



# CONNECTOR

## HAMILTON RELAY PROVIDES SERVICE TO:

California Relay Service  
 Colorado CapTel  
 Relay Connecticut  
 District of Columbia Relay  
 Georgia Relay  
 Idaho Relay  
 Illinois CapTel  
 Indiana CapTel  
 Relay Iowa  
 Kentucky Relay  
 Louisiana Relay  
 Maine CapTel  
 Maryland Relay  
 MassRelay  
 Michigan Relay  
 Minnesota CapTel  
 Mississippi CapTel  
 Montana Relay  
 Nebraska Relay  
 Relay Nevada  
 Relay New Mexico  
 New York CapTel  
 Relay Oklahoma  
 Oregon Relay  
 Pennsylvania Relay  
 Pennsylvania CTRS  
 Rhode Island Relay  
 Saipan Relay  
 South Carolina CapTel  
 Tennessee Relay  
 Relay Utah  
 Vermont CapTel  
 Virginia Relay  
 Washington Relay  
 Wisconsin CapTel  
 Wyoming CapTel

## HAMILTON RELAY CUSTOMER CARE

800-618-4781  
 info@hamiltonrelay.com

## CAPTEL CUSTOMER SERVICE

888-269-7477



## Speech-to-Speech Offerings From Hamilton Relay

Speech-to-Speech (STS) is an essential service offering for individuals who have difficulty speaking or being understood over the phone. A bit different than traditional Relay offerings, STS involves specially trained Communication Assistants (CA)s who are familiar with a wide variety of speech patterns. Additionally, using the service doesn't require any specialized equipment — just a standard voice connection to Relay.

Another STS solution that's available in some states is Visually Assisted STS (VA STS). This STS option provides a visual component where the STS user can use visuals to convey their message. For example, they may choose to show the CA a prescription bottle or an envelope with an address, etc. for clarification. This provides the CA with visual cues including lip reading, spelling in the air, facial expressions and other physical movements that may facilitate comprehension.

If you are a current VA STS user, you may have noticed a change in May — we transitioned to a new video platform called Jami. This update became necessary when our previous video platform was discontinued. Fortunately, Jami™ offers comparable features, ensuring the same level of accessibility and convenience that our users have come to expect.

We're excited to introduce a new feature called **STS Enhanced Message Retention**, allowing STS callers to submit pre-prepared content for use during calls. These messages can include such things as presentations, training notes, greetings or introductions and are classified as either Long-Term Messages (for repeated use) or Short-Term Messages (used once and deleted after 30 days).

**To learn more about Speech-to-Speech, visit [HamiltonRelay.com](https://HamiltonRelay.com) and click on "How It Works."**

# Celebrating the Next Generation

Each year, Hamilton Relay awards multiple \$1,000 scholarships to support students toward their post-secondary education. This exciting opportunity is open to graduating seniors who are deaf, hard of hearing, DeafBlind or have difficulty speaking — and who live in states where Hamilton Relay is the contracted relay or captioned telephone service provider.

To apply, students submit an application and write a short essay on the impact of communication technology. It's a chance to shine, share their story and take a step toward their future!

## Join us in celebrating the recipients of the 2025 Hamilton Relay High School Scholarship:

**Connecticut:** John McCabe, American School for the Deaf

**Georgia:** Abigail Wright, Dawson County High School

**Idaho:** Gabriel Grover, South Fremont High School

**Kentucky:** Timothy Abebema, Kentucky School for the Deaf

**Massachusetts:** James Zellner, Marie Phillip School

**Maryland:** Thomas Andrews, Easton High School

**Oklahoma:** Jenna Johnson, Mustang High School

**Pennsylvania:** Elsie Olwal, Western Pennsylvania School for the Deaf

**Utah:** Peyton Smith, Bingham High School

**Virginia:** Paul Lai Miani, Ocean Lakes High School

**Wisconsin:** Katie Hanus-Krueger, Watertown High School



## CONGRATULATIONS, EDDIE!

Hamilton Relay is honored to recognize Eddie Martinez as the recipient of our National Community Leader Award! In April, we had the privilege of celebrating Eddie's outstanding contributions during a virtual ceremony attended by his friends, nominator and members of the Hamilton Relay team.

Eddie has been a transformative leader within the DeafBlind Community in Maryland and beyond. His longstanding dedication includes serving as past president and active member of the Metropolitan Washington Association of the DeafBlind (MWADB), a member of the Maryland Association of the Deaf (MDAD) and a Governor-appointed advisor to the Maryland Office for the Deaf and Hard of Hearing. His leadership and advocacy have left a lasting mark at both the local and state levels.

