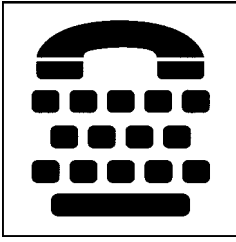


**RELAY AND
TTY
INFORMATION**

VERMONT TELECOMMUNICATIONS RELAY SERVICE (VTRS)



A 24-hour service assists Vermonters who are Deaf, Hard of hearing, or speech impaired by providing toll-free phone numbers to enable people who use TTY to communicate with people with a voice phone only, and vice-versa.

Dial 711 (Some phone systems cannot accommodate the 711 number so use 1-800-295-0195 instead) Give the Communication Assistant (CA) the number of the person you are trying to reach. When the phone is answered, the CA will relay the deaf person's typed greeting to you. As you speak, the CA will type your response back. The TTY user will read the message as it flashes across a small screen above the TTY keyboard. The conversation then proceeds with each party's comments being relayed back and forth by the CA.

<u>PHONE RELAY #</u>	<u>VIDEO RELAY #</u>
711	866-410-5787
VOICE OR TTY	VOICE

Vermont Relay Service
Elena Krueger
147 Knight Ave
Williston, VT 05495

1-866-879-6942 (Toll Free TTY)
1-802-879-6942 (TTY)
1-802-879-4787 (Voice)
1-802-879-4831 (Fax)

Email Address: elena.krueger@sprint.com

Don't Hang Up

The goal of the Don't Hang Up campaign is to decrease the frequency of hang-ups by people who are unfamiliar with relay. The campaign includes a public service announcement, as well as articles in business publications.

Relay Information

CapTel

Ideal for people with some degree of hearing loss, the Captioned Telephone (CapTel) works like any other telephone with one important addition: It displays every word the caller says throughout the conversation. CapTel phone users can listen to the caller, and can also read the written captions in the CapTel's bright display window.

Video relay

Video relay service (VRS) lets users communicate visually in their native American Sign Language (ASL) for a richer communications experience. VRS allows the use of ASL in visual conversations with standard telephone users over special phone terminals or computers with high-speed internet connection.

Internet Relay

Sprint Relay Online (internet relay service) puts the power of Web communication at computer users' fingertips for relay calls without the use of TTY devices.

Speech to speech

Specially trained relay operators serve as the speech-disabled user's voice and repeat his/her responses to the called party. Relay speech-to-speech (STS) operator training helps speech-disabled users to be heard and understood. There may be instances where an STS user will be asked to repeat his/her message to ensure that it is conveyed correctly.

For voice carryover users

Voice carryover (VCO) allows hard-of-hearing users to speak directly to a hearing person. When the hearing person speaks to you, a CA will serve as your "ears" and type everything said to you on a TTY or text display.

For hearing carryover users

Hearing carryover (HCO) allows speech-disabled users with hearing to listen to the person they are calling. The HCO user types his/her conversation for the CA to read to the standard telephone user.

TTY CONVERSATION ETIQUETTE

GA When you talk with another person by TTY, you type while the other person reads.

When you want the other person to respond, type GA for “Go Ahead”.

GA OR SK To say good-bye, type GA OR SK. This give the other person a chance to say any last words before ending the conversation.

SKSK To end the conversation, type SKSK for “Stop Keying”.

Q Some people prefer to type Q for “question” instead of a question mark because it saves time and is easier to type.

XXXXX Means you made a mistake ignore what you just typed and do over.

Abbreviations:

GA Go Ahead

SK Stop Keying

CD or CLD Could

CUL See you later

CUZ Because

HD or HLD Hold

MTG Meeting

NBR Number

OIC Oh, I see

OPR Operator

PLS Please

Q Question Mark

R Are

SHD Should

THX Thanks

TMW Tomorrow

U You

UR Your

TTY CHEAT SHEET

There are 2 ways to hook up the TTY. You can just plug the TTY into the phone line in place of what you normally do with your telephone. That includes plugging the adapter in the socket and the phone line plugs into the phone jack. That is called direct connect.

