



The Old Pueblo Relay Informer

A publication of Arizona Relay Service

7-1-1

Statewide service
www.azrelay.org

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

1-800-842-2088

Espanol (Voz. TTY)

1-800-842-6520

Speech to Speech

402-631-4412

Inbound International Relay

ARIZONA RELAY CUSTOMER SERVICE

100 N. 15th Avenue, Suite 104
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



ACDHH Holds Open House

On September 22, more than 150 people visited the Arizona Commission for the Deaf and the Hard of Hearing (ACDHH) to get a first glimpse of their new state-of-the-art office in downtown Phoenix.

Guests included consumers, interpreters, and representatives from the Commission's board. As they mingled with others and learned more about ACDHH and Arizona Relay Service (AZRS), guests enjoyed food and beverages before they were given a tour of the new facility.

The tour began in the front office which features an integrated induction loop system for individuals with telecoil hearing devices. The tour then led into the comprehensive library, where various phones and video options were demonstrated.

The tour concluded in the board room, which can be divided into two separate spaces. This fully-equipped room includes state of the art technology such as an induction loop system, an advanced FM listening system with noise reduction headsets, a VGA output for real-time captioning and PowerPoint presentations, and three large visual displays for VGA output and blue ray. This room is available to anyone who may be deaf or hard of hearing and can be used for meetings, workshops and trainings.

Our thanks to those who were able to attend this wonderful event and congratulations to ACDHH on their wonderful new space!



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Calendar Events

November-December 2011

NOVEMBER

29: The Big Business Expo Exhibit
Tucson Convention Center
4-8 pm
260 South Church Avenue
Tucson, AZ

DECEMBER

3: 1st Annual Sahuarita Disability Awareness Day
Resource Fair, 10 am-2 pm
Exhibit
Sahuarita Town Hall
375 West Sahuarita Center Way
Sahuarita, AZ

Wishing You and Yours a Very Merry and Bright Holiday Season from Arizona Relay Service!



Celebrating 110 Years ... and Counting!

Hamilton Relay, service provider for Arizona Relay Service, is excited to be celebrating the 110th year anniversary of its parent company, Hamilton Telecommunications.

In 1901, Hamilton began as a local telephone cooperative, serving the residents of Hamilton County, Nebraska. Today, Hamilton has grown to encompass seven diverse company divisions that operate on a local, regional, national—and even international level.

In addition to offering Telecommunications Relay Services and Captioned Telephone, Hamilton offers a variety of services through the following company divisions:

- **Hamilton Telephone Company:** provides local telephone service to communities in Central Nebraska.
- **Hamilton Long Distance:** provides residential and business long distance telephone services.
- **Hamilton.net:** offers wireless and DSL high speed Internet service.
- **Hamilton Information Systems:** provides technology and communications planning, support, and implementation of solutions for a wide range of clients on a local and regional level.
- **Hamilton Managed Hosting and Colocation:** provides clients with managed data and application hosting solutions to meet their diverse business needs.
- **Mid-State Community TV:** provides cable television programming service to communities in Central Nebraska.

Hamilton's long-standing commitment of delivering personalized services, combined with innovative telecommunications and information technology, has lead to their continued expansion throughout the years.

"We are proud to be celebrating 110 years of delivering telecommunications and technology services," said John Nelson, President of Hamilton Relay and Vice President of Hamilton Telecommunications. "We deeply appreciate the remarkable loyalty we have received over the years from our customers and from the communities in which we serve. We look forward to continuing to provide the latest in advanced telecommunications and technology products and services to our customers for years to come."

Hamilton Relay appreciates the opportunity to connect you with your family, friends, and businesses, and thanks you for being an important part of their success!



2011 Deaf Community Leader Award Announced

Each year, Hamilton Relay recognizes an outstanding leader amongst Arizonans who are deaf during Deaf Awareness Week, which is celebrated nationally during the last week of September. Hamilton Relay is excited to announce Norbert Enos of Surprise as the recipient of the 2011 Deaf Community Leader Award for the State of Arizona.

Norbert has been actively involved as a member of the Deaf Community and has worked diligently for the equal rights of individuals who are deaf and hard of hearing. He has been instrumental in emergency preparedness for the communities of individuals who are deaf and hard of hearing as well as for emergency responders. He has helped teach classes in Emergency Sign Language for the Surprise Police and Fire Departments and has conducted dual training between the Surprise Police Department and the Deaf community to increase awareness and effective communication between the two groups. He has been active with coordinating the distribution of visual smoke detectors and has also assisted with

the Emergency Preparedness for the Deaf and Hard of Hearing Summit Workshop held in Surprise.



Norbert has been a leader in establishing additional Deaf social events within his community. He began a monthly Deaf Senior Citizen Social at the Surprise Senior Center and also established a monthly Deaf Social at a local Starbucks. He has coordinated the annual “Deaf Days” held at Surprise Stadium and assisted in marketing the

annual Disability Summit to the Deaf community. He is actively involved with each of these events and has been instrumental in their success.

Norbert has been a passionate advocate for assisted listening devices and open-captioning at the Surprise Ultra Star Theatre beginning before the theatre had even opened. He regularly watches for local open-captioning movies and informs individuals within the deaf and hard of hearing community when they are playing.

Norbert’s efforts have made a huge impact on all who live within the community of Surprise and ripple throughout the State of Arizona. He has positively impacted so many people and his passion as an advocate and a leader for the deaf and hard of hearing community has been inspirational.

We are pleased to recognize and congratulate Norbert for being selected for the 2011 Hamilton Relay Deaf Community Leader award and we extend our sincere appreciation for the difference he is making in Arizona!