Eddie's influence extends nationally as well. As a member of the FCC Disability Advisory Committee, Eddie was instrumental in advancing a pilot initiative into what is now the iCanConnect program, which provides free telecommunication equipment to DeafBlind individuals across the country.

Through his unwavering commitment, vision and compassion, Eddie continues to inspire progress and promote greater accessibility for all. We are proud to celebrate his remarkable legacy and lasting impact.

## CUSTOMER CARE CORNER: HOW TO RE-CAPTION MESSAGES ON YOUR CAPTIONED TELEPHONE

**Ever miss out on what's said on your answering machine? You can re-caption your messages, ensuring you catch every word. Here's how:**

1. In the menu of your captioned telephone, select "Answering Machine" then press or select "play."
2. Pick up the handset or use the speakerphone to listen to your message aloud.
3. While your message plays, captions appear on the screen.
4. If there are no captions or if some captions are missing, you can easily re-caption the message:
  - On Hamilton CapTel 840i/880i model phones: Press the CAPTIONS button (light around button illuminates).
  - On Hamilton CapTel 2400i model phones: Touch the "re-caption" icon.
5. The voice message will play again, this time featuring new captions on the display.

**For questions or assistance with this feature, feel free to reach out to our customer care team by pressing the Customer Care button on the captioned telephone, by calling 888-514-7933 or by email at [info@hamiltoncaptel.com](mailto:info@hamiltoncaptel.com).**



© 2025 Hamilton Relay. Hamilton Relay is a registered trademark of Nedelco, Inc. d/b/a Hamilton Telecommunications.

FEDERAL LAW PROHIBITS ANYONE BUT REGISTERED USERS WITH HEARING LOSS FROM USING INTERNET PROTOCOL (IP) CAPTIONED TELEPHONES WITH THE CAPTIONS TURNED ON. Automatic speech recognition software generates captions of what the other party to the call says, and, in certain circumstances, a live communications assistant may be included on the call to make needed corrections and/or add call details. The captions are then sent to the phone. There is a cost for each minute of captions generated, paid from a federally administered fund. To learn more, visit [fcc.gov](http://fcc.gov). Third-party charges may apply: the Hamilton CapTel phone requires high-speed internet access (Wi-Fi capable) and in some cases, may require telephone service. When using Hamilton CapTel on a smartphone or tablet and not on Wi-Fi, a data plan is required. Hamilton CapTel may be used to make 911 calls but may not function the same as traditional 911 services. For more information about the benefits and limitations of Hamilton CapTel and Emergency 911 calling, visit [HamiltonCapTel.com/911](http://HamiltonCapTel.com/911). Third-party trademarks mentioned are the property of their respective owners.

# Check Out Our New Hamilton CapTel Site!

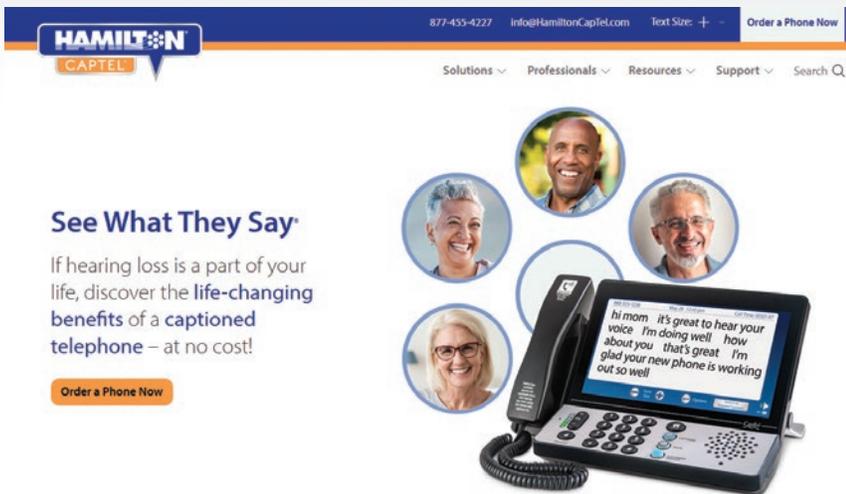
We're thrilled to unveil our newly redesigned website at HamiltonCapTel.com — completely refreshed with you in mind!

