



Make the Call with Relay Iowa

Relay Iowa makes telephone conversations possible for individuals who are deaf, hard of hearing, DeafBlind or have difficulty speaking on the phone.



Relay Iowa is available at no cost, 24-hours a day, every day – making it possible for individuals who are deaf, hard of hearing, DeafBlind, or have difficulty speaking to communicate over the telephone.*

Several relay service options are available to accommodate the needs of various users. Primarily, calls are conducted through the use of an assistive communications device such as a text telephone (TTY), DeafBlind communicator, or other specialized equipment. Details regarding the available relay services in Iowa can be found on the following pages or online at relayiowa.com.

When you connect with Relay Iowa, a Communication Assistant (CA) will facilitate your call - promptly, professionally and accurately. Whether you're connecting with family, friends or businesses, all relay calls are confidential and there are no records kept of relay conversations.

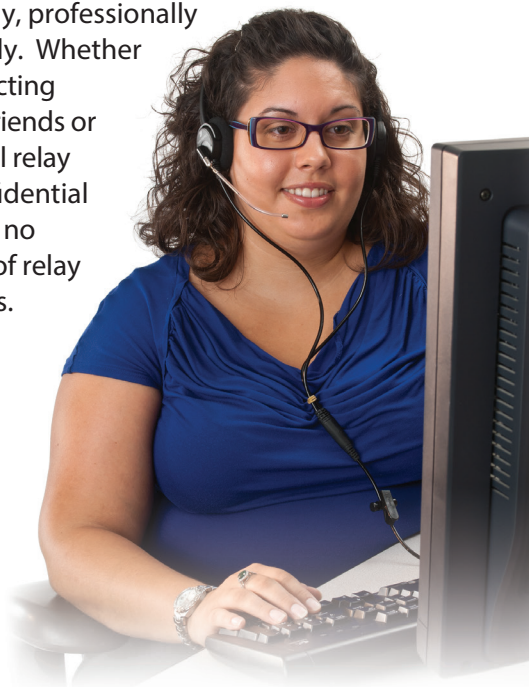


Table of Contents

Maximizing Your Relay Experience

Relay Connection Options

- 4 TTY (Text Telephone)
- 6 VCO (Voice Carry Over)
- 10 HCO (Hearing Carry Over)
- 12 DBS (DeafBlind Service)
- 14 STS (Speech-to-Speech)
- 16 Voice
- 18 CapTel® (Captioned Telephone)

Relay Service Information

- 22 How to Connect
- 22 Access and Charges
- 23 Customer Care
- 24 Assistive Telecommunications Equipment
- 24 Emergency Calls
- 25 Customer Profile Instructions

* Equipment charges may apply.

Maximizing Your Relay Experience

711: Easy, nationwide access to Relay.

711 is the national three-digit number for relay access (similar to 411 for information or 911 for emergencies). Simply dial 711 from wherever you are to be connected with Relay.

If you are making relay calls outside of your state and have established a Customer Profile, call the direct toll-free numbers found on page 22 of this pamphlet.

Spanish Relay

All relay connection options are available in Spanish. Bilingual CAs are available to process Spanish-to-Spanish relay calls. Relay calls can be translated between Spanish and English if you and the person you are calling are both within the state. Additional information about services in Spanish can be found at hamiltonrelay.com/espanol/index.html.

Customer Profile

Individuals may establish a variety of calling preferences that are automatically displayed for the Communication Assistant (CA). Establishing a Customer Profile can make calls more efficient.

To create your profile, please see the *Customer Profile* instructions on page 25.

The Role of the CA

All relay calls are kept confidential. The CA's sole function is to facilitate your call. Do not attempt to engage the CA in conversation; rather, address your comments directly to the person you are calling. The CA communicates everything heard, including

background noises or side comments. The CA may also indicate sounds heard on the calls that are not conveyed through the conversation, such as: laughing, crying, yawning.

The use of GA and SK:

GA or *Go Ahead* is a term used in relay calls for turn-taking purposes. When a person hears or sees *GA*, they know it is their turn to respond.

