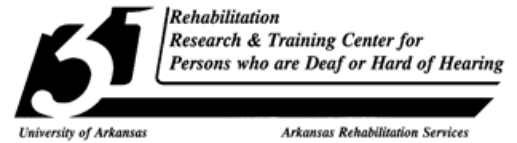




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SORENSEN IP RELAY

Presenter: MICHAEL JORDAN

MICHAEL JORDAN: Okay. I'm excited to be here. I feel that the communication that Sorenson has and will continue to provide has great benefits for the deaf and hard of hearing and we are excited to be able to talk a little bit about IP Relay. We are also adding a little bit that was not on the agenda. Specifically, video relay service using voice carry-over, which means being able to use your own voice on our video relay service.

We are going to talk a little bit about IP Relay. Then, we'll go through the video relay service and show you how voice carry-over works. For those of you who have video phones set up in your home, we have the applications here as well and we can get those set up for you.

First, we are going to talk a little bit about the overview of our company. Sorenson Communications has been around for quite some time, since 1996. They were first into providing video communication technology, and some of the solutions for the deaf and hard of hearing for communication accessibility developed because of that. Sorenson video relay service started roughly three years ago when we provided services for the deaf and hard of hearing. We have created the videophone, V.P. 100. We will go over that a little bit at the end. Our new service that we want to talk about right now is Sorenson IP Relay, Internet protocol relay. Our Sorenson IP Relay mission statement says, "Sorenson IP Relay enables instant examination between deaf or hard of hearing individuals and a hearing party via personal computer or mobile device and a trusted Sorenson Communication Assistant."

How many of you have a personal computer at home? How about a mobile device? Most of you, good. You can access Sorenson IP Relay through either one of those, your computer or a mobile device. We'll talk a little bit about some of the benefits of using IP Relay instead of a TTY. With Sorenson IP Relay you don't have to use the "go ahead" and AS commands. Right there, that eliminates a lot of the problems with communication. How many times have you been talking to someone when you want to

interrupt them and say something to them about whatever they are talking about, but you can't because you have to wait until you see those beautiful letters, GA? With Sorenson IP Relay, you don't have to do that. You have instant communication going back and forth. You can be typing and reading at the same time.

A TTY has a very small screen where the words come across. Once they come across, they're gone unless you go all the way back and pull them up on to the screen again. By using a personal computer or a mobile device, you are able to be able to see all of the conversation that you're having.

Under the ADA law, public places are required to have TTY's. That's all it says; it is not specific about how many. A university or a hospital may have one TTY available for deaf and hard of hearing individuals. That's frustrating. People have to search and by the time they find it, they don't have the time to place the call anymore. Computers and mobile devices are a lot more accessible. Universities have computer labs. We are starting to see computers available in hospitals for the public to use. You can access Sorenson IP Relay on any of the computers that have an Internet connection. Also, you don't have to have high-speed or the latest and greatest in Internet technology. It can be just a dial-up. I can still access relay using just regular dial-up Internet.

The first way to access Sorenson IP Relay is to go to our web site, www.siprelay.com. Another way is that with the mobile device or even on a PC, you can access us through AOL instant messaging. All you do is add your buddy name and Sorenson IP Relay. Once you do that, place the phone call. You can always use AIM on your personal computer and access us there, also. So you have the option.

This is our website (points to overhead). We are going to show you exactly how you make a phone call. You go to the website. Click the button that says, "Place an IP relay call." Up comes the screen (shows screen on overhead) where you put in the phone number, area code without the 1. Just the area code and the seven digits and hit connect.

We also offer voice carry-over using IP Relay. One of the benefits with using Sorenson IP Relay with voice carry-over is there's no long distance charge. You can call anywhere in the United States for absolutely free. That's every phone call you use with Sorenson IP Relay, all free. With voice carry-over using IP Relay, you don't have any extra equipment. You've got your computer. You have your home phone that we will call you back on. And you place the call from there with those two devices. You don't need a special phone or a special monitor to read the text. You already have your computer because it's used for other things.

Another feature is you are able to print and save your conversations. You can also change the color of the text fonts and change the background colors to your preference.

