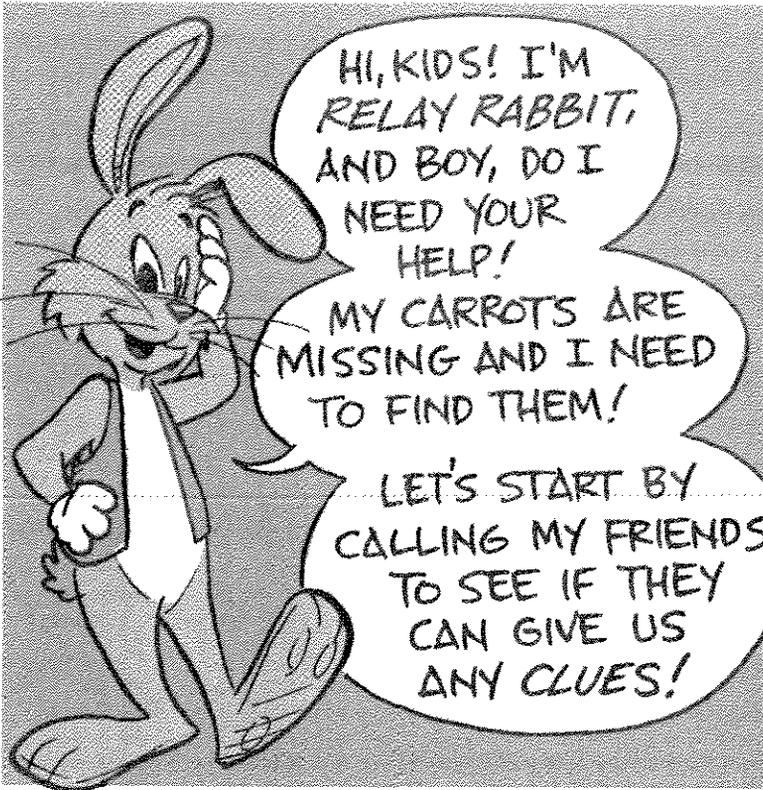


Relay Rabbit

AND THE GREAT CARROT CAPER!



TED
DAVISON



HI, KIDS! I'M RELAY RABBIT, AND BOY, DO I NEED YOUR HELP!

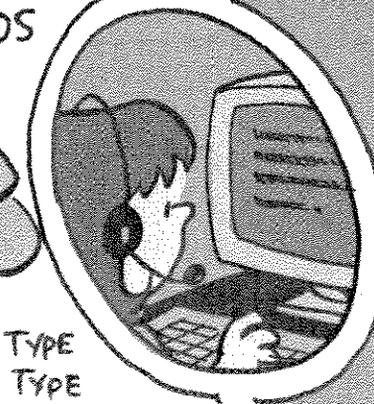
MY CARROTS ARE MISSING AND I NEED TO FIND THEM!

LET'S START BY CALLING MY FRIENDS TO SEE IF THEY CAN GIVE US ANY CLUES!

I USE THE RELAY SERVICE TO CALL MY FRIENDS! RELAY LETS PEOPLE WHO ARE DEAF, HARD OF HEARING, DEAFBLIND OR SPEECH DISABLED TALK TO PEOPLE WHO CAN HEAR...AND EACH OTHER!

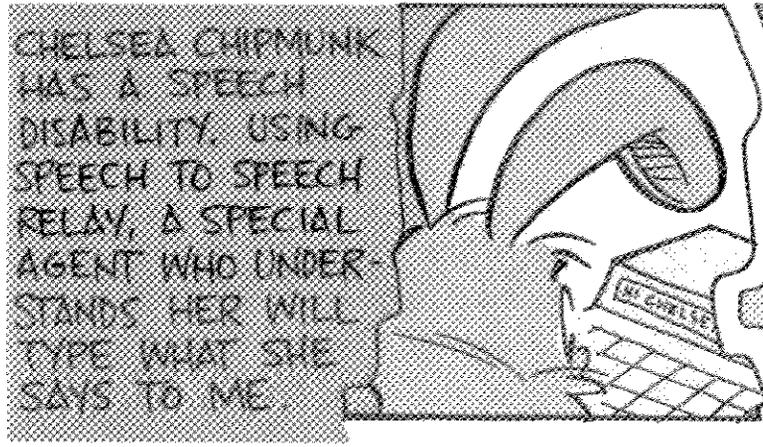


FIRST, I DIAL THE RELAY SERVICE AND GIVE THE RELAY OPERATOR TYRONE'S NAME & PHONE NUMBER. I TYPE WHAT I WANT TO SAY, THEN THE OPERATOR READS IT TO TYRONE. WE SAY "GA" TO LET EACH OTHER KNOW WE ARE FINISHED SPEAKING.



