HamiltonRelay.com

Connect with Maine Relay and CapTel® Service

Maine Relay™ DIAL 7-1-1

To reach a CapTel user, dial 711 or:
English: 877-243-2823
Spanish: 866-217-3362

For information regarding CapTel equipment available through Maine Relay, contact:

Maine Center on Deafness
Telecommunications Equipment Program
68 Bishop St., Ste. 3
Portland, ME 04103

Voice/TTY: 207-797-7656
Voice/TTY: 800-639-3884 (Toll Free)
Fax: 207-797-9791
Visit: http://mcdmaine.org/programs/telecommunications-equipment-program

Customer Service - Available 24/7
If you have suggestions, comments or concerns, please contact:
Maine Relay Customer Service
P.O. Box 285
Aurora, NE 68818

English: 888-269-7477
Spanish: 866-670-9134
Fax: 402-694-5110
E-mail: merelay@hamiltonrelay.com

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

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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.

See What They Say is a registered trademark, used under license by Hamilton Relay, Inc.

What is Captioned Telephone?

Captioned Telephone (CapTel) is a *free service 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

* Although the captioning service is free, standard long distance charges 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.

For more information on how to obtain a CapTel phone, please refer to the back page.

Connecting with CapTel

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

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

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 scene, 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.

Placing Calls with Captions

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.

Receiving Calls with Captions

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 711 and notify the operator that they are calling a CapTel user, or dial the toll-free captioning service

- Your callers dial 711 or the captioning service at 1-877-243-2823 (English) or 1-866-217-3362 (Spanish) and when prompted, they will need to provide your telephone number
- When your CapTel phone rings, with the Captions Button turned on, simply answer the phone and the captions will appear shortly thereafter

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

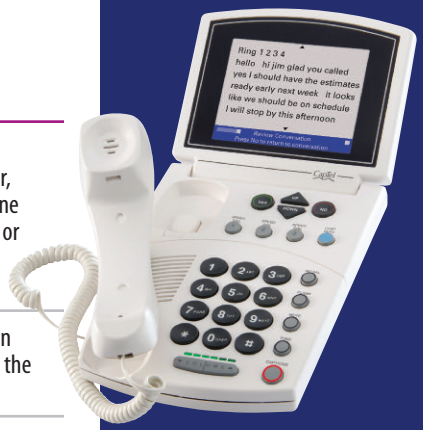
- Calls received are automatically captioned
- Callers simply dial your phone number directly
- When your CapTel phone rings, with the Captions Button turned on, simply answer the phone and the captions will appear shortly thereafter

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

For more information on 1-line and 2-line CapTel, please refer to the chart provided in this brochure.

1-Line CapTel vs. 2-Line CapTel

	1-Line CapTel	2-Line CapTel
Number of Lines *For those with only digital phone service, additional options are available. For more information call 888-514-7933 or visit www.hamiltoncaptel.com.*	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.
How Calls are Managed	Spoken converstions and captions provided through one telephone line.	Spoken conversation is provided on one line; captions are provided on the second line.
Captioning	Captions must be turned on prior to dialing the number to call. A red light indicates that captions are "on".	Captions can be turned on or off at any point in the conversation.
Outgoing Calls	Outgoing calls are automatically routed through the 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.
Calling Features	Call-waiting and automatic call back (*69) are not available.	Call-waiting and automatic call back (*69) can be used.
Three-Digit Dialing	CapTel users are able to dial three digit numbers such as 2-1-1 and 4-1-1 directly from the CapTel phone. Three-digit dialing codes are available in most states nationwide and allow quick and convenient access to important services.	Three-digit dialing functions the same in 1 Line or 2 Line mode.
911 Calls *Note that CapTel Captioning Centers are not 911 centers and do not assume responsibility for calls placed through 911*	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.



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

That's what I'm talking about

HAMILTON relay