



# The Old Pueblo Relay Informer

A publication of Arizona Relay Service

**7-1-1**

Statewide service

**1-800-367-8939**

For TTY users

**1-888-842-3372**

For ASCII users

**1-800-842-9818**

For VCO users

**1-800-842-4681**For Voice  
(Standard Telephone) Users**1-800-855-8888**For Mobile Captions  
Service Users**1-800-842-2088**

Espanol (Voz. TTY)

**1-800-842-6520**

Speech to Speech

**402-631-4412**

Inbound International Relay

**ARIZONA RELAY  
CUSTOMER SERVICE**1400 W Washington, Room 126  
Phoenix, AZ 85007**TTY:** 1-800-347-1695**Voice:** 1-866-259-1768**Fax:** 1-866-519-8277**E-mail:** info@azrelay.org**Website:** www.azrelay.org

**Arizona Relay Service 7-1-1**


## Looking Back and Anticipating 2011

Happy New Year! I welcome each New Year with great anticipation because, as I see it, each new year brings with it a great opportunity for us to continue our work in serving those with hearing loss or speech difficulties. For Hamilton Relay, Arizona Relay Service's contracted service provider, this means new or improved products and services. It means continuing to enhance the quality of our programs, and it means conducting outreach activities that reach individuals who can benefit from telecommunications relay services.

Much was accomplished in 2010. We continued to develop and enhance our hardware and software applications furthering our redundancy capabilities and speed of call processing. We added many new access points for Hamilton Mobile CapTel® services including platforms for the iPhone®, Blackberry® and Android™. We enhanced the Hamilton Web CapTel® offering and continued to address many of the needs of the Hamilton State Captioned Telephone program.

We added a new access point to our traditional telecommunications relay services. The new Mobile Captions Service<sup>SM</sup> is an exciting enhancement for those customers who prefer Voice Carry Over (VCO) Service. Customers can now enjoy the mobility of a cell phone while receiving captions of what the other person is saying to ensure complete understanding of all telephone conversations.

We significantly enhanced our

Communication Assistant Deaf culture training. We continued to update our policies and procedures to meet the needs of our relay customers and state relay administrators. We improved our scheduling and staffing processes to maintain outstanding answer performance.

We added several new outreach people extending our team of professionals from coast to coast—each of whom are ready and able to serve the needs of relay users. Continue to watch for them across the country in 2011. Or you may choose to interact with us online as our social media presence grows daily. Finally, watch for additional outreach programs with special emphasis on reaching individuals with speech difficulties and with progressive hearing loss.

Do you have ideas or needs that need to be met? Do you have a new service you would like us to add, a procedure or policy that you would like us to change, or an outreach activity in which you would like us to participate? Please let us know! We value your ideas and feedback and strive daily to meet your needs. We want to thank those of you who brought forth ideas in 2010, especially our State TRS Administrators! It is a pleasure to work with all our customers and administrators and we look forward to another productive year.

Happy New Year!

*Dixie Ziegler*  
Dixie Ziegler

CapTel is a registered trademark of Ultratec Inc. iPhone is a registered trademark of Apple Inc. Blackberry is a registered trademark of Research in Motion Limited. Android is a trademark of Google Inc. Mobile Captions Service is a trademark of Mobile Captions Company LLC.



## Arizona Relay Service 7-1-1

### Calendar Events February - March 2011

**Feb 10:**  
Phoenix Sunnyslope Senior Center  
*"Just can't hear on the phone? With Captioned Telephone, you can 'see what they say' presentation*  
10:30 – 11:30 am  
802 East Vogel Ave, Phoenix

**Feb 11:**  
Mohave County Dept. of Public Health Senior Center  
*"Just can't hear on the phone? With Captioned Telephone, you can 'see what they say' presentation*  
12 – 1 pm  
450 South Acoma, Lake Havasu City

**Feb 11:**  
Prestige Assisted Living at Lake Havasu  
*"Just can't hear on the phone? With Captioned Telephone, you can 'see what they say' presentation*  
2 – 3 pm  
90 South Smoketree Avenue,  
Lake Havasu City