HEY, TYRONE, MY CARROTS ARE MISSING! HAVE YOU SEEN THEM? GA

GOSH, I HAVE NO IDEA WHERE THEY ARE. MAYBE CHELSEA CAN HELP! GA



CHELSEA CHIPMUNK HAS A SPEECH DISABILITY. USING SPEECH TO SPEECH RELAY, A SPECIAL AGENT WHO UNDERSTANDS HER WILL TYPE WHAT SHE SAYS TO ME.



HI, CHELSEA! HAVE YOU SEEN MY MISSING CARROTS

SORRY, RELAY RABBIT! MAYBE MARISSA CAN HELP!

MY FRIEND MARISSA MOUSE IS DEAF AND LIKES TO USE HER OWN VOICE ON THE PHONE! SHE USES VOICE CARRY OVER RELAY! WHEN I CALL HER, A RELAY AGENT TYPES WHAT SHE SAYS TO ME!



HI, MARISSA! MY CARROTS ARE MISSING! HAVE YOU SEEN THEM? GA

GOSH, I'M SORRY, I DON'T HAVE A CLUE! MAYBE SARAH CAN HELP! GA



MY FRIEND SARAH SQUIRREL CAN HEAR BUT SHE CAN'T SPEAK. SHE USES HEARING CARRY OVER RELAY! WHEN I CALL HER, WE BOTH TYPE ON OUR TTYs. AN AGENT READS WHAT I TYPE TO HER AND SHE PICKS UP HER RECEIVER AND LISTENS!



HI, SARAH! MY CARROTS ARE MISSING! HAVE YOU SEEN THEM? GA

SORRY, I CAN'T HELP, RELAY RABBIT! WHY DON'T YOU TRY GATO? GA

MY FRIEND GATO ADELANTE IS HEARING & HE SPEAKS SPANISH! SO HE USES SPANISH RELAY! WHEN I CALL HIM, A SPANISH SPEAKING AGENT TRANSLATES FOR US!



GUESS WHAT GATO! MY CARROTS ARE MISSING! GA

¡NO HE VISTO LAS ZANAHORIAS!*

GEE, THIS IS TERRIBLE! I'VE CALLED ALL MY FRIENDS AND NOBODY HAS SEEN MY CARROTS! WHAT CAN I DO??

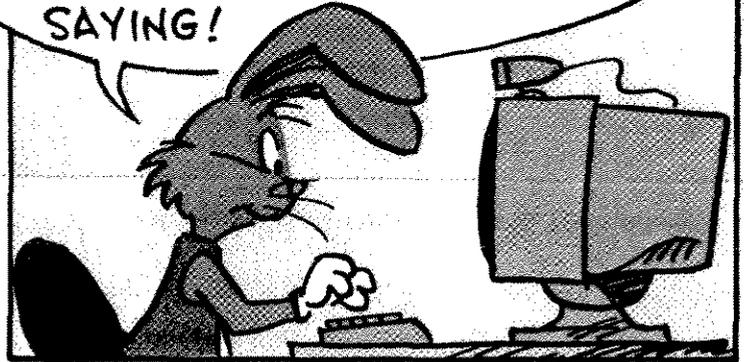


* I HAVEN'T SEEN THE CARROTS!

I'M HAVING SUCH A BAD DAY!
I'LL CALL MOM THROUGH
VIDEO RELAY SERVICE. SHE
ALWAYS KNOWS HOW TO
CHEER ME
UP!



WHEN I DIAL THE VIDEO RELAY
SERVICE, A VIDEO INTERPRETER
CAN SEE ME THROUGH THIS VIDEO
CAMERA ON MY COMPUTER. I SIGN
TO THE VIDEO INTERPRETER AND
SHE TELLS MY MOM WHAT I'M
SAYING!



