

How to Use the Video Phone

Located in the Information Station, SMH Main Lobby, Model: Tandberg T150



The phone number for the
**Video Phone in the Information
Station is: 585-286-5078**

To place a VRS call (a call from the Deaf person to a Hearing person), press the top left flat gray button 2 times (VRS). You will reach a ZVRS interpreter who will ask for the Hearing person's number and connect the call. This Video Interpreter is *not* part of the hospital's interpreter department.

To call a Deaf person (Deaf person calling another Deaf person), simply dial the number of the person using the black keypad on the Video Phone, and then press the Green Button.

To End any type of call, press the Red Button.

If the Video Phone is not working, please contact Interpreter Services at 585-275-4778 during normal business hours.

For Tech Support from ZVRS, 800-216-9293 from a regular telephone, OR Deaf people may request Tech Support from ZVRS by pressing the 4th gray button on the top of the Video Phone keypad (HELP).

The Video Phone was funded by a generous donation from Friends of Strong.