

this is Bob from Allen's auto repair
just wanted to let you know that
your car is all set and ready to be
picked up we had the parts in
house so it didn't take as much time
as I thought it would we're here
until 7pm tonight just stop by
whenever is convenient for you

Press ▲ to Review the Conversation



IMPORTANT! Dialing 911 in an Emergency in 1-Line Mode

To reach help as quickly as possible in an emergency, all 1-Line *CapTel* calls placed to 911 connect directly to Emergency 911 Services. 911 calls are not routed through the Captioning Service. This means:

- Emergency 911 calls are not captioned in the same manner as regular *CapTel* calls.
- Emergency 911 calls are treated as Voice Carry Over (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.
- Watch the *CapTel* display screen for information.

Dialing 911 in 2-Line Mode

If you use *CapTel* 840 in 2-Line Mode, calls to 911 are handled exactly the same as if you called from any other phone connected to your telephone service. Plus, you get captions of the call directly from the Captioning Service.

▲ *Please familiarize yourself with Dialing 911 in an Emergency on page 27.*

***CapTel* Acceptable Use Policy:**

The *CapTel* phone is intended for use by people with hearing loss. People who do not need captioning support should only use *CapTel* with the CAPTIONS featured turned off.

Congratulations on Choosing *CapTel*!

Welcome to the Captioned Telephone – *CapTel*! With *CapTel*, you can see captions of everything people say over the phone, helping you to enjoy calls with confidence.

Please take a moment to read this guide and learn:

- How to start using your *CapTel* phone
- How your *CapTel* phone works
- How to get help when you have questions

We want the *CapTel* phone to be enjoyable and convenient for you. As you use your new phone, we welcome your questions and comments. If we can help, please call!

Sincerely,

CapTel Customer Service • 1-888-269-7477 • www.CapTel.com

Toll-Free Captioning Service Voice Number

Give people who call you the appropriate Captioning Service Voice Number in order to get captions when they call you (1-Line *CapTel* users only). See directions on page 21 to get captions on incoming calls.

Captioning Service Voice Number1-877-243-2823

Exceptions:

Federal Relay *CapTel* Calls1-888-801-7210

Spanish-to-Spanish Captioning Calls1-866-217-3362

California Residents Only (Non-Federal)1-866-399-9050

California Spanish-to-Spanish Only1-866-399-9090

Texas Residents Only (Non-Federal)1-800-933-5129

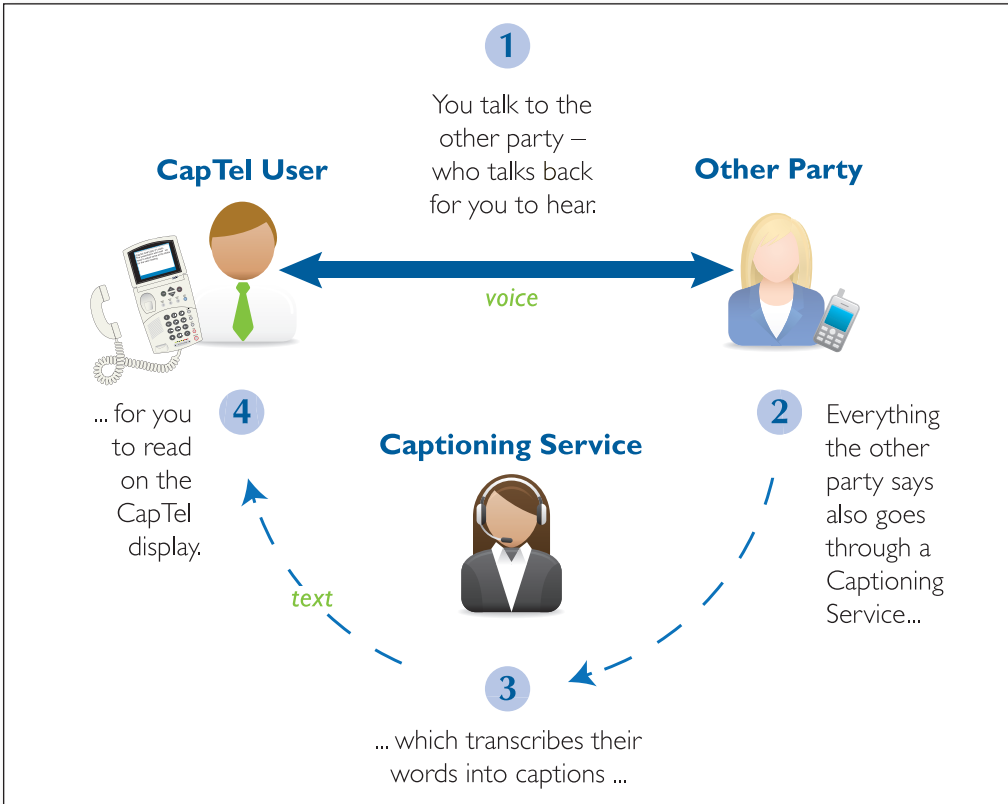
Texas Spanish-to-Spanish Only1-800-933-5417

T A B L E O F C O N T E N T S

Overview – How CapTel Works	4
Section 1: Getting Started	5
What is in the box	5
Overview of CapTel 840 phone	6
Using a headset or neckloop (optional)	11
Setting up your CapTel 840	12
Getting help	16
Section 2: Making and Answering Calls	17
Placing a call with captions	18
Placing a call without captions	20
Answering a call with captions (1-line mode)	21
Answering a call without captions	23
Adjusting the volume	24
Adjusting the sound – TONE	25
Knowing what sounds are on the line	26
Dialing 911 (1-line mode)	27
Section 3: Viewing Captions	30
Viewing corrections	31
Reviewing captions during a call	32
Reviewing captions after hanging up	33
Saving conversations	34
Erasing all conversations	36
Changing the caption font size	37
Setting the color of the captions	39
Setting how captions scroll across Display Screen	41
Adjusting the brightness of the Display Screen	43
Section 4: Call History	45
Using Call History to see recent calls	46
Clearing all Caller ID entries	48
Section 5: Using the Answering Machine	49
Turning Answering Machine on/off	50
Playing your Answering Machine messages	52
Clearing all messages	55
Recording a personal greeting message	56
Setting the number of rings before answering	58
Making incoming messages audible/silent	59
Seeing captions of your voice mail messages	60

Section 6: Using the Phone Book	61
Adding a new contact to your Phone Book	62
Dialing a phone number from the Phone Book	64
Editing an existing contact in the Phone Book	65
Removing a contact from your Phone Book	67
Section 7: Using Speed Dial Buttons	68
About the Speed Dial buttons	68
Saving phone numbers in the Speed Dial buttons	69
Editing phone numbers in the Speed Dial buttons	70
Dialing with the Speed Dial buttons	71
Section 8: Settings	72
Setting the Captions Button default to on/off	73
Turning Spanish captions on/off	75
Dialing a number to get an outside line	77
Setting a Call Waiting block	79
Adjusting the volume of the ringer	81
Setting the pitch of the ringer	82
Turning keypad lights on/off	83
Saving the captions volume	85
Setting your <i>CapTel</i> phone for Tone/Pulse dialing	87
Setting the time and date	88
Using VCO to call a TTY user	89
Updating your <i>CapTel</i> phone	89
Section 9: Using <i>CapTel</i> in 2-Line Mode (Optional)	91
About 2-Line mode	92
Turning 2-Line mode on/off	95
Turning Captions on/off in 2-Line mode	97
Answering an incoming call in 2-Line mode	98
Using Call Waiting in 2-Line mode	99
Problem Solving	101
Care and Safety	104
Index	105
Specifications	108

How *CapTel* Works



CapTel works like any other telephone, with one important difference: it also displays written captions during your call. The captions are provided by a free service that connects to your calls. The service transcribes everything the other party says into captions for you to read on the *CapTel* display. Captions are treated with absolute confidentiality.

NOTE: *The CapTel 840 phone does not generate captions by itself. The phone works with the Captioning Service to display captions during your call.*

Getting Started

This section explains how to start using your new CapTel 840 phone.

TOPICS:

- **What is in the Box**
- **Overview of *CapTel* 840 Phone**
- **Using a Headset or Neckloop (Optional)**
- **Setting up your *CapTel* 840**

What is in the Box?

Your *CapTel* 840 includes the following parts:



- *CapTel* 840 Phone
- Telephone Cord



- Power Adapter – to plug into a wall outlet

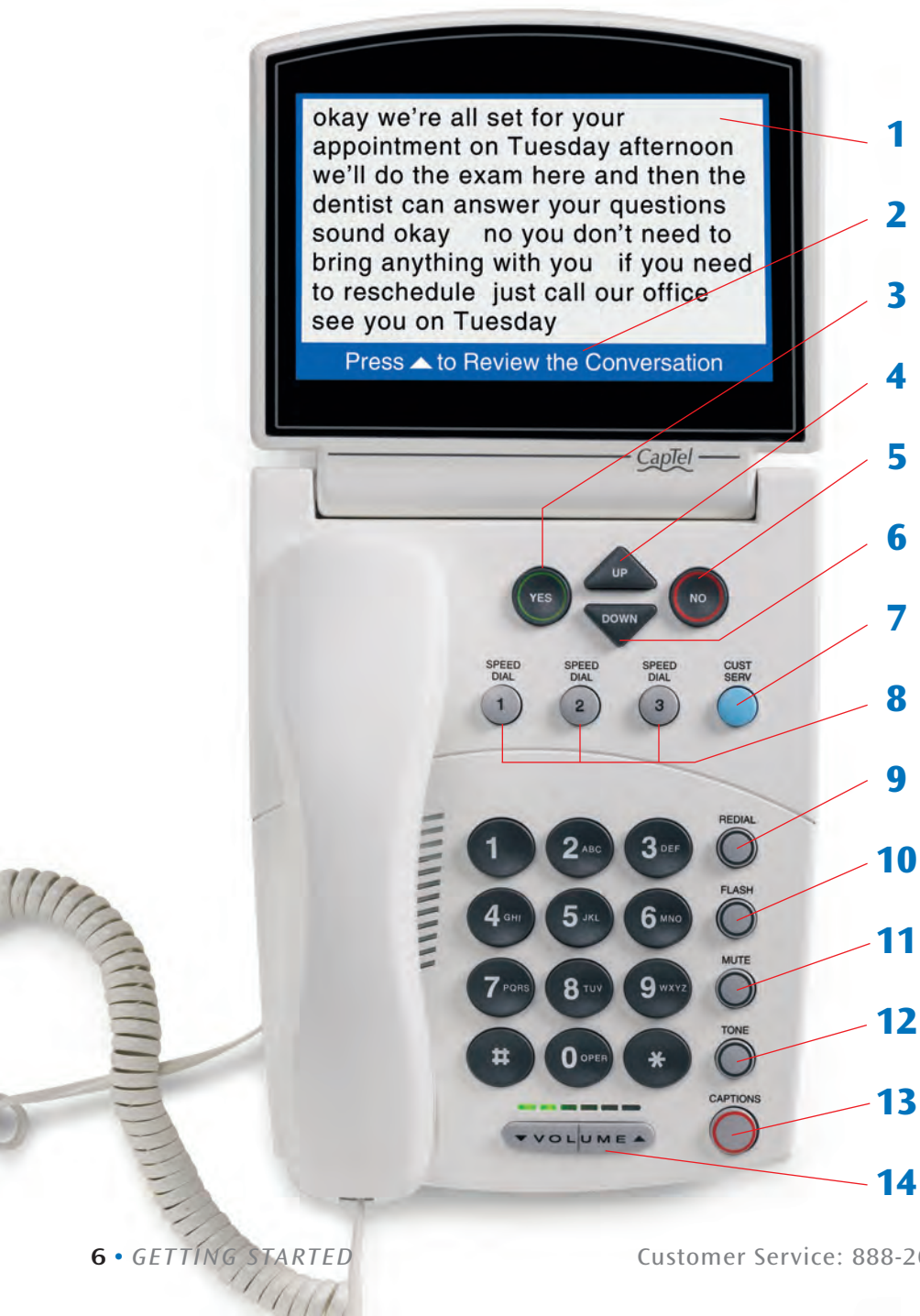


- *CapTel* How-to Guide and *CapTel* Quick Start Guide
- Warranty Card



Important! Use only the power adapter that came in the box with your CapTel 840

Overview of CapTel 840 Phone



1. Display Screen

Shows captions, Caller ID, Answering Machine messages, Phone Book entries and more.

2. Information Bar

Gives you instructions and helpful tips.



3. YES Button

Allows you to select items that are highlighted in the Options menu, and respond “Yes” to questions or commands on the display screen.



4. UP Arrow Button

Allows you to move up through items in the Options list and move through entries in your Phone Book, Answering Machine messages, or Call History. Also lets you go back to review captions that have already scrolled off the display screen.



5. NO (Exit) Button

Allows you to respond “No” to questions or commands on the display screen and to Exit out of the Options list.



6. DOWN Arrow Button

Allows you to move down through items in the Options menu and move through entries in your Phone Book, Answering Machine messages, or Call History. Also lets you scroll down through captions when reviewing calls.

CUST
SERV



7. CUSTOMER SERVICE Button

Our helpful customer service team is happy to help you set up and use your *CapTel* 840 telephone – we’re only a button push away. Pressing the CUST SERV button will automatically dial the *CapTel* help line. In an office, you may need to dial a number for an outside line, such as 9, if used in 2-Line mode.

NOTE: *Help is available 24 hours a day, 7 days a week (closed on major holidays). Help materials are also available online at www.CapTel.com*

SPEED
DIAL



8. SPEED DIAL Buttons

You can quickly dial up to three frequently-called phone numbers, just by pressing a speed dial button.

REDIAL



9. REDIAL Button

Lets you dial up to 10 most-recently called phone numbers. Lift the handset and press REDIAL button to dial the last phone number called. Leave the handset down and press the REDIAL button to review/dial up to the last 10 numbers called.

FLASH



10. FLASH Button

Some telephone service features like Call Waiting require a “hook flash.” The hook flash is a very brief interruption of the connection like hanging up the phone for one second. There is a brief click or silence on the line.

MUTE



11. MUTE Button

Silences the sound from your end of the conversation. When the MUTE button is pressed (red light around the button is ON), the person on the other end of your call will not be able to hear you. You will still be able to hear the caller and get captions of everything they say. To turn the Mute feature off, press the MUTE button again (red light around the button is OFF).

TONE



12. TONE Button

Allows you to adjust the sound settings of the call, letting you enhance LOW, MED, or HIGH frequency tones to find the range that you hear best.

CAPTIONS



13. CAPTIONS Button

To see captions during your call, make sure the red light around the CAPTIONS button is on. Your outgoing calls will automatically be directed through the free service that provides the captions. In 1-Line Mode, the CAPTIONS button must be on before you make a call in order to get captions.

2-LINE MODE: In 2-Line Mode, captions can be turned On or Off at any time during a call. To turn the captions off, just press the CAPTIONS button to turn the red light off.



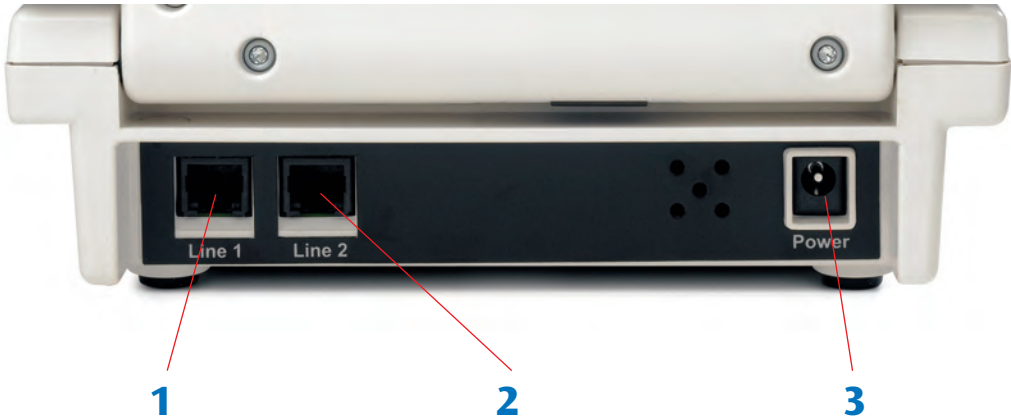
14. VOLUME Bar

Lets you adjust the volume to a comfortable level, up to a 40 dB gain from min/max for captioned calls. To increase the volume, press the ▲ right side of the VOLUME bar. To decrease the volume, press the ▼ left side of the VOLUME bar. There are 12 volume levels. Watch the light panel above the VOLUME bar to know what the current volume setting is.

WARNING: *The maximum volume setting on captioned calls is extremely loud. People who do not need amplification should not use the phone at the highest volume setting. The volume level automatically returns to a mid-range setting whenever the phone is hung up.*

To save your volume setting so that it will be used during every captioned call, see “Saving the Captions Volume” on page 85.

Back (top) edge view of *CapTel* 840



Features

1. Telephone Line

Plug the telephone cord here (RJ11 jack). The phone line must be analog (unless you use *CapTel* in 2-Line Mode – see page 93 for details). DSL service with an appropriate filter is also supported. *CapTel* does not work with a PBX system unless an analog port is available.

2. Telephone Line 2 (for optional 2-Line Mode only)

If using 2-Line Mode, plug the second telephone cord here (RJ11 jack). The primary telephone line – the phone number you give people to call you – should be plugged into Line 1. The telephone line for Line 2 must be analog. DSL service is also supported as long as an appropriate filter is in place.

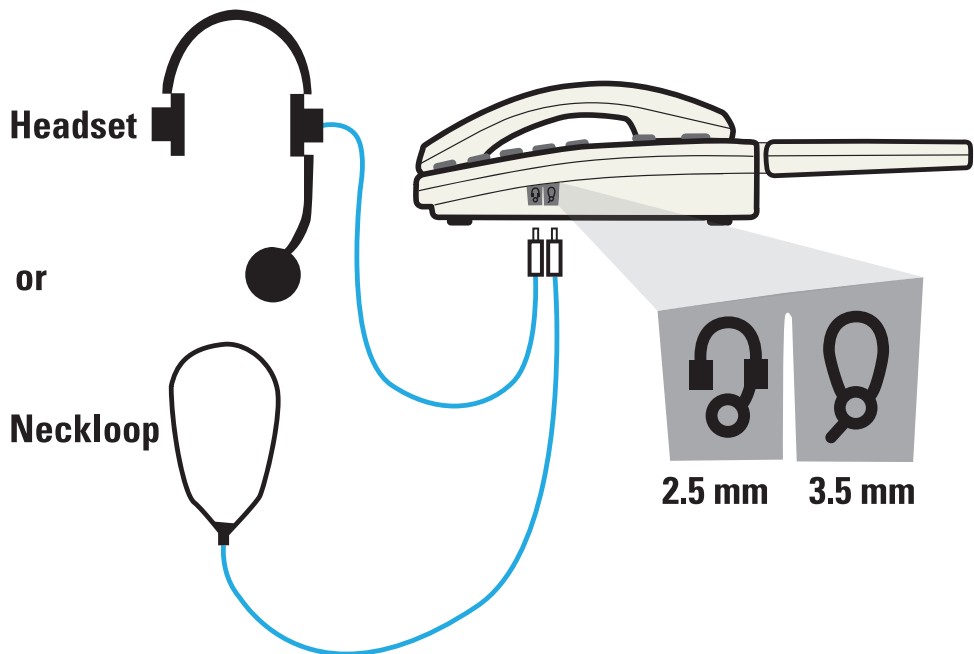
3. Power Jack

Plug AC power adapter here. Use only the AC power adapter that came with your *CapTel* phone.

Using a Headset or Neckloop (Optional)

Audio Jacks (2.5 mm/3.5 mm)

You can use earphones, a headset, neckloop, or other type of listening device with the *CapTel* 840 to maximize the audio quality or to enjoy your new phone hands-free. Simply plug the headset/assistive device into the appropriate 2.5 mm or 3.5 mm audio jack located on the right edge of the *CapTel* 840 phone. Open the protective cover to reach the jacks.



Setting up Your *CapTel* 840

Requirements

1. Analog telephone line(s) or DSL service with filter.

NOTE: *CapTel* is not compatible with PBX office systems unless an analog port is available.

2. Standard electrical power (AC adapter plugs into standard wall outlet).

2-LINE MODE: To use *CapTel* in 2-Line Mode, a second analog telephone line, complete with its own separate telephone number and wall jack, is required. The second line cannot be just an extension line. Both lines need to be able to be in use at the same time. The second line can be very basic; it does not need additional services like long distance or Call Waiting.

STEP 1 – Select a location

Set up the *CapTel* 840 in a place where:

- There is a telephone jack nearby (must be an analog line or DSL service with a filter).
- There is an electrical outlet nearby.
- The surface it will be set on, or mounted to, is stable and secure.
- The area is protected from excessive heat or humidity.