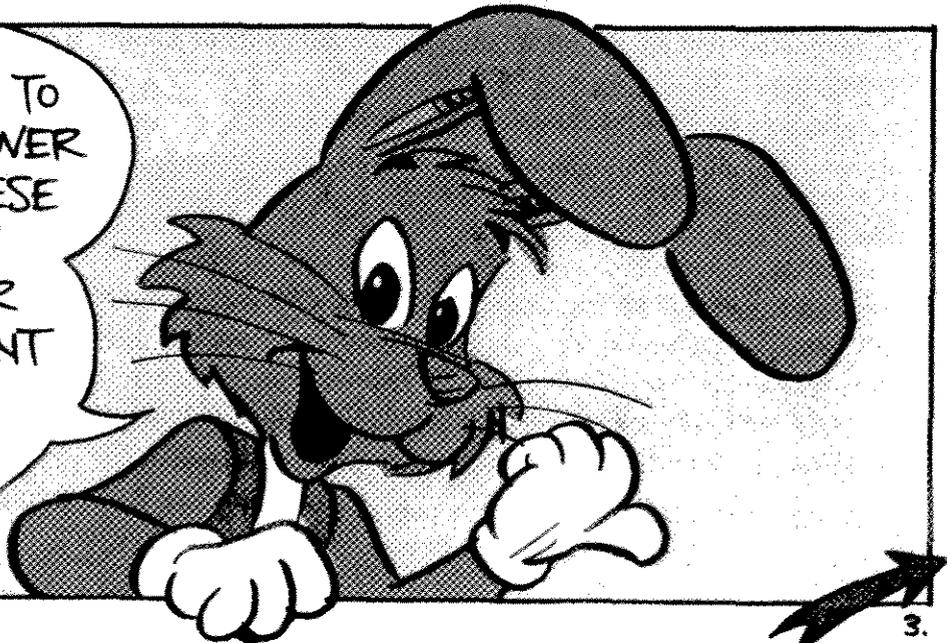
HI, MOM! I'M REALLY
HAVING A BAD DAY!



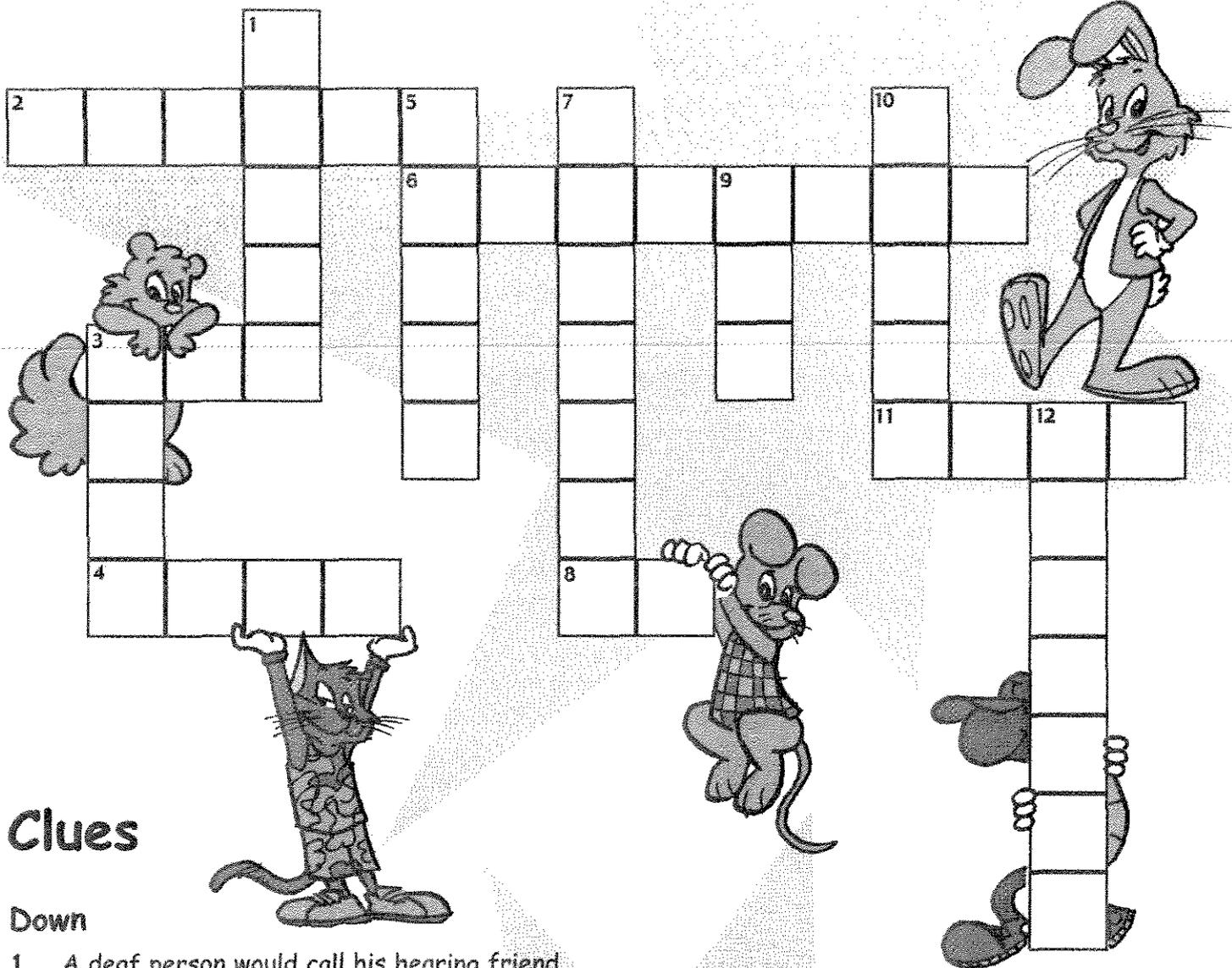
WELL, I'VE GOT A SURPRISE THAT'S
SURE TO CHEER YOU UP! I TOOK
YOUR CARROTS AND MADE YOU A
DELICIOUS CARROT
CAKE! SURPRISE!



