

Inside Georgia Relay

A PUBLICATION FOR GEORGIA RELAY USERS, SUPPORTERS AND FRIENDS.

March/April 2011

Georgia Relay Signs New Contract with Hamilton Relay

As we begin a new year, Georgia Relay is happy to announce that it has signed a new contract with Hamilton Relay to continue as Georgia's relay service provider. Georgia Relay and Hamilton Relay have been working together since 2006 to provide traditional relay and captioned telephone services to Georgians who are deaf, hard of hearing, deafblind and speech-impaired, and the new contract will carry throughout March 31, 2014.

In the words of Michael Russell, Relay Administrator for the Georgia Public Service Commission, "Hamilton Relay has been a great partner to Georgia Relay for the last four years, and we are excited to announce that our partnership will continue into 2014. Together we will continue to ensure that Georgia's deaf and hard-of-hearing population receives equal access to telephone communication through the best services and devices that technology has to offer."

With Hamilton Relay once again secured as service provider, Georgia Relay will be able to provide several new services this year, including Mobile Captions Service for the Nokia E5 smart-phone and Hamilton Mobile CapTel for the Android OS browser — both of these services are described in further detail on page 3 of this newsletter. 🍌

That's what I'm talking about



CapTel Phones Still Available For Just \$99



Georgia Relay would like to remind you that CapTel phones are plentiful and still available at the economical cost of \$99.

For people who qualify medically and financially through the Georgia Telecommunications Equipment Distribution Program (GATEDP),

CapTel phones are available at no cost.

Both programs offer the newest models of CapTel phones – CapTel 800 and

CapTel 800i, both of which offer a bright, easy-to-read display screen that enables users to read a captioned version of their telephone conversations while also listening to the person they are speaking to through the handheld receiver.

CapTel is an ideal solution for people who are able to speak but have difficulty hearing what is said over the phone, such as seniors with age-related hearing loss.

GATEDP uses the following criteria to assess your equipment needs:

- The nature of your hearing, speech and/or vision loss
- How you typically communicate (e.g. sign language, speaking)
- Your language level and literacy skills
- Your ability to understand how to use the equipment

To see all of the telecommunications equipment available through GATEDP or to apply, please visit GACHI's website at www.gachi.org/gatedp/. 🍌



About the PSC & Georgia Relay

The Georgia Public Service Commission (PSC) is responsible for the establishment, implementation, administration and promotion of Georgia Relay. Available 24 hours a day, 365 days a year, Georgia Relay allows people with hearing or speech loss to communicate with any standard phone user. To make a Georgia Relay call, dial 7-1-1.

Georgia Relay Now Offering Mobile Captions Service on Nokia E5 Smartphones!

Georgia Relay and Hamilton Relay have exciting news for VCO users! Georgia is the newest state to offer Mobile Captions Service (MCS), a new service that allows you to get captioned phone conversations on a cell phone, wherever you may be!

Provided by Mobile Captions Company, MCS is similar to closed captioning on a television. It is supported by VCO technology and enables people who are deaf or hard of hearing to speak, listen and read typed captions of what is being said during a cell phone conversation. MCS is ideal for people who have speech but need assistance to hear a telephone conversation clearly, including seniors with hearing loss and anyone who uses amplified phones.

MCS is currently only available through Consumer Cellular on the Nokia E5 smartphone. The Nokia E5 is M3/T3 hearing aid-compatible and comes with a large, 2.4-inch display and a full QWERTY keyboard for easy viewing and typing.

To use MCS, a Georgia Relay user places a call on their Nokia E5 and it automatically connects to Hamilton Relay Service. A specially-trained live operator known as a Communication Assistant (CA) begins typing what the other person says. MCS subscribers can then read what is said in real time directly on the screen of the Nokia E5, making it possible to catch every part of the conversation.



The Nokia E5 smartphone is available for just \$165, exclusively from Consumer Cellular. For more information on Mobile Captions Service, please contact Georgia Relay at 1-866-787-6710 or visit www.georgiarelay.org.

The Cook's Corner

Here's another personal favorite recipe from Karin Sack, Georgia Relay's Outreach Coordinator.

What You Need:

- 1 box of brownie mix (or use your own brownie recipe)
- 1 package of Oreos
- White chocolate, melted for drizzle, or Wilton white frosting pen works great
- White nonpareils sprinkles



Make It:

1. Preheat the oven to 350 degrees F. Prepare brownie batter according to package directions. Leave in mixing bowl. Dip Oreos in brownie batter then place in bottom of cupcake tins that have been generously sprayed with cooking spray. Bake for 12-15 minutes, until brownies are cooked through (doesn't take long). As soon as you remove, take a plastic knife and run along the edges (this is VERY important so that you can get the cookies out without the brownies sticking to the pan).

2. Let cool for 5 minutes, drizzle with melted white chocolate or the Wilton white icing pen, sprinkle with nonpareils and enjoy!

Makes entire package of Oreos.

Hamilton Mobile CapTel® now available for Android® OS Browser



For CapTel users with Android smartphones, Hamilton Mobile CapTel is now available on the Android OS browser to allow you to view captions of your cell phone conversation right on your phone's display.

