

RI Relay/IP Relay Services

The Internet Protocol (IP) and Video Relay Services (VRS) are funded by the Federal Communication Commission through the National Exchange Carrier Association. IP Relay is used through computer and the internet and behaves very much like a traditional relay used by TTY and telephone. This creates several choices of access for the consumers as to how to make calls. Video Relay Service is a fast-growing and popular service used by deaf and hard of hearing consumers who can **sign to an agent**, a qualified interpreter, who facilitates the communication between the caller and the third party through the webcam or TV-based Cam device over the high-speed internet.

CapTel Telephones are

amplified phone with an internet connection that also provides captions, thru a relay operator, of what is being said to the Deaf or HOH (Hard of Hearing) individual. The Deaf or HOH individual speaks DIRECTLY back to the caller.

Available thru ATEL for qualified applicants or <https://www.captel.com>



Sprint WebCapTel is a web-based service that lets you read word-for-word transcriptions of your calls on a computer monitor, tablet or laptop. You can listen to your caller speaking through any telephone, including cordless, landlines or cell phones.

<https://sprintcaptel.com/solutions-by-sprint/sprint-webcaptel/>

Hamilton® CapTel® for Business, interconnected by Tenacity™ is available to individuals working in a Cisco® VoIP environment and who experience hearing loss and have difficulty hearing on the phone.

<https://hamiltoncaptel.com/business-program-for-telecom-administrators.html>



Relay Conference Captioning (RCC)

Now, deaf, and hard-of-hearing individuals can participate in meetings, phone calls, videoconferences and multi-party conference calls with Relay Conference Captioning (RCC) from Rhode Island Relay.



Using the same high-quality captioners that produce closed captioning for television, you can receive live, real-time text streamed to an Internet-connected computer anywhere in the world. A high-speed Internet connection is required:

<https://hamiltonrelay.com/rhode-island/>

Video Relay Service (VRS)

Video Relay Service is a form of Telecommunications Relay Service that enables persons with hearing disabilities who use American Sign Language to communicate with voice telephone users through video equipment, rather than through typed text. Video equipment links the VRS user with a TRS operator – called a communications assistant, or CA – so that the VRS user and the CA can see and communicate with each other in signed conversation.

Video Relay Services (may also be others):

Purple VRS - www.purplevrs.com

Sorenson VRS - www.sorensonvrs.com

COMMUNICATION **SOLUTIONS FOR** **THE DEAF** **AND HARD OF** **HEARING**

- Assistive Listening Devices (ALDS)
- Infrared Systems
- Smartphone Apps
- Interpreters/Cart Services
- Captioning
- RI Relay/IP Relay

**THE ATEL PROGRAM IN
COLLABORATION WITH:**



ATEL Contact Information:
Denise Corson
ATEL Program Coordinator
40 Fountain St.,
Providence, RI 02903
Voice (401)483-3325
Fax (401)222-3574
Website:
<https://ors.ri.gov/programs/assistive-telephone-equipment-loan-program-atel>

Assistive Listening Devices (ALDS)

1. Hard-Wired Devices or Systems

(carry the sound signal through an electrical wire)
Most common hard-wired device is hand-held amplification device. These devices contain a microphone, amplifier, and wire.

- Pocket Talker
- Sound Wizard
- Personal Listener



[Available for short term loans from the ATEL Program.](#)

2. Wireless Devices or Systems

(carry the sound signal without an electrical wire use a transmitter and receiver like baby crib monitors or radio stations)

Wireless devices contain a transmitter and receiver and carry the signal in different ways:

- FM systems (radio waves)
- Infrared (light waves)
- Induction Loop (magnetic energy)



[Available for short term loans at the ATEL Program and at CDHH.](#)

[For purchase, visit a list of vendors at the CDHH website:](#)

<http://www.cdhh.ri.gov/documents/resources/Assistive%20Listening%20Devices%20vendors%202016.pdf>

Infrared Systems

Watching TV or Attending a Play

TV: Use infrared light to transmit the TV signal. The transmitter connects to TV. Use the receiver to hear the TV sound directly in your ears.

Theater: Use infrared light to transmit house sound to patrons with special receivers using headset or neckloop. The theater must have an infrared transmitter set up.

Relay Apps for Deaf and Hard of Hearing Video Relay Service (VRS)



Purple P3 and Sorenson ntouch all use VRS. VRS is a form of Telecommunications Relay Service (TRS) that enables persons with hearing disabilities who use American Sign Language (ASL) to communicate with voice telephone users through video equipment.

IP Captioned Telephone Service



Captionmate, Captioncall Mobile, InnoCaption+, Olelo Captioned call, and Nagish. Free mobile apps, funded by the FCC, for the oral deaf and hard of hearing. It allows a person with hearing loss but who can use his or her own voice and has some residual hearing, to speak directly to the called party and then listen, to the extent possible, to the other party and simultaneously read captions of what the other party is saying. **Sprint IP Relay** is a free app available for people who are Deaf, Hard of Hearing, DeafBlind, or have a speech disability to place relay calls and communicate using text.

Non-Relay Apps for Deaf and Hard of Hearing Video Calls and Video texting



Video Calls and Video Texting free thru FaceTime, Skype, Oovoo and Glide enable persons with hearing disabilities who use American Sign Language (ASL) or Speech Reading to communicate through their smart device.

In Person Conversations



Live Caption, Otter Notes, Big Note and Ava (there are many others) Live Caption for iOS or Android listens to spoken words and translates that to text in real time. Charges apply for service. Live Transcribe for Android only.

ASL Sign Language Interpreters

Sign Language Interpreters convert information from one spoken language into another—or, in the case of sign language interpreters, between spoken language and sign language. The goal of an interpreter is to have people hear the interpretation as if it were the original language.

Video Remote Interpreting (VRI) VRI technology remotely provide professional and confidential sign language interpreting. VRI is particularly beneficial when there is an emergency that cannot wait for an interpreter to travel to be on-site or in areas where the nearest certified interpreter is hours away.

Contact the Interpreter Referral Service:

The Office Hours M-F, 8:30 AM to 4:00 PM

Voice: (401) 222-5300

Videophone: (401) 354-7630

Email: cdhh.interpreter@cdhh.ri.gov

Captioning

1. TV Captioning: Embedded in most TVs – switch on to see words

2. Movie Captioning:

- Open captioned – everyone can see (like foreign subtitles)
- Closed captioned – need a special screen to see the words (Rear Window, Captiview or Glasses)

3. Plays: LED Display

4. Real-Time Captioning:

- **CART (Computer Aided Real Time):** words displayed at event (screen or laptop)

- ✓ CART Writer = stenographer with special training in providing hearing access
- ✓ In person CART writers and remote CART providers

• **IP Relay Service**

- ✓ Captel,
- ✓ WebCaptel,
- ✓ Hamilton CapTel for Business
- ✓ Relay Conference Captioning
- ✓ Captioning and Texting App