CapTel® 800 | Quick Guide

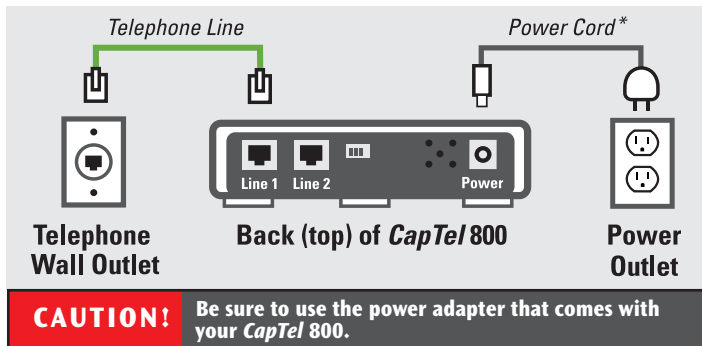**Easy steps to start using your CapTel phone!**

Set Up

About the Telephone Line
The *CapTel* 800 plugs into a standard analog telephone line. If you have DSL service, make sure a DSL filter is in place.
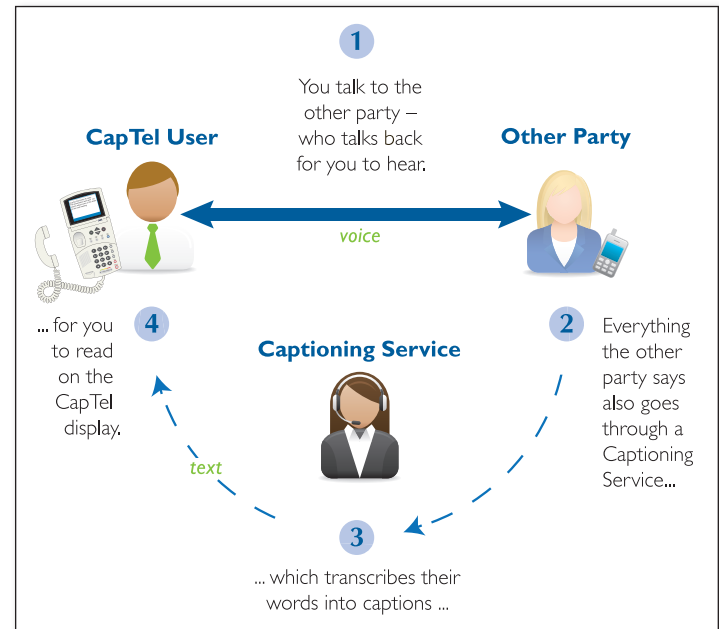
In an Office
Check with your telephone system administrator to make sure you are using an analog port. If you need to dial a "9" to get an outside line, see page 64 in the How-to Guide to enter a Dialing Prefix.

Plugging Everything In (1-Line Mode)

Telephone Line   Power Cord *

Telephone Wall Outlet   **Back (top) of *CapTel* 800**   Line 1 Line 2   Power   **Power Outlet**

CAUTION! Be sure to use the power adapter that comes with your *CapTel* 800.

How *CapTel* 800 Works

1 You talk to the other party – who talks back for you to hear.

CapTel User   **Other Party**

voice

4 ... for you to read on the CapTel display.

Captioning Service

2 Everything the other party says also goes through a Captioning Service...

text

3 ... which transcribes their words into captions ...

2-LINE MODE (optional): You can also use your *CapTel* 800 with two telephone lines instead of just one. To learn more, see page 76 of the How-to Guide.

Ultratec.

305-017001 12/10

Getting Captions

Making a Call

The CAPTIONS feature must be ON before you dial the phone number. Your *CapTel* phone will automatically connect to the Captioning Service.
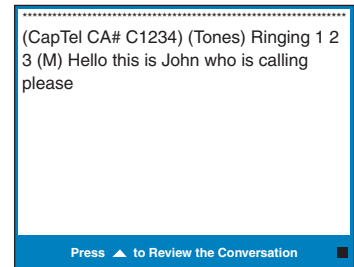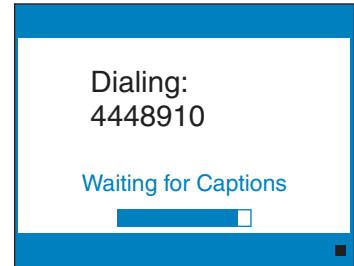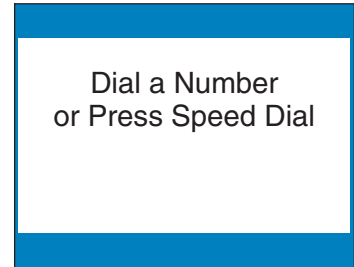
Captions Button

Placing a Call (1-Line Mode)

1. Make sure the red light around the **CAPTIONS** button is on. Press the **CAPTIONS** button to turn the light on or off.

CAPTIONS

2. Lift the handset.

3. Dial the phone number of the person you wish to call. Remember to include a 1 and the area code if dialing long distance.

