



NJ Relay

WINTER 2013



INSIDE

NJ RELAY UNVEILS NEW WEBSITE DESIGN [PAGE 2](#)

NEW CAPTEL 840/840I PHONES
HAVE BUILT-IN ANSWERING MACHINES [PAGE 4](#)

NJ SPEECH-TO-SPEECH TECHNOLOGY UPDATE [PAGE 5](#)

NJ RELAY ADVENTURE [PAGE 6](#)

NJ RELAY UNVEILS NEW WEBSITE DESIGN

NJ Relay has launched its newly revamped NJ Relay Service website at www.njrelay.com. The new home page welcomes visitors with bold colors, a clean design with featured contents, and videos sharing how everyone deserves to communicate by phone. Other highlights include:

HOME PAGE

Visitors can click the “New Jersey Residents” or “Businesses and State Agencies” section as appropriate for their needs.

- NJ residents using the NJ Relay or NJ CapTel Services can explore the call types that fit their communication needs.
- Businesses and/or state agencies not familiar with NJ Relay or NJ CapTel can learn how to better serve customers who have a hearing loss or speech disability.

HOW TO USE PAGE

The “How to Use” page provides captioned videos for relay users to learn about each call type:

- I want to TYPE and READ:
TTY Relay, Deaf-Blind Relay, Spanish Relay, Relay Conference Captioning, Sprint IP Relay, Sprint Mobile IP App, or Sprint IP using Instant Messenger
- I want to LISTEN, SPEAK and READ
CapTel, Spanish CapTel, Sprint WebCapTel, Wireless CapTel by Sprint
- I want to LISTEN and TYPE
Hearing Carry-Over (HCO)
- I want to LISTEN and SPEAK
Speech-to-Speech
- I want to SPEAK and READ
Voice Carry-Over (VCO)

FOR BUSINESSES PAGE

This page is designed to provide advice and tools for businesses and state agencies on communicating with



customers or clients with varying degrees of hearing loss or a speech disability. They can also learn how to become a NJ Relay Business Partner. The NJ Relay Business Partner Kit includes information such as:

- An introduction and history of NJ Relay
- An overview of the Americans with Disabilities Act of 1990 and confidentiality
- The customers using NJ Relay & CapTel
- Making NJ Relay & NJ CapTel calls
- Receiving relay and CapTel calls from customers
- The *Don't Hang Up* campaign and training videos

OUTREACH PROGRAM AND MEDIA DOWNLOADS PAGES

Visitors can contact experienced NJ Relay and CapTel Outreach Specialists across the state of NJ to make arrangements for a presentation, product demonstration, one-on-one training or equipment installation support, or download a brochure to share with clients, coworkers, and customers.

There is a new “Request for Materials” page that allows customers or businesses needing NJ Relay or CapTel Brochures; the materials can be shipped at no charge. There is no fee for outreach support and materials.

Visit www.njrelay.com today and find out all that NJ Relay & CapTel has to offer you.

A MESSAGE FROM THE NJ RELAY & CAPTEL ACCOUNT MANAGER



Happy New Year! Allow me to introduce you all to New Jersey Relay & CapTel's new mascot, Inspector Seagull, pictured below. We are pleased to print Inspector Seagull's column in the New Jersey Division of the Deaf and Hard of Hearing's Monthly Communicator newsletter. The first installment appears in the January 2013 issue. Inspector Seagull provides informative responses to reader questions about NJ Relay services; be sure to check it out.



I'm also pleased to announce that we have revamped the NJ Relay website with a new look and feel. The website now includes more captioned video clips of each type of relay and CapTel call, along with a business section that allows any business to participate in the new NJ Relay Business Partner program. Businesses can also order free NJ Relay or CapTel brochures through the new "Request for Materials" section. Please share this information with your bank, doctor, school and other businesses, and encourage them to become recognized as a NJ Relay & CapTel Business Partner!

2012 was a year of new product releases for NJ Relay and CapTel as well as Sprint Relay. Product releases included:

- Built-in answering machines for CapTel Models 840 and 840i
- Speech-to-Speech Enhanced Features
- Sprint WebCapTel on Telikin Computers
- Sprint Mobile IP App for iPhone

More information about these products can be found in this issue.

