



CapTel®

NEWS & HELPFUL TIPS FOR PEOPLE WHO USE CAPTEL

CapTel News – Fall 2007

- Leaving/Retrieving Voice Mail & Answering Machine Messages
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Leaving Messages with *CapTel*

To leave a message on an answering machine, just begin speaking as soon as you hear the beep or see “(Beep)” on your *CapTel* display. The Captioning Service sends out the (Beep) message as soon as it occurs, even if the answering machine message has not yet been completely captioned. This is why you may sometimes see captions that say:

[(Recording) You have reached John and Jane Doe Please leave a message at the sound of the beep Thank-you for calling and have (Beep) a nice day]

Get the Message – Right! Every Time

Waiting for that important phone call? It’s easy to get captions of voice mail and answering machine messages with *CapTel*!

Checking Voice Mail Messages

Call into your voice mail system as a “remote” caller using remote message retrieval, then follow the voice mail prompts to retrieve your messages. You can press the number key prompt options at any time; You do not need to wait for the captions to finish before pressing your selection. Captions of your voice mail messages will appear on the *CapTel* display screen, just like conversation captions.

Reading Answering Machine Messages

Set up the answering machine close to where your *CapTel* phone is located. With the *CapTel* handset hung-up, press the Menu button repeatedly until you see “**Caption External Answering Machine Messages**” on the *CapTel* display. Press the button next to “OK”

Next, pick up the *CapTel* handset and place the mouthpiece next to your answering machine’s speaker. Make sure that the handset mouthpiece is close enough to be able to “pick up” the messages as they are played aloud. You may need to put the handset directly on top of the answering machine.

Your *CapTel* phone will then automatically connect to the Captioning Service. Watch the *CapTel* display to see when a connection is established with a captioning assistant. Then, start playing the messages aloud on your answering machine. Captions of the messages will appear on the *CapTel* display.

If you do not see captions, or if you see “(Speaker Unclear)” on the display, re-position the handset mouthpiece for better speaker clarity and replay the message.

CapTel Customer Service

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CapTel@CapTelMail.com
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Making the Switch from 1-Line to 2-Line CapTel



If you're ready to try the convenient features 2-Line Mode offers, the *CapTel* phone you already have can also be used in 2-Line Mode*. To make the switch from 1-Line to 2-Line *CapTel*:

- You will need a second, dedicated analog phone line, with its own jack and telephone number. If you do not already have a second line, contact your telephone service provider to get one installed.
- Make sure your primary telephone line cord is plugged into the left jack (with a symbol) on the bottom of the *CapTel*. This phone line should be the one with the telephone number you give people to call you.
- Plug the second telephone line cord into the other telephone jack (with no symbol).
- Change the **"2 Line Mode?"** setting in your Menu to **"ON"**.
- Confirm menu settings for dialing prefix or call waiting to match your second line. In 2-Line mode, most menu settings refer to the second line only.

You're ready to go!

If you have any problems or questions about switching from 1-Line to 2-Line *CapTel*, please contact *CapTel* Customer Service. We're happy to help you make the transition!

** Note: The 2-Line CapTel option is not available in Alabama, except for Federal CapTel Program Participants.*

What Type of Phone Line to Use with Your CapTel Phone

Today there are more choices of phone lines than ever before, with options like Digital Cable phone service, DSL, Voice Over IP (VOIP), and Fiber Optics (FIOS). As you make decisions about your phone service, it is important to understand *CapTel* telephone line requirements.

If You Use 1-Line CapTel

Your telephone line must be:

- a standard analog telephone line
- or**
- a Digital Subscriber Line (DSL) with analog filter

If You Use 2-Line CapTel

Line 1 can be:

- a standard analog telephone line
- a Digital Subscriber Line (DSL) with an analog filter
- a Digital Cable or Voice Over IP (VOIP) line or Fiber Optics (FOIS)

Line 2* must be:

- a standard analog telephone line
- or**
- a Digital Subscriber Line (DSL) with analog filter

**Line 2 can be a very basic line. There is no need for any telephone services such as Call-Waiting, Caller ID, or long distance service on Line 2.*

In an office with a digital or PBX phone system, make sure you connect *CapTel* to an appropriate analog port or to a separate analog phone line. Check with your office's telephone administrator for assistance.

DO NOT plug your *CapTel* phone into any other kind of phone line than the guidelines listed above. Connecting to a digital phone line, such as an office, hotel, nursing home, digital PBX system, may damage your *CapTel* phone and will void the warranty.