To place a voice carry-over call, go to the website, place the IP Relay call button like a regular phone call. Here you have the operator instructions box. Type in there, "VCO" and type in the phone number that the operator should call you back on. It can be either your home phone number or a cell phone number. After doing that, go to the top and type in the phone number of the hearing individual that you want to call. If you want to call your doctor's office, you need that assistance with the text to make sure they understand what your needs are. If you need to set up a doctor's appointment, you're still able to use your voice and place that phone call. Then go ahead and click on connect and the operator will take care of the rest of it. Just put in those two phone numbers and let us take care of it. We will contact you, then, we'll go ahead and call the hearing person and continue on with the phone call.

We talked about mobile devices. They are a wonderful thing to have. Very simple to use, accessible and useable in a lot of different situations, not just for accessing Sorenson IP Relay. You are able to receive your e-mail. You are able to have instant messaging and contact everyone else who has instant messaging. Almost everyone uses it. The benefit of placing an IP Relay call using a mobile device is you are able to place calls anywhere. With TTYs, you're stuck where a TTY is, where that landline is. I have a cell phone. I can place a call anywhere I need to. With Sorenson IP Relay and a mobile device, you are able to place calls anywhere: on the freeway if your car breaks down, or when you're trying to get to the doctor's office and you need directions. Instead of trying to find a pay phone that may have a TTY, you are able to access this Sorenson IP Relay with that mobile device. Just go to AOL instant messaging and add siprelay to your buddy list. Open up that screen on your buddy list and put in the phone number of the individual you want to call. From there the Sorenson Communication Assistant will aid you in contacting that individual that you are trying to get a hold of.

These are our current Sorenson IP Relay hours that we're open and in operation. In the Eastern Time zone, we're open from 8:00 a.m. to 2:00 a.m. Here in Mountain Time, we are open from 6:00 a.m. to 12:00 a.m. midnight. Pacific time right now is 5:00 a.m. to 11:00 p.m. Eventually we will be 24 hours a day. The system will notify you that we are closed when we are closed. But in the very near future, we will be open 24 hours a day. We definitely want to make sure that we can be accessed at any time.

AUDIENCE MEMBER: Do you know if there's a difference between this and in California where we have I-711?

MICHAEL JORDAN: We don't have as much of a delay. We still do have some delay, but with the ability to have communication going back and forth simultaneously, it's going to be a lot easier and a lot smoother. We also want people's feedback. We want to make sure that people understand how to use IP Relay or if they have any problems. We you want to be able to communicate with us the needs and questions and comments that you may have. We've set up e-mail at siprelay support at Sorenson.com. A technical support individual will contact you. Indicate your preference, how you want

to be contacted by AOL, if it's your e-mail, or by TTY. Technical support will contact you to make sure that your accessibility to Sorenson IP Relay is met.

Now, as I said in the beginning, we not only do IP Relay, but we also provide Sorenson Video Relay Service. We are now going to move over to the Sorenson Video Relay Service. We developed a videophone that is unique and only used by Sorenson. (Showing device) This is the Sorenson videophone that has been developed specifically for deaf and hard of hearing individuals.

AUDIENCE MEMBER: (using videophone.) Michael, how are things in the NBA?

MICHAEL JORDAN: (using videophone) They are doing very well. Glad I'm not there.

All right, VRS calls use voice carry-over. You are able to have a videophone set up in your house for free. We come out; we install it. We hook it up. We train you; we show you exactly how it's used. You are able to use your own voice when you speak. The video interpreter will actually sign the information that the hearing party is saying. But you're also able to hear that individual as well. So you are using your residual hearing, your own voice, and a sign language interpreter is there supporting you with sign language.

IP Relay offers the same thing. It's just supported with text instead of picture. You are able to read what the hearing individual is saying. Video Relay Service gives you a signed message.

(Demonstrating with videophone) So very quickly, here are the settings on the videophone. There is the button for voice carry-over. You go ahead and click on voice carry-over. You put your callback number in there, which you only have to do once. Then you put in the number you want to call. The system will automatically recognize it's a voice carry-over call. The interpreter will contact you so that way you can use your own voice.