STEP 2 – Connect to a power outlet

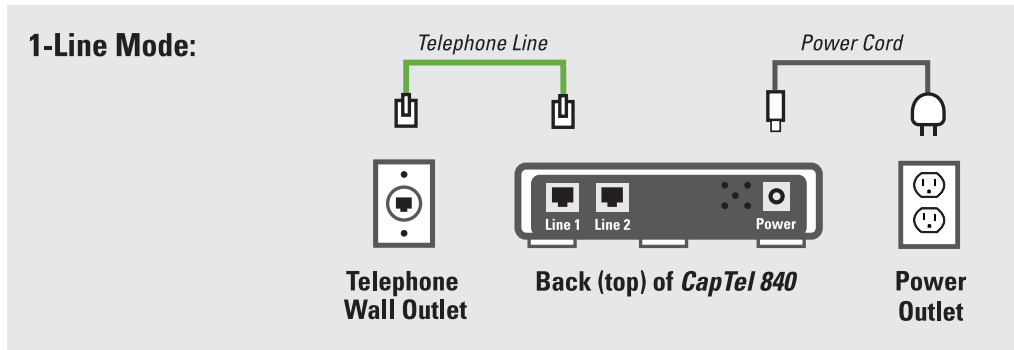
1. Plug the power adapter in the power socket labeled “Power” located on the back (top) edge of the *CapTel* 840.
2. Plug the power adapter into a wall outlet or power strip. The *CapTel* display screen will light up to let you know power is connected.

CAUTION! USE ONLY THE ADAPTER THAT CAME WITH YOUR *CAPTEL* 840.
USING ANY OTHER AC ADAPTER MAY DAMAGE THE *CAPTEL* AND VOID THE WARRANTY.

TIP: Plug your power adapter into an electrical power surge protector to protect your *CapTel* 840 from damage caused by unspecified electrical voltage or lightning.

STEP 3 – Connect to your telephone service

1. Plug one end of the telephone cord into the telephone jack labeled “Line 1” located on the back (top) edge of the *CapTel* 840. (Use the telephone cord included with your new *CapTel* 840 phone.)
 2. Plug the other end of the telephone cord into a telephone wall outlet.
- Pick up the *CapTel* handset and listen for a dial tone to make sure that the telephone service is connected properly. The Signal Meter in the lower right corner of the display screen shows when a dial tone is present (see page 26 for details).



2-LINE MODE: To use *CapTel* in 2-Line Mode (optional), please see Set Up directions on page 94.

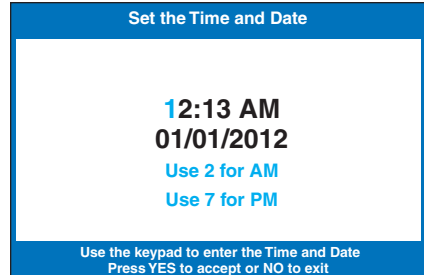
NOTE: To use *CapTel* at the same telephone wall jack as a signaler or life line device, please see page 103 for special set up instructions.

STEP 4 – Set the Time and Date

Your *CapTel* phone checks to see if the clock needs to be set. You only need to set the time and date the first time you set up your *CapTel* phone (or after a power outage).



1. *CapTel* shows you the current time and date setting. Use the **UP** or **DOWN** arrow buttons to move the blue highlight over the number that you want to change.



2. On the dialing pad, press the key that lists the number you want to use.

Example: To set the time for 11:30, press the “1” key twice, then press the “3” key followed by the “0” key.

NOTE: When you enter the date setting, only the last two numbers in the year can be changed.

3. When you have set the time and date, press the **YES** key to save.

TIP: To change the time from AM to PM, press the 2 key for “AM” and the 7 key for “PM”.

NOTE: You can also change the Time and Date any time through the *CapTel* Options Menu. See page 88 for instructions.

STEP 5 – Do you have Call Waiting service? If yes, please see “Setting a Call Waiting Block” on page 79.

STEP 6 – Do you have to dial a 9 or another number to get an “outside line”? If yes, please see “Dialing a Number to Get an Outside Line” on page 77.

STEP 7 – Register Your Long Distance Provider (for 1-Line Mode Only)

If you plan to make long distance captioned calls with your new *CapTel* phone, please let *CapTel* Customer Service know what long distance company you want your charges to be billed under, so that it appears correctly on your phone bill under your existing long distance service or calling plan.

If you do not inform *CapTel* Customer Service which long distance service should be used, long distance captioned calls placed on your *CapTel* phone will be billed under the same long distance service/company that your state uses for Relay calls (varies by state).

Registering your Long Distance service only affects long distance calls that are captioned. Local calls and calls to toll-free numbers are not affected. You are never charged a fee for using the *CapTel* captioning service.

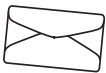
To Indicate Your Preferred Long Distance Carrier: (Select One)



- Register online: www.CapTel.com
- Email: CapTel@CapTel.com



- Call toll-free: 1-888-269-7477 (V/TTY)
- Fax to Customer Service: 1-608-204-6167



- Fill out and mail the blue Long Distance registration card that came in your *CapTel* box.

NOTE: *If people call your CapTel phone via long distance, encourage them to register their long distance service/calling plan with CapTel Customer Service, too. This will ensure their long distance captioned calls to you are billed correctly on their phone bill under their existing long distance company/calling plan.*

2-LINE MODE: If you use *CapTel* in 2-Line Mode, you do not need to register your long distance provider. Any long distance captioned calls you make will be billed exactly the same way as your typical long distance calls are billed.

Getting Help

If you have any questions or comments as you use your new *CapTel* 840, we're here to help. Use any of these ways to contact us:

CUST
SERV



CUST SERV Button

Pick up the handset and press the **CUST SERV** button to automatically speed dial directly to our helpful Customer Service team. If you are in an office setting, you may need to dial a number, such as “9”, to reach an outside line first and then press the **CUST SERV** button. (*Available 24 hours a day, 7 days a week. Closed on major holidays.*)

Help materials are also available online at our website.



Phone: 1-888-269-7477 (*Available 24 hours a day, 7 days a week*)

FAX: (608) 204-6167



Mail: CapTel Customer Service
450 Science Drive
Madison, WI 53711



Email: CapTel@CapTel.com

Online: www.CapTel.com

(*Live Chat help available at our website*)

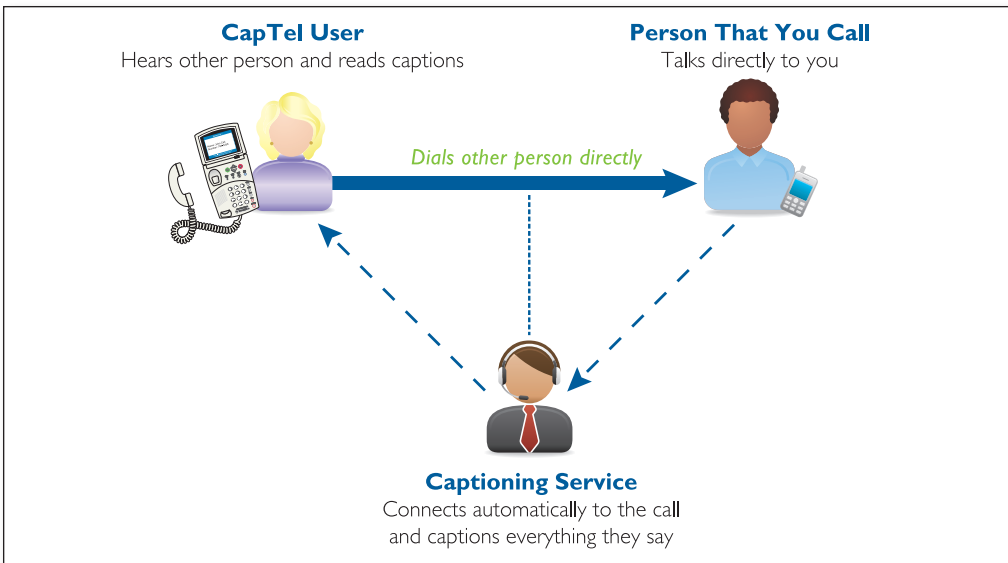
Making and Answering Calls

This section explains how to place outgoing calls and how to answer incoming calls with your CapTel 840.

TOPICS:

- **Placing a Call with Captions**
- **Placing a Call without Captions**
- **Answering a Call with Captions (1-Line Mode)**
- **Answering a Call without Captions**
- **Adjusting the Volume**
- **Adjusting the Sound – TONE**
- **Knowing What Sounds are on the Line**
- **Dialing 911 (1-Line Mode)**

Placing a Call with Captions



You place a call on your *CapTel* 840 the same way as with any other telephone. As you dial, your *CapTel* phone automatically connects to the Captioning Service to show you captions during the call.

NOTE: If you are in an office setting, please see “Dialing a Number to Get an Outside Line” on page 77. If you have Call Waiting, please see page 79 for special instructions.

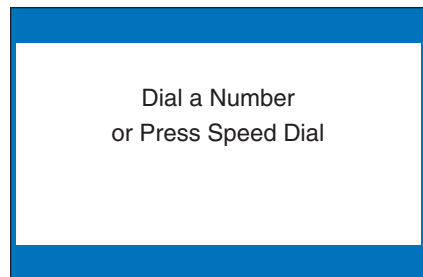
To place a call with captions:

CAPTIONS



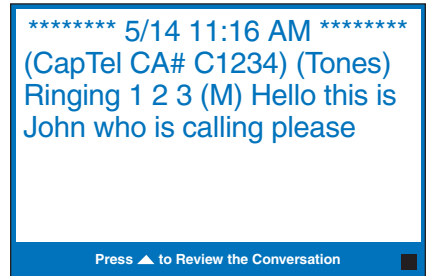
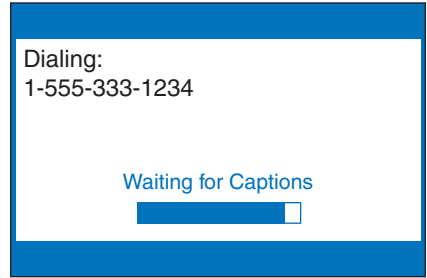
Before you dial, check that the red light around the **CAPTIONS** button is on. The Captions feature must be on before you place a call in order for you to get captions. If the light is off, press the **CAPTIONS** button to turn it on.

1. Lift the handset.
2. Dial the phone number of the person you wish to call.



3. As you dial, the display screen shows the status as your *CapTel* phone connects to the captioning service, letting you know when captions are ready.
4. Listen or watch the signal meter to know when someone answers. Watch the display screen for captions. Begin your conversation as you normally would.

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



↑
**Signal
Meter**

TIP: Remember to dial 1 + area code if the number you are calling is long distance.

TIP: You may want to let the person you are calling know you are using a Captioned Telephone, or you may choose not to mention it. The choice is yours.

