



See what they say[®] with Captioned Telephone

Captioned Telephone (CapTel[®]) allows individuals who have difficulty hearing on the phone to listen while reading captions of what's said to them.



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

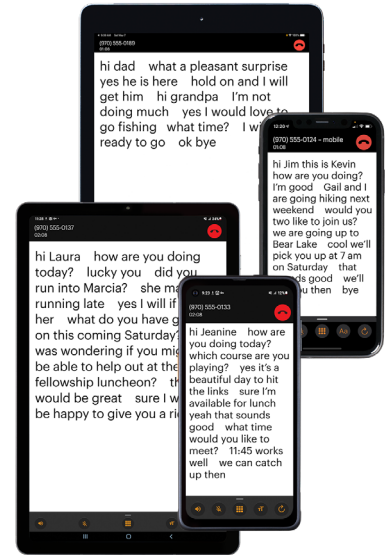


Hamilton Web™ CapTel

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.

Connect with Relay New Mexico

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

Relay New Mexico Customer Care

1006 12th Street

Aurora, NE 68818

Voice/TTY: 877-463-0994

Fax: 402-694-5110

Email: relaynm@hamiltonrelay.com

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

New Mexico Commission for the Deaf & Hard of Hearing

505 Marquette Avenue NW, Suite 1550

Albuquerque, NM 87102

Voice: 505-383-6530

TTY: 505-383-6541

VP: 505-435-9319

Toll-Free: 800-489-8536

Visit: www.cdhh.state.nm.us

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

- Voz/TTY: 877-463-0994
- Fax: 402-694-5110
- Correo Electrónico: spanish@hamiltonrelay.com

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

Assistive Telecommunications Equipment

The New Mexico Telecommunications Equipment Distribution Program (TEDP) lends telecommunications devices at no cost to qualifying New Mexico residents who need assistance in communicating over the phone. To learn more about the program or download the application form, contact:

New Mexico Commission for the Deaf & Hard of Hearing

505 Marquette Avenue NW, Suite 1550

Albuquerque, NM 87102

Voice: 505-383-6530

TTY: 505-383-6541

VP: 505-435-9319

Toll-Free: 800-489-8536

Visit: www.cdhh.state.nm.us



Relay Friendly Business

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 New Mexico offers a training program to businesses and their employees called the Relay Friendly Business program.

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

Relay New Mexico is a program of the New Mexico Commission for the Deaf & Hard of Hearing. Relay New Mexico 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.



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