

DIAL 7-1-1 to



www.delawarerelay.com

CONNECT and CONVERSE Easily



Traditional TTY

Speech-to-Speech

Voice Carry-Over

WebCapTel[®]

Hearing Carry-Over

Internet Relay

Spanish Relay

TTY Payphone

International Calls



Full Telephone Accessibility



What is Delaware Relay?

Delaware Relay is a free service that provides full telephone accessibility between people who are deaf, hard of hearing, deaf blind, or speech disabled and people who are hearing. You can use Delaware Relay to make telephone calls to family, businesses, or to anyone who has a phone in the world.

Always Available

Delaware Relay is available 24 hours a day, 365 days a year.

Accurate and Transparent

The operator voices everything you type and types everything you say.

Private and Confidential

All Delaware Relay calls are **strictly private**. No records of any conversations are maintained.

How Does Relay Work?



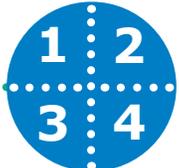
TTY user types her conversation to relay operator.

After TTY user types "GA", it is Voice user's turn to respond.



Relay operator then voices TTY user's typed message to Voice user.

Relay operator relays Voice user's spoken words by typing them back to TTY user.





Easy-to-Remember Relay Number



Dial 7-1-1

7-1-1 is a telephone relay number that allows people who are standard (voice) telephone users, deaf, hard-of-hearing, deafblind or who have a speech disability to access free* state relay services. Relay users can simply dial 7-1-1 to connect with Delaware Relay. This allows easier access, particularly for less experienced relay users such as businesses or friends and family of TTY users.

* Callers are responsible for their long distance charges.

Note: If you have problems with 7-1-1 when calling through your switchboard (which usually is a PBX telephone system), you may need to contact your PBX administrator to have the system configured to allow 7-1-1 dialing.

If you are not on a PBX telephone system, and you cannot access Delaware Relay when dialing 7-1-1, call a customer service representative at your local telephone company. It is possible that your local telephone company may not have established 7-1-1 dialing through their system.

PBX telephone systems are usually available at hotels, businesses, agencies, offices, etc. with extension numbers. And most often, a way around this issue is to dial the full 10-digit toll-free number.

If you continue to experience difficulties in dialing 7-1-1, contact the Delaware Relay Customer Service:

1-800-676-3777
(TTY/Voice/ASCII/VCO/HCO)

Email :
Sprint.TRSCustServ@sprint.com

Español:
1-800-676-4290
(TTY/Voz/ASCII/VCO/HCO)

7-1-1 Available:

- TTY to Voice
- Voice to TTY
- Speech-to-Speech (STS)
- Voice Carry-Over (VCO)
- Hearing Carry-Over (HCO)
- Spanish Relay
- TeleBraille

7-1-1 Not Available:

- WebCapTel®
- Internet Relay
- Instant Message Relay



Emergency 9-1-1

In case of emergency, TTY users should call directly the TTY-equipped center or emergency services center in their community.

The 9-1-1 operators have TTY machines and are trained to respond to all needs of people in Delaware, including those who are deaf or have hearing loss. 7-1-1 is **NOT** a substitute for deaf, hard-of-hearing, deaf-blind, and speech-disabled residents who need emergency services.

HOWEVER, if you use a TTY and cannot obtain emergency services on 9-1-1, you may call 7-1-1 and tell the relay operator you have an emergency situation. The operator will then voice your emergency to the Delaware Local or State Police.



7-1-1 is NOT an emergency number.

7-1-1 should not be confused with 9-1-1.



Dial and Converse Easily



TTY to Voice

7•1•1

1•800•232•5460

delawarerelay.com/tty

Some people who are deaf, hard-of-hearing, or deaf-blind use a TTY to type their conversation to a relay operator, who then reads the typed conversation to a hearing person. The relay operator relays the hearing person's spoken words by typing them back to the TTY user.



Voice to TTY

7•1•1

1•800•232•5470

delawarerelay.com/voice

Standard telephone users can easily initiate calls to TTY users. The relay operator types the hearing person's spoken words to the TTY user and reads back the typed replies.

Tips for Hearing Callers:

- Be sure to talk **directly** to your caller, **avoid** saying "tell him" or "tell her".
- Say **"GA"** or **"Go Ahead"** at the end of your response.
- Say **"SK"** or **"Stop Keying"** before you hang up.

How to Make a TTY to Voice Phone Call:

1. Dial the TTY relay number.
2. The relay operator will answer with "DELAWARE RELAY OPR 2345" (for relay operator identification), "F" or "M" (for relay operator gender) and "GA." ("GA" denotes "Go Ahead.")
3. Type in the area code and telephone number you wish to call and then type "GA."
4. The relay operator will dial the number and relay the conversation to and from your TTY. Type in "GA" at the end of each message.
5. When you finish the conversation, type "SK" for "Stop Keying" then hang up.



