

## **Directions for Placing a Free Video Relay Call**

Deaf and hard-of-hearing users can place free video relay calls through the Sorenson Video Relay Service (VRS). Using the videophone in this booth, the deaf user signs to an ASL interpreter, who then contacts the hearing user via a standard phone line and relays the conversation between the two parties.

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### **To place a video relay call:**

1. Push the on/off switch located under the TV. This will turn on the overhead light (if needed), Sorenson VP-100 videophone, and TV.
2. Verify that you can clearly see yourself on the TV screen. Tilt the lens housing on the Sorenson VP-100 videophone up or down as needed until you are correctly positioned.
3. Using the arrows on the remote control, select the “Dial VRS” button on the main screen and press “Enter” on the remote control key pad.
4. Using the number keys on the remote control, enter the phone number of the hearing person you want to contact. Please include the area code with the phone number.
5. Select the “Dial” button and then press “Enter” on the remote control key pad.
6. A Sorenson VRS interpreter will take your call as soon as possible and will connect you to your party.

**Note:** During calls, you can change the view you see by selecting the “View” button on the remote control.

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### **To exit the videophone booth:**

1. Push the on/off switch located under the TV.
2. Collect any personal belongings.
3. Open the door by sliding the door back into the pocket wall.

Deaf and hard-of-hearing users can apply for a free Sorenson VP-100 videophone by going to [www.sorensonvrs.com](http://www.sorensonvrs.com).

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**For technical support, please contact the Sorenson VRS support team:**

TTY: 801.287.9436

E-mail: [vrssupport@sorenson.com](mailto:vrssupport@sorenson.com)