**Feb 12–13:**  
26th Annual Winterfest  
*Exhibit booth with ACDHH*  
10 am – 5 pm on 12th;  
10 am – 4 pm on the 13th  
Downtown – McCulloch Boulevard,  
Lake Havasu City  
<http://www.havasuu2u.com/fs-winterfestfestival.html>

**Feb 23:**  
Buckeye 1st Annual Transition Fair  
Exhibit booth  
6:30 – 8 pm  
Youngker High School  
3000 W Apache Rd., Buckeye

**Feb 23:**  
Mesa Active Adult Center  
*"Just can't hear on the phone? With Captioned Telephone, you can 'see what they say' presentation*  
9:15 – 10:15 am  
247 North Macdonald, Mesa

**For a full calendar of events, visit [www.azrelay.org](http://www.azrelay.org).**

## Happy New Year from ACDHH!

2010 proved to be a big year for the Arizona Commission for the Deaf and the Hard of Hearing (ACDHH)! First, we are excited to have increased our online presence—now, anyone can be our fan on Facebook, follow us on Twitter and watch important videos via YouTube! Additionally, we can now provide you with *The Old Pueblo Relay Informer* newsletter via e-mail, in our efforts to “go green”.

2010 also marked the 20th anniversary of the Americans with Disabilities Act (ADA), and we witnessed President Obama sign the 21st Century Communications and Video Accessibility Act. This Act is designed

to expand access to television, the internet and various other telecommunications technologies for Americans with disabilities. There is always more work to be done on behalf of the Deaf and Hard of Hearing Communities around the country, but we have a lot to be thankful for!

We hope you all enjoyed a wonderful 2010 with friends and family, and that you begin 2011 with a sense of renewal and hope for the good things to come in the New Year.

*Happy New Year from all of us at ACDHH!*

## New Mobile Captions Service<sup>SM</sup> for VCO Users

In November, 2010 Hamilton Relay, Arizona Relay Service (AZRS), and Consumer Cellular announced the launch of Mobile Captions Service<sup>SM</sup> (MCS) for Arizonans with hearing loss. MCS is similar to closed captions on television and enables individuals who are deaf or hard of hearing to read typed captions of what is being said on a wireless phone display as the conversation is taking place!



The technology that supports MCS is known as Voice Carry Over (VCO). VCO allows individuals who are deaf or hard of hearing to utilize their speech on the telephone. Using Hamilton Relay Service, the VCO user speaks directly to the other person, and when the person speaks back, the CA types the response, which is then displayed on the device.

“This new mobile access for VCO users takes traditional telecommunications relay services to an entirely new level,” said Dixie Ziegler, vice president of Hamilton Relay. “We are excited about our partnership with Consumer Cellular and the introduction

of Mobile Captions Service, and we look forward to expanding MCS offerings to additional markets in the future.”

This service is compatible and available exclusively with the new Nokia E5 (<http://www.nokiausa.com/find-products/phones/nokia-e5>) which can be purchased through Consumer Cellular, Inc. The necessary software is pre-loaded onto the device and users have the ability to turn the application on or off at any time. With a low-cost plan through Consumer Cellular, users are able to access the service anywhere within the United States where cellular service is available. No contract is required.

AZRS is excited to offer this new, turnkey solution for making VCO calls on the go. “There are more than 700,000 people in Arizona with some degree of hearing loss,” said Lisa Furr, outreach coordinator for Arizona Relay Service. “Mobile Captions Service will offer more options for individuals with hearing loss to communicate with colleagues, friends and family over the telephone.”

*To purchase the Nokia E5 phone visit [www.consumercellular.com/mobilecaptions](http://www.consumercellular.com/mobilecaptions) or call 1-888-725-4428.*

Mobile Captions Service is a trademark of Mobile Captions Company LLC. Nokia is a registered trademark of Nokia Corporation.

