



General Information and Services Packet



Federal Technology Service



Federal Relay Contact Information

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Federal Relay General Information

Federal Relay was established under Public Law 100-542, the Telecommunications Accessibility Act of 1988. Federal Relay is a Federal Government service, which utilizes the FTS2001 network in order to allow active or retired Federal employees (civilian or military), members of Federally-recognized Indian Tribes, and veterans who are deaf, hard-of-hearing, deaf/blind or have speech disability, equal telecommunication access. 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** include TTY/ASCII, Voice, Voice carryover (VCO), Hearing carryover (HCO), Speech-to-Speech (STS), and Spanish.
- **Internet-based TRS** include 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 carryover (VCO)	877.877.6280
Spanish	800.845.6136
Speech-to-Speech (STS)	877.877.8982
Telebraille	866.893.8340
International Inbound	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	www.frso.us
FedRCC	www.fedrcc.us
Federal CapTel Phone and Service	www.captionedtelephone.com/availability/FRS.phtml

Where can I use Federal Relay?

Federal Relay is accessible domestically from work or home (telecommute) or while traveling in the United States, the District of Columbia, and its territories (Puerto Rico, U.S. Virgin Islands, Guam, 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.

Who can use Federal Relay?

Federal Relay is available for use by any Deaf, Hard-of-Hearing, Speech disabled or Hearing individual (active or retired) affiliated/employed by:

- All Federal (Civilian and Military) agencies;
- Authorized Federal contractors (cost-reimbursement);
- Veterans;
- U.S. Tribal member (federally recognized)¹;
- The general public to access Federal agencies.

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.

¹ <http://a257.g.akamaitech.net/7/257/2422/14mar20010800/edocket.access.gpo.gov/2003/pdf/03-30244.pdf>

Why use Federal Relay?

The mission of GSA's Federal Technology Service (FTS) is to deliver best value and innovative solutions in Information Technology, Network Services and Professional Services to support government agency missions worldwide. Federal Relay is managed by GSA/FTS and provided by Sprint. Federal Relay utilizes the FTS2001 network in order to allow active or retired Federal employees (civilian or military), veterans, members of Federally-recognized Indian Tribes, and the 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 Federal Relay as an option to provide reasonable accommodations to employees with disabilities in the workplace. For further information about Federal Relay, go to www.fts.gsa.gov/frs or call Federal Relay Customer Service at 800.877.0966 (Voice/TTY/ASCII/Spanish) 24/7/365. *Note: In case of emergency, Federal Relay users should call 9-1-1 using TTY. All local and 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™ (Captioned Telephone) Service

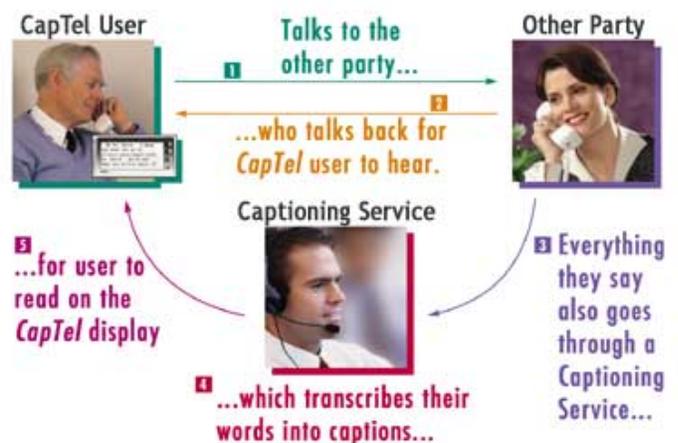
What is CapTel?

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.

Where can I use CapTel by Federal Relay?

CapTel by Federal Relay is accessible domestically from work or home (telecommute) or while traveling within the United States and the District of Columbia. No domestic toll (long distance) charge for calls made anywhere in the United States.

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 is available from 8 a.m. to Midnight ET, 7 days a week.

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

A Federal CapTel phone and an existing analog phone line are needed.

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 for the workplace only. 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/FRS.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@mail.sprint.com or karl.a.ewan@mail.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 Video Relay Service (FedVRS)

What is FedVRS?

FedVRS is the telecommunication solution for sign language users. FedVRS allows natural telephone communication between sign language and standard phone users. After connecting to FedVRS, 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. FedVRS 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)

Where can I use FedVRS?

FedVRS is accessible domestically from work/home or while traveling within the United States, the District of Columbia, and its territories (Guam, Puerto Rico, the U.S. Virgin Islands, the Northern Marianas and American Samoa). No domestic toll (long-distance) charge for calls made anywhere in the United States.

Hours of Operation

FedVRS is available 7 a.m. to 8 p.m. ET, Monday through Friday (excluding Federal holidays).

What equipment or line do I need?