SK or *Stop Keying* is a term used in relay calls to indicate that the conversation is over and it is time to hang up.



TTY (Text Telephone)

TTY (Text Telephone) is the most common way to connect to TRS. This allows a person who is deaf or hard of hearing to type their messages and read the other person's responses.



Making a TTY Call

Using a TTY

- Using your TTY, dial 711 or the toll-free number for your state. (Please see page 22 for details.)
- The Communication Assistant (CA) will answer by identifying the Relay and providing their CA number and gender. The CA will then type *NUMBER TO CALL PLS Q GA*.
- Provide the area code and telephone number you want to call and any additional instructions.
- Once the call is connected, the CA will ask the person you are calling if they are familiar with Relay. If the person is not, the CA will explain how the relay works before the conversation begins.
- The CA will type everything said by the other party, word for word, along with any background noises.
- When you see *GA*, it is your turn to respond. Type *GA* when you are ready for a response. The conversation will proceed in this manner until the call is complete.
- When you have completed your side of the conversation, type *GA to SK* and the CA will close your call.

VCO (Voice Carry Over)

Voice Carry Over (VCO) is an effective service for people who have hearing loss and use their voice on the phone. VCO users speak directly to the person being called and, through specialized equipment, read what is spoken by the other party.

Required Equipment To make and receive calls using VCO, you will need either a TTY or a specific VCO device such as the Ameriphone or Uniphone. This equipment will allow you to read telephone conversations on a screen and respond using your own voice.



Making a VCO Call

Using a TTY

- Using your TTY, dial 711 or the toll-free number for your state. (Please see page 22 for details.)
- After the Communication Assistant (CA) answers and identifies Relay, type: *VCO PLS GA*.
- Wait for the CA to type, *VCO ON GA* indicating that Voice Carry Over has been activated.
- Pick up the handset and speak to the CA providing the number of the person you wish to call, and any additional instructions. Say *GA* or *Go Ahead* and immediately place the handset back onto the TTY.
- The CA will ask the person you are calling if they are familiar with Voice Carry Over. If the person is not, the CA will explain how VCO works before the conversation begins.
- The CA types the response of the other person for you to read on your TTY screen. When you see *GA*, it is your turn to respond by picking up the handset and speaking to the other person.
- When you are ready for the other person to respond, say *GA* and place the handset back on the TTY. Turn-taking continues in this manner until the call is complete.

Using a VCO Device

- Connect to Relay by dialing 711 or the toll-free number for your state. (Please see page 22 for details.)
- When the Communication Assistant (CA) answers, simply press the *RLY MSG* button that sends a recorded VCO prompt.
- After the CA answers with *VCO ON GA*, provide the number you wish to call and then say *GA*.
- If necessary, the CA will explain how VCO works to the person you are calling.
- When the conversation is ready to begin, speak directly to the person you are calling and say *GA* when you are ready for a response. The CA types the response of the other person for you to read on your screen, and when you see *GA*, it is your turn to respond. Turn-taking continues in this manner until the call is complete.

Receiving a Call as a VCO User

People calling you can dial 711 or the toll-free number listed on page 22 of this pamphlet. If you have not established a Customer Profile, answer incoming calls in one of the following two ways.

Answering Voice First

- Answer the call and say *VCO PLEASE GA*. Immediately connect your TTY or VCO device.
- The CA will send their CA number and gender, followed by *VCO ON GA*. You may then speak directly to the caller using *GA* to take turns.

Answering TTY or VCO Device First

- Connect your TTY and type *VCO PLS GA*.
- If you are using a VCO device, simply press the *RLY MSG* button that sends a recorded VCO prompt.
- The CA will send their CA number and gender, followed by *VCO ON GA*. You may then speak directly to the caller using *GA* to take turns.

Tips for VCO Users

- When connecting with the CA, do not press any other keys. Doing so will send TTY tones to the CA and may cause confusion about which call method you want to use (TTY or VCO).
- While the other party is speaking, be aware that the CA will not be able to hear you until the *GA* is given and it's your turn to speak.
- You may make as many consecutive calls as you wish. If you wish to make another call, simply inform the CA and provide the phone number.