How to Make a Voice to TTY Phone Call:

1. Dial the Voice relay number.
2. You will hear, "Delaware Relay Operator (number). May I have the number you are calling, please?"
3. Give the relay operator the area code and telephone number you wish to call and any further instructions.
4. The relay operator will process your call, relaying exactly what the TTY user is typing. The relay operator will relay exactly what you say back to the TTY user.
5. When you finish the conversation and are going to hang up, say "SK" or "Stop Keying" then hang up.



Equal Accessibility



TeleBraille

Deaf-blind relay users often use special TTYs equipped with TeleBraille. Specially trained relay operators are familiar with deaf-blind users and trained to provide effective solutions to their calling needs.

the relay operator will type at a regular pace. The message comes across on the user's TeleBraille at a rate of 15 words per minute. This allows the user to achieve a more readable rhythm. It is set at this default words-per-minute rate unless the deaf-blind user requests increased or decreased rates of text in increments of 5 words per minutes.

7•1•1

1•800•232•5460

delawarerelay.com/telebraille

Text Pacing: This feature is specific to TeleBraille users. During these relay calls,

How to Make a TeleBraille Phone Call:



Deaf-blind user types the conversation to relay operator. Relay operator voices the typed message to Voice user.



Relay operator types the Voice user's conversation to Deaf-blind user. Deaf-blind user "reads" the conversation through a TeleBraille device.

Spanish Relay

Delaware Relay offers **Spanish Relay** service. TTY users can type in Spanish and the conversations will be relayed in Spanish or English. TTY users can also request Spanish-to-English or English-

to-Spanish translation. To make a Spanish relay call, dial the Delaware Relay number and instruct the relay operator as to how you want your call translated.

7•1•1

1•800•335•7595

delawarerelay.com/spanish

How to Make a Spanish Relay Call:



Relay operator voices TTY user's typed message in Spanish to Voice user.



Relay operator relays Voice user's spoken words in Spanish by typing them back to TTY user.



Talk With Confidence



Voice Carry-Over

Voice Carry-Over (VCO) is a service that enables a hard-of-hearing or deaf user to use their voice to speak directly to hearing person.

When the hearing person speaks to VCO user, the relay operator will serve as their "ears" and type everything said that will appear on a TTY or text display equipment.

7•1•1

1•877•335•7590

delawarerelay.com/vco

How to Make a VCO Phone Call:



VCO user talks to Voice user directly.

1 2



After VCO user says, "Go Ahead", it is Voice user's turn to respond.

3 4

Voice user talks to VCO user while the relay operator types Voice user's message.

VCO user reads the message on the TTY or text display equipment.

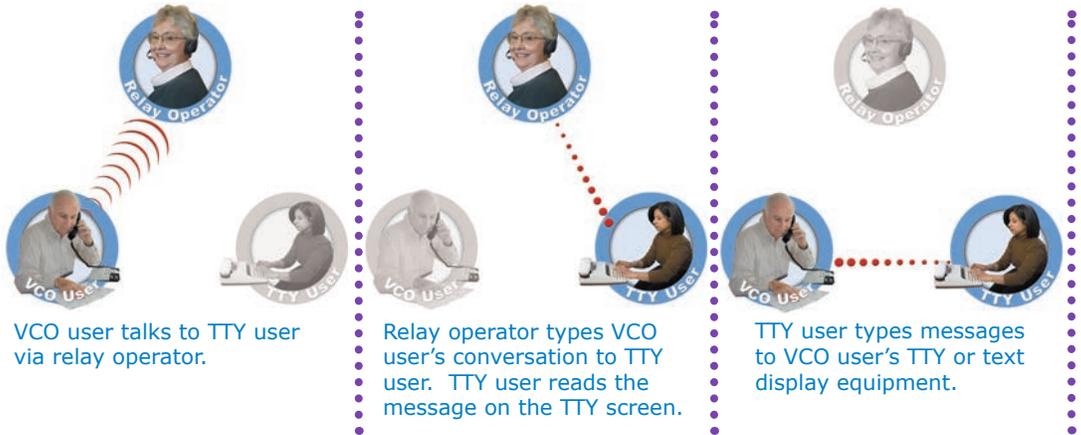




The relay operator specializes in all types of Voice Carry-Over calls, such as VCO Direct, VCO to TTY, VCO to VCO, or Two-Line VCO. With this service, you no longer have to specify your call type to the operator.