NOW I'LL USE RELAY TO
INVITE MY FRIENDS OVER
FOR CAKE! TRY THESE
GAMES TO SEE HOW
MUCH YOU REMEMBER
ABOUT THE DIFFERENT
KINDS OF RELAY I
USE TO CALL MY
FRIENDS!



Crossword Puzzle Fun!



Clues

Down

1. A deaf person would call his hearing friend through the _____ service.
3. A relay operator types spoken words into _____ that can be read on a TTY.
5. Relay service is available 24 _____ a day, 7 days a week.
7. Sarah Squirrel can hear but cannot speak, so she uses _____ Carry Over to make her relay calls.
9. Relay Rabbit uses American Sign Language or _____ to communicate with a Video Relay Interpreter.
10. Marissa Mouse likes to use her own _____ when she makes a relay call so she uses Voice Carry Over Relay.
12. Gato Adelante uses _____ Relay so his conversations can be translated into English when he calls Relay Rabbit.

Across

2. Chelsea Chipmunk has a _____ disability, so she uses Speech to Speech Relay.
3. The device that Relay Rabbit uses to read the text messages typed to him by a relay operator is called a _____.
4. A relay operator will _____ what Tyrone Turtle says to Relay Rabbit for him to read on his TTY.
6. A relay _____ will voice what you type and type what your friend says back to you.
8. During a relay call, you need to type _____ when you are finished speaking.
11. Using relay service is fun and _____.



NOW YOU CAN DIAL

711

TO REACH RELAY!



OH, NO! I CAN'T FIND WHERE I WROTE DOWN THE TOLL-FREE RELAY SERVICE NUMBER!

DON'T WORRY, TYRONE! JUST DIAL 7-1-1

IT'S STILL TOLL-FREE AND A LOT EASIER TO REMEMBER!

BUT DON'T GET IT CONFUSED WITH 9-1-1! THAT'S FOR EMERGENCIES!

LET'S REVIEW HOW TO MAKE A RELAY CALL!

CALL THE RELAY SERVICE OR DIAL 7-1-1

TYPE OR SAY THE NUMBER & NAME OF THE PERSON YOU WANT TO CALL FOR THE RELAY OPERATOR!

AFTER THE OPERATOR CONNECTS YOU, TYPE OR SPEAK DIRECTLY TO THAT PERSON... NOT TO THE OPERATOR!

TYPE OR SAY "GA" WHEN YOU'RE DONE TYPING OR TALKING!

TYPE OR SAY "GA TO SK" AT THE END OF YOUR CONVERSATION!

Trace these Relay Colorado toll free numbers to help you remember them!

www.sprintrelayonline.com Internet Relay

www.covrs.com Video Relay

1-800-659-2656
TTY

1-800-337-3242
Spanish

1-800-659-3656
Voice

1-900-230-6161
900 Services

1-800-659-4656
ASCII

1-800-676-3777
Customer Service

1-877-659-8260
VCO

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