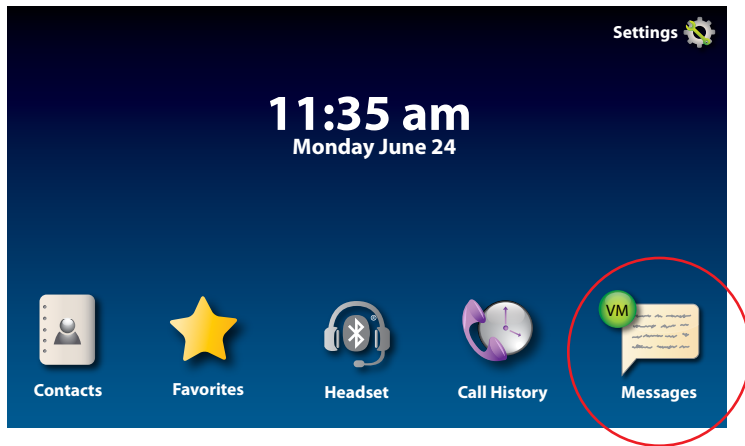


About the Voicemail Indicator



Your telephone service may provide a Voicemail feature that lets callers leave a message through your telephone service. Your CapTel phone can indicate when you have Voicemail messages waiting to be listened to.

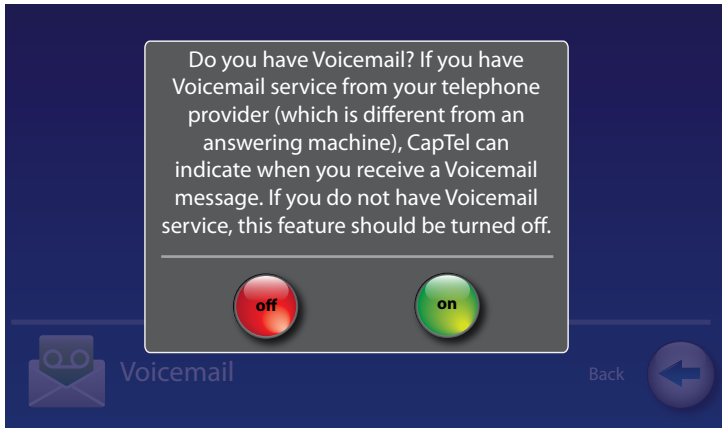
Voicemail is different than the built-in CapTel Answering Machine, which records messages directly on your phone instead of through your telephone service. CapTel lets you choose between getting messages either on the built-in Answering Machine or through your telephone service's Voicemail system.

To retrieve Voicemail messages, you need to call into your Voicemail service to play the messages over the phone line. Before you turn the Voicemail Indicator on, it's important to know what phone number you need to call in order to access your Voicemail service.









Voicemail services and commands vary by telephone provider. To learn about the specific Voicemail capabilities on your telephone line, contact your telephone service provider directly.


Do not turn on the Voicemail Indicator if you are not sure whether you have Voicemail service, or if you do not know the number to call into to retrieve your Voicemail messages. The default setting is Voicemail Indicator off.

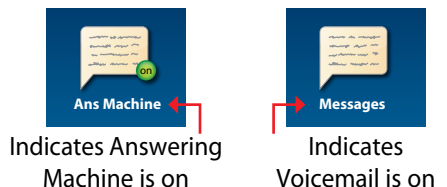
Turning the Voicemail Indicator On



To turn on the Voicemail Indicator:

1. From the display screen, touch  (**Settings**).
2. Touch  (**Messages**).
3. Touch  (**Voicemail**).
4. Touch  (**enter voicemail phone number**).
5. Using the display screen, enter the phone number you need to dial to access your Voicemail system. In some cases, this may be your own phone number or a shortcut such as *98.
6. When you are satisfied with the number, touch  (**save**).
7. Now, touch  (**Voicemail off**).
8. To turn on Voicemail, touch  (**on**).
9. The display screen confirms that Voicemail is on, and lists the phone number you have entered. Press  (**HOME button**) to exit.

On the CapTel display screen, the  (**Ans Machine**) changes from "Ans Machine" to "Messages" to let you know that your phone is ready to check for new Voicemail messages.






Listening to Your Voicemail Messages

When you receive Voicemail messages, a green Voicemail indicator appears on the CapTel display screen to alert you.

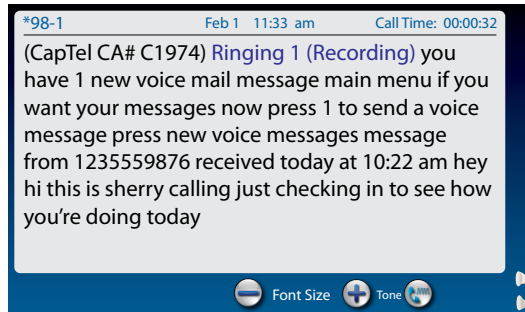


Indicates new Voicemail messages waiting

To listen to your Voicemail messages:



1. On the display screen, touch  (**Messages**).
2. If needed, touch  (**Connect with Voicemail**).
3. Lift the CapTel handset to dial your Voicemail service, or press  (**Speaker button**).
4. CapTel dials into your Voicemail service. Watch the captions to follow instructions for retrieving and managing your messages. You will see captions of your messages on the display screen as they are played aloud over the line.