AUDIENCE MEMBER: Can two late-deafened people talk together on this? You've got the sign language interpreter coming to me telling me what my late-deafened friend is saying. My late-deafened friend has the same problem as I have. What is going on her end?

MICHAEL JORDAN: If you just use one line of the voice carry-over, it would be that your late-deafened friend would be on a regular phone. So, it wouldn't help necessarily to use this if you are trying to call another late-deafened individual. This would be for people calling, family members, doctor's offices, ordering a pizza. That type of thing.

AUDIENCE MEMBER: If you come to my home and put in this equipment, and I have a friend who has the same equipment, can I talk to him directly without the interpreter.

MICHAEL JORDAN: Yes, you can. You can make what we call point-to-point conversations. You can actually call another videophone and see that individual. You are able to talk to each other back and forth and you can see each other. If you wanted to call him and speak as well, you can see him and talk to him on the phone. Even if your friend is down the street or in Florida, there's no difference.

AUDIENCE MEMBER: Say that I use a VCO and then I want to talk to a deaf person who only signs, will I be able to talk to him with sign only? Can I switch from a VCO to the deaf person?

MICHAEL JORDAN: If you are using VCO with IP Relay and then you wanted to sign, you would use the video relay service for that. IP Relay is text-based. Video relay service is the Internet based where you use sign language on the video.

Now, what we want to do is show a voice carry-over call on video relay service. We've asked Jane to come up and actually place a call for us. We are going to project her call up here so the audience can also see the conversation as well.

AUDIENCE MEMBER: Thank you.

INTERPRETER: (Answers videophone) Hi. This is Sorenson video relay service. I have your VCO number that you will call: (960)944-4596.

AUDIENCE MEMBER: Please.

INTERPRETER: I will call you right now.

AUDIENCE MEMBER: And tell me when it's ready, thanks. (Answering videophone) Hello, can you hear me?

RELAY AGENT VOICE: Yes, hello, I can hear you.

AUDIENCE MEMBER: Please call. We are going to call Eric, (801)232-9137.

RELAY AGENT VOICE: I can, I'll go ahead and call that number right now. (Ringing)

ERIC: Hello?

AUDIENCE MEMBER: Eric! It's Jane.

ERIC: Eric here.

JANE: Eric, hi, it's Jane.

ERIC: Hi, Jane. How are you doing today?

JANE: Good, thanks. How are you? (videophone picture displayed) There's a big picture up there.

MICHEAL JORDAN: Thank you very much for doing this demo for us today.

JANE: I use it all the time. Like it a lot. Thank you.

MICHAEL JORDAN: As you can see, if you know a little bit of sign language and you still want to use your voice, this is a great way to be able to communicate. Most of the time the hearing individual on the other line does not know there's an actual interpreter on the other side. So it's really your conversation, your words being communicated to the hearing individual and vice versa, with just that assistance of that interpreter.

AUDIENCE MEMBER: My sign language leaves a lot to be desired. Will the operator adapt to my ability or limitations?

MICHAEL JORDAN: Yes. All of our sign language interpreters are RID certified, the highest certification in the country that you can receive. Most of the time they are able to adapt to different styles of sign language and be able to help you out.

AUDIENCE MEMBER: If I want to tell the interpreter that I need her to adapt to my signing, does the other person I'm signing to who so far doesn't know there's an operator there, learn about it?

MICHAEL JORDAN: The question is, how do I let the interpreter know that s/he needs to adapt. All interpreters are very well trained. They are able to identify the style of sign language that you use. If you start to sign, automatically the interpreter can recognize your level of sign language proficiency. You don't even need to notify them. They will accommodate you without any hassle.

AUDIENCE MEMBER: If you happen to have a male operator, can you request for a female operator?

MICHAEL JORDAN: Yes, you can. Just as in with IP Relay, you can do the same. It may take a minute or two to find an available female operator or vice versa, but yes, you can request that at any time.

AUDIENCE MEMBER: How does this support receptive ability with sign language? Many of us are not very receptive. We are not really receiving a lot from sign language. Some are just learning sign language. We have the operator there signing. So what do we do? Do we keep saying repeat, repeat, repeat, until we finally understand?

