

RELAY NC NEWSLETTER



WINTER 2019

Relay Conference Captioning: A New Look

We are pleased to announce that Relay Conference Captioning (RCC) content has a new look and new location on the Internet!

The new website address is www.relaync.com/rcc. It has all the information you need, and more! The former site - www.ncrelaycc.com - is available for booking an event online only.

Let us know what you think of the new look.



First NC Deaf Blind Taste of Technology

The first-ever North Carolina DeafBlind Taste of Technology Expo was held on October 6, 2018, in downtown Greensboro at the Marriott hotel. Sponsored by Relay NC, Division of Services for the Deaf and the Hard of Hearing, Division of Services for the Blind, Helen Keller National Center and Sprint Accessibility, the event had close to about 200 attendees. The keynote speaker was Anindya Bapin Bhattacharyya, "Bapin," who came from the Helen Keller National Center in New York City. He shared an inspiring presentation on how he overcame many obstacles on his journey as a DeafBlind person.

Other speakers showcased different products and services that can be used by individuals with hearing and vision loss. Attendees learned about telecommunication access and how to obtain equipment at no cost, and visited 15 vendors in the exhibition booth area. There were also great door prizes given away to attendees who were DeafBlind, with the Blaze EZ Multiplayer with OCR donated by Allsight Solutions, LLC.

Based on this success, we look forward to hosting this event again in the near future!



DeafBlind Keynote Speaker Anindya "Bapin" Bhattacharyya



DeafBlind participant (center) with two tactile interpreters



DeafBlind participant discussing about products with a vendor



Door Prize Winner with Bola Desalu, Relay NC Manager and Nicole Alleman, DSDHH-Raleigh Regional Center Deaf Blind Specialist.

STS NC NEWSLETTER

WINTER 2019



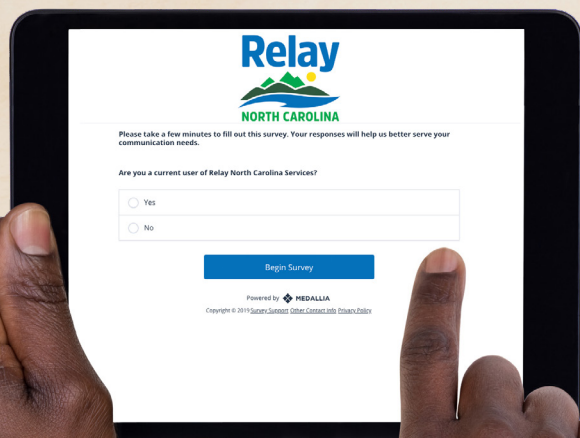
WE NEED YOU!

We are looking for people to share stories on video about their experiences with Speech-to-Speech. The interview will last approximately 30 minutes; if you're interested in volunteering, please contact Relay NC Manager Bola Desalu at bola.desalu@sprint.com.

WE NEED YOUR FEEDBACK!

We are seeking ways to improve our services so we'd love to know what you think.

Take a few minutes to complete our survey at www.relaync.com and click the **Relay NC Survey** icon.



STS WEBINAR

Do you know someone — a family member, a friend or a coworker — who might benefit from Speech-to-Speech (STS) services? Tell them about the free STS webinar we host on the second Wednesday of each month. Registering is easy — take a look!

Information: relaync.com/webinar

Sign up: relaync.webex.com

“How to Sign Up” Video: relaync.com/signup

HOW TO SIGN UP FOR STS WEBINARS:

- Go to the website - relaync.webex.com
- Click the **Attend an Event** link
- Select a **date & time** and **topic** you'd like to learn about
- Fill out the form
- Click **submit**
- Receive a confirmation email
- Prior to your scheduled webinar, you will receive a reminder email

CAPTEL NC NEWSLETTER

WINTER 2019



www.captelnc.com

facebook.com/captelnc

UPCOMING FOURTH ANNUAL HEARING LOSS & ACCESSIBILITY WORKSHOPS

Come to the Hearing Loss and Accessibility Workshops at one of these sites - earn CEU credits through AHEC! Consumers and caregivers can attend and discover the newest technology for people with hearing loss through presentations and vendors. For more information contact Kim Calabretta at kim.m.calabretta@sprint.com.

WHO CAN JOIN?

Anyone interested in learning more about accommodations for people with hearing loss.

WHAT IS IT ABOUT?

This event will allow participants to learn about the latest in assistive listening devices and resources to assist with accessibility at home, work or recreation. There will be presentations and vendors available to answer questions about their newest services or products.

FOURTH ANNUAL HEARING LOSS AND ACCESSIBILITY WORKSHOPS



“Great Expo for people with hearing loss! Very helpful - Thanks!”

S. B.

Event 1 Thursday, May 9, 2019

Mountain Area Health Education Center (MAHEC)
121 Hendersonville Road, Asheville, NC 28803

Event 2 Thursday, May 16, 2019

South East Area Health Education Center (SEAHEC)
2511 Delaney Avenue, Wilmington, NC 28403

Event 3 Tuesday, May 21, 2019

One Eleven Place, 111 Realtors Way, Cary, NC 27513

Time 12 - 3:30 p.m. (all events)

CAPTEL TIPS: Clearing Previous Calls From Your Display

Your CapTel phone keeps a list of incoming phone calls, including those you may have missed. The display screen shows how many new calls came in that were not answered. It also shows when callers leave an answering machine message. Over time, you may want to clear these lists from your display screen. Here's how:

For CapTel 2400i:

The number of new calls/messages are shown on the display screen icons. To review or delete calls, touch the appropriate icon.

- **Erasing answering machine message:** [Click here to view a video](#)
- **Clearing call history:** [Click here to read PDF](#)

LOOKING FOR OPPORTUNITIES?

Want to have CapTel NC at your health fair, conference or event to educate attendees about the service and phone, available at no cost for qualified consumers?

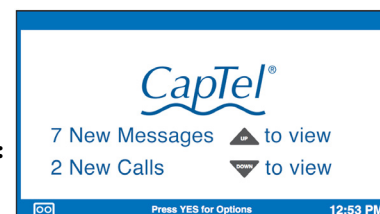
We would love to be there! CapTel NC also provides presentations to any business, organization or agency that is interested in learning more about the state program.

Please contact Kim Calabretta at kim.m.calabretta@sprint.com for more information.

For CapTel 840/840i/880i: New Messages

Indicates incoming calls that left a message on the CapTel Answering Machine.

- **To clear from display screen:**
 - Review the new messages (press the UP ARROW)
- **To delete all answering machine messages:**
 - Press YES for the Options menu
 - Select Answering Machine (YES)
 - Clear All Messages (YES)



New Calls

Indicates incoming calls that were not answered

- **To clear from display screen:**
 - Review the new calls (press the DOWN ARROW)
- **To delete all recent calls:**
 - Press YES for the Options menu
 - Select Call History (YES)
 - Clear All Caller ID (YES)

CAPTEL NC IS EXPANDING

We are looking for a CapTel Consultant to cover the regions between Morganton and Greensboro. If you love working with people with hearing loss, seniors and technology, and like a schedule that is flexible and part time, check out our link to learn more about this position: advantagexpo.com/candidates/job-search/position/3387