



NJ Relay & CapTel

Accessible Telecommunications

Making phone communication easier for people who are Deaf, Hard of Hearing, DeafBlind or those with a Speech Disability



Welcome!

New Jersey Relay & CapTel are **no-cost** services that enable people who are Deaf, Hard of Hearing, DeafBlind or those with a Speech Disability to place and receive phone calls.

Relay & CapTel calls can be made to anyone, anywhere in the world, 24 hours a day, 7 days a week, except where noted. Relay operators and captioners are specially trained to facilitate the calls. All calls are completely confidential.

Explore the services in this handy booklet to determine which one best meets your needs!

Visit **njrelay.com** for additional information and educational videos.



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Standard Phone Users

711 or **800-852-7897** for English
866-658-7714 for Spanish

Yes, you, as a standard phone user, can easily call individuals who are Deaf, Hard of Hearing, DeafBlind or those with a Speech Disability! No special equipment is needed!

It's wise to ask the person how they would like to be reached over the phone.

If the answer is NJ Relay, then dial 711 (or 800-852-7897 for English or 866-658-7714 for Spanish) to reach a relay operator. Provide the area code and telephone number of the person you wish to call. The relay operator will dial the number and connect you to them.

If needed, the relay operator will explain the process before connecting the call.

Don't Hang Up

When you answer your phone and hear, "Hello, this is New Jersey Relay...", please don't hang up! You are about to talk, through a relay operator, with a person who is Deaf, Hard of Hearing, DeafBlind or has a Speech Disability.

This relay service is available in English-to-English and Spanish-to-Spanish.



Support Service for Standard Phone Users

English: 844-525-4877

Spanish: 800-676-4290

Email: access@t-mobile.com

Text Telephone/Teletypewriter (TTY) Relay Service

711 or 800-852-7899 for English
866-658-7714 for Spanish

You can use a text telephone/teletypewriter (TTY) to communicate with anyone and anytime on the phone! The relay operator reads aloud the message you typed to the other party and types the other party's voiced message and background sounds, if any, to you.

This service is designed for people who are Deaf, Hard or Hearing or have a Speech Disability.

How Does TTY Relay Work?

It's simple!

Just dial 711 (or 800-852-7899 for English or 866-658-7714 for Spanish) on your TTY and a relay operator will answer with "New Jersey Relay".

Type the area code and telephone number you wish to call and type "GA" ("Go Ahead"). The relay operator will dial the number and connect you to the other party.

- 1 Type your message on the TTY. Type "GA" ("Go Ahead") at end of each message. The "GA" indicates that it is the other party's turn to respond.
- 2 The relay operator reads aloud the message you typed to the other party.
- 3 The other party listens, then speaks. When they say, "Go Ahead", it is your turn to respond.
- 4 The relay operator types the other party's voiced message to you.

To conclude the call, type "GA to SK" ("Stop Keying") to indicate that you are ready to hang up.



This relay service is available in English-to-English and Spanish-to-Spanish.

For additional information about TTY Relay, visit njrelay.com/tty.

For information about a similar Internet-based relay service called IP Relay, visit njrelay.com/additional-services.

TTY Relay Support Service

English: 844-525-4877

Spanish: 800-676-4290

Email: access@t-mobile.com

Captioned Telephone (CapTel)

Captioned Telephone (CapTel) enables you to hear, read captions and speak during phone calls. This service is designed for people who are Deaf or Hard of Hearing.

How Does CapTel Work?

It's a breeze!

Placing a call on a CapTel phone is just like using a standard phone, but even better. Each time you use the CapTel phone to make or answer a call, you will be automatically connected to a captioning service.

- 1 You speak directly to the other party on the CapTel phone.
- 2 The other party talks directly to you while the captioner listens.

- 3 The captioner transcribes the other party's voiced message into captions.

- 4 You listen and read the captions on the CapTel phone.



This service is available in English-to-English and Spanish-to-Spanish.

Captioning service is available:

English: 24 hours a day, 7 days a week

Spanish: 8 am - 12 am, 7 days a week

For additional information about CapTel, including how to get a CapTel phone at no cost, visit njrelay.com/captel.

