

Need to make a phone call to
someone who has a hearing
loss or speech disability?

Get Connected
with Relay Colorado!



RelayColorado.com



Bring people together

with RELAY COLORADO

HOW DOES VOICE TO TTY RELAY WORK?

Read spoken words and type when speaking your words.



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- 1** The voice caller dials 711 and is connected to a relay operator. The caller then speaks, "Hello, how are you? GA."
- 2** The relay operator types what the voice caller speaks.
- 3** The TTY user reads what is spoken on a device.

RELAY COLORADO

can offer calling freedom!

Making calls through **Relay Colorado** is liberating, enjoyable and convenient. **Relay Colorado**, a free, 24-hour service, allows callers who are deaf, hard of hearing, deafblind or speech disabled to call anybody using relay services.

Just dial **711** and call anyone, anywhere and anytime with **Relay Colorado**.

HOW TO CONNECT?

- Dial **711** to connect with a relay operator.
- The operator will then dial the other party's number.
- The operator will relay the conversation between you and the other party by typing or voicing.

RELAY NUMBERS

TTY or TeleBraille

711 or 800-659-2656

Voice

711 or 800-659-3656

Voice Carry-Over

711 or 877-659-8260

Hearing Carry-Over

711 or 800-659-3656

Speech-to-Speech

711 or 877-659-4279

Spanish Relay

711 or 800-337-3242

Spanish to English

711 or 844-409-2451

ASCII

711 or 800-659-4656



For people with **speech disabilities** who **prefer to speak** for themselves on the phone.

Speech-to-Speech

711 or 877-659-4279

Relay Colorado Speech-to-Speech (STS) is a free service for people who have a speech disability or use a voice synthesizer. STS allows them to speak for themselves on the phone. A trained STS operator listens to the conversation and repeats the STS user's message whenever needed.

- 1** The STS user speaks directly to the other party.
- 2** The relay operator repeats the STS user's spoken words if needed.
- 3** The other party talks directly to the STS user.

ENHANCED STS

This new feature makes call set-up much easier for STS users.

In order to speed up the set-up of the call, Relay Colorado now offers **My Email Set Up**. Now, you 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 and the nature of the call, or anything that makes it easier for you to complete the call.

For more information on STS services:



relaycolorado.com/sts

For people with **can hear**
but are **unable to speak**.