# 2010 Highlights of Arizona Relay Service

Throughout 2010, Arizona Relay Service (AZRS) remained busy in its outreach efforts. Additional community awards were implemented, new telecommunications technology was introduced, and AZRS was honored to have received an award for providing quality service to Arizonans. Another year has rapidly gone by and I would like to take a moment to reflect back and share with you some of the highlights.

In June of 2010, AZRS was honored to have received the 2010 ADA Title IV award presented by the Arizona Disability Advocacy Coalition. AZRS received this award because of its commitment to quality in service. We continue to enjoy the opportunities to meet with customers and share information about relay and captioned telephone services at various events across the state.

The AZRS website unveiled a new and more user friendly look and AZRS joined the social networking scene with a presence on Facebook and Twitter. If you would like to receive up-to-date information on AZRS, you can now join our sites. To connect with AZRS on Facebook, visit us at [www.facebook.com/azrelay](http://www.facebook.com/azrelay), or type "AzRelay" into the search bar. Once you are on the AzRelay page, click on "like" and you will begin to see AZRS updates in your news feed. To follow AZRS on Twitter, visit [www.twitter.com/AzRelay](http://www.twitter.com/AzRelay) and click "Follow." To visit our new website, go to [www.AZRelay.org](http://www.AZRelay.org).

AZRS spent the year working closely with both the Arizona Commission for the Deaf and the Hard of Hearing (ACDHH) and HMA Public Relations firm in order to reach out to a more diverse population throughout the state.

We have combined and expanded our public relations efforts and plan to continue this throughout 2011.

In October 2010, AZRS and Colorado River Association of the Deaf and Hard of Hearing held the Third Annual Harvest Picnic during the Annual London Bridge Days Parade in Lake Havasu City. I was able to join other members of the community to enjoy this event, which included parade floats and decorated vehicles. The parade was followed by a community feast and pumpkin carving contest located at the Community Recreation Center.

Hamilton Relay, AZRS's service provider, strongly believes in giving back to the community, including the communities of individuals who are deaf, deaf-blind, hard of hearing or have difficulty speaking. On behalf of Hamilton Relay, AZRS was delighted to present a Scholarship Award in 2010 to Jannie Merrell, a graduate of Safford High School, who is now attending Thatcher College.

Hamilton Relay also expanded their recognition awards to outstanding leaders within the deaf community as well as the hard of hearing community. AZRS was proud to recognize Lou Touchette during Better Hearing and Speech Month in May as well as Robin O'Brien during Deaf Awareness Week in September.

Hamilton Relay had a busy year of introducing several new innovative telecommunication technologies for captioned telephone users in 2010. Now, browser solutions for Hamilton Web CapTel and downloadable applications for Hamilton Mobile CapTel are available on a variety of mobile devices. To see which devices



Hamilton Mobile CapTel is currently compatible with, please visit [www.HamiltonCapTel.com](http://www.HamiltonCapTel.com).

AZRS now also offers Mobile Captions Service (MCS), which utilizes a traditional telecommunications relay service, voice carry over (VCO), on a mobile device. MCS is currently available on the Nokia E5\*. The Nokia E5 Smartphone is M3/T3 hearing aid-compatible. To learn more about MCS service and how you can obtain a Nokia E5, visit [www.azrelay.org](http://www.azrelay.org) and click on the Relay Services tab, then select VCO.

I am so grateful for the opportunity to work collaboratively with many wonderful agencies, businesses, organizations and relay users. I look forward to continuing to serve Arizonans and to the continued success of AZRS Outreach in 2011!

Sincerely,

Lisa Furr  
AZRS Outreach Coordinator

\*Nokia E5 smartphone requires a minimum Voice and Connect! Plan. Nokia is a registered trademark of Nokia Corporation.