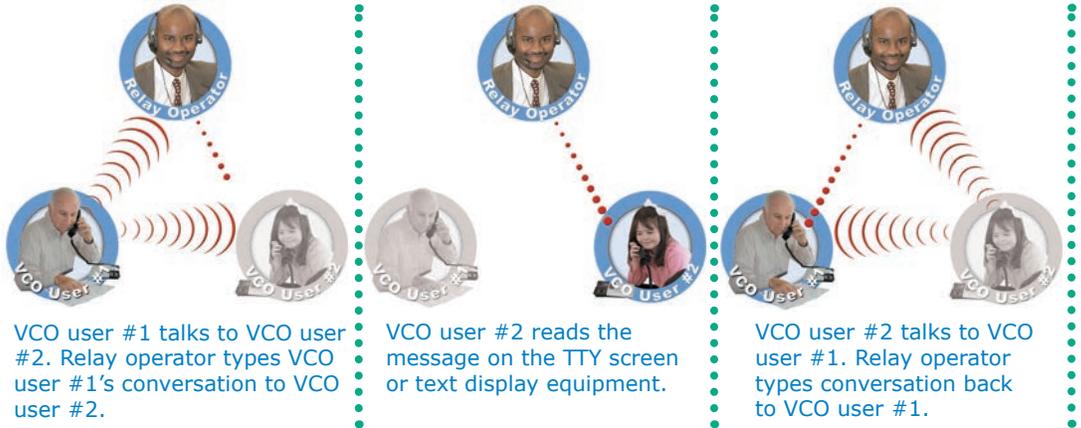
VCO to TTY

The relay operator will type what the Voice Carry-Over user says to the TTY User. The message that the TTY User types will go directly to the VCO user's TTY or text display equipment.



VCO to VCO

The relay operator will serve as both Voice Carry-Over users' "ears" and type what the other person says. This is for people who have a VCO phone without a text display equipment or don't wish to type.

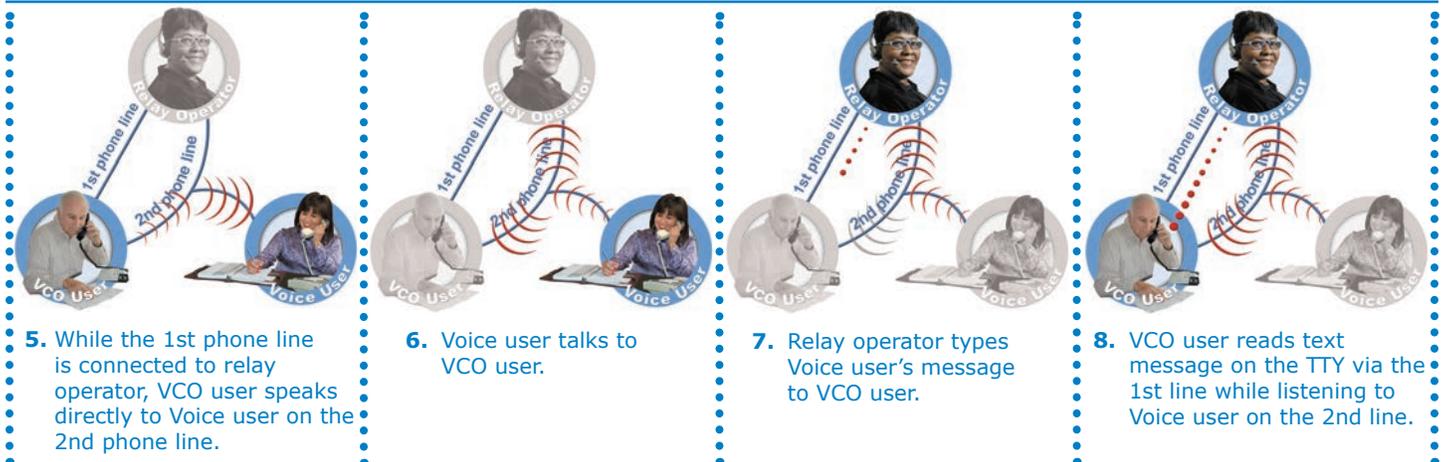


Two-Line Voice Carry-Over

Two-line VCO allows a deaf or hard-of-hearing person with two telephone lines to use one line for speaking directly to a hearing person while the second line is used to receive the hearing person's typed responses.

How to Make a Two-Line VCO Phone Call:

1. Dial the Delaware Relay number on line #1 and type, "TWO LINE VCO PLS CALL ME BACK ON (provide VCO user's telephone number on line #2)".
2. The relay operator will call VCO user back on line #2. Pick up the line #2 phone and then press the flash button or switch-hook to obtain a second dial tone.
3. Dial Voice user's number.
4. Press the flash button or switch-hook to reconnect the operator to being VCO user's conversation.





