



General Information and Services Packet

Federal Relay Contact Information

	Sprint Presentation, Outreach and Information on Products and Services	Sprint Program Management (Contract/Service Issues and/or Compliance)	GSA Program Management (Contract/Service Issues and/or Compliance)
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TTY	202-585-1842	202-585-1840 or 800-720-3246	800-877-8339 via Federal Relay
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Address	Sprint – Federal Relay 401 Ninth Street NW, Suite 400 Washington, DC 20004	Sprint – Federal Relay 401 Ninth Street NW, Suite 400 Washington, DC 20004	GSA – Federal Relay 10304 Eaton Place Fairfax, Virginia 22030

Federal Relay – General Information

Federal Relay was established under Public Law 100-542, the Telecommunications Accessibility Act of 1988. Federal Relay provides equal telecommunications access for active or retired Federal employees (civilian or military), veterans, US Tribal members and the general public who are deaf, hard-of-hearing, deaf/blind and or have speech disabilities. Federal Relay's mission is to broaden employment and advancement opportunities for individuals with disabilities. Federal Relay is available in two forms – traditional TRS (telecommunications relay service) and Internet-based TRS.

- **Traditional TRS** includes TTY, ASCII, Voice, VCO – voice carryover, HCO – hearing carryover, STS – speech to speech and Spanish,
- **Internet-based TRS** includes Federal Video Relay Service (FedVRS), Federal Relay Service Online (FRSO), Federal Relay Conference Captioning (FedRCC) and Federal Captioned Telephone (Federal CapTel)

Toll-Free and Web Access Information for Federal Relay

TTY/ASCII	800.877.8339
Voice	866.377.8642
Voice Carry Over (VCO)	877.877.6280
Spanish (Español)	800.845.6136
Telebraille	866.893.8340
International Inbound (calling into U.S. from overseas)	605-331-4923
Federal Relay Customer Service (Voice, TTY, ASCII and Spanish)	800.877.0996
FedVRS	
Web cam	www.fedvrs.us
Videophone	fedvrs.tv or Spanish.fedvrs.tv
FRSO (Internet Relay)	www.frso.us
FedRCC	www.fedrcc.us
Federal CapTel Phone and Service	www.captionedtelephone.com/availability/federal.phtml

Where can I use Federal Relay?

Federal Relay is accessible domestically from work, home (telecommute) or while traveling in the United States, the District of Columbia, and its territories (Guam, Puerto Rico, U.S. Virgin Islands, Northern Marianas and American Samoa). No domestic toll (long distance) charge for calls made anywhere in the United States. *Note: Certain features of Federal Relay may have geographical restrictions.* There are no restrictions on the number, length or type of calls. All calls are strictly confidential and no records of any conversations are maintained. Note: The CA (communication assistant), or VI (video interpreter) will ask what Federal/Military agency you are either calling from or to, these records are only used by Federal Relay to compile statistics.

Who can use Federal Relay?

- Active or retired Federal employees (Civilian and Military);
- Veterans
- U.S. Tribal Members (federally recognized)¹

¹ Listing of Federally recognized tribes are listed in this document at:

<http://a257.g.akamaitech.net/7/257/2422/14mar20010800/edocket.access.gpo.gov/2003/pdf/03-30244.pdf>

- Authorized cost-reimbursement Federal contractors;
- Anyone contacting a Federal agency to access information.

Why use Federal Relay?

The mission of GSA's Federal Acquisition Service (FAS) is to deliver best value and innovative solutions in Information Technology, Network Services and Professional Services to support government agency missions worldwide. The Federal Relay is managed by GSA/FTS and provided by Sprint. Federal Relay utilizes the FTS2001 network in order to allow authorized Federal Relay users and the general public who are deaf, hard-of-hearing, deaf-blind and/or have speech disabilities equal telecommunication access. Government agencies may meet their obligation under Section 504 of Rehabilitation Act with the Federal Relay as an option to provide reasonable accommodations to employees with disabilities in the workplace. Note: In case of emergency, Federal Relay users should call 9-1-1 directly using a TTY. All local or toll (domestic) calls to Federal Relay from a TTY public payphone are free of charge.

