

How To Connect With Arizona Relay

To place a call through Arizona Relay, simply dial 7-1-1. Or call one of the toll free numbers below:

- **TTY:** 1.800.367.8939
- **ASCII:** 1.888.842.3372
- **VOICE:** 1.800.842.4681
- **VCO:** 1.800.842.9818
- **Spanish - Voz/TTY:** 1.800.842.2088
- **Speech-to-Speech:** 1.800.842.6520
- **Captioned Telephone Service:** To reach a Captioned Telephone Service user, dial 1.877.243.2823
- **Spanish Captioned Service:** 1.866.217.3362 (AZRS provides captioned telephone service in English or in Spanish. Translation services are not currently provided for captioned telephone service.)

Póngase en contacto con el Departamento de Servicio al Cliente del Relevo de Arizona para obtener más información sobre el servicio de relevo en español:

- **Español:** (1.800.842.2088 Voz/TTY (incluye español a español y la traducción del inglés al español)
- **Servicio Subtitulado Telefónico:** Para ponerse en contacto con un usuario de Servicio Subtitulado Telefónico, marque el 1.866.217.3362 Español
- **Departamento de Servicio al Cliente:** 1.866.744.7471 Español
- **Fax:** 1.866.519.8277 Español
- **Correo Electrónico:** info@azrelay.org

If you have suggestions, comments or concerns, please contact AZRS Customer Service at:

Arizona Commission for the Deaf and Hard of Hearing

Attn: 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

Email: info@azrelay.org



Arizona Relay Service 7-1-1

Captioned Telephone Service



Arizona Relay Service 7-1-1

Captioned Telephone Services

Arizona Relay (AZRS) is a free,

24-hour service that allows

people who are Hearing,

Deaf, Hard of Hearing,

Deaf-Blind or

Speech Impaired

to communicate

with each other

via the telephone.

Through the use

of specialized

equipment, relay

users communicate

freely with friends,

family and businesses

who use a

standard telephone.

Captioned Telephone Service greatly benefits people who have understandable speech and some degree of hearing loss.

Captioned Telephone Service is especially helpful for:

- People who have a hearing loss and find it difficult to understand telephone conversations
- People who use hearing aids or assistive listening devices
- People who are Deaf or Hard of Hearing with understandable speech



Captioned Telephone Service allows the user to receive voice and text in almost real-time. Please note there may be a slight delay with the captions. With Captioned Telephone Service, you won't have to struggle to hear what others say on the phone. You have the opportunity to supplement your residual hearing by viewing captions on your phone's screen for added clarity. You also enjoy the freedom of using your own voice during phone conversations. Captioned Telephone Service is truly an interactive calling experience!

Required Equipment To make a Captioned Telephone Service call, you will need a Captioned Telephone.

This unique equipment, transmits the captions in almost real time. Please note there may be a slight delay with the captions.

To learn more about obtaining a free captioned telephone device, please contact the Arizona Telecommunications Equipment Distribution Program at **1-866-223-3412**.

To call a captioned telephone user *dial* 1.877.243.2823 or 7-1-1

How Captioned Telephone Service Works

Using a Captioned Telephone is very much like using a standard telephone. You dial the number of the person you are calling directly. As you dial, the Captioned Telephone automatically connects to the captioning call center.

When the other party answers, you have access to everything the caller says. Behind the scenes, a specially trained operator at the captioning call center, using voice recognition technology, converts everything the other party says into written text. This text appears on a bright, easy-to-read display screen built into your Captioned Telephone. All conversations are kept confidential.

The captions appear with just a slight delay after the spoken word, allowing you to understand everything that is said—either by hearing it or reading it.

Making a Captioned Telephone Service Call

- Make certain that captions are turned “on” on your Captioned Telephone.
- Dial the number of the person you are calling directly.
- When the other party answers, you will hear the caller’s voice and receive captions almost simultaneously.
- Conduct your conversation as you would on a standard telephone.
- When you are done with the call, simply hang up the phone.

Receiving a Captioned Telephone Service Call as a Captioned Telephone Service User

- When your Captioned Telephone rings, simply answer the phone and captions will appear shortly thereafter.

1-Line Captioned Telephone Service

Number of Lines Requires one standard (analog) telephone line.

How Calls are Managed Spoken conversation and captions provided through one telephone line.

Captioning Captions must be turned on prior to dialing the number to call. A red light indicates that captions are “on.”

Outgoing Calls Outgoing calls are automatically routed through the Captioned Telephone Service call center.

Calling a Captioned Telephone Service User People calling the Captioned Telephone Service user must first dial the toll free number for Captioned Telephone Service; then dial the Captioned Telephone Service user’s phone number when prompted.

Calling Features Call-waiting and automatic call back (*69) not available.

911*/711 Calls 911 and 711 calls are processed as Voice Carry Over (VCO) calls. Captioned Telephone Service users cannot hear the 911 operator or Communication Assistant (CA) as they read captions and must take turns speaking using “Go Ahead” or “GA.” For information on VCO calls, contact Customer Service or visit www.azrelay.org/calls_vco.cfm

- If you have 1-line Captioned Telephone Service, people wanting to reach you should be directed to call the Captioned Telephone Service captioning center at **1.877.243.2823**. The caller will then provide the Captioned Telephone Service operator with your phone number, and the call will be connected—with captioning available.
- If you have 2-line Captioned Telephone Service, people can reach you by calling your personal phone number directly and captions will automatically be available.

2-Line Captioned Telephone Service

Requires two standard (analog) telephone lines.

Spoken conversation is provided on one line; captions are provided on the second line.

Captions can be turned on or off at any point in the conversation.

Both incoming and outgoing calls are automatically routed through the Captioned Telephone Service call center.

People calling the Captioned Telephone Service user dial that person’s number directly.

Call-waiting and automatic call back (*69) can be used.

911 and 711 calls are captioned through the Captioned Telephone Service call center. Spoken conversation is received through one line, while captions are provided through the second line.

*Note that relay centers are not 911 centers and do not assume responsibility for the call.

Calling a Captioned Telephone Service User

- Dial toll free **1.877.243.2823**.
- Following the recorded prompt, dial the Captioned Telephone Service user’s area code and phone number.
- Your call will be immediately connected.

Receiving a Call from a Captioned Telephone Service User

- There may be a slight delay in the Captioned Telephone Service user’s response as they read captions.



Captioned Telephone Service User uses a special telephone that includes a screen which displays text of the other party’s conversation. The user has the opportunity to both hear and read the other party’s conversation.



Captioning Center Operator converts everything the standard phone user says into written text using voice recognition technology.



Family, Friends and Businesses use a standard telephone to communicate freely.

2-Line Captioned Telephone Service

This exciting service, which requires two telephone lines, provides advanced features not available with 1-Line Captioned Telephone Service. For a comparison of features, please refer to the chart in this brochure.