

Make your connection...

Vermont Relay

VERMONT TELECOMMUNICATIONS RELAY SERVICE

Winter 2016



Overview of the Vermont Relay Program

Vermont Telecommunications Relay Service (Vermont Relay or VTRS) is a free service for all Vermonters, connecting individuals who are deaf, deaf-blind, hard of hearing, or have a speech disability with users of standard telephones. The service is available, 24 hours a day, 365 days a year.

Vermont Relay is more than just providing traditional relay services (TRS) using the TTY, though. With an array of services for deaf, hard of hearing, deaf-blind and speech disabled people, Vermont Relay services can fit a variety of communication needs, and some services can even be combined for the best relay experience. Just take a look at the comprehensive Vermont Relay services below.

CapTel (Captioned Telephone)

Voice

Teletypewriter (TTY), with features such as:

- eTurbo
- Computer (ASCII) Call Processing
- ASCII Split Screen
- Telebraille Service for the Deaf-Blind

Voice Carry-Over (VCO), with features such as:

- VCO with Privacy
- Two-Line VCO
- VCO to TTY
- VCO to VCO

Hearing Carry-Over (HCO), with features such as:

- HCO to TTY
- HCO to HCO

Speech-to-Speech (STS), with features such as:

- My Email Set-Up
- Dedicated customer service support
- Video-assisted STS

Spanish Relay Service, with features such as:

- Spanish-to-Spanish
- Spanish-to-English

VERMONT RELAY SERVICES

- **TTY**
- **Voice Carry-Over**
- **Hearing Carry-Over**
- **Speech-to-Speech**
- **Spanish-to-Spanish**
- **Spanish-to-English**
- **900 Number Service**
- **International Calling**
- **TTY Public Phones**
- **Directory Assistance**
- **Answering Machine Retrieval**
- **9-1-1 Emergency Calls**

Other services include 900 number service, international calling, TTY public phones, directory assistance, and answering machine retrieval.

Vermont Relay will provide training and hands-on demonstrations for any of the products and services listed above, at no charge to you or your organization.

To learn more about any of the services, visit our website at www.vermontrelay.com. You may also email the VTRS account manager at michelle.vicino@sprint.com or the VTRS outreach specialist at jorika.stockwell@sprint.com, or call Vermont Relay Customer Service at (866) 931-9028 TTY/Voice. Don't forget to also check us out on Facebook (see page 3).

www.vermontrelay.com

From the desk of...
Account Manager
Michelle Sangster Vicino



Another year has come and gone and Vermont Relay is still going strong! There have been some significant changes to the program, yet we remain committed to providing the best customer experience.

You can help us do so by providing feedback via our website www.vermontrelay.com or our customer service at 866-931-9028 (TTY/Voice)

Did you know that you can request a Vermont Relay presentation or workshop at no cost to you? Yes, really! Book a presentation, workshop or exhibit at your event by contacting me at:

Michelle.Vicino@sprint.com
www.vermontrelay.com
www.facebook.com/VermontRelay
 (866) 931-9028 (TTY/Voice)

About Vermont Relay

Vermont Relay is a free service for all Vermonters, connecting individuals who are deaf, deaf-blind, or hard of hearing, or have a speech disability, with users of standard telephones. Vermont Relay makes communication simple, 24 hours a day, 365 days a year.

Using Vermont Relay is easy. Either the hearing or the deaf person dials 711 to reach a specially trained operator known as a communications assistant (CA). The CA acts as an impartial, two-way “relay,” reading typed messages to the hearing person while typing responses back to the deaf caller. To learn more, visit www.vermontrelay.com.

Changes in Oversight of VTRS and EDP



By Sunni Eriksen
 Telecommunications & Connectivity Division,
 Department of Public Service

The beginning of 2016 brought another change for the State of Vermont’s services for the deaf and hard of hearing communities. The equipment distribution program (EDP), formerly housed under DPS, transitions to the Vermont Center for Independent Living (VCIL). This change was initiated when VTRS program administrator Sunni Eriksen changed her position, and she was happy to include the program administration duties into her new role within the division. She is excited to continue her involvement with Vermont Relay.

The end of 2015 also brought another change for the State of Vermont’s services for the deaf and hard of hearing communities. The equipment distribution program (EDP), formerly housed under the DPS, transitioned to the Dept. of Aging and Independent Living (DAIL). The EDP helps income-eligible Vermonters who have trouble using a standard telephone receive adaptive equipment. To qualify for this program, applicants must provide proof of disability requiring adaptive equipment and income. For more information, visit www.vtedp.org or call (800) 639-1522.

Have a great 2016!

CapTel: Adding a Contact to Your Phone Book

Did you know you can save 95 names and phone numbers in the CapTel 840, 840i and 880i Phone Book? And it's easy to do!

To add a new contact to the Phone Book:

1. With the handset hung up, press the YES button to see Options.
2. Press the DOWN arrow button repeatedly until **Edit Phone Book** is highlighted. Press the YES button.
3. Press the DOWN arrow button until **Add a New Contact** is highlighted. Press the YES button.
4. Use the dialing pad to enter the name of the person you wish to add. For some letters, you may need to press the number key several times until the correct letter appears on the screen. For example, for the name "Mary," press the 6 key for the letter "M," the 2 key for the letter "A," the 7 key three times for the letter "R," then the 9 key three times for the letter "Y." You may need to wait for the cursor to change from |



to _ when entering letters on the same number key.

5. After you have entered the contact name, press the YES button to advance to the **Number** field.
6. Enter the phone number using the dialing pad. Use the DOWN arrow button to backspace.
7. After entering the phone number, press the YES button to save the new contact information. Press the YES button to enter more contact names/phone numbers, or press the NO button repeatedly to exit the menu system.

Here are a few tips:

- Press the DOWN arrow button to backspace.
- Press the # button to add a space.
- Press the UP arrow button to shift lock for capital letters.
- Press the UP arrow again to return to lowercase.

NOTE: Phone book entries are stored alphabetically by the first name.

Vermont Relay Is on Facebook!



Vermont Relay is now on Facebook! Visit www.facebook.com/VermontRelay to get updates, read special announcements, or even request a presentation! Our goal with using social media is not only to provide information but to make us more accessible to you as well. Like our page today!

Vermont Relay

Vermont Relay

711
(800) 253-0191 **TTY**
(800) 253-0195 **Voice**
(800) 253-8260 **VCO**
(800) 243-2823 **CapTel**
(800) 253-0191 **HCO**
(877) 253-0446 **STS**

Contact Customer Service
(866) 931-9028 TTY/Voice

Contact Vermont Relay
michelle.vicino@sprint.com
(860) 899-1097 VP
(860) 986-7234 Voice

Visit our website!
www.vermontrelay.com

How well do you know Vermont Relay? Take the quiz below and find out!

1. What are the hours of operation for placing a relay call?
2. Who manages the Vermont Relay Equipment Distribution program?
3. What new Speech-to-Speech feature has been introduced in the current contract?

1. 24 hours a day, 7 days a week, 365 days a year
2. Vermont Center of Independent Living
3. Video-Assisted Speech-to-Speech

ANSWERS



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