Talk With Ease



Speech-to-Speech

Speech-to-Speech (STS) allows a person with a speech disability to voice their conversation. A specially trained Delaware Relay operator will listen

and repeat the speech-disabled user's dialogue to the called party. You do not need special equipment to use this service.

7•1•1

1•877•335•7274

delawarerelay.com/sts

STS Customer Service

1•877•787•1989

How to Make an STS Phone Call:



STS user talks to voice user.



Relay operator re-voices STS user's conversation to voice user.



Voice user talks directly back to STS user.

My Email Set Up My Wireless *787

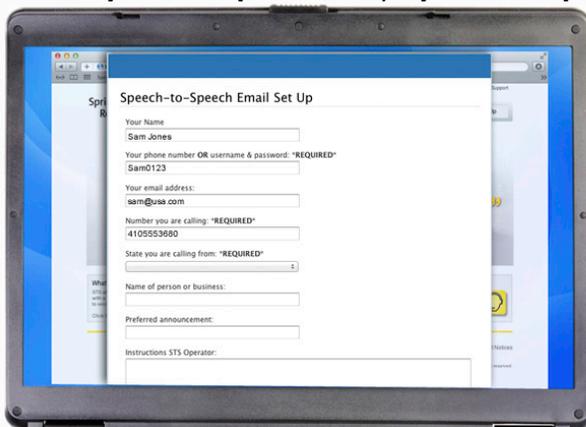


This new feature makes call set-up easy for anyone with a speech disability.

In making the call set-up more efficient, Relay New Hampshire now offers **My Email Set Up**.

Now, an STS user can e-mail call instructions or information 2 to 24 hours prior to the call. This can include information such as the number to be dialed, the name of the person being called, any special instructions to help make the call easier.

For more information about My Email Set Up, go to www.relaynewhampshire.com/myemailsetup



A new national wireless solution for STS users.

While 711 has been implemented across the nation, it's often difficult or time consuming to reach STS when not at home. Sprint has implemented a

national wireless short code for STS to make it easier to place or receive STS calls. Simply dial *787 (*STS) from any Sprint wireless phone to be connected with a Sprint STS relay operator.

Please note that this service is only available on the Sprint wireless network at this time.

For more information about My Wireless STS, contact STS Customer Support at 877-787-1989 or visit www.sprintsts.com/mywireless





Listen With Clarity



Hearing Carry-Over

Hearing Carry-Over (HCO) allows speech-disabled users with hearing to listen to the person they are calling. The

HCO user types the conversation for the relay operator to voice to the standard telephone user.

7•1•1

1•800•232•5460

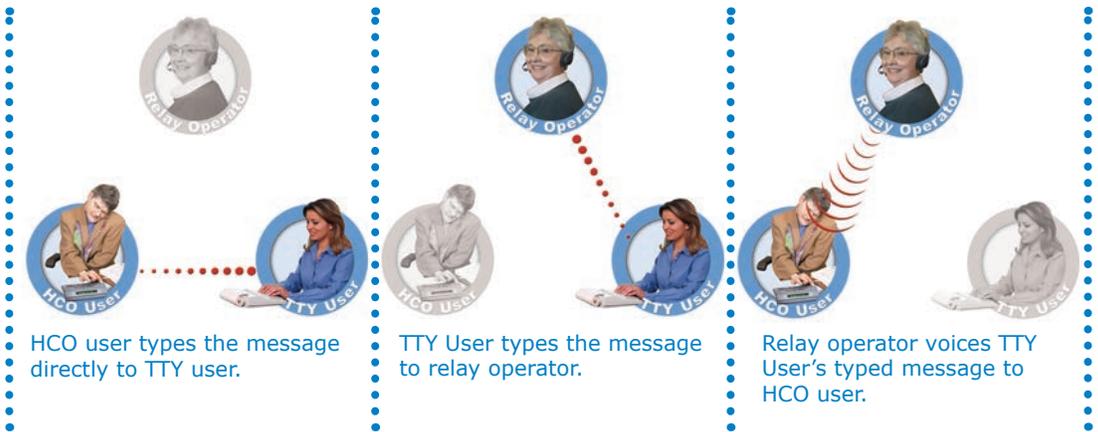
delawarerelay.com/hco

How to Make an HCO Phone Call:



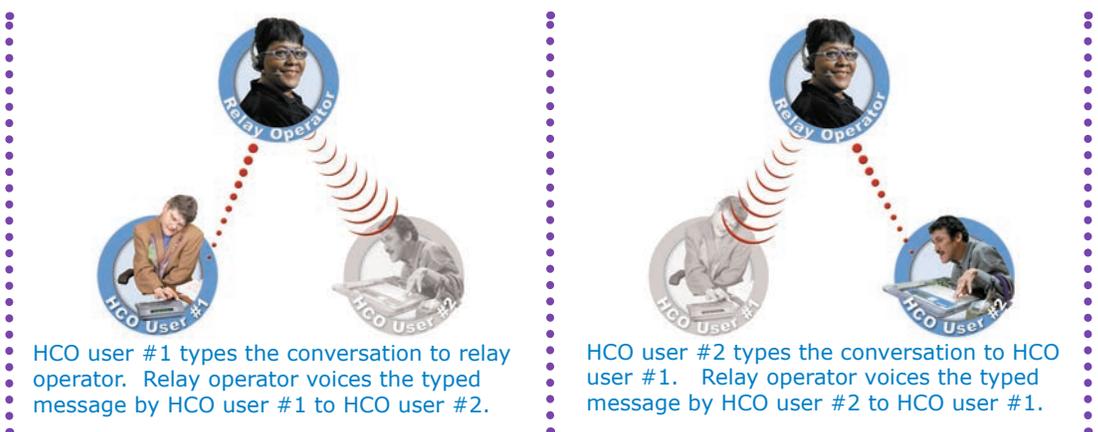
HCO to TTY

HCO users can listen while the relay operator is voicing the TTY user's typed message. The HCO user types the conversation directly to the TTY user.



HCO to HCO

HCO users can contact other HCO users. The relay operator will voice to both parties what is typed on each user's TTY.





Connect Beyond Boundaries



Internet Relay

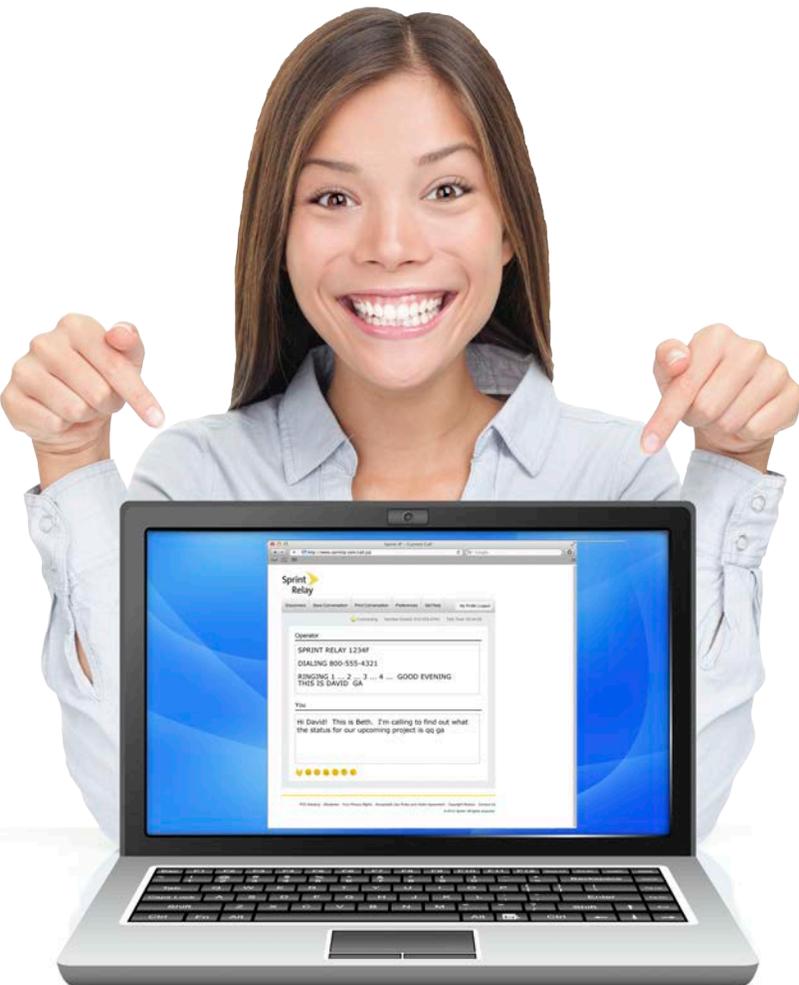
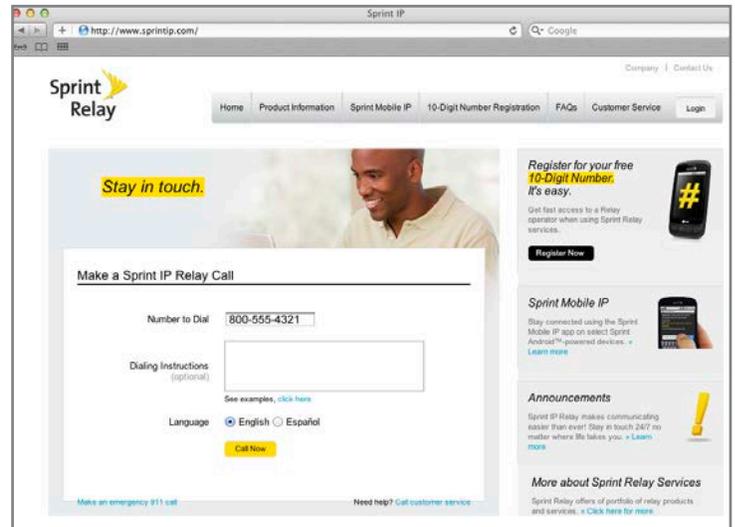
www.sprintip.com