On behalf of the NJ Relay and CapTel team, we wish you all a great year and thank you for staying in touch with us!

*Warmly,
Aparna Lele*

NJ RELAY STAYS BUSY WITH OUTREACH

The New Jersey Relay & CapTel Outreach Team has been busy, traveling the state to participate in retirement and senior health expositions and Deaf Awareness Day events, and providing NJ Relay presentations to organizations.

The team is always looking for events and presentation opportunities to get the word out about New Jersey Relay & CapTel, so let us know of events or groups in your area that might benefit from a free presentation about our services. For questions or requests, contact Aparna at (201) 355-0579 or njrelayoutreach@sprint.com.

NEW CAPTEL 840/840I PHONES HAVE BUILT-IN ANSWERING MACHINES

Some exciting changes have been introduced to the equipment program. Based on consumer feedback, the CapTel phones have been updated to include several new features. The CapTel 840 and 840i models include a built-in answering machine, extra-large 7" display screen, Spanish language menu options, additional large font sizes (for low-vision customers) and a real-time clock display.

There is only one main difference between the CapTel 840 and the CapTel 840i: the CapTel 840 is designed for individuals who use a standard telephone line and do not have high-speed Internet, while the CapTel 840i is for individuals with high-speed Internet access.



Individuals have two options for getting a CapTel phone:

1. Purchase the CapTel phone for \$99 by calling (800) 233-9130 or ordering online at njcapter.com.
2. Apply through the NJ Division of the Deaf and Hard of Hearing's Equipment Distribution Program. Upon meeting eligibility requirements, individuals may receive the CapTel device at no cost. For more information, call (800) 792-8339 or visit www.state.nj.us/humanservices/ddhh/equipment.

For more information about NJ CapTel Services and the Outreach Program, visit www.njcapter.com.

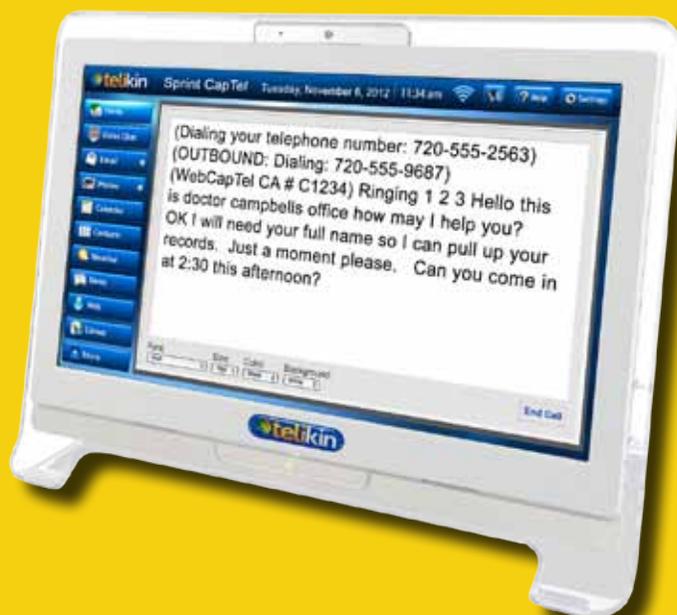
SPRINT WEBCAPTEL® ON A TELIKIN COMPUTER!



Struggle hearing on the phone? Sprint WebCapTel allows people with a hearing loss to receive captions on a computer screen virtually at the same time as the person speaks, allowing callers to enjoy the natural flow of an interactive telephone conversation.

Telikin is a simple and easy to use computer that includes video chat, photo sharing, email and now Sprint WebCapTel calls onto a sleek, touchscreen device.

- Purchase a Telikin computer today:
telikin.com
- Learn more about Sprint CapTel Services:
sprintcapter.com



Although CapTel can be used for emergency calling, such emergency calling may not function the same as traditional 911/E911 services. Sprint reserves the right to modify, extend or cancel offers at any time with notice. Other restrictions apply to Sprint CapTel services. These restrictions do not apply to Telikin. For details, see www.sprintcapter.com. ©2012 Sprint. Sprint and logos are trademarks of Sprint. WebCapTel is a registered trademark of Ultratec, Inc. Other registration marks are the property of their respective owners.