CapTel Customer Service

Press the blue button labeled "Cust Serv" on the CapTel phone or dial:

English: 888-269-7477, 24 hours a day, 7 days a week

Spanish: 866-670-9134, Monday-Friday, 9:00 am - 6:30 pm

Email: captel@captel.com

Voice Carry-Over (VCO)

711 or 866-658-7711 for English
866-658-7714 for Spanish

Voice Carry-Over (VCO) is the perfect solution for you if you like to talk and read captions during your phone calls. When the other party speaks to you, the relay operator serves as your “ears” and types all the words that are spoken and background sounds, if any, on your VCO phone or text telephone/teletypewriter (TTY). Then you speak directly back to the other party. This service is designed for the people who are Deaf or Hard of Hearing.

How Does VCO Relay Work?

It's a snap!

Just dial 711 (or 866-658-7711 for English or 866-658-7714 for Spanish) on your VCO phone or text telephone/teletypewriter (TTY). The relay operator will answer with “New Jersey Relay”.

Provide the area code and telephone number you wish to call and say “Go Ahead”. The relay operator will dial the number and connect you to the other party.

- 1 You speak to the other party. Say “Go Ahead” (“GA”) at end of each message. The “GA” indicates that it is the other party’s turn to respond.
- 2 The other party listens and speaks. The other party says “Go Ahead” (“GA”) to indicate that it is your turn to respond.
- 3 The relay operator types the other party’s voiced message to you.
- 4 You read the other party’s voiced words on your VCO phone or text telephone/teletypewriter (TTY).



To conclude the call, just say “goodbye”.

This relay service is available in English-to-English and Spanish-to-Spanish. For additional information about VCO, visit njrelay.com/vco.

VCO Support Service

English: 844-525-4877

Spanish: 800-676-4290

Email: access@t-mobile.com

Hearing Carry-Over (HCO)

711 or 800-852-7899 for English
866-658-7714 for Spanish

Hearing Carry-Over (HCO) is the ideal solution for you if you want to listen and type on your phone calls. You type on your text telephone/teletypewriter (TTY) or VCO/HCO phone and the relay operator reads your words aloud to the other party. This service is designed for people with Speech Disabilities.

How Does HCO Relay Work?

It's a cinch!

Just dial 711 (or 800-852-7899 for English or 866-658-7714 for Spanish) on your text telephone/teletypewriter (TTY) or VCO/HCO phone and the relay operator will answer with "New Jersey Relay".

Type the area code and telephone number you wish to call and type "GA" ("Go Ahead"). The relay operator will dial the number and connect to the other party.

- 1 Type your message on your TTY or VCO/HCO phone to the relay operator. Type "GA" ("Go Ahead") at end of each message. The "GA" indicates that it is the other party's turn to respond.
- 2 The relay operator reads your typed message aloud to the other party.
- 3 The other party listens and speaks directly to you. The other party says "Go Ahead" to indicate that it is your turn to respond.



To conclude the call, type "GA to SK" ("Stop Keying") to indicate that you are ready to hang up.

This relay service is available in English-to-English and Spanish-to-Spanish. For additional information about HCO, visit njrelay.com/hco.

HCO Support Service

English: 844-525-4877

Spanish: 800-676-4290

Email: access@t-mobile.com

Speech-to-Speech (STS)

711 or 866-658-7712 for English and Spanish

This service is designed for people who have a Speech Disability or those who use an assistive voice device.

With Speech-to-Speech (STS), you can call anyone on the phone. A relay operator ensures that you will be heard and understood. No special equipment is needed!

How Does STS Work?

It's straightforward!

Just dial 711 (or 866-658-7712) and ask for a Speech-to-Speech relay operator.

Provide the area code and telephone number of the person you wish to call. The relay operator will dial the number and connect you to the other party.

- 1 You speak on your phone directly to the other party.
- 2 The relay operator repeats your spoken words to the other party as needed for clarity.
- 3 The other party talks directly to you.



This relay service is available in English-to-English and Spanish-to-Spanish. For additional information about STS, visit njrelay.com/sts.

