



### **What is the Analog to Digital Transition?**

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 the Analog to Digital Transition May Affect Telecommunications Relay Services**

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 CapTel® 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 keep me connected to Relay?**

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 [fcc.gov](http://fcc.gov).

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

- CapTel 840i
- Hamilton Mobile™ CapTel app
- CapTel 2400i
- Hamilton Web™ CapTel

### **Customer Care:**

[RelayNevada@HamiltonRelay.com](mailto:RelayNevada@HamiltonRelay.com)

FEDERAL LAW PROHIBITS ANYONE BUT REGISTERED USERS WITH HEARING LOSS FROM USING INTERNET PROTOCOL (IP) CAPTIONED TELEPHONES WITH THE CAPTIONS TURNED ON. Advanced speech recognition software is used to process calls, and, in certain circumstances, a live communications assistant may be included on the call. There is a cost for each minute of captions generated, paid from a federally administered fund. To learn more, visit [fcc.gov](http://fcc.gov). Third-party charges may apply: the Hamilton CapTel phone requires high-speed internet access (Wi-Fi capable) and in some cases, may require telephone service. When using Hamilton CapTel on a smartphone or tablet and not on Wi-Fi, a data plan is required. Hamilton CapTel may be used to make 911 calls but may not function the same as traditional 911 services. For more information about the benefits and limitations of Hamilton CapTel and Emergency 911 calling, visit [HamiltonCapTel.com/911](http://HamiltonCapTel.com/911). CapTel is a registered trademark of Ultratec, Inc. ©2024 Hamilton Relay. Hamilton is a registered trademark of Nadelco, Inc. dba Hamilton Telecommunications.



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### **What is Relay Nevada?**

Relay Nevada 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-to-Speech (STS), Spanish and Captioned Telephone. This helps ensure the ability to connect with family, friends or businesses with ease.

### **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 landline 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.

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# Important Information Regarding Relay Nevada

## **Relay Nevada:**

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## **How Relay Nevada works:**

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 and will begin relaying 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 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 on how a particular call is processed.

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## **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.

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.

## **Dial 711 to access Relay Nevada**

### **Customer Care Information:**

1006 12th Street  
Aurora, NE 68818

relaynevada@hamiltonrelay.com  
relaynevada.com

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## **Captioned Telephone**

**Customer Service:** 888-269-7477

**To call a Captioned Telephone user, dial:**  
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## **Special points of interest:**

### **Equipment Distribution Program**

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### **Emergency Calls**

**Please note that 711 can only be used to reach Relay Nevada. In an EMERGENCY you should continue to use 911.** For emergencies, call 911 or your local emergency service TTY number directly. The Americans with Disabilities Act (ADA) requires that all 911 centers have a TTY and are prepared to handle emergency calls placed in this manner. Relay Nevada will make every effort to assist you in an emergency. However, it is important to understand that relay centers are **not** 911 centers and do not assume responsibility for emergency calls.