



# NJ Relay

SPRING 2014



## NJ RELAY SPANISH SERVICES

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# A MESSAGE FROM THE NJ RELAY & CAPTEL ACCOUNT MANAGER



It's been quite a long and snowy winter! I am sure everyone is eagerly anticipating spring.

I am thrilled to announce that we have a new Spanish Relay Outreach Specialist, Mayra Castro. See pages 4-5 to learn more about Mayra and our Spanish services. Welcome, Mayra!

The cover of this issue features a relay operator. I want to acknowledge all of the NJ relay operators, captioners and speech-to-speech operators who work hard each day to make telephone communication access smooth and transparent. For everything they do, day after day, they are all truly appreciated. Next time you make a call through NJ Relay, NJ CapTel or NJ Speech-to-Speech, take a moment to say, "Hey, thank you for doing a great job!" to the operator. Or you could contact customer service to praise a specific operator (be

sure to have the operator's ID number). Major hand waves to say THANK YOU to the operators for making our lives easier!

I am excited about 2014's outreach and marketing plans; it will be a busy year with many activities. We also plan to host another fun Taste of Technology event this fall. This event will be open to everyone. Please check out [www.facebook.com/njrelaycaptel](http://www.facebook.com/njrelaycaptel), and click "Like" to stay updated on this event and to learn more about our services.

Sincerely,

Aparna Lele

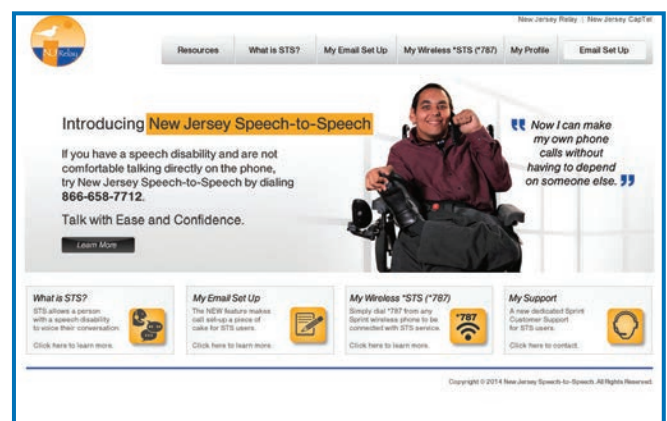
## NEW SPEECH-TO-SPEECH WEBSITE

NJ Relay is pleased to announce its new, dedicated Speech-to-Speech (STS) website at [www.newjerseysts.com](http://www.newjerseysts.com). Valuable customer feedback has also led to service enhancements that make STS calls more efficient.

Take a look at the exciting line-up of STS features:

- My Wireless STS (787): *Dial \*787 from any Sprint wireless phone to directly connect with an operator.*
- My Support (formerly STS Customer Service)
- My Email Set-Up (formerly STS Email Call Set-Up): *Email your call instructions or information at least two hours prior to a call.*
- My Saved Messages (formerly STS Retained Messages): *Ideal for the STS user who wants to leave the same message at several numbers.*
- My Name and My Places (formerly STS Contact Information): *Voice callers can ask for the STS user directly by name without having to provide the user's phone number.*
- My Style: *Set up preferred communication styles, such as having the operator re-voice the entire conversation, or repeat only when you request it.*
- My Phonebook (formerly Frequently Dialed Numbers): *Ask for a caller by name with stored speed dial numbers.*

For more information, contact [njrelayoutreach@sprint.com](mailto:njrelayoutreach@sprint.com), My Support, or visit New Jersey's dedicated STS website at [www.newjerseysts.com](http://www.newjerseysts.com).



# TIPS FOR STANDARD TELEPHONE USERS RECEIVING RELAY CALLS

## DON'T HANG UP!

When you hear, “Hello, a person is calling you through New Jersey Relay,” don’t hang up! It may sound like a telemarketing call but “New Jersey Relay” indicates that the person calling may be deaf, hard of hearing, deaf-blind or speech disabled. They are contacting you to do business like everyone else — to find out about a product, make an appointment, reach a teacher, call a parent with a birthday party invitation or simply to order Chinese food.

