



What is the Analog to Digital Transition?

The telephone industry is in the process of replacing traditional telephone service (copper/analog) with internet-based service (fiber/digital). This is what's called the Analog to Digital Transition. The benefits of the transition include increased speed, longer technology lifespan and greater security.

How the Analog to Digital Transition May Affect Telecommunications Relay Services

When telephone lines are upgraded to digital, relay services and the use of relay devices can be affected. As telephone companies update their infrastructure, many are transitioning from copper telephone lines to fiber. When a telephone line becomes digital, it can affect how analog equipment, such as a TTY, VCO (Voice Carry Over) phone or CapTel® 840, behaves and connects to relay services.

How do I know if I have analog or digital lines?

If you are not sure if changes have been made to your telephone lines and you are experiencing issues with your connection to Relay, contact your telephone service provider to inquire about possible changes in your area.

What solutions can keep me connected to Relay?

With the transition, you may need to consider acquiring internet service. This may necessitate that you update your Relay equipment to a device that is compatible with a digital line. If you are experiencing issues with your TTY or HCO phone, one possible solution could include Real-Time Text (RTT)/TTY accessibility on a mobile device. More information can be found at fcc.gov.

If you are experiencing issues using a VCO phone or a CapTel 840 phone, possible solutions include:

- CapTel 840i
- Hamilton Mobile™ CapTel app
- CapTel 2400i
- Hamilton Web™ CapTel

Customer Care:

UTRelay@HamiltonRelay.com • relay.utah.gov

FEDERAL LAW PROHIBITS ANYONE BUT REGISTERED USERS WITH HEARING LOSS FROM USING INTERNET PROTOCOL (IP) CAPTIONED TELEPHONES WITH THE CAPTIONS TURNED ON. Advanced speech recognition software is used to process calls, and, in certain circumstances, a live communications assistant may be included on the call. There is a cost for each minute of captions generated, paid from a federally administered fund. To learn more, visit 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. CapTel is a registered trademark of Ultratec, Inc. ©2024 Hamilton Relay. Hamilton is a registered trademark of Nedelco, Inc. dba Hamilton Telecommunications.



What is the Analog to Digital Transition?

The telephone industry is in the process of replacing traditional telephone service (copper/analog) with internet-based service (fiber/digital). This is what's called the Analog to Digital Transition. The benefits of the transition include increased speed, longer technology lifespan and greater security.

How the Analog to Digital Transition May Affect Telecommunications Relay Services

When telephone lines are upgraded to digital, relay services and the use of relay devices can be affected. As telephone companies update their infrastructure, many are transitioning from copper telephone lines to fiber. When a telephone line becomes digital, it can affect how analog equipment, such as a TTY, VCO (Voice Carry Over) phone or CapTel® 840, behaves and connects to relay services.

How do I know if I have analog or digital lines?

If you are not sure if changes have been made to your telephone lines and you are experiencing issues with your connection to Relay, contact your telephone service provider to inquire about possible changes in your area.

What solutions can keep me connected to Relay?

With the transition, you may need to consider acquiring internet service. This may necessitate that you update your Relay equipment to a device that is compatible with a digital line. If you are experiencing issues with your TTY or HCO phone, one possible solution could include Real-Time Text (RTT)/TTY accessibility on a mobile device. More information can be found at fcc.gov.

If you are experiencing issues using a VCO phone or a CapTel 840 phone, possible solutions include:

- CapTel 840i
- Hamilton Mobile™ CapTel app
- CapTel 2400i
- Hamilton Web™ CapTel

Customer Care:

UTRelay@HamiltonRelay.com • relay.utah.gov

FEDERAL LAW PROHIBITS ANYONE BUT REGISTERED USERS WITH HEARING LOSS FROM USING INTERNET PROTOCOL (IP) CAPTIONED TELEPHONES WITH THE CAPTIONS TURNED ON. Advanced speech recognition software is used to process calls, and, in certain circumstances, a live communications assistant may be included on the call. There is a cost for each minute of captions generated, paid from a federally administered fund. To learn more, visit 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. CapTel is a registered trademark of Ultratec, Inc. ©2024 Hamilton Relay. Hamilton is a registered trademark of Nedelco, Inc. dba Hamilton Telecommunications.



What is the Analog to Digital Transition?

The telephone industry is in the process of replacing traditional telephone service (copper/analog) with internet-based service (fiber/digital). This is what's called the Analog to Digital Transition. The benefits of the transition include increased speed, longer technology lifespan and greater security.

How the Analog to Digital Transition May Affect Telecommunications Relay Services

When telephone lines are upgraded to digital, relay services and the use of relay devices can be affected. As telephone companies update their infrastructure, many are transitioning from copper telephone lines to fiber. When a telephone line becomes digital, it can affect how analog equipment, such as a TTY, VCO (Voice Carry Over) phone or CapTel® 840, behaves and connects to relay services.

How do I know if I have analog or digital lines?

If you are not sure if changes have been made to your telephone lines and you are experiencing issues with your connection to Relay, contact your telephone service provider to inquire about possible changes in your area.

What solutions can keep me connected to Relay?

With the transition, you may need to consider acquiring internet service. This may necessitate that you update your Relay equipment to a device that is compatible with a digital line. If you are experiencing issues with your TTY or HCO phone, one possible solution could include Real-Time Text (RTT)/TTY accessibility on a mobile device. More information can be found at fcc.gov.

If you are experiencing issues using a VCO phone or a CapTel 840 phone, possible solutions include:

- CapTel 840i
- Hamilton Mobile™ CapTel app
- CapTel 2400i
- Hamilton Web™ CapTel

Customer Care:

UTRelay@HamiltonRelay.com • relay.utah.gov

FEDERAL LAW PROHIBITS ANYONE BUT REGISTERED USERS WITH HEARING LOSS FROM USING INTERNET PROTOCOL (IP) CAPTIONED TELEPHONES WITH THE CAPTIONS TURNED ON. Advanced speech recognition software is used to process calls, and, in certain circumstances, a live communications assistant may be included on the call. There is a cost for each minute of captions generated, paid from a federally administered fund. To learn more, visit 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. CapTel is a registered trademark of Ultratec, Inc. ©2024 Hamilton Relay. Hamilton is a registered trademark of Nedelco, Inc. dba Hamilton Telecommunications.