

Hi, I am a deaf user of VP-200 Video Phone for Video Relay Calls. I want to let you know that I feel Sorenson Video Relay Service (VRS) is not making their equipment functionally equivalent as I like the freedom to use any VRS provider when making calls. The VP-200 makes the missed call and caller id not work properly when I do not use Sorenson when making VRS calls or receive calls from others.