Hang-ups are frustrating for deaf, hard of hearing, deaf-blind, and speech disabled callers, and represents poor customer relations that may mean a loss of business for the business or organization hanging up on a relay call.

## TALK DIRECTLY TO YOUR CUSTOMER.

Avoid saying “tell him” or “tell her” or making indirect side comments. To ensure equal telephone access, the relay operator will type word for word everything they hear, including background noise and voice intonation so your words will be typed exactly as you say to them. For example, a user will read on their screen, “Tell her that...,” “Talking in background,” or even, “Hey, Joan, can you take this call please? I have no patience for relay calls.”

## BE PATIENT.

New Jersey Relay calls may take a bit longer than regular calls. Speak clearly and at a normal pace to



allow the relay operators to relay everything that is said. Keep in mind that such calls may be the most important calls you receive or be from some of your best customers!

## KNOW HOW TO RECEIVE CAPTEL CALLS.

When you receive calls from a CapTel user, speak directly to the CapTel user and the CapTel user will speak directly to you as his/her CapTel phone displays captions of

everything spoken. CapTel is designed to be transparent to whomever the CapTel user calls. CapTel users have full control of their calls and can decide if they want to announce they are using the CapTel service at any time during the call. Again, speak at a normal pace so they can easily read the captions.

## REMEMBER THAT ALL CALLS ARE PRIVATE.

NJ Relay and NJ CapTel comply with the Federal Communication Commission (FCC) requirement to protect your privacy. All NJ Relay and NJ CapTel operators, supervisors and administrative staff are required to attend special training on confidentiality and ethics. All employees must sign a pledge of confidentiality and code of ethics annually, both of which protect your rights. No record of any call is ever kept. Additionally, NJ Relay and NJ CapTel operators must remain impartial and are not allowed to discuss call content, personal caller information, or to act on any information they may learn while relaying a call.

# WELCOMING NEW NJ SPANISH RELAY OUTREACH SPECIALIST MAYRA CASTRO



NJ Relay is proud to announce Mayra Castro as the new NJ Spanish Relay Outreach Specialist. Mayra, who is deaf and Cuban-American, said, “I am honored and excited to be working for NJ Spanish Relay and CapTel Services. My goal is to help raise awareness about the availability of

Spanish Relay and CapTel services for the NJ Hispanic community.” She added, “I am looking forward to sharing the services available in Spanish with Hispanics and Latinos, especially those who are deaf, hard of hearing, deaf-blind, speech-disabled or have a hearing loss.”

For Spanish Relay consumers, there are many options for communicating over the telephone.

## **Spanish TTY Relay**

*English text to spoken Spanish, or Spanish text to spoken Spanish*

A person who is deaf, deaf-blind, hard of hearing, or speech disabled can use a TTY to type his/her conversation in either Spanish or English to a Relay Operator (OPR), who then reads the typed conversation to a standard telephone user. The OPR relays the standard telephone user’s spoken words in either Spanish or English by typing them back to the TTY user.

English: [njrelay.com/spanish-tty-relay](http://njrelay.com/spanish-tty-relay)  
Spanish: [njrelay.com/servicios-en-espanol](http://njrelay.com/servicios-en-espanol)

## **Spanish CapTel**

*Spanish captions to spoken Spanish*

Ideal for people with some degree of hearing loss, the Captioned Telephone, or CapTel, works like any other telephone with one important addition: it displays every word the caller says throughout the conversation in Spanish. CapTel phone users can listen and speak

directly to the caller in either Spanish or English, and also read Spanish captions in a display window.

English: [njrelay.com/captel](http://njrelay.com/captel)  
Spanish: [njrelay.com/captel-en-espanol](http://njrelay.com/captel-en-espanol)

## **Sprint Internet (IP) Relay in Spanish**

*Spanish text to spoken Spanish*

A person who is deaf, deaf-blind, hard-of-hearing, or speech disabled can use the computer and an Internet connection to type his/her conversation in Spanish to a relay operator, who reads the typed Spanish conversation to a standard telephone user. The operator then relays the standard telephone user’s spoken Spanish by typing back to the Spanish Internet Relay user.