NJ SPEECH-TO-SPEECH TECHNOLOGY UPDATE

Based on consumer feedback from the speech disability community, new features have been added to allow speech disabled users to call anyone with additional confidence and ease in using Speech-to-Speech (STS) services.

STS services are designed for persons who have difficulty being understood over the phone. Current customers include those with cerebral palsy, muscular dystrophy, aphasia, laryngectomy, strokes and brain injuries.

The STS service provides specially trained operators who facilitate conversations between the user and the other party by repeating the message of the person with a speech impediment or synthesizer output. No special equipment is needed for this service.

Any telephone can be used to make a STS call. With the new features in place, individuals have several options to make STS calls easier to process. This can be accomplished by setting up a customized profile. The features include:

MY E-MAIL SET-UP

STS users can e-mail call information and special instructions 2 to 24 hours prior to the call for easier call set-up.

MY SUPPORT

A dedicated customer support team for STS users is open 24 hours a day, 7 days a week, to provide assistance.

MY SAVED MESSAGES

- Upon request, STS relay operators can copy any messages desired onto the customer profile. This provides a convenient solution to the problem of dictating a message for an answering machine.
- STS users can call the STS service and ask to retrieve saved messages.
- After 24 hours, the message copied into the customer profile will be deleted.

MY PHONE BOOK

STS users who place a call can simply ask for a caller by name. The customer profile can store up to 30 speed dial numbers.



MY NAME & PLACE

Callers who wish to call a STS user can call and ask for the other party directly by name without having to provide the telephone number. The STS user can be reached at multiple numbers and different numbers can even be added for certain times or days of the week.

MY STYLE

The STS relay operator can look up the customer's preferred conversation style, such as re-voicing the entire conversation or repeating upon request only.

MY WIRELESS

STS users who use a Sprint wireless phone can dial *787 to connect with a Sprint STS relay operator.

Individuals with speech disabilities who wish to set up their customer profiles and use these new features can call the dedicated customer service number below.

STS CUSTOMER SERVICE
(877) 787-1989
WWW.NJRELAY.COM/STS

STAY UPDATED WITH NJ RELAY

SIGN UP FOR OUR NEWSLETTER!

To receive the free New Jersey Relay newsletter, please fill out the form below or e-mail the information.

(Please print)

NAME _____

ADDRESS _____

CITY/STATE/ZIP _____

E-MAIL _____

PHONE _____ V TTY VP

I prefer to receive the newsletter via:
E-mail (.PDF) Mail (print)

Return this form to:
Aparna Lele
NJ Relay/Sprint Account Manager
Sprint, 3rd Floor
201 Route 17 North
Rutherford, NJ 07070

Or e-mail:
aparna.lele@sprint.com

Newsletters are distributed via e-mail as a .PDF version or via mail as a printed version.

NJ RELAY ADVENTURE: STUDENTS HAVE FUN LEARNING ABOUT NJ RELAY

On April 26, 2012, NJ Relay hosted its first NJ Relay Adventure. Over 50 deaf and hard of hearing high school juniors and seniors and faculty from New Jersey School for the Deaf and the Lake Drive Program at Mountain Lakes High School participated. The NJ Relay Adventure program was designed to provide a fun and interactive activity, with the goals of:

- Preparing the students to transition from high school to the “real world” using telecommunications access.
- Teaching about different technologies that support students’ daily communication needs.
- Having students use technology to gain independence and self-confidence.

After the NJ Relay and Sprint Relay presentations, game rules and instructions were provided to the five teams. Participants were given tasks such as: find a picture of a TTY, take pictures of a CapTel phone, film a team member explaining why relay services are important, make a relay call, and many more. The students had one hour to complete the adventure tasks and present them to the judges at the finish line. The judges reviewed and scored the tasks, and the winning teams were announced. All participants received certificates for their accomplishments.