2-Line VCO

This enhanced relay feature allows for a more interactive conversation by eliminating the use of *Go Ahead*. The CA does not identify relay and is present only to type what's said by the other party. 2-Line VCO requires the use of two telephone lines, one of which must have 3-way conferencing capabilities.

HCO (Hearing Carry Over)

HCO (Hearing Carry Over) is especially useful for people who can hear, but who regularly or occasionally have difficulty speaking over the phone. HCO users listen directly to the person called and, through specialized equipment, type their responses to the other party.

Making an HCO Call

- Using your TTY, dial 711 or the toll-free TTY number for your state. (Please see page 22 for details.)
- When the Communication Assistant (CA) answers, type *HCO PLS GA*.
- Wait for the CA to both type and say *HCO ON GA*, which indicates that Hearing Carry Over has been activated.
- Type the telephone number for the person you wish to call and provide any additional instructions, followed by *GA*.
- Once the call is connected, everyone on the call will be able to hear each other. Be ready to listen for the voice of the person you are calling.
- The CA will ask the person you are calling if they are familiar with Hearing Carry Over. If the person is not, the CA will explain how HCO works before the conversation begins.
- When you hear the person say *Go Ahead*, type your response. The CA will read aloud your response to the other person. Turn-taking continues in this manner until the call is complete.
- To end your call, type *GA to SK* or simply type *Goodbye*.

Receiving a Call as an HCO User

- People calling you may dial 711 or the toll-free Voice number for your state. (Please see page 22 for details.)
- If a customer profile has been established, the calls you receive will automatically connect in HCO mode.
- If a customer profile has not been established, answer incoming calls by connecting your TTY and typing *HCO PLS GA*. The CA will then activate Hearing Carry Over and both type and say *HCO ON GA*.

2-Line HCO

This enhanced relay feature allows for a more interactive conversation by eliminating the use of *Go Ahead*. The CA does not identify Relay and is present only to read aloud what's typed by the HCO User. 2-Line HCO requires the use of two telephone lines, one of which must have 3-way conferencing capabilities.



DBS (DeafBlind Service)

DBS (DeafBlind Service) allows people with combined hearing and vision loss to place and receive telephone calls. DBS users type their messages and read the other person's responses, typed by the CA, on a braille display.

Required Equipment

Specialized telecommunications equipment is required, such as a TeleBraille or DeafBlind communicator.



Making a DBS Call

- Using your specialized equipment, dial 711 or the toll-free number for your state. (Please see page 22 for details.)
- The CA will answer by identifying Relay and typing *NUMBER TO CALL PLS Q GA*.
- Provide the area code and telephone number you want to call, as well as any additional instructions.
- Once the call is connected, the CA will type everything said by the other party word for word, along with any background noises.
- When you read *GA*, it is your turn to respond. Type your message and add *GA* when you are ready for a response. The conversation will proceed in this manner until the call is complete.
- When you have completed your side of the conversation, type *GA to SK* to close your call.

Slow Type Buffer: A feature used in DBS which allows the CA to type at a normal pace, while sending text to your device at a speed dictated by you (see note below). CAs have the ability to turn this feature on or off on a per call basis.

***Note:** The Slow Type Buffer is a common feature used in DBS. You can establish the pace of which text is sent to you by completing a Customer Profile form or by indicating your preference to the CA before your call. In addition, the CA is able to adjust the speed for you at any time throughout your call.*

STS (Speech-to-Speech)

STS (Speech-to-Speech) is especially useful for people who have difficulty speaking or being understood on the telephone. STS Relay involves specially trained Communication Assistants (CA) who are familiar with the speech patterns of a wide variety of individuals who have difficulty being understood.

Required Equipment

Special telephone equipment is not needed for Speech-to-Speech calls since STS users may use their own voice or an AAC (Augmentative and Alternative Communication) device to communicate.