Sprint IP Relay is a free service offered to deaf and hard-of-hearing individuals. This service allows them to place relay calls over the Internet via their computer or laptop. Per FCC regulations, international calls are not allowed. International calls will either be blocked or terminated.

IMPORTANT:

Users are required to register a 10-digit phone number at mysprintrelay.com. Without the 10-digit number, you will not be able to make or receive Internet Relay calls.

Registration is not required when making emergency 911 calls.



How to Make an Internet Relay Call:

1. Connect at: www.sprintip.com
2. Type in the phone number you wish to call.
3. Click on the yellow "Call Now" button.
4. The relay operator will dial the number.
5. The relay operator will relay the conversation to and from your computer/laptop.
6. Type "GA" at the end of each message.
7. When you finish the conversation, type "SK".
8. Click on the gray "Disconnect" button on the upper left of the screen.
9. The message "Your call has been disconnected. Thank you for using Sprintip.com" appears on the screen letting you know that the call has been disconnected.



Read, Listen, and Talk

CapTel®



CapTel users place a call in the same way they would when using a traditional phone by dialing the number directly. The CapTel phone automatically connects to Delaware's captioning relay service as you dial on a one or two-line phone.

When the other person speaks, you can hear his/her voice and also read the spoken comments on your CapTel phone display screen.

CapTel is an acronym for captioned telephone.

For CapTel Callers: **Dial the person you are calling directly**

For Hearing Callers:
877•243•2823

delawarerelay.com/captel

How to Make a CapTel Phone Call:



As CapTel user dials, the phone automatically connects to a captioning service. CapTel user talks directly to voice user.

CapTel operator captions/transcribes voice user's message into text by using voice-recognition technology.

1 2
3 4



Voice user talks to CapTel user.

CapTel user listens and reads voice user's conversation on the CapTel phone.



NOTE: CapTel users are responsible for their own long-distance charges. However, there is no charge for using the CapTel service. To purchase a CapTel, go to www.captel.com/states/delaware



Read, Listen, and Talk



WebCapTel®

Sprint WebCapTel® is a web-based service that allows a person who can speak but has difficulty hearing over the phone to read word-for-word captions of their call on a web browser during the call, while at the same time hearing the other person using any telephone.

A user would make or receive calls while logged into a website (sprintcapter.com) and hear the person on the other line using their own cell phone, desk phone, cordless phone, or even an amplified phone. The user (if they have any residual hearing) hears the person speaking through any telephone, not through the internet.

For WebCapTel Callers:
www.sprintcapter.com

delawarerelay.com/webcapter

How to Make a WebCapTel Phone Call:



WebCapTel user speaks directly to Voice user on the telephone.

1 2
3 4



Voice user speaks directly to WebCapTel user.

The Sprint Captioned Telephone operator transcribes Voice user's spoken message into text (captions) using voice-recognition technology.

WebCapTel user listens to Voice user on the telephone while reading captions of the conversation on a display screen.





WebCapTel® Instructions

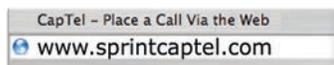
- This is a laptop or desktop computer (Macintosh and Windows-based PC compatible) with Internet connection.
- This is to read the captions of your caller's conversation.



- This is a telephone that allows you to speak to and hear your caller. You can use any of the below for your telephone:
 - cellular phone
 - cordless phone
 - landline phone

How to Make a Call:

1. On your computer, go to the website at www.sprintcaptel.com.
2. Click **Login to WebCapTel**.
3. Type your **Username** and **Password**.
NOTE: New users must register first.
4. Click **Sign In**.
5. Type your telephone number in the **My Telephone Number** box and click **Submit**.