Our revamped site is easier to navigate, more accessible and packed with helpful features to make your experience smoother than ever. Whether you're exploring our full range of solutions or looking for helpful resources about hearing loss, everything you need is just a few clicks away.

We understand the importance of having information at your fingertips, which is why we've designed our website to be just as intuitive and accessible as our captioning services — so you can find what you need, when you need it. We've taken into consideration all the valuable feedback customers have shared, and our refreshed site offers several improvements to enhance your experience as a valued Hamilton® CapTel® customer.

What's more? Ordering a no-cost captioned telephone is now simpler than ever, thanks to our brand-new, streamlined order form. Less hassle. More connection.

**Come take a look, explore the improvements and see how we've made staying connected even easier!**



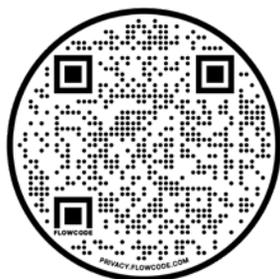
## PROTECT YOUR HEARING THIS SUMMER

Summer is all about sunshine, outdoor fun and making memories — but it can also bring unexpected risks to your hearing health. From loud concerts and fireworks to lawn equipment and water sports, summer activities can expose your ears to high decibel levels that may cause lasting damage.

Here are a few quick tips to help protect your hearing all season long:

- **Wear ear protection.** At loud events like concerts, sporting events and firework displays, foam earplugs or high-fidelity earplugs can significantly reduce harmful noise levels without muffling the experience.
- **Keep the volume in check.** Whether it's music through earbuds or the radio during a road trip, keeping your device volume at a respectable level helps protect your ears from gradual damage.
- **Be cautious around water.** Swimming is great exercise, but moisture trapped in the ear canal can lead to infections that can affect hearing. Use swimmer's ear drops or wear earplugs, when needed.
- **Take breaks from the noise.** After exposure to loud noises, your ears need time to recover. Step away from the sound when possible to give your hearing a rest.

To better understand how noise and other factors can impact your hearing long-term, get our free infographic "4 Degrees of Hearing Loss" available now in our Content Hub.



**Scan the QR code to get the infographic.**



## WELCOME TO THE TEAM!

Join us in welcoming two new members to our team:



Sean Lehman, Director of Sales and Marketing



Abigail Turner, Maryland Relay Outreach Coordinator Intern

## SUMMER WORD SEARCH

Give your brain some exercise with a word search that highlights some of this season's newsletter topics and stories.

D N A Q P H P X T D A A Q E V  
 P A N C A K E S D N Z Y P G C  
 M X U U I I O H S T V I N A D  
 Y T M I R E D W E H H B I S B  
 P S P S Q L E I E S Z W G S U  
 Z N S F W R S M R Y F E C E U  
 O O G Q I V P A F H N B O M Y  
 C I J N I Z L P T E U S B Q W  
 G T G S X O R T R Z I I X Y S  
 P P U Q H O Z A T H J T I S U  
 I A F C T O T Y I J B E L M H  
 L C S E J I I S P E E C H Q X  
 X V C Q O C X B E I D D E U J  
 K T T N Z D I C J S Z T U S Y  
 C H E Z R F S U M M E R V G T

SPEECH	GENERATION	WEBSITE
VISUAL	CAPTION	SUMMER
MESSAGE	ANSWERING	PROTECT
SCHOLARSHIP	EDDIE	PANCAKES



Hamilton Relay Service  
 1006 12th Street  
 Aurora, NE 68818

Address Service Requested

## From Our Kitchen to Yours

Looking for an easy summer breakfast? Try out these Sheet Pan Buttermilk Pancakes from Jonesy Bones, one of our Relay Project Coordinators.



## SHEET PAN BUTTERMILK PANCAKES

### INGREDIENTS

- |   |  |
|---|--|
| 2 cups flour                                | 3 Tbsp melted butter   |
| 3 Tbsp sugar                                | 1 tsp vanilla  |
| 1 1/2 tsp baking powder                     | Note: These can be customized any way you choose. Add fruit, jams, chocolate or a combination of your favorites! |
| 1 1/2 tsp baking soda                       |  |
| 1 tsp salt                                  |  |
| 2 1/2 cups buttermilk                       |  |
| 2 large eggs (or substitute flax seed meal) |  |



### DIRECTIONS

1. Preheat oven to 425 degrees.
2. Combine ingredients in a bowl until smooth — dry first then wet.
3. Pour into greased 9x13 pan, add toppings.
4. Bake 15-18 minutes.
5. Let cool, cut and serve with syrup if desired.