Making a Call

- Dial 711 or the toll-free STS number for your state. (Please see page 22 for details.)
- Provide the STS CA the number you wish to call, plus any special instructions.
- The CA will ask the person you are calling if they are familiar with STS. If the person is not, the CA will explain how STS works before the conversation begins.
- The CA will repeat your part of the conversation, in short phrases, unless you request otherwise. The CA will work closely with you to ensure your entire conversation is understood and will clarify anything that is not clear before repeating.
- Say *Go Ahead* or *GA* each time you are finished speaking and are ready for a response. The conversation will proceed in this manner until the call is complete.
- To end your call, say *GA to SK* or simply say *Goodbye*.

Tips for STS Users

- Establish a Customer Profile to store helpful information about your calls. This will allow the CA to process your calls more efficiently. (See page 25 for details.)
- Give the CA as much information as possible about your call prior to the CA dialing. For example, if you know you are calling an automated system that requires you to select from a number of options, let the CA know which options you want before the call is placed.
- If you reach an answering machine, the CA will request and verify your full message and then call back to leave that message.
- It is helpful if you pause while the CA repeats your part of the conversation.
- You or the person you are calling may request that the CA remain in the background. If you need the CA to assist at any time during the call, you must request the CA to do so. This is especially helpful when calling family, friends or others who are familiar with your speech.
- There is no time limit and you may make as many consecutive calls as you want. You should not be concerned with the length of time a call may take.
- You may request a male or female CA and as long as one is available, your request will be honored.

Additional STS offerings may be available in your state. Please contact Customer Care to learn more.

Voice

Voice Relay allows standard phone users to communicate with individuals who are deaf, hard of hearing, DeafBlind or have difficulty speaking and who may use a TTY, TeleBraille or other assistive telecommunications device. A Communication Assistant (CA) facilitates the call by relaying messages between the individuals, according to their communication needs.

Making a Call

- Dial 711 or the toll-free number for your state. (Please see page 22 for details.)
- The CA will answer with their identification number and ask for the number you wish to call.
- Provide the area code and telephone number you wish to call, along with any special instructions.
- All conversations are relayed word for word. The person you are calling may also be made aware of any audible background noises or conversations occurring near you.
- The CA will facilitate the conversation through a turn taking process. When it is your turn, speak directly and clearly to the person you are calling and say *GA* or *Go Ahead* when you are ready for a response. The other party will begin their response and when you hear the words *GA* or *Go Ahead*, it is your turn to speak again.
- To end your call, say *GA to SK* or simply say *Goodbye*.

Receiving a Relay Call

- When you pick up the phone and hear *This is Relay*, someone who may be deaf, DeafBlind, hard of hearing or have difficulty speaking is on the line.
- The CA will give their identification number and ask if you have received a relay call before. If necessary, the CA will explain the process before connecting the call.
- The conversation will proceed in the same manner as when making a relay call; say *Go Ahead* or *GA* to indicate you are done speaking and say *GA to SK* to end the conversation.

Tips for Voice Relay Users

- Provide the CA with as much information as possible before your call begins, such as the name of the person you are calling, so that the CA may ask for them when the call is answered.
- You may request a male or female CA – and depending on availability, your request will be honored.
- Once you are connected to the person you are calling, speak slower than usual and wait a few moments for a response as there may be a slight delay.
- If you have a series of questions, it is helpful to ask them one at a time, allowing the person you are calling to respond to each question individually. This will help reduce any confusion or misunderstandings.
- There is no time limit on calls, and you may make as many consecutive calls as you wish.

CapTel® (Captioned Telephone)

What is Captioned Telephone?

Captioned Telephone (CapTel) is a service that allows users to listen to their phone conversations while reading captions of what's said to them. Through the use of a uniquely designed CapTel phone, users speak directly to the other party and listen and read the other party's response. Captions appear on the bright, built-in display screen of the CapTel phone, just moments after the other party has spoken.

How it Works

Captioned Telephone service works through the use of a CapTel phone which functions like a traditional phone, with an essential difference: it displays what the other party says throughout the conversation.

Behind the scenes, advanced speech recognition software is used to generate captions of the call while a live Communication Assistant is available to ensure accuracy of the captions.

