

Why Use Sorenson VRS for Business?

"The minute Sorenson VRS was installed in my office, it changed my life considerably. The speed of communication exchange is unbelievable and the idea of obtaining a sign language interpreter within a minute is doubly unbelievable. The ability to reach anyone, particularly hearing people without sign language skills, is immeasurable."

Dr. Genie Gertz, Assistant Professor of Deaf Studies, California State University, Northridge

"Having Sorenson VRS has allowed me the opportunity to participate in conference calls, which we have with people from all over. I am able to communicate more freely now and feel less restricted than with traditional text-based relay services. Additionally, using Sorenson VRS saves so much time. I can complete calls almost 80% faster than I would by communicating through a TDD."

Billy Koch, IT Architect, IBM

"As an accountant at NASA headquarters, Sorenson VRS helps me remotely train staff on our accounting system, answer questions, and ensure our seven remote offices meet our accounting standards. Using Sorenson VRS makes my job so much easier due to the clarity and speed of communication. Also, in my field of work, accuracy and details are extremely important, so exact communication is exceptionally important—Sorenson VRS has not only greatly reduced miscommunication, but helped put my mind at ease."

Larisa Aranbayeva, Accountant, National Aeronautics and Space Administration (NASA)

sorenson VRS®

www.sorensonvrs.com



**Sorenson Video Relay Service® (VRS)
for Business**

sorenson VRS®

HIGH QUALITY VIDEO RELAY SERVICE

MISSION STATEMENT

**SOREN SON VRS PROVIDES
INDUSTRY-LEADING VIDEO
RELAY TECHNOLOGY AND
SERVICES TO ENABLE REAL-
TIME COMMUNICATION
BETWEEN DEAF AND
HEARING COMMUNITIES.**

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BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 0050 SALT LAKE CITY UT
POSTAGE WILL BE PAID BY ADDRESSEE

Sorenson VRS Sales Department
Sorenson Communications
4393 South Riverboat Road, Suite 300
Salt Lake City, UT 84123-9952

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



Sorenson VRS is Ideal for Deaf Individuals in Business.

Your deaf employees have much to offer and deserve the right to communicate easily with hearing co-workers and business associates. Sorenson Video Relay Service (VRS) is available to provide that opportunity to all deaf individuals for free.

Sorenson VRS® enables anyone to conduct video relay calls with family, friends, or business associates through a certified American Sign Language (ASL) interpreter via a high-speed Internet connection and a video relay solution. It is an ideal technology for businesses with deaf or hard-of-hearing employees or business contacts that use sign language. Additionally, Sorenson VRS helps make your organization compliant with the Americans with Disabilities Act (ADA).

How Does Sorenson VRS Work?

Video relay calls are placed over a high-speed Internet connection (i.e. DSL, cable, or T1 line) through an easy-to-use Sorenson videophone appliance connected to a TV. The deaf user sees an ASL interpreter on their TV and signs to the interpreter, who then contacts the hearing user via a standard phone line and relays the conversation between the two parties. Hearing users can also place video relay calls to any deaf or hard-of-hearing individual by simply dialing the toll free number **1-866-FAST-VRS (1-866-327-8877)** with a standard telephone.

Why is the Service Free?

VRS providers are compensated for their costs from the Interstate Telecommunications Relay Services (TRS) Fund, which the Federal Communications Commission (FCC) oversees. These funds are made available by a federal law, the Americans with Disabilities Act, which requires functional equivalency in telecommunications access. Sorenson Communications is reimbursed for the service it provides at no cost to the call participants.

Is the Information Shared Through Sorenson VRS Kept Confidential?

Yes, Sorenson Communications never records VRS calls and all ASL interpreters are required to abide by the Registry of Interpreters for the Deaf/National Association of the Deaf Professional Code of Conduct and the Sorenson VRS confidentiality agreement. Also, the FCC emphasizes that all forms of TRS, including VRS, can be used to facilitate calls between health care professionals and patients without violating HIPAA's Privacy Rules.

When Should My Employee Use Sorenson VRS?

Employees use VRS interpreters to facilitate conversations that take place over the phone between deaf and hearing parties in two different physical locations—for example, a corporate office manager who can hear and a deaf regional sales associate working in a separate office. Sorenson VRS is not intended to take the place of hiring interpreters for on-site meetings or conversations. For more information on interpreters for on-site meetings or conversations, please visit www.sorensonvri.com.

How Can My Deaf Employee Receive a Free Videophone?

Sorenson videophones are only available for deaf and hard-of-hearing individuals who use sign language to communicate. To receive a free videophone, have your deaf employee complete and mail the attached application or submit an online application at <http://www.sorensonvrs.com/apply>.

What Do I Need to Provide As the Employer?

Sorenson VRS requires a 256K high-speed Internet connection and a standard TV with video input. Additionally, certain ports need to be open, that will not compromise network security, in a corporate network to allow for video to be transmitted over the Internet.

How is Sorenson VRS Deployed in Business Settings?

Sorenson Communications will work with your IT management team to implement the videophone technology. The videophone is a standalone video appliance and, unlike many other solutions, does not require a PC. As a result, it greatly minimizes security exposure and simplifies firewall management.

For more information please visit www.sorensonvrs.com/business to download the necessary instructions to prepare your technology infrastructure. This site provides helpful diagrams and troubleshooting tips. You can also contact the Sorenson VRS sales team at sales@sorensonvrs.com or by calling **801-287-9400**.

Application for FREE Sorenson VRS Equipment

Thank you for your interest in Sorenson VRS Equipment. You can use Sorenson VRS Equipment to make video relay calls to hearing individuals. For more information about Sorenson VRS, please visit www.sorensonvrs.com.



This application should be filled out by the deaf employee.

Company Name: _____ Application Date: _____

*First Name: _____ *Last Name: _____

*Street Address: _____

*City: _____ *State: _____ *Zip: _____

Phone/TTY: _____ Fax: _____ Pager: _____

*E-mail Address: _____ AOL I/M: _____

*Required information. Please print your full contact information. A Sorenson VRS Sales Representative will be in contact with you when your videophone is ready for installation.

Can we contact you about receiving the Sorenson videophone, updates for the videophone, and Sorenson VRS information? YES NO

Are you deaf or hard-of-hearing? YES NO

Is ASL your primary language? Please note that the customized Sorenson videophones are available for deaf or hard-of-hearing individuals who primarily use ASL to communicate. YES NO

What kind of Internet connection do you have? The Sorenson videophone requires a high-speed Internet connection. If you do not have a high-speed Internet connection and would like help with locating an Internet Service Provider, please go to: www.sorensonvrs.com/gothighspeed. Dial-up High-speed None

Who is the Internet Service Provider (ISP) for your business? _____

1. Deaf video relay user signs to the interpreter



Hearing users who want to place a video relay call through a standard telephone line can access Sorenson VRS by calling toll free (866) FAST-VRS or (866) 327-8877.

1

2. Interpreter speaks to the hearing user



2

3. The hearing user responds to the interpreter



3

4. Interpreter signs the response

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