DIAL 7-1-1 to CONNECT and CONVERSE Easily

Traditional TTY
Speech-to-Speech
Voice Carry-Over
WebCapTel®
Hearing Carry-Over
Internet Relay
Spanish Relay
TTY Payphone
International Calls
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.

**How Does Relay Work?**

1. TTY user types her conversation to relay operator.
2. Relay operator then voices TTY user’s typed message to Voice user.
3. After TTY user types “GA”, it is Voice user’s turn to respond.
4. Relay operator relays Voice user’s spoken words by typing them back to TTY user.

**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.
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.
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.

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.

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.
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.

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

**How to Make a TeleBraille Phone Call:**

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

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.

**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.

7•1•1
1•800•232•5460
delawarerelay.com/telebraille

7•1•1
1•800•335•7595
delawarerelay.com/spanish
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.

How to Make a VCO Phone Call:

1. Voice user talks to VCO user while the relay operator types Voice user’s message.
2. After VCO user says, “Go Ahead”, it is Voice user’s turn to respond.
3. VCO user reads the message on the TTY or text display equipment.
4. VCO user talks to Voice user directly.

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

7•1•1
1•877•335•7590
delawarerelay.com/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 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.

5. While the 1st phone line is connected to relay operator, VCO user speaks directly to Voice user on the 2nd phone line.

6. Voice user talks to VCO user.

7. Relay operator types Voice user’s message to VCO user.

8. VCO user reads text message on the TTY via the 1st line while listening to Voice user on the 2nd line.
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.

**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**

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

**My Wireless *STS***

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
How to Make an HCO Phone Call:

**HCO to VCO**

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 user types the message directly to TTY user.
- TTY User types the message to relay operator.
- Relay operator voices TTY User’s typed message to HCO 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.

- HCO user #1 types the conversation to relay operator. Relay operator voices the typed message by HCO user #1 to HCO user #2.
- HCO user #2 types the conversation to HCO user #1. Relay operator voices the typed message by HCO user #2 to HCO user #1.
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.
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.

How to Make a CapTel Phone Call:

1. As CapTel user dials, the phone automatically connects to a captioning service. CapTel user talks directly to voice user.
2. Voice user talks to CapTel user.
3. CapTel operator captions/transcribes voice user’s message into text by using voice-recognition technology.
4. 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

For CapTel Callers: Dial the person you are calling directly
For Hearing Callers: 877-243-2823
delawarerelay.com/captel
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 (sprintcaptel.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.

How to Make a WebCapTel Phone Call:

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

2. Voice user speaks directly to WebCapTel user.

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

4. WebCapTel user speaks directly to Voice user on the telephone.

For WebCapTel Callers:
www.sprintcaptel.com
delawarerelay.com/webcaptel
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.
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.
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.
4. Type your Username and Password.
   **NOTE:** New users must register first.
5. Click 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.
   **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

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.

NOTE:
The caller is responsible for direct billing.

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.

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.
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)
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.

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)
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