U.S. Government Online TTY Directory

- Online Federal Government TTY Directory accessible through the Internet at <http://www.sprintbiz.com/tty/search.jsp>
- Listing available 24/7/365 – anytime, anywhere
- No charge to print or download directory in MS Word or PDF format

Federal CapTel™ Service

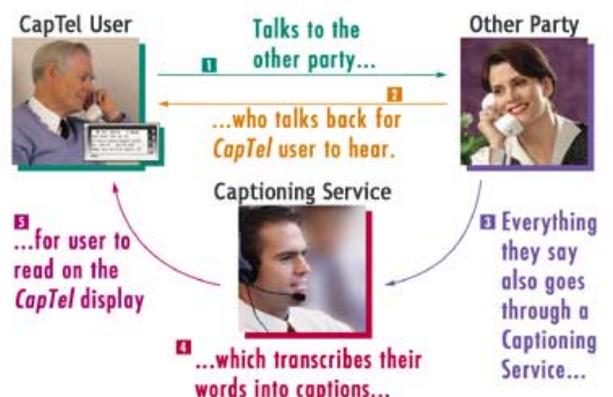
What is CapTel?

The Captioned Telephone (or CapTel™ for short) is a new technology that allows people to receive word-for-word captions of their telephone conversations. It is similar in concept to Captioned Television, where spoken words appear as written text for viewers to read. The CapTel phone looks and works like any traditional phone, with callers talking and listening to each other, but with one very significant difference: captions are provided live for every phone call. The captions are displayed on the phone's built-in screen so the user can read the words while listening to the voice of the other party. If the CapTel phone user has difficulty hearing what the caller says, he can read the captions for clarification.



How does the CapTel phone work?

The Federal Relay CapTel user dials the number of the person they wish to call on the Captioned Telephone. The call is transparently connected to a service that provides the captioning. At the CapTel captioning service, a specially-trained operator transcribes everything the caller says into text, using the latest in voice recognition



technology. The text captions are bundled with the speaking party's actual voice and sent down the telephone line to the CapTel phone. When the CapTel phone receives this combined information, the voice and text are split so that the voice goes to the earpiece of the phone and the captions appear on the display screen.

Hours of Operation

Federal CapTel service is available 24 hours a day, 7 days a week, and 365 days a year (including Federal holidays). Spanish Federal CapTel service from 8am to Midnight ET, 7 days

What equipment do I need to use CapTel service by Federal Relay?

Federal CapTel phone and analog phone line(s).

Where can I get a CapTel Phone for work and/or home?

Sprint is working with GSA in distributing fifty (50) free CapTel phones on a monthly basis. To qualify, you must be an authorized Federal Relay user (see "Who can use Federal Relay?"). If you qualify, complete a Federal CapTel phone application form at <http://www.captionedtelephone.com/availability/Federal.phtml> or call CapTel Customer Service listed below to have the form sent to you. If you would like a 2nd phone for your home or work, the price is \$495. Make this request for the 2nd phone on your application form.

Who to contact?

If you have questions about your application or qualification, send email to randy.g.murbach@sprint.com or karl.a.ewan@sprint.com or fax at 202-585-1841.

For any technical questions about the CapTel phone or service, please contact CapTel Customer Service:

By CapTel Phone, or voice - 1 (888) 269-7477	By TTY - 1 (800) 482-2424
By FAX - (608) 238-3008	Email: CapTel@ultratec.com
By Mail Ultratec, Inc. Attn: CapTel Customer Service 450 Science Drive Madison, WI 53711	

Federal Relay Conference Captioning (RCC)

What is RCC?

Federal RCC (a.k.a. FedRCC) is an Internet-based technology that can revolutionize the way you join and participate in teleconference calls. Anyone who has access to the Internet and has a web browser can use www.fedrcc.us FedRCC uses the same high-quality stenocaptioners that provide closed captioning for live television, news, sports and weather to deliver live, real-time text streamed to an Internet-connected computer anywhere in the world. A high-speed Internet or dial-up (56k) connection will work. Federal RCC has user-friendly features including:

- Background Color, Text Color and Size Options

- Text transcript available at the end of a teleconference call
- Online Customer Support and Federal RCC Customer Service
- New features are continually being developed

Hours of Operation

Federal RCC is available from 8am to 5pm local time, Monday through Friday (including Federal holidays). Requests to use Federal RCC must be made at least 48 hours in advance (two working days). Requests received with less than 48 hours advance notice will be covered using our best efforts, but cannot be guaranteed. **Note:** To see a demo of FedRCC, go to www.fedrcc.us and click "View the demo"

Scheduling Your RCC Teleconference Call

Currently, all FedRCC calls are scheduled using an online ordering system at www.fedrcc.us and click "Book and event now".