This leading-edge technology:

- Eliminates the struggle of using the phone due to difficulty hearing.
- Allows for natural conversations.
- Provides a truly interactive calling experience.



Choose the Phone That's Right for You



CapTel 840PLUS *(phone service required)*

The CapTel 840PLUS operates like a traditional home phone with features including:

- Amplification
- Caller ID capable
- One touch button for Customer Care

CapTel 840i *(internet and phone service required)*

With the size and feel of a traditional home phone, the CapTel 840i offers:

- Conventional buttons for menu navigation
- Built-in answering machine
- Ability to store 95+ contacts

CapTel 2400i *(internet and phone service or internet only option)*

With a contemporary design, the CapTel 2400i offers:

- Built-in answering machine
- Large touchscreen display
- Speakerphone

CapTel 880i *(internet and phone service required)*

The perfect option for people with hearing loss and low vision, the CapTel 880i offers:

- Extra large display for easy reading
- Conventional buttons for on-screen menu navigation
- Built-in answering machine

Hamilton Mobile™ CapTel® App

The Hamilton Mobile CapTel app delivers the same reliable Captioned Telephone experience you can enjoy at home and at work – now at your fingertips wherever you go. It syncs with all your mobile device contacts, provides captions on incoming and outgoing calls, enables you to access your call log and review captions later and is fast and accurate.

Additional features include:

- Built-in voicemail with captions
- Call Forwarding and Custom Caller ID
- Customizable captions for easy reading – choose your font style, color and size



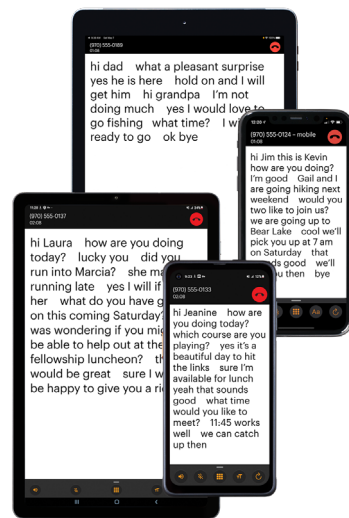
Hamilton Web™ CapTel

Hamilton Web CapTel is a service that allows people with hearing loss to make Captioned Telephone calls using an internet browser on a computer or tablet. This VoIP (Voice Over Internet Protocol) service does not require a separate telephone connection to function.

For more information:

To learn more about Hamilton CapTel, please visit HamiltonCapTel.com. If

you have questions or need assistance, please contact Hamilton CapTel Customer Care at 877-455-4227 or info@hamiltoncaptel.com.



FEDERAL LAW PROHIBITS ANYONE BUT REGISTERED USERS WITH HEARING LOSS FROM USING INTERNET PROTOCOL (IP) CAPTIONED TELEPHONES WITH THE CAPTIONS TURNED ON. Advanced speech recognition software is used to process calls, and, in certain circumstances, a live communications assistant may be included on the call. There is a cost for each minute of captions generated, paid from a federally administered fund. To learn more, visit fcc.gov. Third-party charges may apply: the Hamilton CapTel phone requires high-speed internet access (Wi-Fi capable) and in some cases, may require telephone service. When using Hamilton CapTel on a smartphone or tablet and not on Wi-Fi, a data plan is required. Hamilton CapTel may be used to make 911 calls but may not function the same as traditional 911 services. For more information about the benefits and limitations of Hamilton CapTel and Emergency 911 calling, visit HamiltonCapTel.com/911. Third-party trademarks mentioned are the property of their respective owners.

Contact Information

How to Connect with Relay Iowa

To place a call through Relay Iowa, simply dial 711.

Or call one of the toll-free numbers below:

- TTY: 800-735-2942
- Voice: 800-735-2943
- Voice Carry Over (VCO): 800-735-4313
- Speech-to-Speech (STS): 877-735-1007
- Visually Assisted STS: 800-855-8440
- Spanish: 800-264-7190

(Includes Spanish-to-Spanish. Translation between English and Spanish is available if both parties are within the State of Iowa.)