English: [njrelay.com/sprint-ip-relay](http://njrelay.com/sprint-ip-relay)  
Spanish: [njrelay.com/retransmision-de-sprint-ip](http://njrelay.com/retransmision-de-sprint-ip)

## **Sprint Mobile (IP) Relay in Spanish**

*Spanish text to spoken Spanish*

The Sprint Mobile IP app is free and can be downloaded to select Sprint Android-powered device (OS 2.1 or higher). Available for people who are deaf, hard of hearing or have a speech disability to communicate using text on mobile wireless devices anywhere, anytime, this app provides mobile access to Sprint IP Service in Spanish for people on the go.

English: [njrelay.com/sprint-mobile-ip](http://njrelay.com/sprint-mobile-ip)  
Spanish: [njrelay.com/sprint-mobile-ip-en-espanol](http://njrelay.com/sprint-mobile-ip-en-espanol)

*See next page for Spanish version of this article.*

**NJ RELAY**  
**CUSTOMER SERVICE**  
**ENGLISH:**

**1-800-676-3777 (VOICE/TTY)**

**ESPAÑOL:**

**1-800-676-4290 (VOZ/TTY)**

**WWW.NJRELAY.COM**

# LE DAMOS LA BIENVENIDA A NUESTRA ESPECIALISTA EN PROMOCIÓN DEL SERVICIO DE RELEVO DE NEW JERSEY SRA. MAYRA CASTRO

NJ Relay se enorgullece en informar que Mayra Castro será la nueva Especialista en Alcance Comunitario de Retransmisión en Español de New Jersey. Mayra, quien es sorda y cubanoamericana, dijo “Me siento honrada y emocionada de estar trabajando para los servicios de retransmisión en español NJ Spanish Relay y CapTel. Mi meta es ayudar a que se sepa más ampliamente en toda la comunidad hispana de New Jersey que los servicios de Spanish Relay y CapTel existen y están disponibles.” Añadió, “Espero con ansia poder compartir los servicios disponibles en español con los hispanos y latinos, especialmente con aquéllos que son sordos, sordo ciegos o que tienen dificultades de audición, discapacidades del habla o pérdida auditiva.”

Los consumidores de Spanish Relay y CapTel cuentan con gran cantidad de opciones para comunicarse por teléfono.

## **Retransmisión de Teléfono de Texto en Español**

*Texto en inglés a español hablado o texto en español a español hablado*

Una persona sorda, sordo ciega, con dificultades de audición o con alguna discapacidad del habla puede usar un teléfono de texto (TTY) para teclear su conversación ya sea en español o inglés al Operador de Retransmisión (OPR), quien entonces lee en voz alta la conversación teclada al usuario de teléfono estándar. El Operador de Retransmisión comunica las palabras que dice el usuario de teléfono estándar teclándolas ya sea en español o inglés para que las lea el usuario de teléfono de texto.

Versión en inglés: [njrelay.com/spanish-tty-relay](http://njrelay.com/spanish-tty-relay)

Versión en español: [njrelay.com/servicios-en-espanol](http://njrelay.com/servicios-en-espanol)

## **CapTel en Español**

*Subtítulos en español a español hablado*

Ideal para las personas con algún grado de pérdida de la audición, el Teléfono con Subtítulos, o CapTel, funciona como cualquier otro teléfono, pero con una importante adición: muestra todas y cada una de las palabras

que la persona que llama dice durante la conversación. Los usuarios del teléfono CapTel pueden escuchar y hablar directamente con la persona que llama ya sea en español o inglés y también pueden leer los subtítulos en español en la pantalla.

Versión en inglés: [njrelay.com/captel](http://njrelay.com/captel)

Versión en español: [njrelay.com/captel-en-espanol](http://njrelay.com/captel-en-espanol)

## **Retransmisión de Sprint (IP) por Internet en Español**

*Texto en español a español hablado*

Una persona sorda, sordo ciega, con dificultades de la audición o con alguna discapacidad del habla puede usar una computadora con conexión a Internet para teclear su conversación en español a un operador de retransmisión, quien entonces lee en voz alta la conversación teclada en español al usuario de teléfono estándar. El operador entonces comunica el español que diga el usuario de teléfono estándar teclándolo para que lo lea el usuario de Retransmisión por Internet en Español.

