

Having Trouble Using The Telephone?

Use The Nevada Relay



Nevada Relay is a public service that guarantees all citizens access to prompt, professional and precise communication through a telephone. Consumers of these specialized services, specifically individuals who are deaf, DeafBlind, hard of hearing or have difficulty speaking, can communicate on the telephone via TTY, Voice Carry Over (VCO), Hearing Carry Over (HCO), Speech-toSpeech (STS), Spanish and Captioned Telephone. This helps ensure the ability to connect with family, friends or businesses with ease.

Connect To The Relay: Dial 711

- **How does relay work?** Dial 711 to connect with Relay Nevada. A qualified Operator (OPR) will ask for the area code and the number of the person you wish to call before beginning to relay the conversation. Generally, the OPR will voice the typed message from the text telephone (TTY) user to the person on the other end. The OPR then relays the spoken words by typing them back to the TTY user. Specialized relay services are also available for individuals with difficulty speaking and for Spanish-speaking residents.
- **Captioned Telephone:** Captioned Telephone is ideal for any individual that has a loss of hearing but is still able to speak for themselves. A captioned telephone works like any other telephone with one essential difference: it allows users to listen to their phone conversations while reading captions of what is being said to them. To call a Captioned Telephone user, dial: **711 or 877-243-2823**.
- **How do I apply for specialized equipment?** Relay Nevada is a service provided via the land line telephone network. Equipment is available through the Nevada Telecommunications Equipment Distribution Program (NTEDP) at **775-784-4921** (v), **702-330-8873** (vp); <https://www.unr.edu/nced/projects/ntedp>. Contact NTEDP to also learn about upgrading to more advanced Internet-compatible relay equipment at no cost for eligible users.
- **What is the analog to digital translation?** The telephone industry is in the process of replacing traditional telephone service (copper/analog) with internet-based service (fiber/digital). This is what's called the Analog to Digital Transition. The benefits of the transition include increased speed, longer technology lifespan and greater security.

- **How analog to digital translation may effect TRS:** When telephone lines are upgraded to digital, relay services and the use of relay devices can be affected. As telephone companies update their infrastructure, many are transitioning from copper telephone lines to fiber. When a telephone line becomes digital, it can affect how analog equipment, such as a TTY, VCO (Voice Carry Over) phone or Cap Tel® 840, behaves and connects to relay services.
- **How do I know if I have analog or digital lines?** If you are not sure if changes have been made to your telephone lines and you are experiencing issues with your connection to Relay, contact your telephone service provider to inquire about possible changes in your area.
- **What solutions can help me stay connected to TRS?** With the transition, you may need to consider acquiring internet service. This may necessitate that you update your Relay equipment to a device that is compatible with a digital line. If you are experiencing issues with your TTY or HCO phone, one possible solution could include Real-Time Text (RTT)/TTY accessibility on a mobile device. More information can be found at fee.gov.

If you are experiencing issues using a VCO phone or a CapTel 840 phone, possible solutions include:

- CapTel 840i
- Cap Tel 2400i
- Hamilton Mobile'M Cap Tel app
- Hamilton Web'M Cap Tel

- **Specialized Services:** Relay Nevada offers specialized services for individuals who have difficulty speaking, including Spanish-speaking residents. Specially trained OPRs are on hand to assist in these types of calls by dialing the associated number provided on this page. Since Relay Nevada offers a variety of services please refer to the website listed or contact Relay Nevada Customer Care for more detailed instruction onv how a particular call is processed.

Customer Care Info

Address:

1006 12th Street
Aurora, NE 68818

Email: relaynevada@hamiltonrelay.com

Web: relaynevada.com

Emergency Assistance

Call 911 Directly

TTY callers should dial 911 directly in an emergency. All 911 centers are equipped to handle TTY calls. The Nevada Relay can process emergency calls, but this may delay the response to your call.

Need Specialized Equipment?

Telephone Equipment Distribution (TED) Program

The NTEDP provides free specialized equipment for telecommunications to eligible users who are facing trouble using the telephone due to a hearing, speech, or physical disability.

Web: www.unr.edu/nced/projects/ntedp

Voice: 775-784-4921 **ASL via VP:** 702-330-8873

Access To Services

711 provides toll-free access to relay services. If you are experiencing trouble dialing 711 when trying to reach Relay Nevada, please contact Relay Nevada Customer Care.

Email: relaynevada@hamiltonrelay.com

All TRS and English Captioned Telephone services are available 24 hours a day, seven days a week. Spanish Captioned Telephone is available daily from 5:00 a.m. to 9:00 p.m. PST. Consumers may place relay calls to English-speaking and Spanish-speaking people within Nevada, across the United States and even internationally. Each conversation is handled with strict confidentiality.