NOTE: If the Caption feature is turned off when you dial, the Captioning Service will not be connected and you will not receive captions. You cannot turn on captions manually in the middle of a call with 1-Line CapTel. If you would like captions, hang up, turn on the Caption feature, and place the call again.

2-LINE MODE: Captions can be turned on/off at any point in the call. See page 97 for details.

Placing a Call Without Captions

When the Captions feature is turned off, *CapTel* works exactly like any other telephone. If you don't need captions, turn off the feature by pressing the **CAPTIONS** button before picking up the handset:

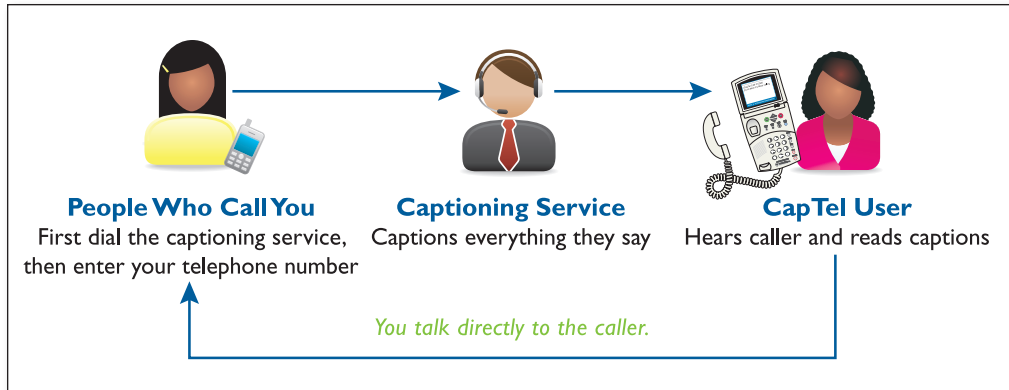
CAPTIONS



1. Press the **CAPTIONS** button to turn off the Caption feature. Verify that the red light is off.
2. Pick up the handset.
3. Dial the number of the person you are calling.

NOTE: *When the CAPTIONS button is off, if you need a special number to get an outside line, you must enter that number before dialing the phone number. The automatic dialing prefix saved in the CapTel menu only works when the CAPTIONS button is on.*

Answering a Call with Captions (1-Line Mode)



Because the captions are provided by a Captioning Service, the person calling you must first connect with the service in order for you to receive captions during the call (1-Line *CapTel* only). Give your callers the appropriate toll-free Captioning Service Voice Number (see page 1).

1. The person calling you first dials the toll-free Captioning Service Voice Number (see page 1).
2. The caller will hear a recorded greeting that asks for your telephone number. The caller should enter your phone number and press pound (#), example: xxx-xxxx #.

Recorded greeting: *“Thank you for calling the Captioned Telephone Service. For long distance calls, be sure to register your preferred long distance provider. For additional information, press pound (#). Please enter the area code and phone number of the person you are calling followed by the pound (#) sign.”*

2-LINE MODE: In 2-Line Mode, your callers can dial your phone number directly; they do not need to dial the Captioning Service first. You can turn captions On/Off at any time in the call, on any call (incoming or outgoing). For directions on answering calls in 2-Line Mode, please see page 91.

3. When your *CapTel* rings, the display lights up and flashes **RING!**.

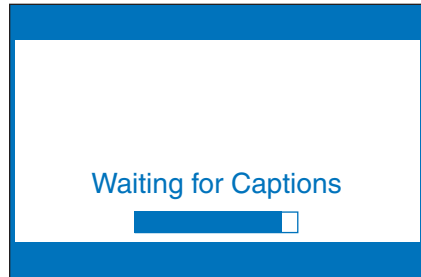
CAPTIONS



4. Pick up the handset. If the caller is connected through the Captioning Service, there is a pause while the service connects to your *CapTel* phone. The red light around the **CAPTIONS** button turns on and the display reads **Waiting for Captions**.

During the pause, the person calling you hears the recorded message *“Please hold, the person you have called will be with you shortly.”* During this message, the caller will not be able to hear you speak.

5. Watch the display. You may begin speaking as soon as you see that the call has connected.



NOTE: *If the call was not placed through the Captioning Service, the call will not be captioned. You cannot turn on captions manually in the middle of a call with 1-Line CapTel. The light around the CAPTIONS button will turn off when the receiver is lifted. If you would like captions, ask the person to hang up and call you again through the Captioning Service using the toll-free Voice Number (see page 1). Once you hang up, the light around the CAPTIONS button will turn on again if the default setting for captions is “On”.*

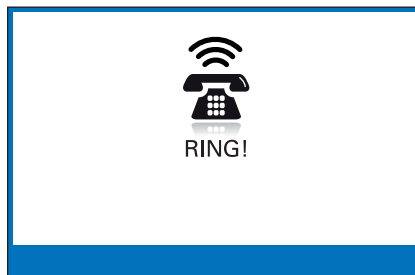
TIP: If you answer an incoming call on a phone other than the *CapTel* and you hear a beep that reoccurs throughout the call, the person who called you dialed through the *CapTel* Captioning Service. Pick up your *CapTel* phone. It will detect the beep signal and begin showing you captions. Hang up the extension phone right away and continue the call using your *CapTel* phone. There is a 1-2 minute time limit for the *CapTel* phone to be picked up when the call is answered on another extension phone. Otherwise, the call will be disconnected.

Answering a Call Without Captions

CAPTIONS

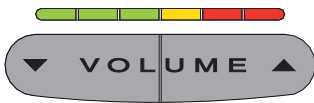


When your *CapTel* rings, the display lights up and flashes **RING**. Pick up the handset and begin speaking. The Caption light remains off. The display remains blank unless Caller ID information is present.



Adjusting the Volume

You can increase the volume of the person's voice coming through the handset, up to a 40 dB gain from min/max on captioned calls (when the Captions button is off, the maximum amplification is 18 dB gain). Watch the lights above the VOLUME bar to see what level the volume is set to.



To increase the volume (make sounds louder) during a call, press the ▲ right side of the VOLUME bar.


To decrease the volume (make sounds softer) during a call, press the ▼ left side of the VOLUME bar.

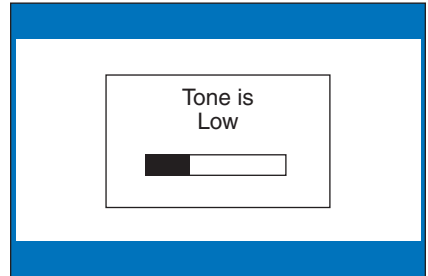
WARNING: *The maximum volume setting on captioned calls is extremely loud. People who do not need amplification should not use the phone at its highest volume setting. The volume level automatically returns to a mid-range setting whenever the phone is hung up.*


To save your volume setting so that it will be used during every captioned call, see Saving the Captions Volume on page 85.

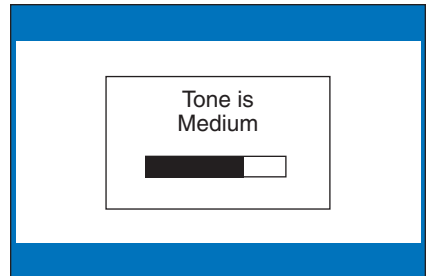
Adjusting the Sound – TONE


You can adjust the Tone setting to a frequency range that works best for your hearing level – to emphasize HIGH, MEDIUM, or LOW frequency sounds. The Tone setting can be adjusted during, before, or after a call. The setting will remain in effect until you change it again.

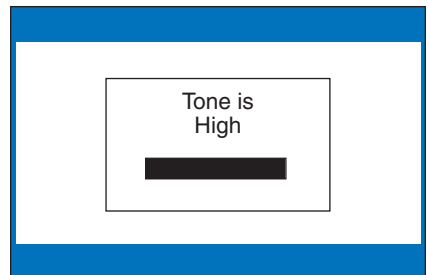
TONE  If you hear low-frequency tones better, press the **TONE** button repeatedly until you see “Tone is Low” on the display screen.



TONE  If you hear mid-range frequency tones better, press the **TONE** button repeatedly until you see “Tone is Medium” on the display screen.



TONE  If you hear high-frequency tones better, press the **TONE** button repeatedly until you see “Tone is High” on the display screen.



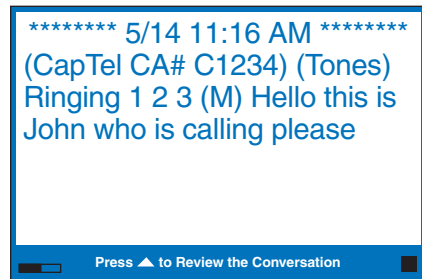
NOTE: *You can also use a headset or neckloop to enhance the sound quality. Please see page 11 for instructions.*

Knowing What Sounds Are on the Line

The display screen tells you what sounds are occurring during your call with two visual indicators: the Signal Meter and the Outgoing Volume Meter. These meters only appear during captioned calls.

The Signal Meter

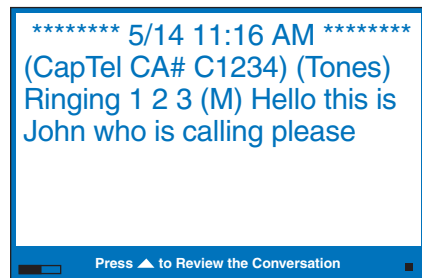
This helpful meter lights up to indicate sounds on the handset, such as the caller's voice or a busy signal. It shows whenever a sound is coming through the handset, even if the sound is not loud enough for you to hear. The size of this meter expands and contracts with the volume of the sound. Very loud sounds cause the meter to completely light up the whole box. Quiet sounds may cause just a single dot on the display to light up. This meter can help you gauge when a person is finished speaking or initially answers a call.



Signal
Meter

The Outgoing Volume Meter

This meter helps you see how loudly you are speaking. More of the bar lights up if you speak loudly. Less of the bar lights up if you speak quietly. You can use the volume meter to gauge the volume of your own voice during a call.



Outgoing
Volume
Meter

NOTE: *If the Outgoing Volume Meter is filling completely or consistently turns red, you may be speaking too loudly or have the mouthpiece of the receiver too close to your mouth.*

Dialing 911 in 1-Line Mode

To reach help as quickly as possible in an emergency, all 1-Line *CapTel* calls placed to 911 connect directly to Emergency 911 Services. 911 calls are not routed through the captioning service. This means:

- Emergency 911 calls are not captioned in the same manner as regular *CapTel* calls.
- Emergency 911 calls are treated as Voice Carry Over (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 will not be able to hear the call-taker, but he/she can type instructions to you, which will appear on the *CapTel* display screen.
- Watch the *CapTel* display screen for information.