- A computer (desktop or laptop) with web camera using NetMeeting – www.fedvrs.us
- A TV with videophone – fedvrs.tv or spanish.fedvrs.tv
- Broadband “non-firewall” line (Cable, T-1, or DSL) or firewall configured (LAN)
- ISDN – 866-306-7743

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
- **Telephone** - 866.251.8274 (Voice/TTY) or 605.367.4911 (FAX)
- **Videophone** – help.fedvrs.tv

WebCam vs. Videophone

What is WebCam? (Connected to PC – desktop or laptop)

A digital camera designed to receive/send video and transmit them over the internet.



Logitech QuickCam Pro 4000 (Desktop)



Logitech QuickCam for Notebook Pro (Laptop)

What is videophone? (Connected to TV or computer monitor)

A breakthrough video communication appliance that provides IP video-conferencing and connects to any standard television or a TV tuner card in your PC.



D-Link DVC-1000

Product Comparison

Item	WebCam	Videophone
H.323 Video Compliant	Yes	Yes
Connection Requirement	Broadband ²	Broadband
Secured Connection³	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

² Broadband defined as LAN, Cable, DSL or T-1 with a recommended minimum of 256kbps upload and download speed.

³ PC's hard drive is susceptible to virus or hackers. TV has no hard drive, therefore minimal data exposure risk.

Where can I get these products?

- **Apply for free WebCam (4000 or Notebook Pro) through CAP**
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) in the U.S.

Hours: Monday through Friday, 9 a.m. to Midnight ET; Saturday, 1pm to 5pm ET; and Sunday 5pm to 9pm ET

Phone: 866.251.8274 Voice/TTY

Fax: 605.367.4911

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

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

Videophone: help.fedvrs.tv

Email: karl.a.ewan@mail.sprint.com (also ask for VRS Access and Firewall support form)

Federal Relay Conference Captioning (FedRCC)

What is FedRCC?

FedRCC is an Internet-based technology that can revolutionize the way you join 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 connection is not required and dial-up (56k) will work. FedRCC has user-friendly features including text transcript of teleconference conversation.

Where can I use FedRCC?

FedRCC is accessible within the United States, its territories, and the District of Columbia. No domestic toll (long distance) charge for calls made anywhere in the United States.

Hours of Operation

FedRCC is available from 8 a.m. to 5 p.m. ET, Monday through Friday (including Federal holidays). Requests to use FedRCC must be made at least 48 hours in advance (two working days).



Federal Relay Conference Captioning

Enter your Event ID

You're one click away from using Federal Relay Conference Captioning (RCC)

Now, deaf and hard-of-hearing individuals can participate in meetings, phone calls, videoconferences and multi-party conference calls in a functionally equivalent basis with Relay Conference Captioning (RCC) from Sprint and Federal Relay.

Using the same high-quality captioners that produce closed captioning for television, you can receive live, realtime text streamed to an Internet-connected computer anywhere in the world. A high-speed Internet connection is not required.

[How does it work?](#)

The benefits of RCC

- The service is free to all Federal employees
- May reserve your live captioner in advance
- Can be used at any computer with Internet access
- RCC conference calls can be much shorter in duration than traditional relay service
- Can receive a text transcript of the conversation for your records

Federal RCC User

Text

↔

↔

Voice

↔

Voice

Remote captioner listens to the call, captions the dialogue and speaks on behalf of the deaf/hard-of-hearing participant.

Teleconference Call

Federal Relay Service Online (FRSO)⁴

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.frso.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

Where can I use FRSO?

FRSO is accessible domestically from work/home or while traveling within the United States, its territories, and the District of Columbia. No domestic toll (long distance) charge for calls made anywhere in the United States. International Calls are not allowed through FRSO.

Hours of Operation

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

The screenshot shows the Federal Relay Service Online (FRSO) website. At the top, there are navigation links: "About Federal Relay Service", "Federal Video Relay", and "Customer Support". Below these is a "Site Layout Controls" section with a "Change Font" dropdown menu set to "Arial" and a "Change Font Size" dropdown menu set to "12", with an "Enter" button. The main content area features the Federal Relay Service logo on the left and the text "Federal Relay Service Online" with the URL "www.frso.us". Below this is a section titled "Convenience" with a list of benefits: "No TTY needed.", "No long distance charges.", and "Anytime, anywhere." To the left of this list is an image of a person using hand gestures. Below the "Convenience" section is a form with the following fields: "Number to Dial (required)" with a text input box, "Dialing Instructions (optional)" with a text area, and "Language Preferences" with radio buttons for "English" (selected) and "Spanish". At the bottom of the form are two buttons: "Connect to Relay Operator" and "Connect to Customer Service". Below the form 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." At the very bottom, there are logos for "GSA" and "Sprint", and a link for "Accessibility Aids | Privacy and Security Policy".

⁴ A.K.A. Internet Relay or IP Relay