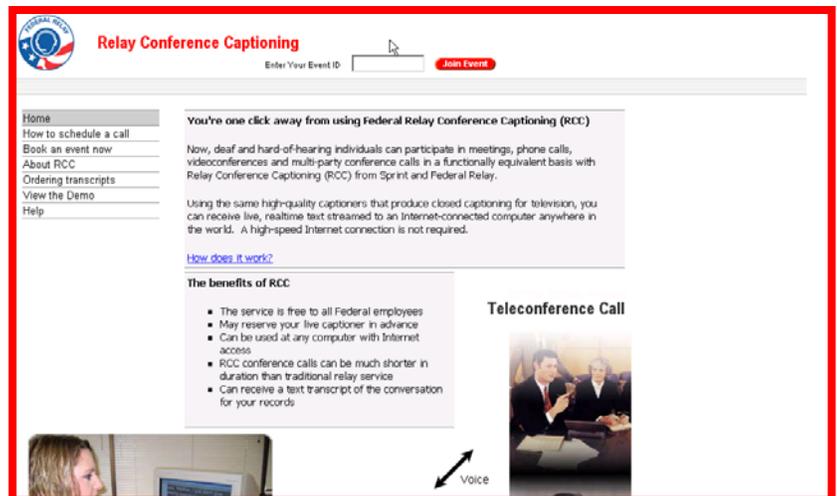
Steps 1 – Secure a teleconference/audio bridge from your telecommunication provider.

Steps 2 – Complete the [ordering form](#) including date, time and conference call number.

Technical requirements for RCC

RCC service is optimized for Internet Explorer 5.5 or greater with cookies and JavaScript enabled. Screen resolution should be 800 x 600 minimum and we recommend 1024 x 768 or higher.

Do you need to change your screen resolution setting for better performance? Please reference your screen manufacturer's directions for modifying your resolution settings. RCC does not work with Netscape Navigator. Please use Microsoft Internet Explorer as your Web browser to view the streaming text captions.



Federal Video Relay Service (FEDVRS)

What is VRS?

Federal VRS is the communication solution for sign language users. VRS allows natural telephone communication between sign language and standard phone users.

After connecting to Federal VRS, the sign language user signs to the video interpreter (VI), who voices what he/she is saying to the other party.

Emotions and facial expressions are conveyed via video, allowing both parties to be fully involved. Callers are free to interrupt one another, no typing is required and no GAs needed. Federal VRS has user-friendly features including:

- Language Preferences (English or Spanish)
- Voice Carry Over (VCO)
- Dialing Instructions and “Do Not Announce” option
- Function Options – Brief Explanation, Conference Call and Appointment
- Online Customer Support and Connection to FEDVRS Customer Service
- H.323 (Internet) and H.320 (ISDN)



Hours of Operation

Federal VRS is available 7am to 8pm ET, Monday through Friday (excluding Federal holidays).

What equipment and/or line do I need?

- A computer with web camera² using NetMeeting or any h.323 compatible software – www.fedvrs.us



(Desktop)

(Laptop)

A TV or flat screen monitor (w/AV jacks) with videophone³ – fedvrs.tv or spanish.fedvrs.tv



- Broadband “non-firewall” line (Cable, T-1, or DSL) or firewall configured (LAN) with minimum upload and download speed of 256kbps

Technical Support

- **Home** - go to www.fedvrs.us and click “Help” icon.
- **Workplace** - go to www.fedvrs.us; click “Help” icon, then “Technical” and then #6.

WebCam vs. Videophone

² Logitech QuickCam Pro 4000 (desktop) or Logitech QuickCam for Notebook Pro (Laptop). Federal Relay does not endorse any specific brand or model.

³ D-Link DVC-1000 - Federal Relay does not endorse any specific brand or model.