2-LINE MODE: If you use your *CapTel* phone in 2-Line Mode, calls to 911 are handled exactly the same as if you called from any other phone connected to your telephone service, plus you get captions of the call directly from the *CapTel* Captioning Service. For detailed instructions about your phone service and 911, please check with your telephone service provider.

To dial 911 for assistance:

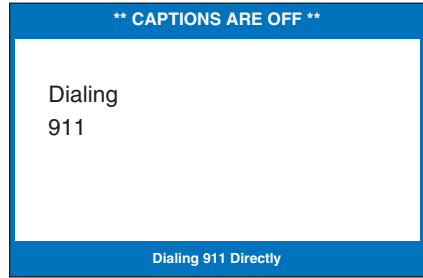
1. Pick up the handset and dial 911 on the keypad.

CAPTIONS



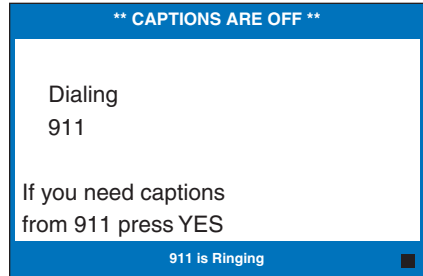
2. The light around the CAPTIONS button will go off. Watch the screen for instructions.

3. When the 911 call-taker answers, you may hear them or see the Signal Meter flicker. Talk directly to the 911 call-taker through the *CapTel* handset as you would with any other call.



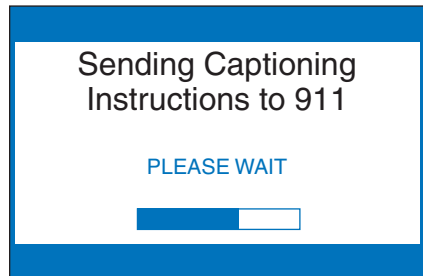
4. If you need captions from 911, press the **YES** button.

This puts your *CapTel* phone into VCO (or Voice Carry Over) mode. VCO allows you to speak directly to the 911 call-taker and read their typed instructions.



↑
**Signal
Meter**

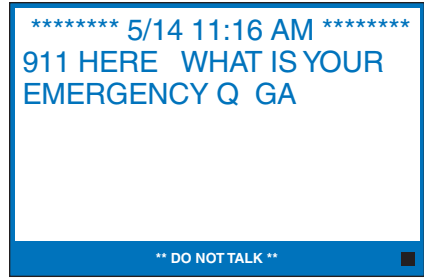
5. Your *CapTel* phone sends a text message that tells 911 personnel that you need captions.



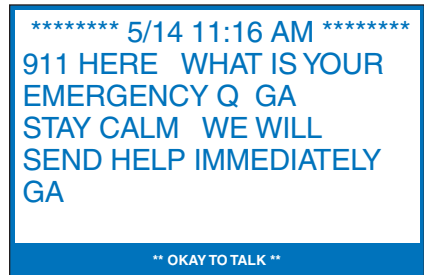
6. 911 messages will appear on your *CapTel* display screen. Answer directly by talking into the *CapTel* handset. The 911 call-taker will be able to hear everything you say, and then will type messages back for you to read.

While the 911 call taker is typing, they will not be able to hear you (and you will not hear them) until they have finished typing. The *CapTel* display screen says “DO NOT TALK” to remind you while the call-taker is typing. You will see their instructions on your *CapTel* display screen.

NOTE: *The 911 call-taker may type “GA” or “Go Ahead” to let you know when it is your turn to talk. “Q” means the 911 call-taker is asking a Question.*



↑
**Signal
Meter**

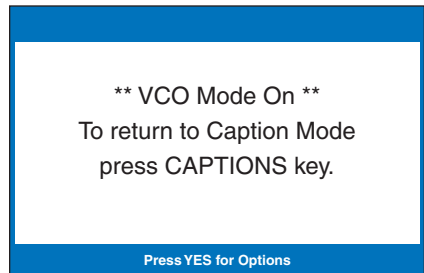


7. After you hang up, your *CapTel* phone will stay in VCO mode in case 911 needs to call you back.

CAPTIONS



8. To turn off VCO mode, press the **CAPTIONS** button. The light around the CAPTIONS button will go on.



Viewing Captions

This section explains how to adjust and review conversation captions.

TOPICS:

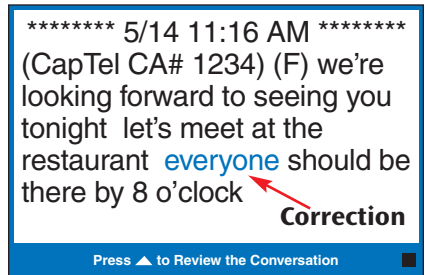
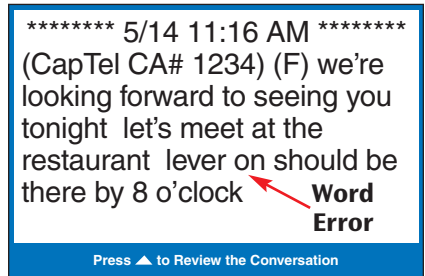
- **Viewing Corrections**
- **Reviewing Captions During a Call**
- **Reviewing Captions After Hanging Up**
- **Saving Conversations**
- **Erasing All Conversations**
- **Changing the Caption Font Size**
- **Setting the Color of the Captions**
- **Setting how Captions Scroll Across the Display Screen**
- **Adjusting the Brightness of the Display Screen**

Viewing Corrections

On occasion, word errors may appear in the captions due to the voice recognition system the Captioning Service uses. The Captioning Service will try to correct any word errors as they occur. The corrected word appears in a different color than the rest of the captions, to let you know a correction has been made.

There may be a slight delay before the word error is corrected. If you are unclear about what was said, ask your caller to clarify.

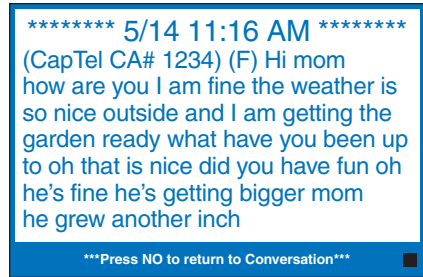
NOTE: *You can change the color of the captions and corrections in the “Set Conversation Colors” option in the CapTel menu.*



Reviewing Captions During a Call



While on a call, press the **UP** arrow button to scroll back through captions that appeared earlier in the conversation. You can continue talking or listening while you review captions. Everything the other party says will continue to be captioned, even while you are looking back at earlier captions.



When you are ready to return to the live conversation captions, press the **NO** button. Anything the other party said during the time you were reviewing captions will appear, and the live captions will continue as usual.

You can go back, again, at any time during the call to review what was said. Just press the **UP** arrow button.

NOTE: *Your CapTel phone holds 500 lines of captions in conversation memory. If the conversation memory fills up entirely, older captions will be erased as newer captions come in.*

Reviewing Captions After Hanging Up

To review captions after your conversation is ended and the phone is hung up:



1. With the handset hung up, press the **YES** button to see the Options menu.



2. Press the **DOWN** arrow button repeatedly until **Conversations** is highlighted. Press the **YES** button to select.



3. Check that **Review Conversations** is highlighted. Press the **YES** button to select. You will see captions of your conversations, with the most recent call on the bottom of the screen. Previous conversations may appear further up the display screen.



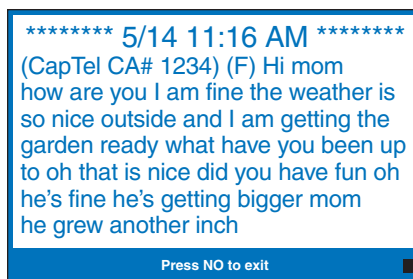
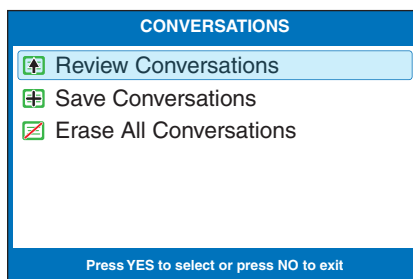
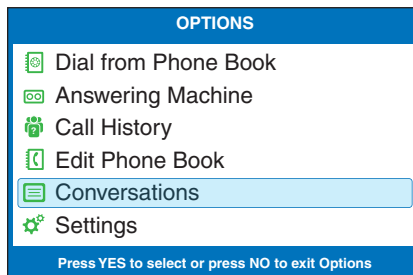
4. Press **UP** or **DOWN** arrow button to scroll through the saved conversations.



5. When you are done, press **NO** to exit.



6. Press the **NO** button repeatedly to exit out of the menu system.



NOTE: Your CapTel phone comes with the Save Conversations feature enabled, letting you view conversation captions after you've hung up the phone. To turn off this feature, please see page 34. If you turn off the Save Conversations feature, all conversation captions will be erased every time you hang up the phone.

Saving Conversations

You can set your *CapTel* phone to Save Conversations after the call has ended and the phone is hung up. This allows you to go back and review what was said after you've hung up. You can review up to 500 lines of conversation captions. Or, you can have captions erased every time the phone is hung up. The default setting is to Save Conversations after the call is ended.

To change the Save Conversations setting:



1. With the handset hung up, press the **YES** button to see the Options menu.



2. Press the **DOWN** arrow button repeatedly until **Conversations** is highlighted. Press the **YES** button to select.



3. Press the **DOWN** arrow button until **Save Conversations** is highlighted. Press the **YES** button to select.

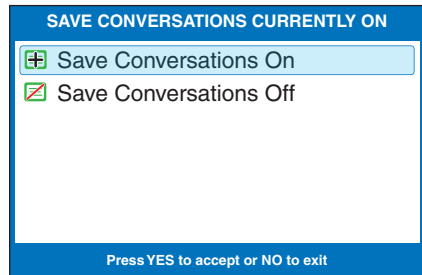
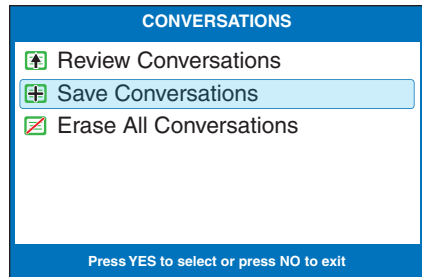
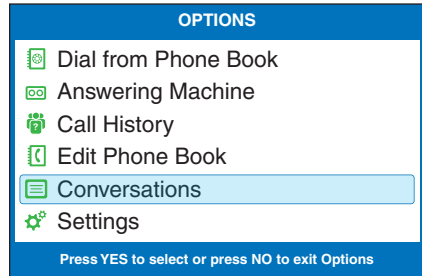


4. Press **UP** or **DOWN** arrow button to turn **SAVE CONVERSATIONS** on or off.



Save Conversations On saves conversation captions after the call is finished and the phone is hung up.

