

Hamilton's HIP VRS

by Patricia Bannier

**Hamilton Relay & Birnbaum
Interpreting Services
are Proud to Bring You
Hamilton Video Relay (HIP VRS)!**

Hamilton Video Relay (HIP VRS) brings you state-of-the-art video relay technology and the most qualified interpreters and transliterators available! HIP VRS is a free service allowing D/deaf, hard of hearing and people with speech disabilities, who also use American Sign Language (ASL) or a manual form of English (PSE or MCE), to make use of video equipment, high speed internet access and interpreters to communicate with standard telephone users.

Soon you will be able to log on to www.hipvrs.com and connect immediately to a HIP VRS Interpreter. You will simply use sign language or a combination of sign language and speech to communicate with the HIP VRS Interpreter. Give the HIP VRS Interpreter the number of the person you want to call, or type it to the interpreter before connecting with the relay, and s/he will interpret your call. HIP VRS will be available seven days a week from 7:00 a.m. to 10:00 p.m. EDT.

Hamilton's 100+ years of experience in providing premier telecommunications services coupled with Birnbaum Interpreting Services' (BIS) commitment to providing the highest quality interpreting/transliterating services to the D/deaf and hard of hearing communities creates the perfect partnership. When you combine Hamilton's expertise as a Relay provider and BIS' professionalism and quality, the result is an outstanding Video Relay Service product that is sure to thrill you!

Dedicated to equal communication access, BIS is a Deaf owned company whose

mission is to provide the best sign language interpreting and transliterating services possible. Recognized for their innovative technology applications and strong growth, Deloitte & Touché has recognized BIS as one of the 50 fastest growing technology companies in Maryland for five years in a row and as one of the 500 fastest growing technology companies in the nation for four years in a row.

BIS only employs interpreters who strictly adhere to a professional "Code of Ethics" developed and supported by the Registry of Interpreters for the Deaf, Inc. (RID) along with representation from the Deaf Community. BIS employs interpreters who have earned their RID CI, CT or CSC, the National Association of the Deaf (NAD) Level IV or V or have an equivalent state certification. BIS provides quality interpreting services in any situation requiring a language and cultural bridge between people who are hearing and D/deaf or hard of hearing.

The HIP VRS web site is currently under construction and will be available to all this summer at www.hipvrs.com. Imagine being able to enjoy the freedom of communicating naturally in your native language (ASL, PSE or MCE) with the confidence that you are being clearly understood! HIP VRS gives you professionalism you can count on for that important business interview, and peace of mind knowing that your communication is always understood.

Hamilton Relay is dedicated to providing "Relay Your WaySM", a philosophy in which Hamilton personalizes its relay service to meet the diversified needs of each relay user. Relay YOUR Waysm means that you, our customers, direct the vision of Hamilton Relay!

You Customize

With HIP VRS, you're in charge - creating a customized video relay environment and conversation that fit you perfectly. You customize your VRS call by giving the Interpreter specific instructions on a per call basis. You can take control of your calls by customizing your own greeting. Work with your HIP VRS Interpreter before s/he dials your call. That way you have more control over your call and your interpreter will follow YOUR instructions.

HAMILTON
Internet **RELAY**TM



Patricia Bannier
National Account Manager



This TV set-top appliance allows you to make VRS calls without a computer.

Broadband Videophone

DVC-1000

The Future is Now...

Easily turn your TV into a Broadband Videophone



We encourage you to send us your ideas. Help us design features that you would like to use with HIP VRS. We will certainly use your feedback as we put the finishing touches on HIP VRS. After all, it's your relay, and this is just another way that Hamilton brings you Relay Your Waysm!

You can tell the interpreter that you want to introduce your call. If no request is made, HIP VRS will introduce the call with a standard script. It is YOUR call. You instruct the Interpreter as to how you want your call to be handled. You can completely personalize your HIP VRS service to meet YOUR needs.