Item	WebCam	Videophone
H.323 Video Compliant	Yes	Yes
Connection Requirement	Broadband	Broadband
Secured Connection⁴	Low (worse)	High (better)
Equipment Connected by	PC via USB	TV via RCA video/audio jacks
Video software	NetMeeting	D-Link
Hardware	PC (desktop or laptop)	TV (13" or larger)
Interface Type	Mouse	Remote control
Access address	www.fedvrs.us	fedvrs.tv or Spanish.fedvrs.us
Multi-tasking	Difficult <i>(hard to use computer to do your work while you are on the video call within same unit)</i>	Easy <i>(Videophone is separate from PC so one can work on computer while on the call).</i>
Ports Required	Via NetMeeting - 389, 1503, 1720 and 1025-65335 – UDP	1720 – TCP or 15328-15333 TCP/UDP

Where can I get these products?

- **Apply for free WebCam (4000 or Notebook Pro) or videophone (D-Link) through CAP (Computer Electronics Accommodations Program)**
http://www.tricare.osd.mil/cap/request/request_acc.cfm (if your agency is a partner
http://www.tricare.osd.mil/cap/about/about_agency.cfm). If not partner of CAP, check with your agency's disability resource or assistive technology center
http://www.tricare.osd.mil/cap/resources/resources_other.cfm)
- **Purchase either products from authorized resellers such as Best Buy**
www.bestbuy.com) or **directly from manufacturer – Logitech**
<http://www.logitech.com/index.cfm/products/productlist/US/EN,CRID=20>) or **D-Link**
<http://www.dlink.com/sales/where2buy/>)

To get more detailed information about these products

- **Logitech QuickCam Pro 4000**
<http://www.logitech.com/index.cfm/products/details/US/EN,CRID=4,CONTENTID=5042>
- **Logitech Notebook Pro**
<http://www.logitech.com/index.cfm/products/details/US/EN,CRID=4,CONTENTID=5040>
- **D-Link DVC-1000** <http://www.dlink.com/products/?pid=8>

Technical Support

FEDVRS technical support is available for any Federal agency (Civilian or Military) or qualified user in the U.S.

Hours: M - F 9am to 1am ET

Phone: 1-866-251-8274 Voice/TTY

⁴ PC's hard drive is susceptible to virus or hackers. TV has no hard drive, therefore minimal data exposure risk.

Fax: 605-367-4911

Online Firewall Support: <http://www.fedvrs.us/fedrequest.asp>

Online User Support: <https://www.fedvrs.us/> and then click "Customer Support". Complete online form.

Video: <https://www.fedvrs.us/>, click "Customer Support" and then "Live Customer Service"

Email: karl.a.ewan@sprint.com

Federal Relay Service Online (FRSO)⁵

What is FRSO?

FRSO is an Internet Relay technology that can revolutionize the way you use relay. Anyone who has access to the Internet and has a web browser can use www.frsso.us Federal Relay Service Online has user-friendly features including:

- Language Preferences (English or Spanish)
- Background Color, Text Color and Size Options
- Print and Save
- Dialing Instructions
- Horizontal Split Screen
- GA & SK Macros
- ASL Emoticons (Happy Faces)
- Online Website Customer Support
- Connection to Federal Relay Customer Service

The screenshot shows the Federal Relay Service Online (FRSO) website. At the top, there is a navigation bar with links for "Federal Relay Service", "Federal Video Relay", and "Customer Support". The main header features the FRSO logo and the text "Federal Relay Service Online" with the URL "www.frsso.us". On the right side, there are "Site Layout Controls" including a "Change Font" dropdown menu set to "Arial" and a "Change Font Size" dropdown menu set to "12", with an "Enter" button below them. The main content area includes a "Convenience" section with a list of benefits: "No TTY needed.", "No long distance charges.", and "Anytime, anywhere." Below this is a form with fields for "Number to Dial (required)", "Dialing Instructions (optional)", and "Language Preferences" (radio buttons for "English" and "Spanish"). There are two buttons: "Connect to Relay Operator" (highlighted in red) and "Connect to Customer Service". At the bottom, there is a note: "Federal Relay Service Online (FRSO) is a service offered to deaf and hard of hearing federal/military employees that allows them to place relay calls over the Internet between locations in the United States (including its territories). Note: You will be prompted by the Relay Operator to provide the name of the federal agency you are calling from."

Hours of Operation

FRSO is available 24 hours a day, 7 days a week, and 365 days a year (including Federal holidays).

⁵ A.K.A. Internet Relay or IP Relay