Save Conversations Off erases the conversation captions after every call.

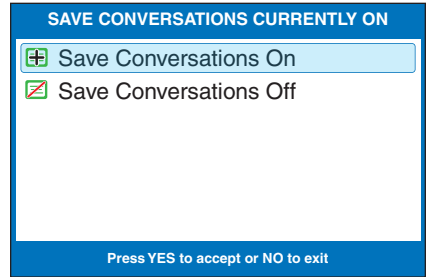




5. After you've made your selection, press the **YES** button to accept or the **NO** button to exit out of Conversation Options.



6. Press the **NO** button repeatedly to exit out of the menu system.



NOTE: *This setting will remain On/Off until you change it again.*

NOTE: *Your CapTel phone holds 500 lines of captions in conversation memory. If the conversation memory fills up entirely, older captions will be erased as newer captions come in. If the power is interrupted to your CapTel phone, conversations stored in memory will be erased.*

Erasing All Conversations

You can erase all conversation captions stored in memory. To delete your saved conversations:



1. With the handset hung up, press the **YES** button to see the Options menu.



2. Press the **DOWN** arrow button repeatedly until **Conversations** is highlighted. Press the **YES** button to accept.



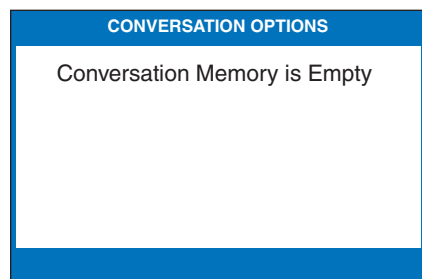
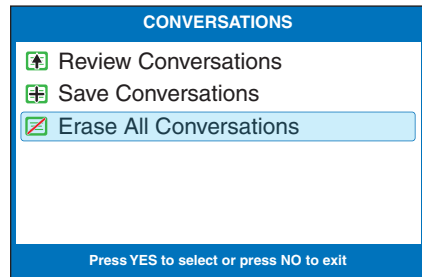
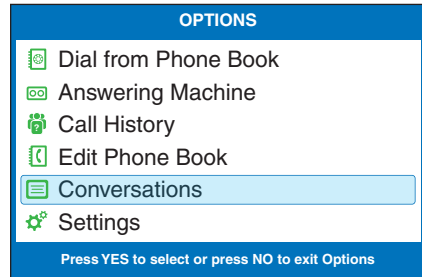
3. Press the **DOWN** arrow button until **Erase All Conversations** is highlighted. Press the **YES** button to accept.



4. The display screen asks **Would You Like to Erase All Conversations?** Press the **YES** button to erase captions. Or, press the **NO** button to exit.



5. Press the **NO** button repeatedly to exit out of the menu system.










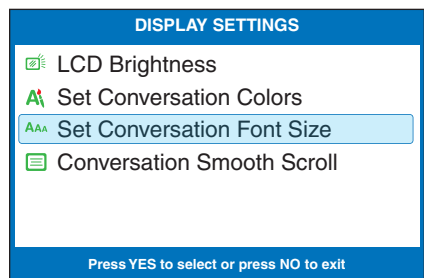
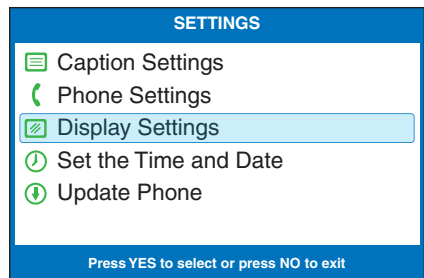
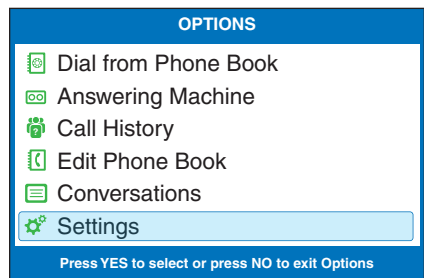
Changing the Caption Font Size

You can adjust the font size of the conversation captions to be larger or smaller, making the captions easier to read. You need to change the font size before or after a call; you cannot change the font size during a live captioned call.

NOTE: *Changing the font size applies only to conversation captions. The font size and style for your CapTel 840 menu Options always remains the same.*

To change the caption font size:

-  1. With the handset hung up, press the **YES** button to see the Options menu.
-   2. Press the **DOWN** arrow button repeatedly until **Settings** is highlighted. Press the **YES** button to select.
-   3. Press the **DOWN** arrow button repeatedly until **Display Settings** is highlighted. Press the **YES** button to select.
-   4. Press the **DOWN** arrow button until **Set Conversation Font Size** is highlighted. Press the **YES** button to select.



5. The display screen shows what the current font size setting is.

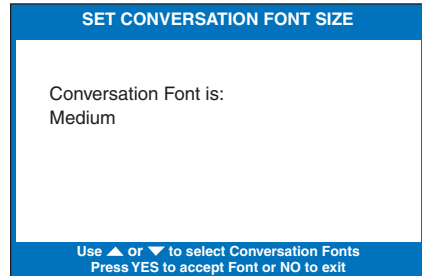
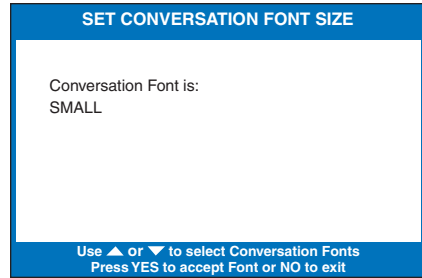
6. Press **UP** or **DOWN** arrow buttons to select the font size you want: SMALL, MEDIUM, LARGE or EXTRA LARGE.

7. Once you've selected the font size, press the **YES** button to accept or press the **NO** button to exit.

8. Press the **NO** button repeatedly to exit out of the menu system.



NOTE: You need to adjust/select the caption font size before or after a call. You cannot adjust the caption font size during a live call.



WARNING: Changing the font size will delete all previously saved conversations.

Setting the Color of the Captions

You can change the color of the caption font, corrections, and the background color on the display screen to a color combination that you prefer. You need to set the conversation colors before or after a call. You cannot change the caption colors during a live captioned call. Color choices include: WHITE, RED, GREEN, BLUE, CYAN, MAGENTA, GRAY, BLACK, ORANGE or YELLOW.

NOTE: *Changing the font colors applies only to conversation captions. The font size and style for your CapTel 840 menu Options always remains the same.*

To change the caption font, background, or correction colors:



1. With the handset hung up, press the **YES** button to see the Options menu.



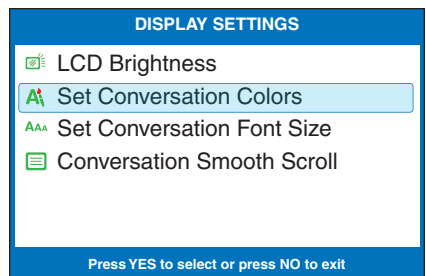
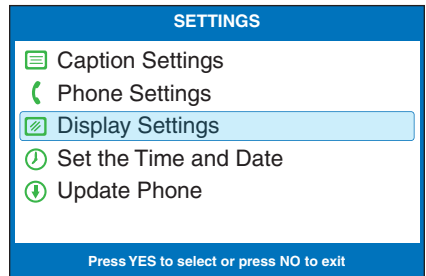
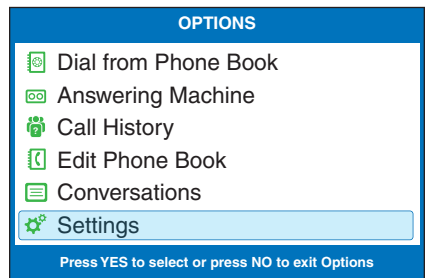
2. Press the **DOWN** arrow button repeatedly until **Settings** is highlighted. Press the **YES** button to select.



3. Press the **DOWN** arrow button repeatedly until **Display Settings** is highlighted. Press the **YES** button to select.



4. Press the **DOWN** arrow button repeatedly until **Set Conversation Colors** is highlighted. Press the **YES** button to select.





5. The display screen shows what the current text color, background color, and correction color are set to, with an ▶ pointing toward the **Text Color** setting. Press the **YES** button to select **Text Color**.



6. A color palette appears on the bottom of the display. Use the **UP** and **DOWN** arrow keys to move through the various font color choices. When you find a font color you prefer, press the **YES** button to accept.



7. The display ▶ moves down to indicate **Background Color**. Press the **UP** and **DOWN** arrow keys to move through the various background color choices. When you find a background color you prefer, press the **YES** button to accept.



8. The display ▶ moves down to indicate **Correction Color**. Press the **UP** and **DOWN** arrow keys to move through the color choices. When you find a correction color you prefer, press the **YES** button to accept.



9. Press the **NO** button repeatedly to exit out of the menu system.

NOTE: *Whichever color you select for text or corrections will not be available as a background color choice.*

Setting How Captions Scroll Across the Display Screen

You can control how the captions appear on your display screen: either appearing word-by-word as each word is captioned or by scrolling line-by-line in a continuous movement. The default setting is word-by-word. To turn on smooth scrolling:



1. With the handset hung up, press the **YES** button to see the Options menu.



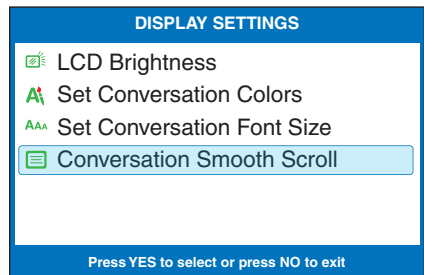
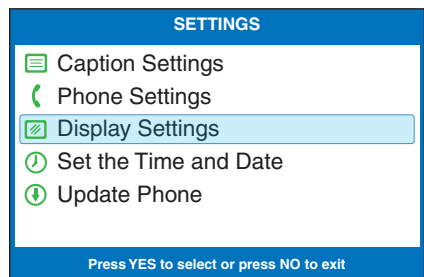
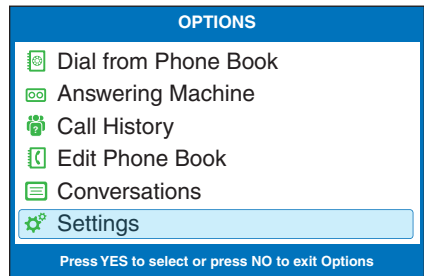
2. Press the **DOWN** arrow button repeatedly until **Settings** is highlighted. Press the **YES** button to select.



3. Press the **DOWN** arrow button repeatedly until **Display Settings** is highlighted. Press the **YES** button to select.