To place a Mobile CapTel call, you can go to www.HamiltonWebCapTel.com using the web browser on your Android phone. Enter your username and password and then touch the "Logon" button. Once you are logged in, you will be directed to the Place Calls page. Enter your telephone number and the number you want to call, then touch the "Place Call" button (be sure that your headset is properly connected and activated for use on your phone).

Your phone will ring with a call from the Mobile CapTel Call Center. Once you answer, the number of the person you are calling will automatically dial. In order to begin viewing the captions on your phone, you must press the "Home" button of your phone and then touch the web browser icon. This will return you to the Hamilton Mobile CapTel web page. When the person you are calling answers, you can listen to what is being said while reading the captions on the phone screen. If your call is answered by a message system, the message will be captioned and you can leave a message accordingly. You can end your call at any time by clicking on the "End Call" button.

A Hamilton Mobile CapTel App for Android will be available for download soon, so stay tuned! Hamilton Mobile CapTel Apps are already available for both Blackberry® and iPhone® – for more information, please visit www.HamiltonCapTel.com/mobile_captel.

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.

Start connecting today—with Georgia Relay

Georgia Relay Features

- **Voice Carry-Over** – for people who are hard of hearing but speak clearly
- **Hearing Carry-Over** – for people with significant speech disabilities who hear clearly
- **Speech-To-Speech** – for people with mild-to-moderate speech disabilities who hear clearly
- **Spanish Relay** – for Spanish-speaking TTY users and hearing callers
- **CapTel®** – for people who are hard of hearing; displays a captioned version of the conversation as you talk
- **Internet Relay** – make relay calls over the Internet
- **Video Relay Service** – for sign language users
- **Mobile Captions Service** – for people who are deaf or hard of hearing to speak, listen and read what is being said during a cell phone conversation

To make a Georgia Relay call, dial 7-1-1 or...

TTY

1-800-255-0056

Voice

1-800-255-0135

Spanish

1-888-202-3972 (TTY)

Speech-To-Speech

1-888-202-4082

Mobile Captions Service

1-800-855-9111

Customer Service

1-888-694-5824 (Voice/TTY)

Email: garelay@hamiltonrelay.com

www.GeorgiaRelay.org

Relay Partner Update

Georgia Relay Partner is pleased to announce updates to our Georgia Relay Partner kit, including new information on technologies like VRS and IP Relay, plus helpful tips that educate our Partners' employees on how to receive and make relay calls.

Another new addition is a section of relay fraud, and how our partners can protect themselves against this threat. Other materials in the kit include a calling tips poster for employers to place throughout the workplace and a contributed article, so our Partners can publicly announce their joining Georgia Relay Partner. 🍌

Welcome to Our Newest Georgia Relay Partners!

Government

DeKalb Workforce Development
Decatur
404-687-3400
www.dekalbworkforce.org

Medical

Glory Hospice & Palliative Care
Columbus
706-507-5455
www.gloryhpc.com

Ministry

Lovejoy Baptist Retired Sisters
and Mother Ministry
Rome
706-232-1917
zeniafinley@aol.com

Nonprofit

Sowega Council on Aging
Albany
229-432-1124
debbiehblanton@gmail.com



**Telecommunications Relay Service
Advisory Council:**

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Mark Gasaway – illyandme@yahoo.com
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Mike Russell – mikeru@psc.state.ga.us
John Silk – jsilk@gta.org
Robin Titterington – furriesmom@comcast.net
Lewis Turner – lewturn@yahoo.com
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**Georgia Telecommunications Equipment
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Susan Arrington Wilda Owens
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PRSR STD
US POSTAGE
PAID
BALTIMORE MD
PERMIT 7499

facebook

Become a Facebook Fan of Georgia Relay

Georgia Relay now has a Facebook page so you can stay up to date on the latest news and events from Georgia Relay; connect with other Georgia Relay users or Georgia Relay Partners; and keep current on all the services and resources we provide to Georgia's deaf and hard-of-hearing community.

Facebook is the world's largest social network with over 300 million users. So become a fan of Georgia Relay on Facebook and encourage your friends to become fans, too.

Upcoming Events

Come see Georgia Relay at one of the following events:

Azalea Festival

March 12 – 13, 2011
Drexel Park
Valdosta, GA

2011 Health & Wellness Showcase

March 15, 2011
Clarence Brown Conference Center
Cartersville, GA

**2nd Annual Lumpkin County
Senior Wellness Expo**

April 2, 2011
365 Riley Road
Dahlonega, GA

**Celebrate Age Joint Conference
& Trade Expo**

April 4 – 6, 2011
Hilton Savannah Desoto
Savannah, GA

**Georgia Public Health Association's
82nd Annual Meeting & Conference**

April 12-13, 2011
Crown Plaza Powers Ferry
Atlanta, GA

Active Generation Health Fair

May 10, 2011
Mulberry Creek Community Center
Flowery Branch, GA

2011 Southeast Homeschool Expo

July 29 – 30, 2011
Cobb Galleria Centre
Marietta (Atlanta), GA

Call for Advisory Council Members

The Georgia Public Service Commission is seeking relay users to become members of the Telecommunications Relay Service Advisory Council. Members must be Georgia residents and utilize the services of Georgia Relay. If you are interested, please contact Mike Russell at mikeru@psc.state.ga.us or 404-656-0995 (voice).