Versión en inglés: [njrelay.com/sprint-ip-relay](http://njrelay.com/sprint-ip-relay)

Versión en español: [njrelay.com/retransmision-de-sprint-ip](http://njrelay.com/retransmision-de-sprint-ip)

## **Retransmisión en español con Sprint Mobile IP**

*Texto en español a español hablado*

La aplicación Sprint Mobile IP es gratuita y puede descargarse en dispositivos selectos de Sprint que cuenten con tecnología Android (OS 2.1 o superior). Esta aplicación, que se ofrece a las personas sordas, con dificultades de audición o discapacidades del habla para que se comuniquen usando texto en dispositivos inalámbricos móviles en cualquier lugar y en cualquier momento, brinda acceso móvil al servicio Sprint IP en español para las personas en la marcha.

Versión en inglés: [njrelay.com/sprint-mobile-ip](http://njrelay.com/sprint-mobile-ip)

Versión en español: [njrelay.com/sprint-mobile-ip-en-espanol](http://njrelay.com/sprint-mobile-ip-en-espanol)

# 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 \_\_\_\_\_

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CUT HERE

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 email:  
njrelayoutreach@sprint.com

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



# CAPTEL 880i IS IDEAL FOR PEOPLE WITH HEARING LOSS AND LOW VISION

The new CapTel 880i has many benefits for people with hearing loss who also have low vision. The benefits include:

- Extremely large, high-resolution 10" caption window with adjustable font sizes, styles and colors
- Built-in answering machine with captions
- Wi-Fi-compatibility
- Adjustable volume up to 40dB gain for captioned calls



## Set-up requirements

- Internet connection (high-speed or Wi-Fi)
- Telephone line connection (analog, VoIP, DSL, or digital cable phone service)\*
- A router may be required\*\*

## How to get a new CapTel phone

- NJ residents, agencies and businesses may purchase the CapTel phone for \$75.00\*\*\* by calling (877) 805-5845 (voice/TTY) or by emailing CapTel@weitbrecht.com.
- Apply through the NJ Division of the Deaf and Hard of Hearing's Equipment Distribution Program. Individuals who meet eligibility requirements may receive the CapTel device free of charge. For more information about this program, call (800) 792-8339 or visit [www.state.nj.us/humanservices/ddhh/equipment](http://www.state.nj.us/humanservices/ddhh/equipment).

\* Not compatible with PBX systems unless an analog port is available.

\*\* Depending on how many devices are connected to the Internet, a router may be needed to connect the CapTel 880i phone.

\*\*\* Taxes are not included.

**FOR MORE INFORMATION, VISIT  
[WWW.SPRINTCAPTEL.COM](http://WWW.SPRINTCAPTEL.COM).**

# Trouble **HEARING** on the Phone ?



njcaptel.com

No need to ask your caller to repeat themselves, with **CapTel®** you can read captions while listening to your caller!

**New Jersey Captioned Telephone Service (NJ CapTel)** allows people with hearing loss to receive word-for-word captions of what their caller says on a **CapTel** phone's display screen while their caller speaks, allowing both parties to enjoy the natural flow of a telephone conversation.



CapTel  
840/840i

“**CapTel** has made a  
**huge difference**  
in my life.”

*P. Yerkes, New Jersey*

**For more information about CapTel service, contact:  
njcaptel.com or 877.805.5845**

## NEW JERSEY RELAY SERVICE INFORMATION

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



### RELAY SERVICE

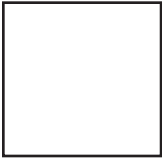
Voice	(800) 852-7897
TTY/ASCII	(800) 852-7899
VCO	(866) 658-7711
HCO	(800) 852-7899
STS	(877) 878-1989
Spanish	(866) 658-7714
Braille	(866) 658-7713
900 Services	(900) 230-4149
CapTel Users	(877) 243-2823

### CUSTOMER SERVICE

NJ Relay	(800) 676-3777 TTY/V/ASCII
NJ STS	(877) 877-1989
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.sprintcaptel.com



NJ RELAY  
SPRINT, 3RD FLOOR  
201 ROUTE 17 NORTH  
RUTHERFORD, NJ 07070



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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.*