4. Press the **DOWN** arrow button repeatedly until **Conversation Smooth Scroll** is highlighted. Press the **YES** button to select.

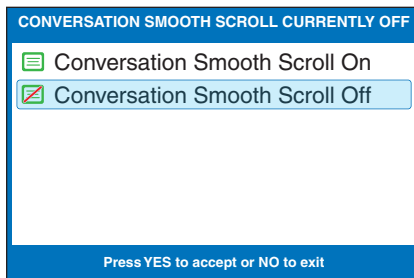




5. Press the **UP** or **DOWN** arrow button to highlight CONVERSATION SMOOTH SCROLL on or off.

Conversation Smooth Scroll On rolls captions across the display screen line-by-line in a continuous movement.

Conversation Smooth Scroll Off displays captions word-by-word as each word is captioned.



6. After making your selection, press the **YES** button to accept or press the **NO** button to exit.



7. Press the **NO** button repeatedly to exit out of the menu system.

NOTE: *This setting will remain On/Off until you change it again.*

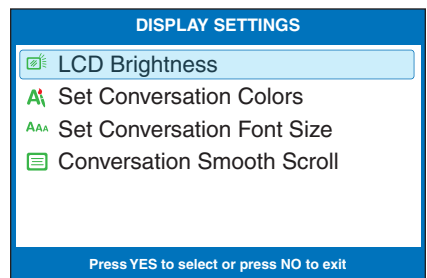
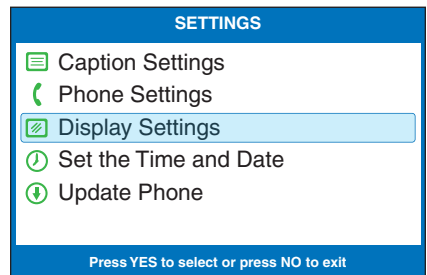
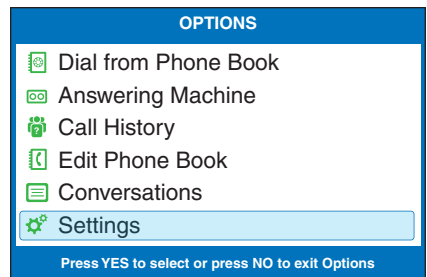
Adjusting the Brightness of the Display Screen

You can adjust the brightness of your *CapTel* 840 display screen to make it easier to read in well-lit or dimly-lit environments.

NOTE: *You need to adjust the brightness of the Display Screen before or after a call. You cannot set the display screen brightness during a live captioned call.*

To adjust the brightness of the Display Screen:

1. With the handset hung up, press the **YES** button to see the Options menu.
2. Press the **DOWN** arrow button repeatedly until **Settings** is highlighted. Press the **YES** button to select.
3. Press the **DOWN** arrow button repeatedly until **Display Settings** is highlighted. Press the **YES** button to select.
4. Check that **LCD Brightness** is highlighted. Press the **YES** button to select.



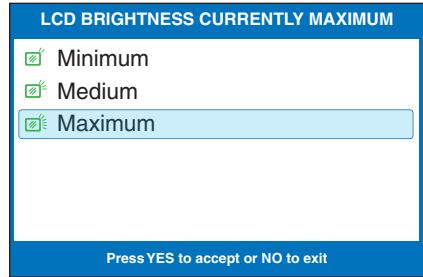


5. The display screen shows what the current brightness level is set to: Minimum, Medium, or Maximum. Use the **UP** and **DOWN** arrows to highlight the level of brightness you would like. Press the **YES** button to select.

NOTE: *The display screen will change brightness levels as you select the options.*



6. Press the **NO** button repeatedly to exit out of the Options menu.



Call History

This section explains how to use Call History to see who has called you and to see any incoming calls that you may have missed.

TOPICS:

- **Using Call History to See Recent Calls**
- **Clearing All Caller ID Entries**

NOTE: *Call History requires Caller ID service from your phone company. If your phone service does not include Caller ID, you will not be able to view Call History with your CapTel 840.*

Using Call History to See Recent Calls

Your *CapTel* 840 phone keeps a list of the most recent incoming phone calls including calls you may have missed. There is a maximum of 99 incoming phone calls stored.

The *CapTel* display screen automatically shows you the phone number of the person who called you most recently, even if you were not there to answer the call. Depending on your Caller ID service, the display screen may also list the name of the caller. To see other callers' information saved in **Call History**, press the DOWN arrow button to scroll back through recently received calls.

Missed Calls

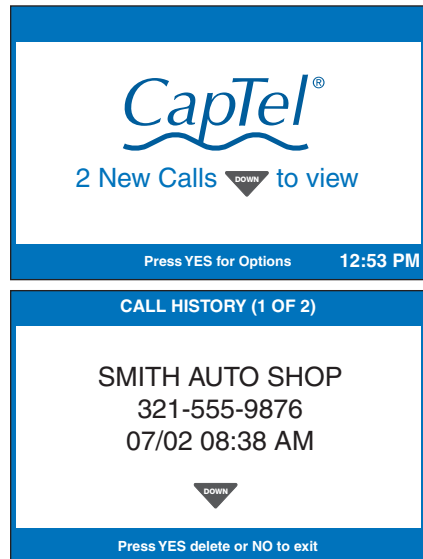
Any unanswered calls appear as New Calls in the display screen.



1. To review calls, press the **DOWN** arrow button.



2. Use the **UP** and **DOWN** arrow buttons to move backwards and forwards through previous call listings.



Previous Calls

You can review Call History information from previous calls at any time. To review recent calls in Call History:



1. With the handset hung up, press the **YES** button to see the Options menu.



2. Press the **DOWN** arrow button repeatedly until **Call History** is highlighted. Press the **YES** button to accept.



3. The *CapTel* display screen will show you a list of phone numbers of calls to your *CapTel* 840, listing the most recent call first and going back in chronological order.

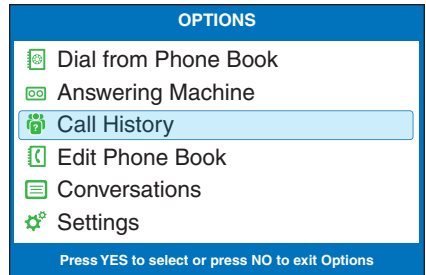


4. Use the **UP** and **DOWN** arrow buttons to move backward and forwards through previous call listings.

NOTE: *You can delete Caller ID entries as you review them by pressing the YES button.*



5. When you are done, press the **NO** button repeatedly to exit out of Call History.



Clearing All Caller ID Entries

You can delete individual Caller ID entries as you review them (see page 47) or you can erase all Caller ID records at one time.

To clear (delete) all Caller ID entries:



1. With the handset hung up, press the **YES** button to see the Options menu.



2. Press the **DOWN** arrow button repeatedly until **Call History** is highlighted. Press the **YES** button to select.



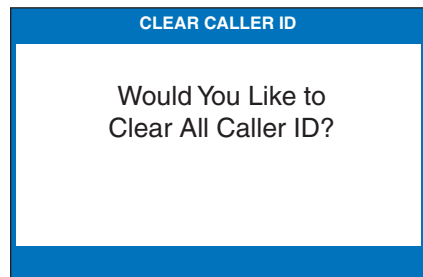
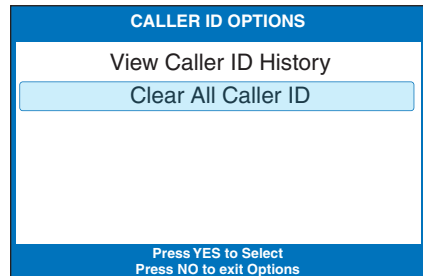
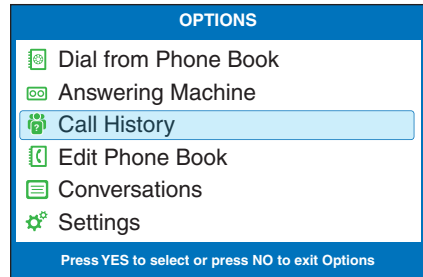
3. Use the **DOWN** arrow button to highlight **Clear All Caller ID Records**. Press the **YES** button to select.



4. The display asks **Would You Like to Clear All Caller ID?** Press **YES** to erase all Caller ID listings.



5. Press the **NO** button repeatedly to exit out of the Options menu.



Using the Answering Machine

This section explains how to use the built-in Answering Machine to see messages that people leave for you. You can hear the voice recording and read captions of the message. You can also get captions of messages left on your voice mail service.

TOPICS:

- **Turning Answering Machine On/Off**
- **Playing Your Answering Machine Messages**
- **Clearing All Messages**
- **Recording a Personal Greeting Message**
- **Setting the Number of Rings Before Answering**
- **Making Incoming Messages Audible/Silent**
- **Seeing Captions of Your Voice Mail Messages**

Turning Answering Machine On/Off

Your *CapTel* phone comes with a built-in answering machine that will answer calls and take messages for you when you are unavailable. The Answering Machine can record both the voice message and captions, so that you can listen to the message with the benefit of reading the captions. Up to 63 recordable messages can be saved, each message can be up to 2 minutes long.

NOTE: *In 1-Line Mode, your callers must dial through the Captioning Service in order for you to receive captions of your Answering Machine messages. If callers do not dial through the Captioning Service, the Answering Machine will only record the voice message, it will not be captioned.*

2-LINE MODE: If you use your *CapTel* phone in 2-Line Mode, the Answering Machine will record both voice messages and captions on every call.

To turn the Answering Machine on:



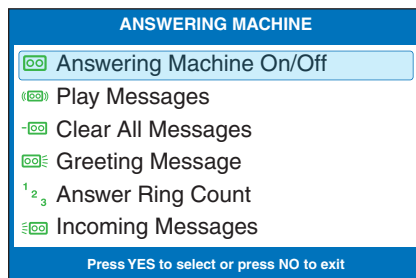
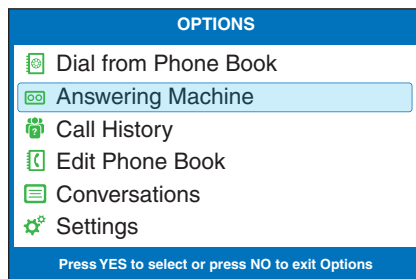
1. With the handset hung up, press the **YES** button to see the Options menu.



2. Press the **DOWN** arrow button until **Answering Machine** is highlighted. Press the **YES** button to select.



3. Check that **Answering Machine On/Off** is highlighted. Press the **YES** button to select.

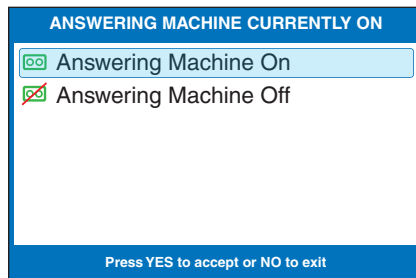





4. Use the **UP** or **DOWN** arrow buttons to highlight **Answering Machine On** or **Off**. Press the **YES** button to select.