Equipment

You choose the type of equipment to use with HIP VRS. You can use a PC together with a web cam and NetMeeting or similar software such as the USB Turbo 2.0 Webcam (www.http://www.adstech.com/). Since the DVC-1000 i2Eye™ VideoPhone is a stand-alone device, you do not need a computer to videoconference over the Internet - only a television. High speed Internet access is required with either choice of equipment.

ASL or English

You choose the method to have your conversation relayed. Because of the quality of our Interpreters & Transliterators, you can have your conversation interpreted in ASL, English or somewhere in between. If you choose English, the Interpreter/Transliterator will transliterate your call using "sign supported speech" (signing conceptually accurate in English word order and English on the lips). This allows you to lip-read or speech-read your conversation while simultaneously reading the signs. This is a great feature, allowing YOU to choose the best communication style to meet your needs! If you choose ASL your call will be interpreted.

Voice to HIP VRS

Voice users can call YOU with HIP VRS. The voice user will call the relay center via an 800 number and will give the Interpreter your IP address or your User Name. If the voice user gives the interpreter your User Name as a way to call

you, you must be logged-on to the internet and the HIP VRS web site to receive a call from a voice user.

VCO & HIP VRS

You can make VCO calls through HIP VRS.

1. Select the VCO option and use a headset or microphone connected to your computer to give the Interpreter the number to call.
2. During a VCO HIP VRS call, you will speak directly to the person you are calling. When that person responds, you will be able to hear the caller's voice, while simultaneously reading the HIP VRS Interpreter on your screen.
3. The HIP VRS Interpreter will complete your call without calling your telephone line and making a 2-Line VCO call. If the quality of your connection is poor with the headset or microphone, the HIP VRS Interpreter will offer the 2-Line VCO method, in which the Interpreter will dial your voice telephone number.

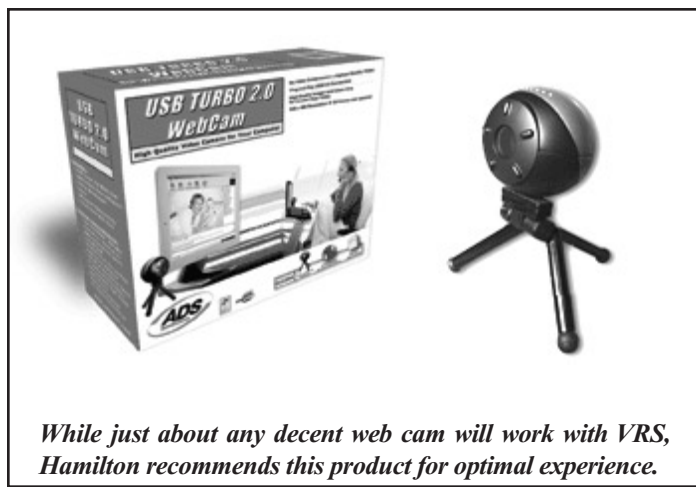
- You save money because there are no long distance telephone charges!
- You can give us valuable feedback, which helps us improve our services. Hamilton and BIS value your opinions. Your feedback is essential for us to continue providing "Relay Your WaySM."

HIP VRS Customer Service will be available seven days a week from 7:00 a.m. to 10:00 p.m. EDT. Our Customer Service team will always be responsive to your needs and work to resolve all issues in a timely manner. You can call Customer Service for assistance with HIP VRS, to schedule training or larger outreach activities or for any other questions, comments, problems or compliments you want us to know about.

What sets HIP VRS apart from other providers? You get the best of both worlds. Hamilton provides you with state of art technology and Birnbaum provides you with the best interpreters in the business!

HIP VRS - YOUR relay, YOUR way. Try it out. We are convinced that, just like hiprelay.com, hipvrs.com will become your coolest bookmark!

For more information, or to arrange for training or education about Hamilton Relay Service, please call 1-800-618-4781 V/TTY. If you would like to be the first to know, you need to become a HIP Insider! Please go to www.hipvrs.com on your web browser to join HIP Insiders and add your name to the notification list.



While just about any decent web cam will work with VRS, Hamilton recommends this product for optimal experience.