# Information on the One's HELPFUL SERVICE NUMBERS TO USE

The following easy to remember three-digit dialing codes are available in most states nationwide and allow quick and convenient access to important services. Relay users can dial 7-1-1 directly to reach their state's relay service and ask the Communications Assistant to dial the three-digit code to place the call. As of January 1, 2011 Captioned Telephone (CapTel®) users are now able to dial these three-digit numbers directly from their CapTel phone. In the event of an emergency, we recommend you dial 9-1-1 directly to reach emergency services.

## Community Information and Referral Services. 2-1-1

A call to 211 connects callers to certified referral specialists who provide the most current information on food, housing, employment, health care counseling and more. All calls are confidential and free to the calling party.

## Non-Emergency Public Safety Services ..... 3-1-1

Located in many cities, although not nationwide, 311 service is used for non-emergency calls for assistance.

## Directory Assistance ..... 4-1-1

Dial 411 to obtain local listings, area codes, long distance numbers, and toll-free numbers for anywhere in the USA or Canada. In most areas, there is a fee to use this service, which is applied to your phone bill. Check with your local provider to determine the availability and cost in your area.

## Travel and Weather Information ..... 5-1-1

Receive the latest and most accurate road and weather conditions by

dialing 511. Up to the minute reports are available 24 hours a day, 7 days a week. There is no fee to call 511.

## Repair Service ..... 6-1-1

For telephone service related repair issues, call 611. Check with your local provider to determine availability of 611 in your area.

## Telecommunications Relay Service ..... 7-1-1

711 is your quick connection to the Telecommunications Relay Service (TRS). TRS enables individuals who are deaf, deaf-blind, hard of hearing or have difficulty speaking to communicate by telephone. You can call 711 anywhere in the U.S. The relay service is state-funded and provided free of charge, 24 hours a day. While there are no charges to access the relay, standard long distance charges do apply.

## Know What's Below/ Call Before You Dig ..... 8-1-1

Digging safely means calling 811 before each job. Whether you are a professional excavator or a homeowner, your call to 811 allows affected utility operators to locate and mark underground facilities in the area you are digging. The call is free and there is no cost for the service.

## Emergency ..... 9-1-1

Call 911 for emergencies involving fire, police and ambulance.



## Customer Service Corner

# Connect to Your Calls Faster with Profile Settings



We all know that life can get very busy! That's why we would like to help you find ways that will make your calls through Arizona Relay Service (AZRS) less time-consuming and even a little easier. You can reduce the time involved in making calls by setting up a profile that is associated with your telephone number. By creating a profile, you are able to specify preferences that can help your typical relay calls connect faster, ensuring a great call experience!

Profile settings are available which allow you to: create a pre-set greeting that the Communications Assistant (CA) will use each time you place a call; customize your preferences (no background noise, no abbreviations, etc.); establish up to 50 frequently dialed numbers (a speed dial list); and more. If you decide at a later time to change your profile information, you can. Simply contact your AZRS Customer Service representative at 800-347-1695 TTY or 866-259-1768 Voice. You may also complete the Arizona Relay Customer Profile Application online at: <http://www.azrelay.org/home/customerprofile>. Set up your profile today!

# Share Your Feedback at Upcoming Visioning Conferences



The Arizona Commission for the Deaf and the Hard of Hearing (ACDHH) has plans to host a series of visioning conferences throughout the state of Arizona, beginning March, 2011. The conferences are open to the public and are geared specifically toward individuals who are deaf or hard-of-hearing and their families and friends. We look to gain feedback from all who attend, particularly around ACDHH program offerings. We encourage all to attend to share their ideas of how to serve you best in the coming years. Be sure to save one of the following dates!