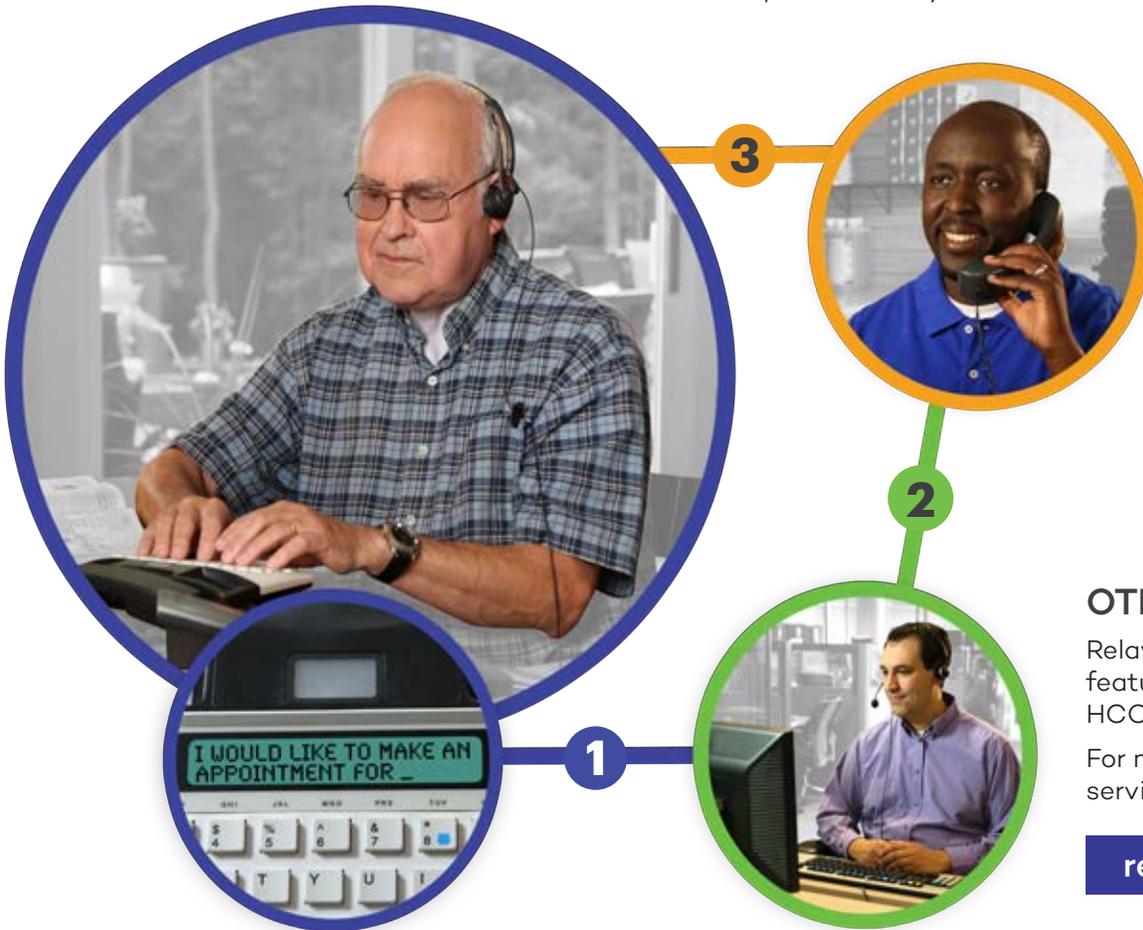
Hearing Carry-Over

711 or 800-659-3656

- 1 The HCO user types his words to the relay operator.
- 2 The relay operator voices the typed message to the other party.
- 3 The other party speaks directly to the HCO user.

People who are hearing and unable to speak directly on the phone due to a speech disability can use **Relay Colorado Hearing Carry-Over (HCO)**.

HCO allows users with a speech disability to listen to the other party. The HCO user types his/her conversation for the relay operator to voice to the standard telephone user, and the standard telephone user speaks directly back to the HCO user.



OTHER HCO FEATURES

Relay Colorado also offers two call features: HCO to TTY and HCO to HCO.

For more information on HCO services:

relaycolorado.com/hco

For people with a hearing loss
who prefer to speak.

