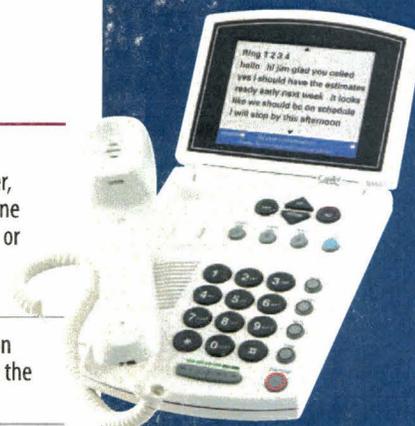


## 1-Line CapTel vs. 2-Line CapTel

	1-Line CapTel	2-Line CapTel
<b>Number of Lines</b> <i>For those with only digital phone service, additional options are available. For more information call 888-514-7933 or visit <a href="http://www.hamiltoncaptel.com">www.hamiltoncaptel.com</a>.</i>	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.
<b>How Calls are Managed</b>	Spoken conversations and captions provided through one telephone line.	Spoken conversation is provided on one line; captions are provided on the second line.
<b>Captioning</b>	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.
<b>Outgoing Calls</b>	Outgoing calls are automatically routed through the CapTel Captioning Center.	Both incoming and outgoing calls are automatically routed through the CapTel Captioning Center.
<b>Calling a CapTel User</b>	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.
<b>Calling Features</b>	Call-waiting and automatic call back (*69) are not available.	Call-waiting and automatic call back (*69) can be used.
<b>Three-Digit Dialing</b>	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.
<b>911 Calls</b> <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.



Kansas City Center  
 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.



# Important Information Regarding Kansas Relay Center

**Kansas Relay Center (KRC)** is a public service which guarantees all citizens access to prompt, professional and accurate communication through the telephone. Consumers of these specialized services, specifically individuals who are deaf, deaf-blind, hard of hearing or have difficulty speaking, can communicate on the telephone via TTY/TDD, Voice Carry Over (VCO), Hearing Carry Over (HCO), Speech-to-Speech (STS), Spanish-to-Spanish and Captioned Telephone in order to connect with family, friends or businesses with ease.

## Here's how KRC works:

Dial 7-1-1 or the appropriate toll-free number provided below to connect with KRC. A qualified Communication Assistant (CA) will ask for the area code and number of the person you wish to call and begin the relay call. Generally, the CA will voice the typed message from the text telephone (TDD/TTY) user to you. The CA relays your voiced message by typing it to the TDD/TTY user.

## Specialized Services:

KRC offers specialized services for individuals who have difficulty speaking and for Spanish speaking residents. Specially trained CAs are on hand to assist in these types of calls by dialing the associated number provided at the top of this page. Since KRC offers a variety of services please refer to the website listed or call KRC Customer Service for more detailed instruction on how a particular call is processed.

**Captioned Telephone** is also available and ideal for individuals with hearing loss who are able to speak for themselves. A captioned telephone works like any other telephone with an essential difference: it allows you to listen as well as read every word the other party says throughout the conversation on the display window.

## Access to Services:

Both 7-1-1 and the 800 numbers are toll free calls and provide access to the same relay services. If you are experiencing trouble dialing 7-1-1 to reach KRC, please call KRC Customer Service.

All services are available 24 hours a day, seven days a week. Consumers may place relay calls to English and Spanish speaking persons within Kansas, across the United States and even internationally. By law, each conversation is handled with strict confidentiality. There is no charge to access KRC, although standard long distance charges apply.

**To place a call using  
Kansas Relay Center, dial 7-1-1**  
or dial one of the toll free numbers below:

**TTY/Voice:** 1-800-766-3777

**Spanish:** 1-866-305-1343

**Speech-to-Speech:** 1-866-305-1344

**Spanish Speech-to-Speech:** 1-866-305-1343

## **Customer Service Information:**

1-866-735-2957 V/TTY

9107 Bluebonnet Centre Blvd.

Baton Rouge, LA 70809

Email: [ksrelay@hamiltonrelay.com](mailto:ksrelay@hamiltonrelay.com)

Web: [www.KansasRelay.com](http://www.KansasRelay.com)

## **Captioned Telephone**

### **Customer Service:**

1-888-269-7477

**To call a Captioned Telephone user, dial:**

7-1-1 or 1-877-243-2823

## **Special points of interest:**

### • **Equipment Distribution Program**

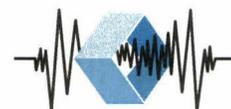
The Kansas Telecommunication Access Program offers amplified phones, TTY's Voice Carry Over (VCO) phones, Captioned Telephones and other equipment to eligible individuals in Kansas who are deaf, deaf-blind, or who have difficulty with speech, mobility and cognitive capabilities. For more information you can visit <http://www.kansastap.org> or call 1-785-234-0200 (V) or 1-785-234-0207 (TTY).

### • **Emergency Calls**

**Please note that 7-1-1 is only to be used to reach Kansas Relay Center.**

### **In an EMERGENCY you should continue to use 9-1-1**

For emergencies, call 9-1-1 or your local emergency service TTY number directly, without using relay. The Americans with Disabilities Act (ADA) requires that 911 centers have a TTY and be prepared to handle emergency calls placed in this manner. Kansas Relay Center will make every effort to assist you in an emergency. However, it is important to understand that relay centers are **not** 911 centers and do not assume responsibility for emergency calls.



**Kansas Relay Center**

Powered by Hamilton Relay

## Kansas Relay Center

### What is Kansas Relay Center?

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### How does relay work?

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### Captioned Telephone (CTS)

Captioned Telephone is ideal for individuals with hearing loss who are able to speak for themselves. A captioned telephone works like any other telephone with an essential difference: it allows you to listen as well as read every word the other party says throughout the conversation on the display window. To call a Captioned Telephone user, dial: 7-1-1 or 1-877-243-2823.

### How do I apply for specialized equipment?

The Kansas Telecommunication Access Program offers amplified phones, TTYs, Voice Carry Over (VCO) phones, Captioned Telephones and other equipment to eligible individuals in Kansas who are deaf, deaf-blind, hard of hearing, or have difficulty with speech, mobility and cognitive functions. For more information, visit <http://www.kansastap.org> or call 1-785-234-0200 (V) or 1-785-234-0207 (TTY).

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[ksrelay@hamiltonrelay.com](mailto:ksrelay@hamiltonrelay.com)  
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