For information about Video-Assisted Speech-to-Speech (VA-STS), visit njrelay.com/va-sts.

STS Support Service

English: 844-787-1989

Spanish: 800-676-4290

Email: access@t-mobile.com

TeleBraille Relay

711 or **866-658-7713** for English
866-658-7714 for Spanish

You can use a TeleBraille device or TTY with a large visual display to make relay calls. This service allows you to read the phone conversation in braille or in a large font size at a 15 WPM transmission speed. If desired, you may specify a different WPM transmission speed to the relay operator. The relay operator reads aloud the message you typed to the other party, and then types what the other party says to you. This service is designed for people who are DeafBlind or Deaf with Low Vision.

How Does TeleBraille Relay Work?

It's simple!

Dial 711 (or 866-658-7713 for English or 866-658-7714 for Spanish) on your TeleBraille device or TTY with large visual display and the relay operator will answer with "New Jersey Relay".

Type the area code and telephone number you wish to call and type "GA" ("Go Ahead"). The relay operator will dial the number and connect to the other party.

- 1** The other party listens and speaks. They say "GA" ("Go Ahead") to indicate that it is your turn to respond.
- 2** The relay operator conveys the other party's voiced message by typing it to you.
- 3** You read the other party's voiced message on your device, and then type your response, which the relay operator reads aloud. Type "GA" ("Go Ahead") at end of each message. The "GA" indicates that it is the other party's turn to respond.



To conclude the call, type "GA to SK" ("Stop Keying") to indicate that you are ready to hang up.

This relay service is available in English-to-English and Spanish-to-Spanish. For additional information about TeleBraille, visit njrelay.com/telebraille.

TeleBraille Relay Support Service

English: 844-525-4877

Spanish: 800-676-4290

Email: access@t-mobile.com

Relay Conference Captioning (RCC)

Relay Conference Captioning (RCC) service enables you to actively participate in video meeting, conference call or webinar. With RCC, you can read live captions via a web browser on your computer, laptop, tablet or mobile device. You have the option of either speaking or typing to communicate with the other attendees. This service is designed for people who are Deaf, Hard of Hearing or those with a Speech Disability.

How Does RCC Work?

It's easy to use!

Simply complete an online RCC reservation form at least 2 business days in advance. You will then receive an RCC confirmation email. Approximately 10 minutes prior to the event (video meeting, conference call or webinar), click on the link in the confirmation email and the RCC website will automatically open via a web browser.

- 1** The captioner listens and transcribes the event.
- 2** You read the captions on a computer, laptop, tablet or mobile device.
- 3** To add your comments/questions, you either
 - a** speak directly to the other attendees via the audio bridge, or
 - b** type in the "Message to Captioner" text box and the captioner then reads aloud your comments/questions.



This captioning service is available in English.

For additional information about RCC and to reserve RCC, visit njrelay.com/rcc.

RCC Support Service

English: 833-250-2784

Please limit calls to this number for real-time captioning issues.

Email: captioning@t-mobile.com

Voicemail/Answering Machine Message Retrieval Service

711 or any NJ Relay toll-free number

Voicemail Retrieval: When you request the relay operator to retrieve messages from a voicemail system, the relay operator will follow your instructions for dialing, pin entry, access codes, and/or system commands to retrieve new messages, play messages, save, and/or delete messages.

Answering Machine Retrieval (AMR): When a you request the relay operator to retrieve messages from an answering machine at your location, simply type "AMR GA" then follow the instructions from the relay operator.

International Relay Service

You can make international calls through NJ Relay by dialing 711 or any NJ Relay toll-free relay number.

People outside the US wanting to call you should dial 605-224-1837 to reach a relay operator.

International Relay service is available in English and Spanish.

911 Emergency Information

In the event of an emergency, dial 911 **directly** using any phone, including a TTY or CapTel phone.

You may use any of the relay services to call 911, but that will not be as fast as dialing 911 directly.

Be prepared to provide your full name, description of emergency and location.