Avoid Unnecessary Charges on Your Long Distance Phone Bill—Register Your Long Distance Provider with *CapTel*

What you – and the people who call you – need to know before making a long distance captioned call.

While there is never a charge for using the *CapTel* captioning service, if you make long distance calls with your *CapTel* phone, you will incur long distance charges on the call. It is important to register your long distance carrier with *CapTel* Customer Service in order for your long distance calls to be billed correctly to your home plan at your established rate.

Unless you register your phone number and long distance provider with *CapTel* Customer Service, the captioning service system doesn't know what long distance provider you use. If you do not register, by default, long distance captioned calls made on your *CapTel* phone are automatically billed through the long distance provider designated by your state relay service.

The captioning service for your *CapTel* phone is provided at no charge. There is never a cost to *CapTel* users for getting captions on the calls they place or answer.

The prices on these default long distance rates vary from state-to-state and from carrier-to-carrier. If you do not register, this may result in higher long distance rates than what you have arranged for with your own calling plan.

There are three exceptions:

- **Calling card users do not need to register.**
- **2-Line users do not need to register.**
- **Federal users do not need to register.**

Make sure that long distance charges are billed correctly.

REGISTER TODAY!

*If you register and change carriers, let *CapTel* Customer Service know.*

IMPORTANT: People Who Call You Long Distance Need to Register

Encourage people who call you via long distance to register their long distance provider with *CapTel* Customer Service. If they don't, any long distance calls they make to your *CapTel* phone will be billed under the state's long distance provider instead of through their designated calling plan.

Encourage people who call you via long distance to register their long distance provider, too!

Registering Your Long Distance Provider

Make sure captioned long distance calls are billed under your existing calling plan.



Online at:

www.captionedtelephone.com/carrierchoice.phtml



By Voice/*CapTel*: 1-888-269-7477

By TTY: 1-800-482-2424 (TTY)



By Mail: Please send us a brief note with your name, telephone number for the *CapTel* phone, and preferred long distance provider.

Troubleshooting: Error Message when Dialing Out

As you dial the *CapTel* phone, have you ever experienced a “(Tones)” error or gotten captions that said your call can not be completed as dialed?

It could be that you are not dialing the phone number within the pre-set time allowed for dialing. If you dial slowly, the telephone number may not be completely entered within the pre-set time limit, even if you finish dialing all the numbers. The *CapTel* will still try to make the call, but will not recognize the full phone number – resulting in a dialing error.

Solution: Do not wait for captions to establish before dialing. Pick up the receiver and dial out immediately. If you still run out of time, it is easy to set up your *CapTel* phone to give you more time to dial out. Please contact *CapTel* Customer Service and ask for more dialing time.

Conversation Tips: Helping the Captions “Catch Up” to the Speaker



If the captions seem to lag behind the person speaking, here are a few tips to help get the captions back on track.



Interrupt the party that is talking, briefly, to ask a question or make a statement. This causes the person speaking to stop momentarily, allowing the captions to catch up.

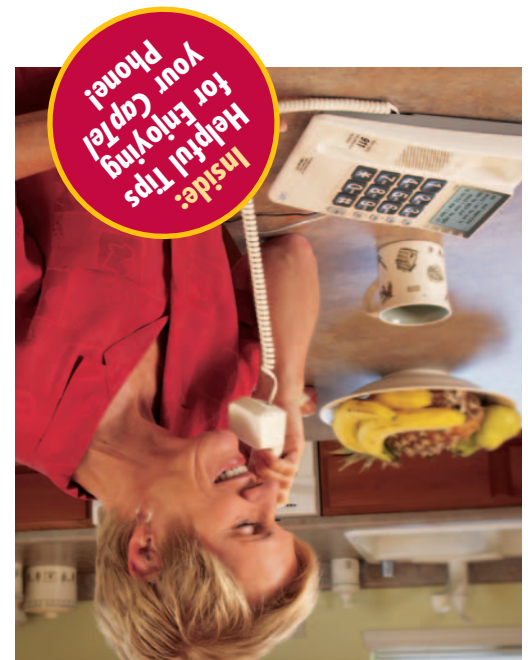


If you are following the person’s voice well enough but the captions are farther behind than you like, simply press any key on the dialing pad of the *CapTel* phone. The captions will catch up instantly by skipping to the most current words.



If you are not already receiving this newsletter directly, you may send us your email address to get the latest *CapTel* newsletter electronically! Visit our website (www.captionedtelephone.com) and click on “Contact Customer Service” to sign up!

903-506000 10/07




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