FCC Announces Plan to Allow Individuals to Text 9-1-1

The Federal Communications Commission (FCC) has announced a plan to modernize the current voice-based 911 system to a Next Generation 911 (NG911) system. With this new system, individuals will be able to send texts, photos, videos, and other data to 911 call centers. The proposed NG911 plan may be available within the next five to ten years. The FCC will also look at how to prioritize 911 calls, particularly in natural disaster and emergency situations when mobile calls experience the most congestion and fail to go through.

The Commission has recognized the need to ensure reliable voice-based 911 services. The NG911 system will add text and other information sharing capabilities that will significantly improve emergency response—saving lives and reducing property damage. The ability to text, send photos, video and data to 911 call centers will allow individuals to communicate with

911 call centers in the same way they communicate with others on a daily basis.

The plan will especially benefit individuals who have difficulty speaking or hearing over a standard telephone by allowing them to use text as their method of communication. It will also give individuals the ability to text 911 when a voice call is difficult or dangerous to attempt. By delivering texts, photos, videos and data to 911 call centers and first responders, greater information about the emergency situation can be shared. With improved technological tools, everything received by the 911 call centers can be combined and stored in their existing databases. This plan would allow emergency call centers to dispatch the appropriate emergency responders quickly and more efficiently—a difference that can save lives during emergencies.

For more information about the FCC, visit www.fcc.gov.

Dial 7-1-1 to Reach a Captioned Telephone User

AZRS strives to continuously improve the communication experience for individuals as well as family and friends of individuals who are deaf, hard of hearing, deaf-blind or have difficulty speaking. A new option recently implemented now makes it even easier for people who call Captioned Telephone users. In place of dialing the captioning center first, callers can reach a Captioned Telephone user in the same manner they would call a Relay user — by dialing “7-1-1.”

Callers are encouraged to complete a customer profile to indicate that when they call 7-1-1, they wish to contact a Captioned Telephone user. When they call in, their profile will indicate that their call automatically be transferred to the captioning center, saving time and making communication even easier! To complete a profile, visit azrelay.org and click on customer profile, or call Customer Service.



Through this new update, callers can reach a Captioned Telephone user in the same way they would reach a Relay user — by dialing “7-1-1.”



Customer Service Hours Expanded

Captioned Telephone customer service is now available 24 hours a day, seven days a week. Contact Captioned Telephone customer service at 888.269.7477 with any comments, questions, or service needs you might have.



Hamilton Mobile CapTel® App for Android™ Now Optimized for Android Tablets



Individuals with Hearing Loss are now able to access Captioned Telephone (CapTel) services on even more devices, providing more ways to stay connected over the phone while on the go

In October, AZRS service provider, Hamilton Relay announced the availability of the Hamilton Mobile CapTel App for Android on Tablets. The app is compatible with all tablets using the Android mobile technology platform, including Honeycomb. With the optimization of the app for tablets, Hamilton CapTel offers more captioned telephone solutions on a greater variety of devices than any other captioned telephone service provider.

By downloading the Hamilton Mobile CapTel App for Android on a tablet, users can speak directly to the other person, using any telephone (i.e. landline, office, mobile

phone, etc.), and read captions of what's said on the screen of the tablet. The app fully integrates the contacts stored in the tablet, allowing quick and convenient access to frequently called numbers. There is no cost to use the CapTel service and the app is free to download.

"As Android Tablets gain popularity, developing an app compatible with tablets was the logical next step," said Dixie Ziegler, vice president of Hamilton Relay. "By adding additional platforms to our existing solutions, individuals with hearing loss can choose from an assortment of devices—opening up greater accessibility for placing and receiving

captioned phone calls."

Hamilton has come a long way with the development of CapTel apps for iPhone®, BlackBerry™, Android™ smartphones, and now tablets using the Android mobile technology platform. Recognizing the need to stay connected with family, friends and businesses, Hamilton continues to expand captioned telephone offerings for users so that they may live a more mobile lifestyle.

CapTel is a registered trademark of Ultratec, Inc. The BlackBerry and RIM families of related marks, images and symbols are the exclusive properties and trademarks of Research In Motion Limited. iPhone is a trademark of Apple, Inc. Android is a trademark of Google, Inc.



Arizona Relay Recipe

From our kitchens to yours, we're pleased to share the following favorite recipe from John Fechter, Hamilton Relay's National Outreach Manager. Food is a great way to bring friends and family together and we invite you to include this recipe on your menu. It just might become one of your favorite recipes, too!

John's Old Fashioned Meatloaf

INGREDIENTS

- 2 pounds hamburger
- 1 envelope Lipton Onion Soup Mix
- 1 cup oatmeal
- 2 eggs
- 3/4 cup of water
- 1/3 cup of ketchup

DIRECTIONS:

Preheat oven to 350 degrees. Combine all of the ingredients in a large bowl. Put the mix in a shallow pan or bread loaf pan. Bake for 1 hour. When done, take the meat out of the pan and let it sit for 15 minutes to cool off. Slice and serve. Enjoy!



Slow Type Buffer Allows You to Control Your Call

Did you know that you can customize the speed at which text is displayed on your TTY, Telebraille, computer screen, or other device during relay calls? A helpful feature called “Slow Type Buffer” allows the Communication Assistant (CA) to type the other person’s response at a normal pace while the text is transmitted onto your screen at the pace you dictate.

You can indicate the typing speed that you prefer by completing a customer profile form. Just check the box next to “Slow Type Buffer” and enter the speed you desire in 5-minute increments—beginning at 10 words per minute up to 45 words per minute. In addition, the CA is able to adjust the speed for you at any time—so if you are in the middle of a call and would prefer that the words appear on your screen at a slower speed, don’t worry, you may ask the CA to slow down the speed of your text before or during your phone call.

For more information about the Slow Type Buffer and completing a customer profile, contact AZRS Customer Service or visit www.azrelay.org.

