

Relay Utah Service Guide for Understanding Your Customer Profile

Relay Utah has developed a **Remote Profile** feature, which allows you to access your customer profile from any phone or web-based computer, in any location. With Remote Profile, simply give your telephone number (or pre-established ten digit number) and PIN number to the CA. This permits the CA to view your selected preferences. This feature is of great benefit if you have more than one relay user living in the household because each person can establish his/her own profile! If you travel, you are always able to access your profile from anywhere.

1. Customer Information

Please fill in all of the information in this section. This information will only be used by Customer Service staff.

2. Password + PIN (Required)

Your password prevents other people from changing any information on your profile without your permission. It must be 4 to 10 letters and/or numbers. A PIN is needed so the CA can view your customer profile when you make Internet relay calls, or when you use Remote Profile. It must be 4 numbers.

3. Making Relay Calls

This section allows you to select the way you **CONNECT TO** relay. *If you live with a person who answers relay differently than you, each person should create his/her own profile.*

Voice Carry Over (VCO) is ideal for a person who has difficulty hearing and has understandable speech. The VCO user speaks directly to the person they are calling. When the person s/he is calling responds, the Communication Assistant (CA) types everything that is heard for the VCO user to read.

Hearing Carry Over (HCO) is ideal for a person who can hear but is unable to speak. The HCO user types what s/he wants to say, and the Communication Assistant (CA) reads it to the caller. The HCO user then listens to the caller's response.

ASCII (Computer/TTY) is ideal for a person who uses a computer or a TTY with ASCII settings to communicate through the relay service.

Answering Relay Calls

This section allows you to select the way you want to **ANSWER** or receive your relay calls.

Important:

After your Customer Profile has been entered into the Relay Utah database, all relay calls made or received from your profiled phone number will connect automatically as listed on your Profile.

**Section 3 does not apply if only making calls using Hamilton Internet Relay.*

4. Long Distance Company—Check only one

If you do not pick a long distance company, all of your long distance calls will be billed through Sprint. Please contact Customer Service if the long distance company you use (or would like to use) is not listed on this form.

**Section 4 does not apply if only making calls using Hamilton Internet Relay.*

5. For every relay call I make, I want...

The following features may be helpful to some relay users. However, they are not necessary for all relay users.

ASL/English Call Translation – Native ASL relay users or people who do not feel comfortable with English can have the ASL Translator voice in correct English and type back in ASL word order. The Translator will translate for both the TTY user and the voice user unless given other instructions.

Slow Typing – Relay users who are visually impaired or who are new TTY users may find slow typing helpful. The CA will type slowly giving the reader more time to focus on the TTY screen.

No Abbreviations – Normally, the CA types many abbreviations during a relay call. For example, please = PLS, meeting = MTG, tomorrow = TMW and many others. By choosing “No Abbreviations”, the CA will type word for word, without using abbreviations.

6. Speed Dialing

Write the name, area code and phone number of the people you frequently call. It’s that simple! When you want to call that person, first connect to the CA and just tell the CA “Pls call Mom GA”. You can have 10 people on your Speed Dial list.

For example: Mom 414-123-4567
Doctor 920-333-4455
Daycare 715-987-4561

When using Speed Dialing through Hamilton Internet Relay, leave the “Number you are Calling” box blank.

7. Greeting Features

The greeting feature(s) you choose will be used on ALL RELAY CALLS.

Use my First Name – If you select this feature, the CA will say your name as the call is introduced. For example: “This is Bob calling through Relay Utah. This is CA 4444. Have you received a relay call before?” If you live with another relay user, this will only work if each person creates his/her own profile.

Deaf, Hard of Hearing, Speech Disabled, Deaf Blind – If you select this feature, the CA will tell the person you are calling that you are deaf, hard of hearing, speech disabled or Deaf Blind. For example: “A person who is Deaf is calling you through Relay Utah. This is CA 4444. Have you received a relay call before?”

No Explanation of the Relay (NE) – If you select this feature, the CA will not explain how the relay works to the people you call. For Example: “This is Relay Utah CA 4444 with a relay call online. One moment for your conversation to begin”.

Relay Utah uses the following language to explain relay. “The person calling you through the relay is typing their conversation and I will read it to you. When I say, “Go Ahead”, it’s your turn to talk. Then I will type everything I hear on your end of the line, so please talk slowly and directly to your caller. Please say, “Go Ahead”, when you are finished speaking. One moment for your conversation to begin.”

Do Not Identify the Relay (NI) – If you select this feature, the CA will not inform the person you are calling that you are using the relay. **This works best when a TTY user is calling someone who is familiar with the caller and knows how to use the relay.** If you choose “NI”, you MUST also choose “MY HELLO” listed below.

My Hello – If you select this feature, the CA will read what you have written as a greeting on all calls. It is very important that the CA has something to say when the hearing person first answers the phone. This greeting is limited to 50 characters including spaces. **Only select this feature if you do not like any of the options above or if you picked “NI”.**

NOTE: If you have a profiled greeting or if you type a greeting before the CA dials, the CA will read your greeting immediately. For example: “This is Relay Utah CA 4444, with a call from (your greeting) have you received a relay call before? GA”.

8. Call Restrictions or “Blocks”

You can stop someone from making long distance, international, 900, Directory Assistance or Operator Assisted relay calls from your home. This feature can save you money by protecting your phone bill. Once you choose the kinds of calls you want blocked, no one will be able to make those types of relay calls from your number.

When using Hamilton Internet Relay, Long Distance calls are FREE!

When completed please return to:

Relay Utah Customer Service. PO Box 285, Aurora, NE 68818

Fax 402-694-5110 • Customer Service 877-831-4782 TTY/Voice