

## CALLING TIPS

# CapTel™ Quick Guide



This Quick Guide contains basic information to get you started placing and answering captioned calls in 1-Line mode.

To use *CapTel* in 2-Line mode, or for more complete instructions, please see the user manual.

### Customer Service

**CapTel@CapTelmail.com**

**(888) 269-7477 (Voice/CapTel)**

**(800) 482-2424 (TTY)**

**(608) 238-3008 (Fax)**

**www.captionedtelephone.com**

### A Note About Automated Systems ("Touchtone" Menus)

When using an automated system (any system that requires a touchtone phone to make selections), you can press number selections on the *CapTel* keypad as soon as you are ready to make a selection. You do not need to wait for the captions prior to selecting. See page 25 of the manual.

### IMPORTANT! Dialing 911 in an Emergency

To reach help as quickly as possible in an emergency, all 1-Line *CapTel* calls placed to 911 will connect directly to Emergency 911 Services. This means: Emergency 911 calls are not captioned in the same manner as regular *CapTel* calls.

- Emergency 911 calls are treated as VCO calls\* during which the 911 call-taker can hear everything you say, and then types his/her response which appears on the *CapTel* display screen.
- You speak directly into the handset, as you would with any other *CapTel* call. The 911 call-taker will hear everything you say. You may not be able to hear the call-taker, but he/she can type instructions to you, which will appear on the *CapTel* display screen.

▲ Please familiarize yourself with *Dialing 911 in an Emergency* on page 29 of the manual. For dialing 911 with 2-Line mode, see page 38.

\* VCO stands for "Voice Carry Over", a service common in relay in which callers speak for themselves and read typed responses.

### Begin Speaking Right Away

At the start of your calls, you may experience a slight delay from the time you hear the voice of the other person until the time the captions are displayed. Begin speaking if you can understand what was said, if you see the signal meter in the upper right corner of the display flicker, or as soon as you see captions. This will help the person you are calling realize there is someone on the line so they won't hang up on you. (See "Knowing what is Happening on the Line" on page 14 of the manual.)

### The Captioning Service Uses Voice Recognition Technology

To generate captions, the Captioning Service captionist recognizes what is said into a computer that is trained to recognize his/her voice. This technology allows much faster captioning speed than previously available with typed transcription. This is also why certain types of word errors may occur. For example, a word may appear in the captions which sounds like, but is spelled differently from, the word intended by the person with whom you are speaking (such as "writing" and "riding"). If a word error is confusing, ask the other person to clarify. The captionist does not participate in the call and will not ask the other person to slow down or clarify anything that is said. Just like with any 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 if you already understand what was said.

# SETUP

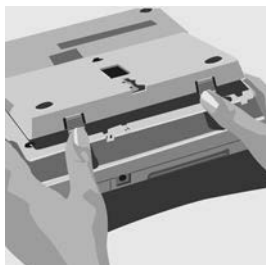
## Telephone Line

The *CapTel* plugs into a standard, analog telephone line jack as is found in most residences. If you are installing the *CapTel* in an office setting, check with the telephone system administrator to make sure you are using an analog port. *CapTel* can be used with a Digital Subscriber Line (DSL) only if an inline analog filter is used.



## Desktop/Wall Footplate

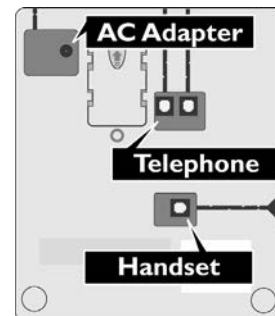
When attaching the Desktop/Wall footplate, make sure the larger edge is along the top of the *CapTel*. This helps position the *CapTel* so that the display is easy to read when it is set on a desk or table (for wall-mounting, the footplate goes the other way).



## Office Settings

If you need to dial a number, such as a 9, to get an “outside line,” you will need to program the number into your *CapTel*. See *Is a Number Required to Dial an Outside Line?* on page 20 in the manual.

For additional setup instructions such as how to mount the *CapTel* on a wall, how to share a telephone line with a TTY, or how to connect a signaler, please refer to pages 7 and 46 of the manual.



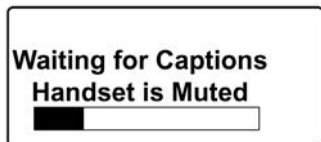
# ANSWERING A CALL (1-LINE MODE)

1. The person calling you first dials the toll-free Captioning Service Voice Number (see page 1 of the manual for the number).
2. When the Captioning Service answers, the caller enters your telephone number.

3. When your *CapTel* rings, **RING** is displayed.

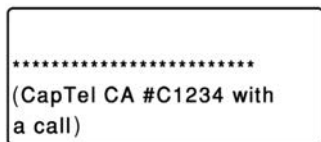


4. Pick up the handset. There is a pause while the service connects to your *CapTel*. Wait before saying, “Hello.”



During the pause, the caller hears a recorded message that says, “Please hold. The person you have called will be with you shortly.”