MICHAEL JORDAN: If you need to, you can. You can also put the phone up to your ear and with whatever residual hearing you have, you can hear that speaking individual just

as if you picked up a regular phone and called them. Therefore, you have to have that residual hearing. The sign language is more of an aid, a support. You are still focusing on that auditory information. Also the sign language interpreters will notice the receptive level of your sign language. Our interpreters will begin to move their mouth so that way you are able to lip-read as well.

AUDINECE MEMBER: Personal disclosure here. I use Sorenson. I have three. I live in Connecticut where I have Sorenson. In my office, my school uses a D-link, and in my home in New York we have a D-link. It's not as hard as it seems here because once you put in your numbers, it's ace. You put in your mom, your husband, your home, your business. You put in the numbers and you put in VCO. So each time you go to that menu of your address, you click and it goes through. The interpreter knows you need VCO. The interpreters I have found are really nice because when I started, I did not sign as well as I sign now. They want you to understand. So just tell them. I have told many an interpreter, "I'm late-deafened. More English. More lip, please." I need to see the lips without mouthing, otherwise I'm lost. I suggest you try using it with someone you know so you can kind of anticipate the conversation a little bit to get over that initial fear. And tell the interpreter, "Please, be sure to mouth for me." Try it that way and the more you use it, the more your receptive skills will improve because there's a little lag time, just a little! The only person now who notices the lag is my husband. Other people often don't know that I'm using a Relay. Sometimes if I feel the need, I will tell them that there's an interpreter on the line and if there's a lag, please understand. But it's really wonderful.

AUDIENCE MEMBER: I work at Gallaudet University and my office is set up similar to what you have the set up here. But a friend of mine visited my office recently and told me that I can get it set up so it's in my computer. My office is fine but now I'm talking more at home. It consumes less space. Is there a cost for that? Can you talk a little bit about that?

MICHAEL JORDAN: I run the IP Relay department, so I don't have the same depth of knowledge about video relay. From my understanding, the Sorenson videophone is set up specifically for TVs. If you want it on the computer, I know a D-link works there so you can do that. Or a web cam as well. I think Sorenson also has software you can download. So you can use your computer with the web cam that way.

AUDIENCE MEMBER: I want to comment about point-to-point. I can call my home in New York. My daughter signs a little bit, but I can see her mouth, so we can have a conversation. My husband's sign is a little more challenging, but I can see his mouth. And at least we can have a little contact.

AUDIENCE MEMBER: What happens if something happens with the IP Relay, like a bad connection? Do I have to call somebody to come in and fix it?

MICHAEL JORDAN: With our video relay services, because we came out and we installed it, we are not going to leave you in the dark after that. If there are problems,

there are ways of contacting tech support and also if we need to, we will come out to the home and make sure that it's working correctly. IP Relay, because it's used through AOL, there's no equipment that is needed. If there's a problem with your personal computer or your mobile device, you would you have to go to the provider of those to get them fixed.

AUDIENCE MEMBER: This morning I saw someone talking to the airline. The interpreter had what you have in computers now, wavy lines. Does that happen with video relay?

MICHAEL JORDAN: The Internet here in the hotel doesn't have the best connections. But the benefit of having a tech support person come out and install the videophone in your home is that they will make sure it's working right. You should rarely have that wavering happen. Most of the time you just reset the videophone by turning it off and then back on again.

AUDIENCE MEMBER: I have high-speed.

MICHAEL JORDAN: You will be fine.

AUDIENCE MEMBER: A friend had his V.P. 100 will just go dark for a few seconds and then come up again.

MICHAEL JORDAN: He should probably contact tech support and they will help him resolve that. It shouldn't happen that way.

AUDIENCE MEMBER: What areas do you cover? I'm from Alaska.

MICHAEL JORDAN: Right now we don't cover Alaska because high-speed Internet has not penetrated in the state. Do you have high-speed Internet connection?

AUDIENCE MEMBER: Yes, I do.

ERIC: Okay. Well, contact us.

MICHAEL JORDAN: So the answer to that is if we were up in Alaska, we cover all over the United States. Alaska obviously is one area that we haven't hit due to not as much high-speed accessibility up there. But definitely, contact us.