- To call a 1-Line CapTel user, dial:
 - 877-243-2823 (English)
 - 866-217-3362 (Spanish)
- To call a 2-Line CapTel user, dial their phone number directly.

If you are traveling out of state, or you are in a state that is not served by Hamilton Relay, you can place interstate calls with Hamilton by calling:

- TTY: 800-833-5833 (toll-free)
- Voice: 800-833-7833 (toll-free)

Access and Charges

Access Relay by dialing 711 or the associated toll-free number. Relay services are available 24 hours a day, seven days a week – with no restrictions on the length or number of calls made. It is free to access and use relay services.

Customer Care

If you have suggestions, comments or concerns, please contact:

Relay Iowa Customer Care

1006 12th Street
Aurora, NE 68818
Voice/TTY: 888-516-4692
Fax: 402-694-5110
Email: iarelay@hamiltonrelay.com

If your expressed concern about Relay service or non-internet based CapTel service is not resolved to your satisfaction, you may contact:

Iowa Utilities Commission
1375 East Court Avenue
Des Moines, IA 50319
Voice: 515-725-7367
Visit: iuc.iowa.gov

Póngase en contacto con el Departamento de Servicio al Cliente del servicio de retransmisión de Iowa para obtener más información sobre el servicio de retransmisión en español.

- Voz/TTY: 888-516-4692
- Fax: 402-694-5110
- Correo Electrónico: spanish@hamiltonrelay.com

Captioned Telephone Customer Service

English: 888-269-7477
Spanish: 866-670-9134
Email: info@hamiltoncaptel.com

In addition, the Federal Communications Commission is available to serve you regarding Relay issues, including issues regarding internet-based CapTel service. Visit: fcc.gov

Assistive Telecommunications Equipment

Telecommunications Access Iowa (TAI) provides access and assistance to individuals in selecting equipment that best suits their communication needs. Qualified individuals can receive a voucher that pays for approximately 95% of the average cost of specialized telecommunications equipment.

Telecommunications Access Iowa (TAI)

6925 Hickman Road
Des Moines, IA 50322
Voice: 515-282-5099
Toll-Free: 800-606-5099
Videophone: 515-207-0776
Fax: 515-237-3917
Email: info@teleiowa.com
Visit: teleiowa.com

Emergency Calls

In the event of an emergency, call 911 or your local emergency services TTY number directly. Relay Iowa will make every effort to assist in emergencies. Note that relay centers are not 911 centers and do not assume responsibility for the call.

Notes

Customer Profile

Individual call handling preferences can be stored on file. These preferences include customized greetings, preferred connection option, speed dial numbers, slow type buffer and more. User preferences are then automatically displayed on the Communication Assistant's screen every time you make or receive a call. This can save on call processing time – connecting you with family, friends and businesses in a more efficient and effective manner.

To create a customer profile online, visit relayiowa.com and select *Customer Profile* to complete and submit your form. You may also contact Relay Iowa Customer Care.



Relay Friendly Business Training Program

Making a telephone call to schedule an appointment, order take-out food or check an account balance is a part of everyday life. For individuals who have difficulty hearing or speaking over the phone and use Relay services to make calls, these everyday contacts can sometimes cause frustration if a business or organization is not familiar with Relay and how it works.

With the goal of educating businesses on how to recognize a Relay call and the benefits of staying on the line, Relay Iowa offers a training program to businesses and their employees called the Relay Friendly Business program.

Relay Friendly
Business

To become a Relay Friendly Business or to recommend a business for training, contact Relay Iowa Customer Care at iarelay@hamiltonrelay.com.

Relay Iowa is a program of the Iowa Utilities Commission. Relay Iowa is powered through Hamilton Relay of Aurora, Nebraska – a national leader in providing high quality relay services for individuals who are deaf, hard of hearing, DeafBlind or have difficulty speaking. Hamilton Relay has been offering relay services since 1991 and has built a reputation for outstanding customer service, reliable technology, essential relay education and professional Communication Assistants.



20240718