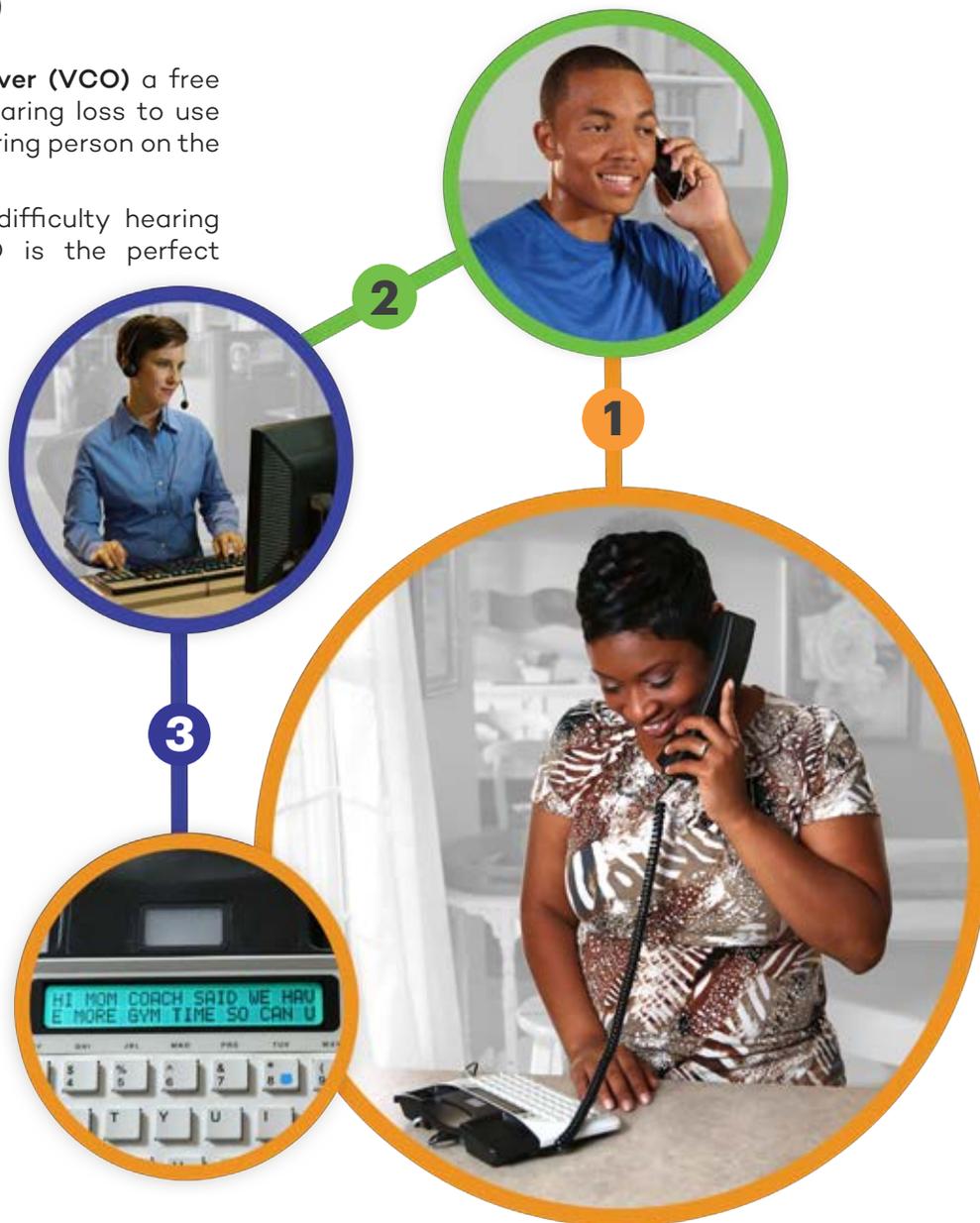
Voice Carry-Over

711 or 877-659-8260

Relay Colorado offers Voice Carry-Over (VCO) a free service that enables a person with hearing loss to use his/her voice to speak directly to a hearing person on the phone.

A late-deafened individual who has difficulty hearing over the phone will find that VCO is the perfect communication solution.

- 1 Mother speaks to her son directly.
- 2 The son speaks to his mother, and the relay operator types everything the son says, word for word, to the mother.
- 3 The mother reads on a TTY screen what her son speaks.



OTHER VCO FEATURES

Relay Colorado also offers three call features: VCO to TTY, VCO to VCO, and VCO to HCO.

For more information on VCO services:

relaycolorado.com/vco

For people with **hearing loss** who prefer to **speak, listen and read captions** on the phone.

CapTel[®] Service

Captioned Telephone Service (CapTel) through **Relay Colorado** offers anyone with a hearing loss the ability to communicate on the phone independently.

Listen, read and respond to callers easily with the CapTel phone!



- 1** The CapTel user speaks directly to the other party using a CapTel phone.
- 2** The other party speaks directly to the CapTel user, with all of his words transcribed by a trained operator into text using voice-recognition technology.
- 3** The CapTel user listens with her residual hearing and reads the conversation on the CapTel display screen.

HOW TO GET A CAPTEL PHONE

Colorado residents may qualify to receive a CapTel phone at no cost through the Telecommunications Equipment Distribution Program (TEDP).

For more information, go to page 11.

If Colorado residents who do not qualify for a CapTel phone through the TEDP may purchase the CapTel phone through the website.

weitbrecht.com/captel-colorado.html

Para personas que prefieren comunicarse en español.

Relevo de Colorado

711 o 800-337-3242 / 844-409-2451

Español a español Español a inglés



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El Servicio de Relevo de Colorado es un servicio de asistencia gratis para todos que brinda acceso telefónico completo a fin de poder comunicarse con personas sordas, con dificultades para escuchar, sordociegos y aquellas personas con dificultad del habla. Llamando con un teléfono regular o teletexto (TTY, un teléfono especial con teclado similar a una máquina de escribir), el relevo facilita la comunicación, las 24 horas del día y los 365 días del año.

Los usuarios del servicio de relevo no necesitan memorizar el número de servicio de relevo. Simplemente marca 711 para comunicarte con el servicio de relevo. La confidencialidad entre el usuario y el AC está garantizada por la Comisión Federal de Comunicaciones (FCC, por sus siglas en inglés) mediante la reglamentación correspondiente.

Usar el servicio de Relevo de Colorado es fácil. Una persona oyente o una persona sorda pueden marcar el 711 para comunicarse con un operador capacitado que se conoce como Asistente de Comunicación (AC). El AC actúa como intermediario en la conversación, leyendo los mensajes escritos en el TTY a la persona oyente mientras escribe las respuestas en el TTY para la persona con dificultades para escuchar.

1 La persona que llama marca 711 y se comunica con un operador de relevo. Luego, la persona que llama habla, "Hola. ¿Cómo estás?"