5. Say, “Hello,” as soon as you see that the call has connected.



## Answering a Call Without Captions

1. The person calling you dials your telephone number directly.
2. When the *CapTel* rings, the display lights up and flashes **RING**.
3. Pick up the handset and begin speaking. The display remains blank and the light over the button goes off.

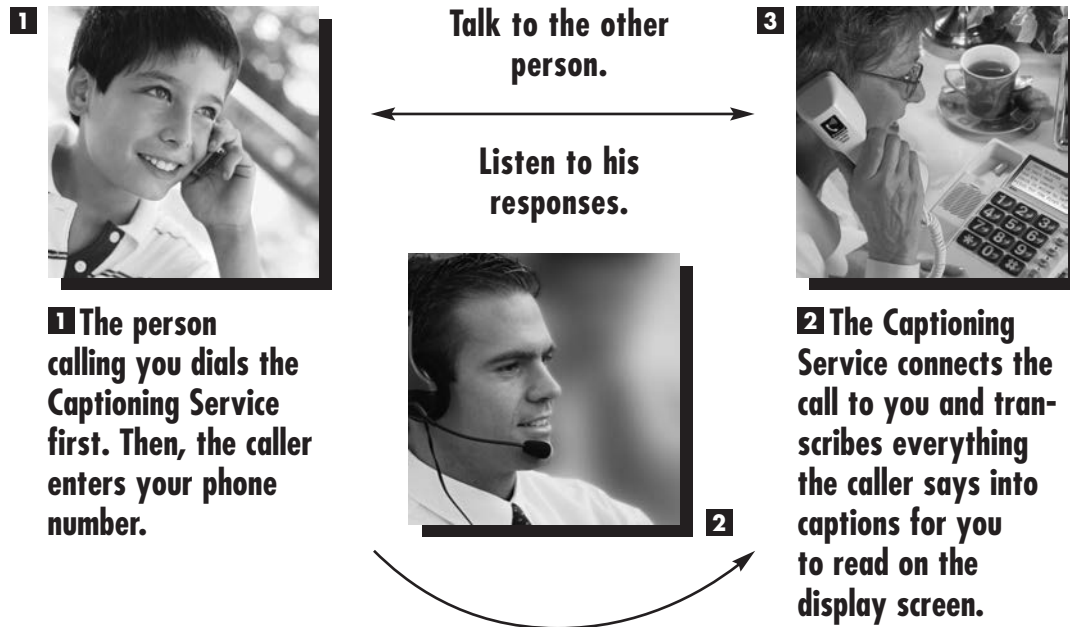
## Checking Your Voice Mail

To check your voice mail using your *CapTel* phone, you will need the telephone number to dial as if you were calling from “outside” the office (sometimes called the “remote retrieval” number). Dial this outside number on your *CapTel* phone and use the keypad as needed to navigate any touchtone menus. See page 25 of the manual for more details.

## Register Your Long Distance Provider

If you make long distance captioned calls with your new *CapTel* phone, please let *CapTel* Customer Service know what long distance company you want your long distance charges to be billed under, so that it appears correctly on your phone bill (under your existing long distance service or calling plan). This is for long distance charges only, there is never any cost to you for the Captioning Service. For more information, please see page 8 in the user manual.

## RECEIVING CALLS WITH CAPTIONS (1-LINE MODE)



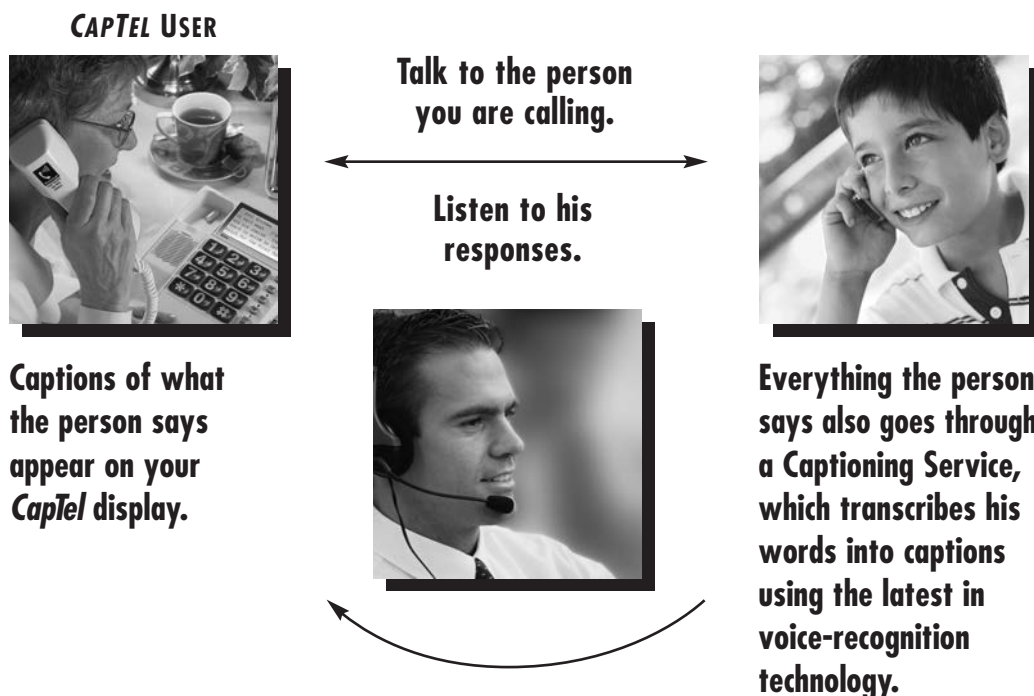
### To Receive Captions When Someone Calls You...

