

Washington Relay Captioned Telephone



WASHINGTON RELAY

Captioned Telephone (CapTel®) is a service that allows users to listen to their phone conversations while reading word-for-word captions of what's said to them. Through the use of a uniquely designed CapTel phone, users speak directly to the other party while they listen and read what's said on the bright, built-in display screen of the CapTel phone.

Who benefits from CapTel?

- People who experience significant hearing loss and have intelligible speech
- People who communicate with individuals who experience difficulty hearing over the phone

How it works

Captioned telephone service works through the use of a CapTel phone. A CapTel phone works like a traditional phone, with an essential difference: it displays every word the other party says throughout the conversation.

Behind the scenes, a specially-trained operator at the captioning center uses voice recognition technology to convert everything the standard phone user says into captions that appear on the bright, easy-to-read display screen of the CapTel phone. Captions are available in English or Spanish.

Using CapTel:

- Eliminates the struggle of using the phone due to difficulty hearing
- Allows for natural conversations
- Provides a truly interactive calling experience

For more information about Washington Relay and CapTel:

Call Customer Care: 1-800-974-1548 (Voice/TTY)

Email: warelay@hamiltonrelay.com

Visit: www.WashingtonRelay.com



Required Equipment

In order to make a Captioned Telephone call, you need:

- a CapTel phone,
- telephone service and
- standard electrical power.

For more information or to apply for a CapTel phone, call the Telecommunication Equipment Distribution program at:

Voice/TTY: 1-800-422-7930

Voice: 1-360-725-3450

TTY: 1-360-725-3455

VP: 1-360-339-7755

Email: robiskd@dshs.wa.gov



Office of the Deaf and Hard of Hearing
Supporting the Deaf, Building the Quality of Hearing and Life Experiences
Aging and Long-Term Support Administration

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