Voicemail commands vary by service. Follow the prompts in the captions to navigate your Voicemail service (Example: “press 1 to review messages, press 2 to delete”, etc.). Press the dial pad keys on the CapTel phone as indicated.









5. When you are finished, hang up the phone to end the call.

NOTE

The  Voicemail indicator appears when you have new Voicemail messages that you have not listened to yet. Once you dial in to retrieve and “clear” your new Voicemail messages, the  Voicemail indicator goes away, even if you save some of your messages. That way, you will always be alerted when there are new Voicemail messages waiting.

Turning the Voicemail Indicator Off


To turn off the Voicemail Indicator:

1. From the display screen, touch  (**Settings**).
2. Touch  (**Messages**).
3. Touch  (**Voicemail**).
4. Touch  (**Voicemail on**).
5. Touch  (**Voicemail off**). The icon will change to red to indicate Voicemail is turned off.
6. Press  (**HOME button**) to exit.

NOTE

Even when the Voicemail Indicator is turned off, CapTel remembers the dial-in number you entered, making it easy to turn Voicemail back on when you are ready to use it again.

Voicemail Tips

- The Voicemail Indicator only works if you have a Voicemail service set up on your telephone line. If you do not have Voicemail service, or do not know if you have Voicemail service, please check directly with your telephone service provider before turning the Voicemail Indicator on.
- Make sure you know the phone number you need to call into to retrieve your Voicemail messages. In many cases, you dial your own phone number or some shortcut such as “*98”.
- It is helpful to turn OFF the CapTel Answering Machine when you want to use Voicemail to get your messages instead.
- If the VM Indicator turns red () , please check your Voicemail messages. New messages may be waiting that did not “trip” the indicator. Checking for messages helps verify and resets the indicator accordingly.
- The very first time you turn the Voicemail Indicator “on”, go ahead and check for Voicemail messages by touching the Messages icon. Checking messages resets the indicator, and gives you practice on how to use the feature.

Troubleshooting Tips for Voicemail

If you have questions about the Voicemail Indicator, please check these common troubleshooting tips before contacting CapTel Customer Service.

Which feature should I use—the Answering Machine or Voicemail Indicator?

You can only use the Voicemail feature if your telephone service provides a Voicemail option and you know the phone number needed to access that Voicemail service. Otherwise, the choice is up to you. Both approaches will take messages from your callers and CapTel will show captions of your messages.

What number do I call in to check my Voicemail service?

That depends on your telephone service, which provides the Voicemail option. You need to check with your own telephone service provider to get the correct phone number. In some cases, the number may be your own phone number or a shortcut like “*98”. CapTel Customer Service cannot tell you what that number is, it depends on your specific telephone service.

How do I know whether the Answering Machine or Voicemail Indicator is on?

Your CapTel phone comes out of the box with both the Answering Machine and the Voicemail Indicator turned off. To use either feature, you need to first turn it on. We recommend that you use only one feature at a time. If you choose to use Voicemail, then turn off the built in Answering Machine.

The CapTel display screen indicates which feature is on.



Answering Machine OFF /
Voicemail Indicator OFF



Answering Machine OFF /
Voicemail Indicator ON



Answering Machine ON /
Voicemail Indicator OFF



Answering Machine ON /
Voicemail Indicator ON

Why don't I see the number of Voicemail messages waiting for me?

Because Voicemail messages are saved by your telephone service and not by the CapTel phone, you need to check your messages (call into your service) in order to learn how many messages are waiting. The CapTel display shows you when there are new Voicemail messages available, so you know to check, but it cannot show you how many messages are available.

I see a number on the screen, but when I check Voicemail there are not that many messages.

Unlike Voicemail, the CapTel Answering Machine can tell you how many messages you have available. The number appears on the Ans Machine / Messages icon. The number indicates the Answering Machine messages only. CapTel cannot show how many Voicemail messages your telephone service has waiting, it only shows whether new Voicemail messages are available or not. To avoid confusion, use only one feature at a time—either turn off the Answering Machine or turn off the Voicemail indicator.



Why is the Voicemail indicator red?

If the Voicemail indicator turns red (VM), please check your Voicemail messages. New messages may be waiting that did not “trip” the indicator. Checking for messages helps verify and resets the indicator accordingly.

I know people have left Voicemail messages, but I am not seeing the Voicemail Indicator?

If you are certain you have Voicemail service turned on but you do not see the Voicemail indicator when people leave messages, check with your telephone service provider to confirm that the “VMWI (voice message waiting indicator): setting is turned on and active for your telephone line.