

MassRelay Guide for Understanding Your Customer Profile

We want to make sure that all the relay calls you make and receive are as individual as you are. Get familiar with our customer profile and when you have completed it send it to us and you are on your way to easier time-saving relay calling.

1. Customer Information

Please fill in all of the information in this section. All information is kept confidential.

2. Multi-User Profile/Remote Profiles-Personal Identification Number (PIN)

The Password and PIN may be used for three purposes: When there is more than one user in your home, to access your profile from a remote location, and/or to make sure you are the only person who can make changes to your profile. Simply giving your password and PIN to the CA will permit the CA to view your selected preferences.

Password: Your password prevents other people from changing any information on your profile without your permission. It must be 7 digits using letters and/or numbers (alphanumeric).

PIN: Your PIN must be 4 numbers.

3a. Making Relay Calls

This section allows you to select the way you **CONNECT TO** relay. *If you live with a person who uses relay differently than you, each person should create his/her own multi-user profile.*

Language: If no language selection is made, your calls will be answered by an English speaking CA.

Gender: You may choose the gender of the CA you prefer to relay your call. When available, your call will be answered by a CA of that gender; otherwise, your call will be answered by the next available CA.

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

ASCII (Computer/TTY): ASCII allows a person who is deaf or hard of hearing to type their messages and read the other person's responses. This method of

connecting is ideal for a person who uses a computer or a TTY with ASCII settings to communicate through the relay service.

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

Speech-to-Speech (STS): STS is ideal for individuals who have difficulty speaking. STS relay involves specially trained CAs who are familiar with a wide variety of speech patterns and revoice the relay user's part of the conversation. If you are a STS user, complete Section 5.

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

Select **I am a Voice user who wants to call a Captioned Telephone user** when you are a voice user setting up your profile to contact a Captioned Telephone user.

3b. Answering Relay Calls

This section allows you to select the way you want to **ANSWER** or receive your relay calls.

Important: After your Customer Profile has been entered into the database, all relay calls made or received from your profiled phone number will connect automatically as listed on your Profile. *If you live with a person who answers relay differently than you, skip this section.*

4. For every Relay call I make, I want...

The following features may be helpful to some relay users. However, they are not necessary for all relay users. *If you only use Speech-to-Speech, you may skip this section.*

Translation: Native ASL relay users or people who do not feel comfortable with written English can have the CA voice in standard English and type back in ASL word order. The CA will translate for both the TTY user and the voice user unless given other instructions.

Spell Check Turned Off: By turning spell check off you will see mistakes or misspelled words. Spell check is turned off automatically when Typing Speed Buffer is requested.

No Abbreviations: Normally, the CA types many abbreviations during a relay call. For example, please = PLS, meeting = MTG, tomorrow = TMW and many others. By choosing “No Abbreviations”, the CA will type word for word, without using abbreviations.

Typing Speed Buffer: Hamilton’s Typing Speed Buffer feature allows CAs to type at a normal pace while text appears on screen beginning at 10 words per minute in increments of 5 up to 45 words per minute. Relay users can select this in the profile or ask the CA at anytime before or during the phone call to adjust the communication speed.

5. Speech-to-Speech Relay Connections

This section allows you to select the way you want ALL of your STS relay calls to be handled. *If you do not use STS, skip to Section 6.*

Revoicing Preferences: You may choose if you want your voice to be heard by the other party or just by the CA, and/or at what time the CA should assist with the conversation. This privacy feature can be activated or de-activated upon verbal instruction of the STS user while on calls.

I want the CA to retain specific call content information from calls I make to use for making consecutive calls: The CA may retain information from one call in a session to be used in consecutive calls within the same session. For example, if you would like to make several calls with the same message, the CA may use the details of the first call in consecutive calls within the same session. This saves you from having to repeat the details several times. Once your session with that CA has ended, the information is no longer available.

Standard Message for CAs to Leave on Answering Machines: You may store a default message to leave on answering machines and voicemail systems if the CA encounters one. Example: “Hi, this is Bob. Please call me back through STS Relay at 888-272-5530 and ask the CA to dial my number 123-555-4567.”

Availability: You may indicate what days and times you are available at the number provided with this profile. If you have another number you would like to profile (such as a work number) please complete another form for the customized profile options you would like to be used for that number.

6. Long Distance Company

Please contact Customer Service for a list of participating long distance providers.

7. Speed Dialing

Write the name, area code and phone number of the people you frequently call. It's that simple! When you want to call that person, first connect to the CA and just tell the CA "Pls call Mom GA". You can have 50 people on your Speed Dial list.

For example: Mom 414-123-4567
 Doctor 920-333-4455
 Daycare 715-987-4561

8. Greetings

The greeting feature(s) you choose will be used on ALL RELAY CALLS.

I want CAs to use my first name to the people I call: If you select this feature, the CA will say your name as the call is introduced. For example: "This is MassRelay CA #4444 with a call from Bob." If you live with another relay user, this will only work if each person creates his/her own multi-user profile.

I want CAs to tell the people I call that I am deaf, hard of hearing, deaf-blind, or have difficulty speaking: If you select this feature, the CA will tell the person you are calling that you are deaf, hard of hearing, deaf-blind or have difficulty speaking. For example: "This is MassRelay CA #4444 with a call from a person who is deaf."

(NE) Never explain how to use the relay to any person I call: If you select this feature, the CA will not explain how the relay works to the people you call. For example: "A person who may be deaf or hard of hearing is calling you through MassRelay. This is CA 4444. One moment for your conversation to begin."

MassRelay uses the following language to explain relay. "The person calling you through the relay is typing their conversation and I will read it to you. When I say, "Go Ahead", it's your turn to talk. Then I will type everything I hear on your end of the line, so please talk slowly and directly to your caller. Please say, "Go Ahead", when you are finished speaking. One moment for your conversation to begin."

(NI) Never identify the relay to any person I call: If you select this feature, the CA will not inform the person you are calling that you are using the relay. This works best when a relay user is calling someone who is familiar with the caller and knows how to use relay. If you choose "NI", you **MUST** also choose "MY HELLO" listed below.

My Hello: If you select this feature, the CA will read what you have written as a greeting on all calls. It is very important that the CA has something to say when the hearing person first answers the phone. This greeting is limited to 50 characters

including spaces. **Only select this feature if you do not like any of the options above or if you picked "NI".**

NOTE: If you have a profiled greeting or if you type a greeting before the CA dials, the CA will read your greeting immediately. For example: "This is MassRelay CA #4444 with a call from Bob. Have you received a relay call before? One moment for your conversation to begin. GA".

9. Restrictions

You can stop someone from making long distance, international, 900, Directory Assistance or Operator Assisted relay calls from your home. This feature can save you money by protecting your phone bill. Once you choose the kinds of calls you want blocked, no one will be able to make those types of relay calls from your number.

10. Notes

Use this space to provide additional call handling instructions to be stored in your profile.

When completed please return to:

MassRelay Customer Service

703 W. Housatonic Street, Suite 148
Pittsfield, MA 01201

CS TTY: 800-720-3480

CS Voice: 800-720-3479

E-mail: customerservice@massrelay.com

Or fill out your Customer Profile on-line at: www.Mass.gov/MassRelay