Or you can just plug the TTY's adapter into the socket to give the TTY power. Have your regular phone nearby in case a TTY call comes through. Then when you pick up the phone and hear a beeping sound or silence you can immediately place the phone receiver onto the TTY's phone pads to answer a TTY call.

Regular Phone with TTY

To Make a Phone Call

1. Turn on the TTY. (hit switch on the right side that says on/off)
2. Pick up phone receiver place on pads with cord on the left side.
3. Punch in phone number you're calling on your regular phone.
4. Wait for answer then proceed to type your messages. REMEMBER "GA"!!! (Look at etiquette guide)
5. When you are ready to hang up remember to type "SKSK" to signify end of conversation.

Answering a Call

If you pick up the phone and hear a beeping sound like a fax machine or silence then:

1. Switch TTY on.
2. Pick up phone receiver place on pads with cord on the left side.
3. Type a greeting. [Example: "**Martha here GA**"]
4. Proceed with conversation.
5. When you are ready to hang up remember to type "**SKSK**" to signify end of conversation.
6. Switch TTY off.

By direct connect call- TTY has line into wall

To Make Phone Call

1. If answering machine is on, push Escape (Esc) button- this will turn off answering machine so you can dial out.
2. Press control (ctrl) + 1(dial) at the same time. Then a prompt will come up [**Type name, num, or cr**].
3. Punch in phone number you're calling.
4. Press Return. [Prompt will come up [**Dialing**] whatever number you put in]
5. Proceed with conversation. REMEMBER "**GA**"!!!!!! (Look at etiquette guide)
6. When you are ready to hang up remember to type "**SKSK**" to signify end of conversation.

Answering a Call

1. Push Escape (Esc) button to shut off answering machine.
2. Proceed as above.
3. Switch off TTY or follow hang up instructions.

Hanging up

Anytime you want to hang up you can:

Either switch off TTY or push Control (Ctrl) + 2 (hang up) at the same time – will see display **[hang up phone Y/N]**, press “Y” to hang up.

Setting the outgoing “auto answer memo” (answering machine message- example- sorry we are not home, please leave a message.)

1. Press control (ctrl) and 6 (memo) key at the same time.

You will see: “**[edit memo-----]** “

2. Press the space bar key until you see **[Answer”]** on the display screen and then press the return button. (you will see a blinking letter.)

3. Type your outgoing message.

4. Press control (ctrl) and 6 (memo) at the same time. (It will say **[Memo saved]**)

Auto-Answer on a direct connect TTY

If TTY is not on, switch on

1. Press the control (ctrl) button and the plus and equal key at the same time.

2. It should display **[answer memo) answer-----]**

3. Press the return button to get the answering machine on and how many messages are saved. If the display says

[auto ans on 0 msg] it means you have turned it on right.

4. Press the escape (Esc) key to turn off auto-answer at any time.

Reading Answering machine messages

Auto-answer display shows the number of messages:

[auto ans on 2 msg]

1. Press Escape (Esc) key. Will see this- **[Review Messages Y/N]**

2. Press the “Y” key to see messages.

3. When done switch off TTY and turn back on to set up answering machine message- see above how to do that.

Deleting or changing a Memo

1. Press Control (ctrl) and 6 (memo) key at the same time. You will see **[EDIT MEMO]** on the display.

2. Press the spacebar until you see the memo name on the display.

3. Press Control (ctrl) and 8 key at the same time. You will see **[REMOVE MEMO Y/N]** on the display.

4. Press “Y” to clear memo.

5. Press escape (esc) to leave the list of memos.

6.

Setting Number of Rings

1. Press Control (ctrl) + 9 at the same time

2. Press the return key until the display says **[Auto-Answ Rings (2)]** The original setting is 2.

3. Press the spacebar to choose a number between 2 and 9.

4. Press the escape key to save and leave options.

Printer On/Off

Press Control (ctrl) + 3 at the same time to turn on or off the printer. [Can even do this during a phone call]