Sign in to make or receive a call

Username

Password

Remember Me [Forgot Password?](#)

Sign In

My Telephone Number

What number do you want to use to place and receive calls? (xxx-xxx-xxxx)

Submit

6. Type the number of the person you are calling in the **Number to Dial** box.
7. Choose your **Preferred Language**.
8. Click **Place Call**.

Place a Call

My Telephone Number: (eg: xxx-xxx-xxxx)

Number To Dial: (eg: xxx-xxx-xxxx)

Preferred Language

English Spanish

Place Call

9. When your telephone rings, answer it and wait for your caller to answer.
10. Talk and listen to the person directly. Then the captions will appear on your screen.
11. Enjoy your call!

How to Receive an Incoming Call:

1. Inform your callers to dial **1-800-933-7219** and enter your phone number.
2. Have your telephone ready.
3. Go to the website at www.sprintcaptel.com.
4. Type your **Username** and **Password**.
NOTE: New users must register first.
5. Click **Sign In**.



Sign in to make or receive a call

Username

Password

Remember Me [Forgot Password?](#)

Sign In

6. Verify your telephone number in the **Waiting for Call** at (see the yellow underline).
7. If you want to change the different number you are waiting for a call, click **click here**.
8. When your telephone rings, answer the call. Captions appear on your computer screen.

Receive Calls

People calling you first need to dial the toll-free Captioning Service (English: 1-800-933-7219, Spanish: 1-866-219-6803), and then enter your phone number followed by the pound (#) sign.

Waiting for calls at: 410-555-9398

To change the number you are waiting for a call at [click here](#).

- NOTE:** If your computer is in "sleep mode" or if you are not logged in, incoming phone calls will not go through and callers will hear a message saying you are unavailable.

TTY Payphone

The Federal Communications Commission (FCC) issued an order outlining an access to **public payphone** service through relay services.

The order states that:

- All local calls from TTY payphones are free of charge.
- Toll calls can be billed through calling cards and prepaid cards.

TTY users who wish to use a coin TTY payphone can use Delaware Relay to assist in connecting calls. There are several ways to bill non-local calls:

- Collect
- Third party
- Calling card
- Prepaid card

7•1•1

1•800•232•5460

Answering Machine Retrieval

The TTY user can request the relay operator to **retrieve voice messages** from the answering machine.

Delaware Relay **DOES NOT** enter a "CALL TO" number.

1. Place your phone handset on the speaker part of the answering machine until all messages have been retrieved.
2. Place the phone handset back on the TTY and type "GA."
3. Relay operator will type your messages.

7•1•1

1•800•232•5460

900 Services

Delaware Relay provides a **toll-free 900 number** that connects relay callers to any 900 or 800 Pay-Per-Call service.

NOTE:

The caller is responsible for direct billing.

How to Make 900 Phone Call:

1. Relay users dial a separate toll-free 900 number to connect with Delaware Relay.
2. Relay operator will dial the requested outbound 900 or 800 Pay-Per-Call service number.
3. Upon connection to the 900 number, billing procedures will begin.

1•900•230•7896

NOTE:

Billing procedures may apply differently depending upon the pay-per-call service called.

For further assistance with 900 calls, call Delaware Relay 24-hour Customer Service at 1-800-676-3777 (TTY/Voice)

Directory Assistance

Delaware Relay will relay **Directory Assistance (DA)** calls between TTY users and the Local Exchange Carrier (LEC) DA operator. Once the caller makes the request, the relay operator

will contact the appropriate LEC DA operator. After obtaining the number, the caller may choose to place the call through Delaware Relay or dial directly from TTY to TTY.

International Calls

Delaware Relay allows you to place and receive calls to and from **anywhere in the world** (using English or Spanish).

Callers from a country outside the United States may also access Sprint Relay via 1-605-224-1837.

1•605•224•1837



Relay Service for Federal Government



Federal Relay

Federal Relay was established by Congress under Public Law 100-542, the Telecommunications Accessibility Act of 1988, provides an intermediary telecommunications service for individuals who are deaf, hard of hearing, and/or have speech disabilities, including federal employees, for communications with and within the Federal Government.

Federal Government agencies may meet their obligation under Section 504 of Rehabilitation Act with the Federal Relay as an option to provide reasonable accommodations to employees with disabilities in the workplace.

Since 1993, Federal Relay was centrally billed through GSA and effective January 1, 2008, usage became "direct-billed" (task order) to agencies individually. To ensure that your disabled employees and the general public avoid interruption of service in using Federal Relay, your Federal Agency's Designated Agency Representative (DAR) and/or Contracting Officer (CO) needs to submit a task order with Sprint (GSA contract holder).