- March 4, 2011 – Prescott (Public Library)
- March 5, 2011 – Phoenix (Disability Empowerment Center)
- March 19, 2011 – Tucson (University of Arizona campus)

*Your opinions matter! Please plan to join us for these important discussions with more details to follow! For more information email [info@acdhh.az.gov](mailto:info@acdhh.az.gov) or visit [www.acdhh.org](http://www.acdhh.org).*

## Hamilton Mobile CapTel® Announces New Browser Solution for Android™

Recently, Hamilton Mobile CapTel launched its new browser solution for Android™, expanding its wireless device compatibility. Hamilton Mobile CapTel delivers advanced captioned telephone solutions on a variety of mobile devices and requires the use of voice and data simultaneously, using 3G or WiFi networks.\*

The addition of the browser solution for Android expands the current availability of Hamilton Mobile CapTel on compatible devices that include the HTC Aria™, Motorola Backflip™, Samsung Epic™, the Droid smartphones as well as many others that are available through major cellular providers. Hamilton Mobile CapTel is also available on the following devices: Apple iPhone®, iPad™ and iPod® Touch, as well as the Blackberry® Bold™ 9700, Torch™ 9800, Curve™ 8530i, Bold™ 9650 and Storm2™ 9550.

“The introduction of the browser solution for Android demonstrates the path we are forging with our Mobile CapTel solutions,” said Dixie Ziegler, vice president of Hamilton CapTel. “Our mobile applications have proven popular, and we plan to release an application for Android in early 2011 to complement the browser solution.”

Hamilton CapTel is a pioneer in telephone captioning technology and continually innovates and develops new ways to utilize captioned telephone services. Recognizing the frustration of struggling to hear on the telephone, Hamilton CapTel offers multiple ways in which users can “see what they say”, in real-time. Using their mobile telephone device and a compatible



headset, users can listen to the conversation while reading captions of what the other person is saying.

For more information about Hamilton Mobile CapTel and compatible devices, visit [www.HamiltonCapTel.com](http://www.HamiltonCapTel.com).

### About Hamilton CapTel

Hamilton CapTel is a service of Hamilton Relay, a division of Hamilton Telecommunications, a diversified communications and technology services provider based in Aurora, Neb. Founded in 1901, Hamilton Telecommunications has grown to encompass eight primary company divisions allowing Hamilton to operate on a local, regional and national basis. For more information about Hamilton CapTel, please visit [www.hamiltoncaptel.com](http://www.hamiltoncaptel.com).

HTC Aria is a trademark of HTC corporation. Motorola Backflip is a registered trademark of Motorola Trademark Holdings, LLC. iPhone, iPad and iPod are trademarks of Apple Inc. Blackberry and related trademarks are the property of Research in Motion Limited. \*When connected to WiFi, you may utilize voice and data simultaneously. It is recommended to check with your carrier on the network capabilities for simultaneous voice and data usage- select carriers will allow simultaneous voice and data capability within their 3G network.



## Arizona Relay Service 7-1-1

### Go Green with AZRS!

With the growing number of subscribers to the AZRS Newsletter, *The Old Pueblo Relay Informer*, we will continue to "go green" by distributing the newsletter via email. We trust that this will help in saving you clutter and will provide more immediate access to news regarding AZRS.

We do understand that you may not have convenient access to the internet, so AZRS will continue to provide a printed version of our Newsletter to those who request it. Please fill out this form accordingly to let us know how you prefer to receive your newsletters. Requests may also be submitted online at: [www.azrelay.org](http://www.azrelay.org), or via e-mail to [info@azrelay.org](mailto:info@azrelay.org).

We thank you for making the decision to "Go Green" with us by receiving *The Old Pueblo Relay Informer* via e-mail.

Yes, please e-mail me the Newsletter at (e-mail address): \_\_\_\_\_

Please continue to send a printed version of the Newsletter to the following address:

**Name:** \_\_\_\_\_

**Company Name:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**City:** \_\_\_\_\_

**State, Zip:** \_\_\_\_\_

**Phone:** \_\_\_\_\_

I prefer a large print version of the Newsletter.

I prefer a Braille version of the Newsletter.

I am interested in receiving a newsletter specifically for CapTel®.

*If you know someone who would benefit from receiving this Newsletter, they are also welcome to submit their request via this form, our website, or email. Mail completed forms to:*

*Attn: Arizona Outreach Coordinator  
Arizona Relay Customer Service  
1400 W. Washington, Room 126  
Phoenix, AZ 85007*