2 El operador de relevo escribe lo que dice la persona que llama.

3 El usuario de TTY lee en el dispositivo las palabras habladas.

Para más información:

relaycolorado.com/espanol

Other Relay Features

TeleBraille for Deaf-Blind 711 or 800-659-2656

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

TTY Payphone

TTY users using a TTY payphone can use Relay Colorado to assist in connecting calls.

International Calls 605-224-1837

Relay Colorado allows callers to place and receive calls to and from anywhere in the world in English or Spanish.

Directory Assistance

Relay Colorado will relay Directory Assistance (DA) calls between TTY users and a DA operator. After obtaining the number, the caller may choose to place the call through Relay Colorado or dial directly using a TTY.

Important

Dial 911 for Emergency Calls Only

711 is NOT an emergency number.

In case of an emergency, relay users should call the TTY-equipped 911 center or emergency services center in their communities.

NOTE: Relay Colorado can process emergency calls, but it may take longer for the call to be processed.

TTY users who cannot obtain emergency service via 911 may call 711 and inform the relay operator there is an emergency.



Real-time captioning allows deaf and hard of hearing individuals to **actively participate**.

Relay Conference Captioning

www.coloradorcc.com

Relay Conference Captioning (RCC) is a free service available for Colorado residents who are deaf or hard of hearing to actively participate in multi-party teleconference calls or web conferences by reading live captions through a web browser on a computer or mobile device.

- Read captions of what is said during teleconference calls on your laptop, tablet, or mobile device with a high-speed Internet connection.
- Schedule your request to participate in teleconference calls with RCC.

- 1** Captioner listens and transcribes conference call.
- 2** Deaf/hard of hearing RCC participant reads the captioned conference call/meeting using a computer monitor, tablet or mobile device.
- 3** RCC participant who prefers to **TYPE**: The RCC participant types (3a) comments or questions and sends via "Message to Captioner". Captioner (3b) reads aloud the RCC participant's comments or questions to conference call participants.
- 4** RCC participant who prefers to **SPEAK**: The RCC participant speaks directly to conference call participants via the same conference bridge used by the captioner.



relaycolorado.com/rcc

Telecommunications Equipment Distribution Program (TEDP)

The Telecommunications Equipment Distribution Program (TEDP) at the Colorado Commission for the Deaf and Hard of Hearing provides telecommunications equipment and accessories to qualified deaf and hard of hearing citizens—at no cost to the Colorado citizens.

The equipment includes:

- Amplified telephone
- Captioned telephone (CapTel)
- Teletypewriter (TTY)
- Videophone
- Wireless device

To qualify for the program, an applicant must submit a signed TEDP application with proof of his/her hearing status and documents regarding his/her income, residency and telecommunications use.



For more information or to get an application, contact:

Telecommunications Equipment Distribution Program
Colorado Commission for the Deaf and Hard of Hearing

- 720-949-7457 (Videophone)
- 855-767-6128 (Toll free)
- 303-866-2097 (Voice)
- 303-866-4831 (Fax)
- tedp_ccdhh@state.co.us (Email)
- ccdhh.com/index.php/tedprogram (Website)

Customer Profile

Customer profiles make relay services better for you.

The Customer Profile feature allows relay service users to submit their preferences, such as:

- Frequently dialed numbers
- Emergency numbers
- Customer notes

Relay callers have the flexibility of updating their preferences at any time by going to **mysprintrelay.com** or requesting a form through customer service.



For questions or feedback, contact us!



RelayColorado.com

Relay Colorado Customer Support

- 800-676-3777 (TTY/Voice)
- 800-676-4290 (Español)
- 877-787-1989 (Speech-to-Speech only)
- 866-931-9027 (Voice Carry-Over only)
- 877-877-3291 (Fax)
- accessibility@sprint.com (Email)
- relaycolorado.com (Website)

CapTel Customer Support

- 888-269-7477 (CapTel/TTY/Voice)
- 866-670-9134 (Español)
- 608-204-6167 (Fax)
- captel@captel.com (Email)

Telecommunication Equipment Distribution Program

- Colorado Commission for the Deaf and Hard of Hearing
1575 Sherman Street, Garden Level
Denver, CO 80203
- 720-949-7457 (Videophone)
- 855-767-6128 (Toll free)
- 303-866-2097 (Voice)
- 303-866-4831 (Fax)
- tedp_ccdhh@state.co.us (Email)
- ccdhh.com/index.php/tedprogram (Website)