TRS Customer Profile

The TRS Customer Profile allows you to store your call preferences, such as:

- Frequently dialed numbers
- Emergency numbers
- Preferred gender of Relay Operator
- Preferred announcement relay service

Customer Profiles help speed up the call processing.

To create a TRS Customer Profile, visit njrelay.com/profile.



Support Service for TRS Customer Profile

English: 800-676-3777

Spanish: 800-676-4290

Email: access@t-mobile.com

NJ Relay & CapTel Outreach Program

Outreach Specialists are available to host NJ Relay & CapTel exhibits and booths at local and statewide events, including conferences, expos, fairs, workshops and town hall meetings.

We also give complimentary presentations, demonstrations and one-on-one training sessions.

Interested? Please contact:

Lori Timney

Customer Relations Manager for NJ Relay & CapTel

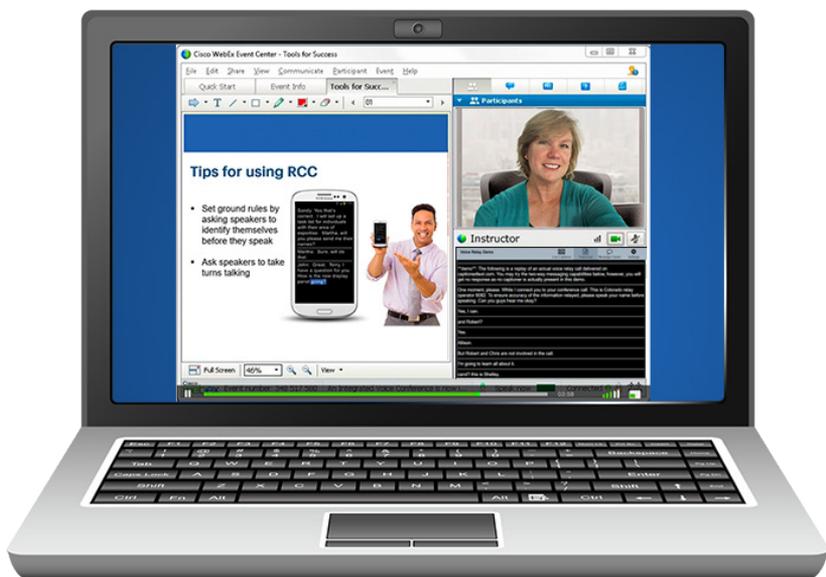
Phone: 732-440-8822

Email: lori.timney@t-mobile.com

Webinars

Join one of our webinars to learn about NJ Relay & CapTel services. The webinars are accessible with sign language, English interpretation, and live captions.

They're free! To sign up for a webinar, go to njrelay.com/webinar.



NJ Division of the Deaf and Hard of Hearing (NJ DDHH)

New Jersey Division of the Deaf and Hard of Hearing (NJ DDHH) is a state agency that provides education, advocacy and direct services to eliminate barriers for New Jersey residents who are Deaf and Hard of Hearing. NJ DDHH also promotes increased accessibility to programs, services, and information routinely available to the New Jersey population.

Qualified individuals may receive assistive communication devices free of charge through the NJ DDHH Equipment Distribution Program.

For additional information about NJ DDHH, visit nj.gov/humanservices/ddhh.



Through a contract between T-Mobile and New Jersey Board of Public Utilities, New Jersey Relay & CapTel services are provided at no cost to persons with hearing loss or speech disabilities for telephone accessibility.

Although IP Relay can be used for emergency calling, such emergency calling may not function the same as traditional 911/E911 svc. By using IP Relay for emergency calling, you agree that T-Mobile is not responsible for any damages resulting from errors, defects, malfunctions, interruptions, or failures in accessing or attempting to access emergency service through IP Relay whether caused by the negligence of T-Mobile or otherwise. Registration and Internet connection required. Devices and screen images simulated. Restrictions apply. See t-mobile.com/access for details. T-Mobile, the T logo, Magenta and the magenta color are registered trademarks of Deutsche Telekom AG. © 2023 T-Mobile USA, Inc. CapTel is a registered trademark of Ultratec, Inc. All other marks are property of their respective owner.

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Got a Comment or Question?

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