For more information, go to www.federalrelay.us

Who qualifies for using Federal Relay Service?

The service is available only for Federal agencies, authorized Federal contractors, agency-sponsored universities and laboratories; the general public to access Federal agencies; and when authorized by law or regulation, state, local, and tribal governments, and other organizations listed in GSA Order 4800.2E. The Government reserves the right to restrict the use of Federal Relay authorized users as defined above at any time.

Where can Federal Relay Service be used?

Federal Relay is accessible for both domestic and non-domestic locations. Domestic locations are those within the fifty United States, the District of Columbia, Puerto Rico, the U.S. Virgin Islands, Guam, and the Northern Marianas. All other locations are defined as non-domestic. Certain features of Federal Relay may have geographical restrictions and there are no restrictions on the number, length or type of calls. All calls are strictly confidential and no records of any conversations are maintained.

• Telephonically-based

TTY/ASCII

800.877.8339

Voice

866.377.8642

Speech-to-Speech

877.877.8982

Voice Carry-Over

877.877.6280

Spanish (Español)

800.845.6136

TeleBraille

866.893.8340

Captioned Telephone (CapTel)

For more information:

www.federalrelay.us/captel

• Internet-based

Video Relay Service (VRS)

myfedvrs.tv (English)

vco.myfedvrs.tv (VCO)

espanol.myfedvrs.tv (Spanish)

IP (Internet) Relay

www.federalip.us

Relay Conference Captioning

www.fedrcc.us

• Customer Service

Federal Relay

800-877-0996 (Voice/TTY)

CapTel

888.269.7477 (Voice or CapTel)

800.482.2424 (TTY)

captel@captel.com (Email)



Federal CapTel® Phone





**For more information:
www.delawarerelay.com**



TTY Users	7-1-1 1-800-232-5460 www.delawarerelay.com/tty
Hearing Users	7-1-1 1-800-232-5470 www.delawarerelay.com/voice
TeleBraille Relay	7-1-1 1-800-232-5460 www.delawarerelay.com/telebraille
Spanish Relay	7-1-1 1-877-335-7595 www.delawarerelay.com/spanish
French Relay	7-1-1 1-877-335-7599 www.delawarerelay.com/french
Voice Carry-Over (VCO)	7-1-1 1-877-335-7590 www.delawarerelay.com/vco
Hearing Carry-Over (HCO)	7-1-1 1-800-232-5460 www.delawarerelay.com/hco
Speech-to-Speech (STS)	7-1-1 1-877-335-7274 1-877-787-1989 (STS Customer Support) www.delawarerelay.com/sts
Internet Relay	www.sprintip.com www.delawarerelay.com/iprelay
Instant Message Relay	AOL Instant Messenger: add sprintip to AIM Buddy list Google Talk: add sprintiprelay to GTalk Buddy list www.delawarerelay.com/imrelay
WebCapTel	www.delawarerelay.com/webcaptel www.sprintcaptel.com
900 Services	1-900-230-7896 www.delawarerelay.com/900
Delaware Relay Customer Service	1-800-676-3777 (TTY/Voice/ASCII) 1-800-676-4290 (Spanish - TTY/Voz/ASCII) 1-877-805-5845 (CapTel Customer Support) Sprint.TRSCustServ@sprint.com (E-mail)

Angie Officer
 DE Relay Program Manager
angela.officer@sprint.com
 703-592-4906 (voice)

Natalie Clanton
 DE Relay Program Manager
natalie.clanton@sprint.com
 720-545-0152 (voice)
 913-523-9070 (fax)

Kirsten Poston
 Delaware Outreach Specialist
kirsten.poston@sprint.com
 443-438-1137
 (videophone by appointment)

Although Sprint IP, Fed IP, Sprint IP using IM, Fed VRS, and WebCapTel can be used for emergency calling, such emergency calling may not function the same as traditional 911/E911 services. By using Sprint IP, Fed IP, Sprint IP using IM, Fed VRS, and WebCapTel for emergency calling you agree that Sprint is not responsible for any damages resulting from errors, defects, malfunctions, interruptions or failures in accessing or attempting to access emergency services through Sprint IP, Fed IP, Sprint IP using IM, Fed VRS, and WebCapTel whether caused by the negligence of Sprint or otherwise. Coverage not available everywhere. See www.sprintrelay.com for details. ©2012 Sprint. Sprint and the logo are trademarks of Sprint. Android, Google, the Google logo and Google Search are trademarks of Google Inc. WebCapTel is a registered trademark of Ultratec, Inc. Other marks are the property of their respective owners.