If the incoming call is not dialed through the Captioning Service, the call will not be captioned. You cannot turn on captions manually in the middle of a call in 1-Line mode.

If you would like captions, ask the person to hang up and call you again using the Captioning Service Voice Number. See page 1 of the user manual for the telephone number to use.

For information about 2-Line CapTel (optional), see page 32 in the user manual.

## HOW CAPTEL WORKS (1-LINE MODE)



### To Receive Captions...

When you place a call, the CAPTION feature must be on before you pick up the handset. Then, the CapTel phone will automatically connect to the Captioning Service.

When someone calls you, they must dial the Captioning Service first (1-Line mode only).

If the incoming call is not placed through the Captioning Service, the call will not be captioned. You cannot turn on captions manually in the middle of a call in 1-Line mode. See page 1 of the user manual for the Captioning Service Voice Number.

For information about 2-Line CapTel (optional), see page 32 in the user manual.

## PLACING A CALL (1-LINE MODE)

To get started: With the handset hung up, press the **MENU** button to see menu options and to personalize your calling settings. Continue to press the **MENU** button repeatedly to scroll through the options.

### Placing a Call with Captions

1. Verify that the Caption feature is on.

The red light over the **CAPTION** button should be lit. If the light is not on, turn on the feature by pressing the **CAPTION** button.

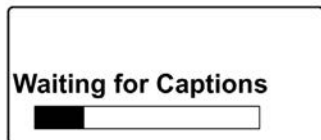


2. Pick up the handset.

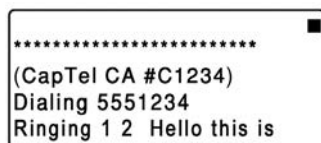
3. Dial the number of the person you are calling (example: 555-1234). If you are in an office setting, see page 20 in the manual.



4. After a few seconds you will see a message letting you know that the Captioning Service is being connected to your CapTel phone. Once connected, the Captioning Service dials the person you are calling.



5. You may begin speaking to the person as soon as you hear them answer or when you see their greeting on the display.



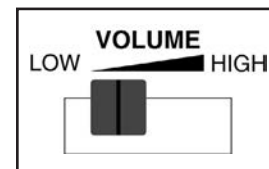
### Placing a Call without Captions

Anyone can use the CapTel. If you don't want to receive captions, turn off the Caption feature before picking up the handset by pressing the **CAPTION** button.

## ADJUSTING THE VOLUME SETTINGS

### Conversation Volume

To increase the overall volume of the person's voice coming through the handset, move the **VOLUME** slide control on the right side of the CapTel toward the back of the phone.



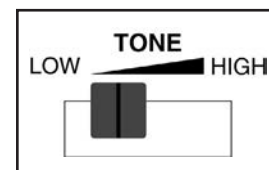
### Conversation Volume Boost

For an additional boost (up to a maximum gain of 35dB) during the call, press the **VOL** button. This resets after each call.



### Conversation Tone

To adjust the tone of sounds coming through the handset, move the **TONE** slide control on the right side of the CapTel to provide high or low frequency adjustment.



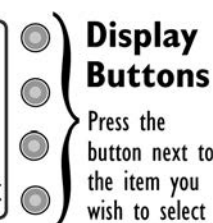
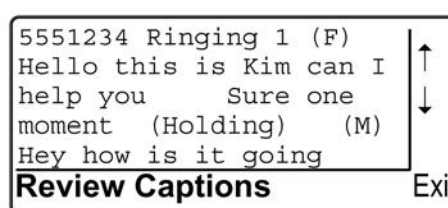
For additional volume adjustments such as how to adjust the ring pitch, the conversation tone, or to check the volume of your outgoing voice, please refer to pages 12-14 of the manual.

## REVIEWING CAPTIONS

1. During or after a captioned call, press the **MENU** button.



The captions are displayed in a smaller area and **Review Captions** appears.



2. Press the button next to the up or down arrow to scroll through the captions. (NOTE: new incoming captions are not visible until you exit the menu.)
3. Press the button next to **Exit** to return to seeing the new captions in the whole display area again.