During lunch, participants were given the opportunity to interact with students from both schools. The students thoroughly enjoyed the team-building activity with new friends; this helped build self-confidence and independence in using the new technology available to them.

Feedback was very positive about this event, and NJ Relay is pleased to know it has provided useful training to high school students who use relay services.

Photos on the cover of this issue are from the NJ Relay Adventure event.



CUT HERE



NEW JERSEY RELAY SERVICE INFORMATION

Dial 7-1-1, or use any of the following numbers or websites.



RELAY SERVICE

Voice	(800) 852-7897
TTY/ASCII	(800) 852-7899
VCO	(866) 658-7711
HCO	(800) 852-7899
STS	(866) 658-7712
Spanish	(866) 658-7714
Telebraille	(866) 658-7713
900 Services	(900) 230-4149
CapTel Users	(877) 243-2823

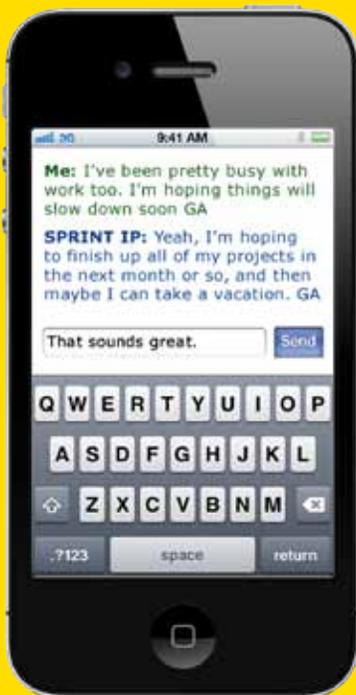
CUSTOMER SERVICE

NJ Relay	(800) 676-3777 TTY/V/ASCII
NJ Relay Spanish	(800) 676-4290 TTY/V/ASCII
CapTel	(888) 269-7477 CapTel/V/TTY
CapTel Spanish	(866) 670-9134
Sprint TTY Opr.	(800) 855-4000

WEBSITES

NJ Relay	www.njrelay.com
NJ CapTel	www.njcaptel.com
NJ RCC	www.njrelaycc.com
Sprint Relay	www.sprintrelay.com
Sprint Internet Relay	www.sprintip.com
Sprint CapTel	www.sprint800.com

MORE MOBILE FREEDOM USING THE SPRINT MOBILE IP APP FOR YOUR iPhone.



The free app is available for people who are deaf, hard of hearing or have speech disabilities to place internet relay calls through an experienced relay operator.

Download for your iPhone to call anybody, anytime.

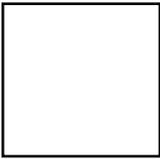
- Tap, connect and chat wirelessly
- Save or send text conversations
- Receive incoming calls

Instructions:

- Go to App Store
- Search "Sprint IP"
- Select "Sprint Mobile IP" app to download
- After download, log in with a username and password (registration is required)
- For more information, go to sprintrelay.com/mobileip



Sprint IP Relay Service is a free service offered to Deaf, Hard of Hearing and Speech disabled individuals that allow them to place relay calls over the Internet between locations in the United States (including its territories). International calls will either be blocked or terminated. Available only in USA and US territories. Due to FCC regulations that Deaf, Hard of Hearing and people with speech disabilities can only use this service. Registration required using this service – register to get your 10 Digit Number from www.mysprintrelay.com. Although Sprint IP Relay can be used for emergency calling, such emergency calling may not function the same as traditional 911/E911 services. Other restrictions apply. For details, see www.sprintrelay.com. © 2012 Sprint. Sprint and its logos are trademarks of Sprint. Android is a trademark of Google, Inc. iPhone is a trademark of Apple, Inc. Other marks are the property of their respective owners.



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SPRINT, 3RD FLOOR
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For NJ Relay Service phone numbers and contact information, see page 7.
*New Jersey Relay and CapTel Service is a free telecommunications service provided by Sprint
and approved by the NJ Board of Public Utilities (BPU), ensuring equal communication access
to telephone service for people with hearing or speech loss.*