4. You will see a message letting you know that the Captioning Service is connecting the call.

5. Listen or watch the screen to know when someone answers. Begin your conversation as you normally would.

When you are done with your call, hang up the handset.

Dial a Number
or Press Speed Dial

Dialing:
4448910

Waiting for Captions

(CapTel CA# C1234) (Tones) Ringing 1 2 3 (M) Hello this is John who is calling please

Press ▲ to Review the Conversation

TIP: *The Signal Meter lets you know when sounds are present on the telephone line, even if they are too soft for you to hear. Watch the Signal Meter to know when someone answers your call.*

Signal Meter

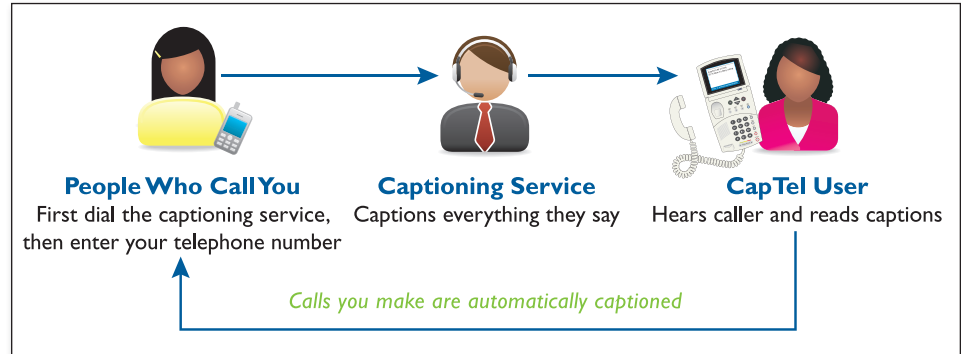# Getting Captions

Receiving a Call

When someone calls you, they must dial the Captioning Service first, then enter your phone number in order for you to get captions (1-Line Mode only).

If the incoming call is not placed through the Captioning Service, the call will not be captioned. You cannot turn captions on/off in the middle of a call using 1-Line Mode.
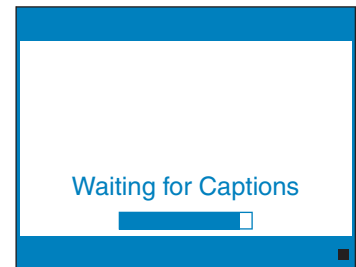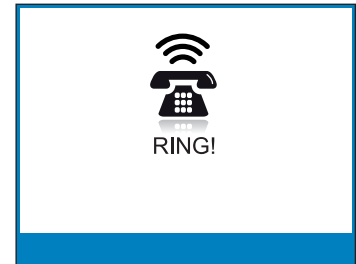
2-LINE MODE (optional):
In 2-Line Mode, callers can dial your phone number directly and you can turn captions on/off at any time during the call. See page 76 of the How-to Guide for details.

Answering a Call with Captions (1-Line Mode)

People Who Call You
First dial the captioning service, then enter your telephone number

Captioning Service
Captions everything they say

CapTel User
Hears caller and reads captions

Calls you make are automatically captioned

1. The person calling you first dials the toll-free Captioning Service. (*See page 1 of the How-to Guide for phone number.*)

2. The caller hears a recording asking them to enter your phone number and press the # key.

3. When your *CapTel* phone rings, pick up the handset to answer.

4. The display shows the status as your *CapTel* phone connects to the Captioning Service.

5. Say "Hello" and begin your conversation as soon as you see that the call has connected.

RING!

Waiting for Captions

Adjusting the Volume

Press the ▲ ▼ arrows to adjust the volume level to a comfortable setting. Watch the light panel above the VOLUME bar for the current volume setting.

Adjusting the Tone

TONE

You can enhance LOW, MED, or HIGH frequency sounds to a setting that you hear best. Press the **TONE** button to alternate between settings.

Getting Help

CUST SERV

CapTel Customer Service
Phone: (888) 269-7477 (V/CapTel/TTY)
Fax: (608) 204-6167
Email: CapTel@CapTel.com

Calling Tips

Begin Speaking Right Away

At the start of every call, there is a slight delay as the Captioning Service connects. You may begin speaking as soon as you see that someone has answered or if you can hear what they've said – you don't need to wait for captions to finish. This will help people realize there is someone on the line so they won't accidentally hang up on you.

How Captions Work

The Captioning Service uses voice recognition technology to create the captions. Occasionally, the voice recognition system may misinterpret words that sound alike (for example, "writing" and "riding") causing an error in the captions. The service may correct these errors, displaying the correct word in <brackets>. If there is ever any confusion about the captions, please ask the caller to clarify what they said.

You Don't Have to Wait for Captions

Just as with any other telephone conversation, you and the other person are free to interrupt each other at any time. You do not need to wait for the captions to reply if you already understand what was said.

Using Automated Touchtone Systems

When using automated phone menus ("Press 1 for this, Press 2 for that…"), you can press your number choice on the *CapTel* keypad as soon as you are ready to make a selection. You do not need to wait for all the captions to finish before you press a number.