5. Press the **NO** button repeatedly to Exit.



The Answering Machine will stay on or off until you change this setting.

TIP: When the phone is not in use, the Answering Machine icon () appears in the CapTel display screen whenever the Answering Machine is turned on, letting you quickly check at a glance if the Answering Machine is turned on or off.

Playing your Answering Machine Messages

You can listen to your Answering Machine messages over the *CapTel* handset, while at the same time reading captions of what the messages say. There are two ways to play your Answering Machine messages:

Option 1: From *CapTel* Display Screen

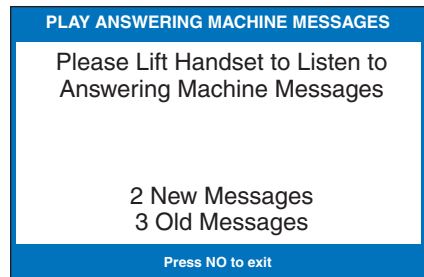
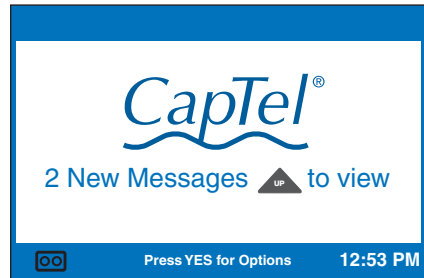


1. The *CapTel* display lets you know when there are new messages waiting for you. Press the **UP** button to listen to new messages.
2. Follow the directions on the display screen to lift the *CapTel* handset and listen to your messages. Captions of the messages will appear on the display screen while the messages are playing.

TIP: *If you have Caller ID service, information about the caller will appear along with the message.*

3. When you are finished listening to each message, you can:
Press **YES** to erase the message;
Press **NO** to replay the current message;
Press **UP** arrow button to review previous messages;
Press **DOWN** arrow button to move to the next message
4. Hang up the handset when you are finished playing your messages.

NOTE: *The CapTel display screen stays ON whenever there is a new answering machine message that has not been reviewed, alerting you to new messages (unless the Keypad Light Timeout feature is set – then the display screen will go off after 60 seconds of inactivity.)*



Option 2: From the Options Menu



1. With the handset hung up, press the **YES** button to see the Options menu.



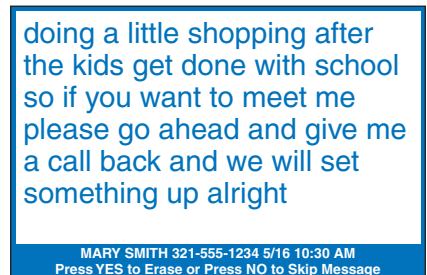
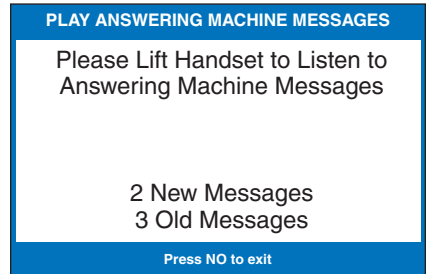
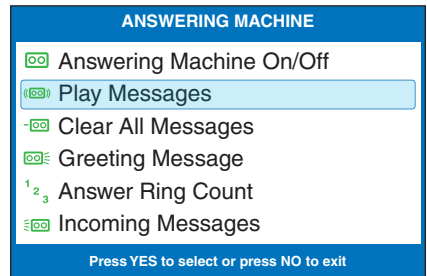
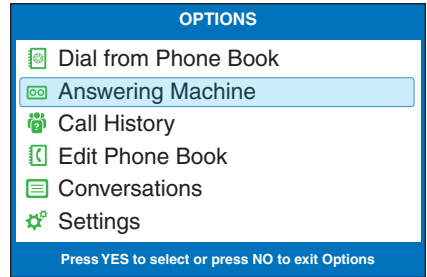
2. Press the **DOWN** arrow button until **Answering Machine** is highlighted. Press the **YES** button to select.



3. Press the **DOWN** arrow button to highlight **Play Messages**. Press the **YES** button to select.



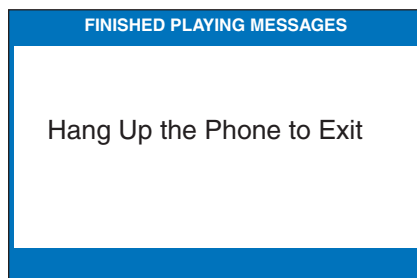
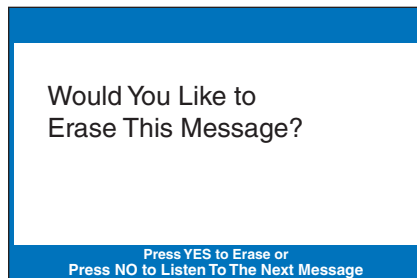
4. Follow the directions on the display screen to lift the *CapTel* handset and listen to your messages. Captions of the messages will appear on the display screen while the messages are playing.





To erase the message after it plays, press the **YES** button. Press the **NO** button to save the message and move on to the next one.

5. When you are finished playing your messages, hang up the *CapTel* handset.



Clearing All Messages

In addition to erasing messages one at a time as you play them, you can also erase all your saved Answering Machine messages at one time.

To clear all your Answering Machine messages:



1. With the handset hung up, press the **YES** button to see the Options menu.



2. Press the **DOWN** arrow button until **Answering Machine** is highlighted. Press the **YES** button to select.



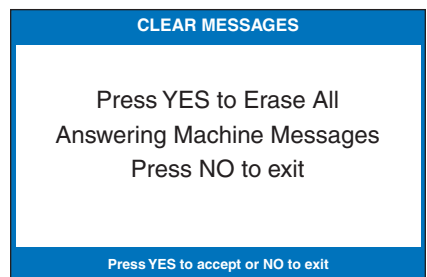
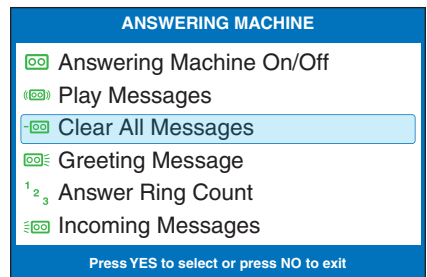
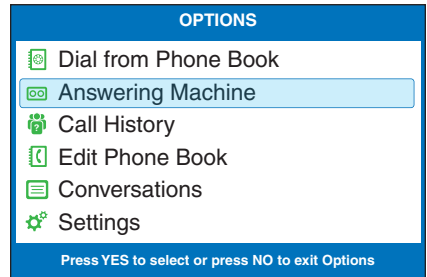
3. Press the **DOWN** arrow button repeatedly to highlight **Clear All Messages**. Press the **YES** button to select.



4. Press the **YES** button to erase all saved Answering Machine messages. If you don't want to erase all messages, press the **NO** button to exit.



5. *CapTel* confirms that your Answering Machine messages have been erased.



Recording a Personal Greeting Message

Before you begin making/receiving calls, you may want to record a personal greeting message for the *CapTel* 840 Answering Machine. If you do not want to record a personal greeting, the Answering Machine will use a pre-recorded greeting that says, “*Hello. No one is available to take your call. Please leave a message after the tone.*”

To record a personal greeting message:



1. Press the **YES** button to see the Options menu.



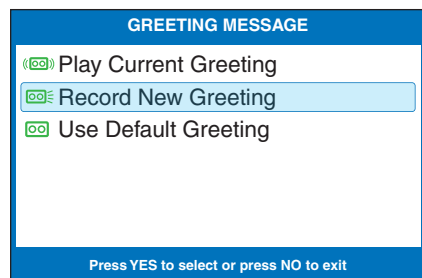
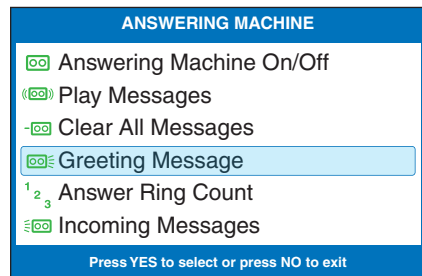
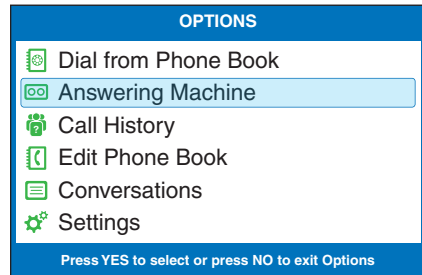
2. Press the **DOWN** arrow button to highlight **Answering Machine**. Press **YES** to select.



3. Press the **DOWN** arrow button to highlight **Greeting Message**. Press **YES** to select.



4. Press the **DOWN** arrow button to highlight **Record New Greeting**. Press **YES** to select.



5. Lift the *CapTel* handset and watch the display screen to know when to start speaking. When you see the **REC** message, begin speaking into the handset to record your greeting message.



6. When you are finished, press the **YES** button to stop. Your new message will be played back over the handset for you to review.

If you'd like to re-record your greeting, press the **NO** button to begin recording again.

7. When you are satisfied with your new greeting, hang up the telephone handset. *CapTel* will send out your personal greeting whenever the Answering Machine picks up a call.



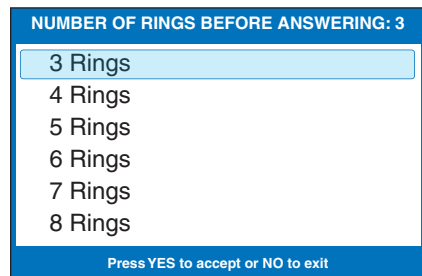
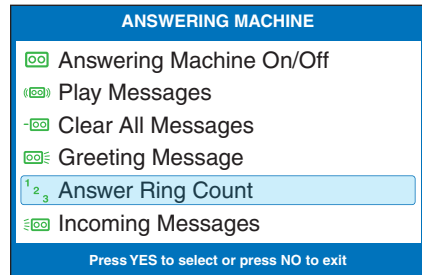
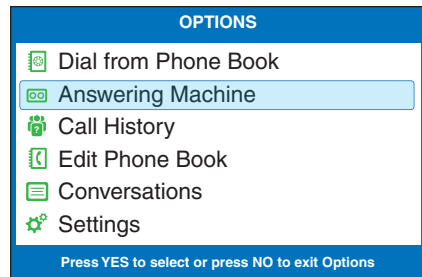
Setting the Number of Rings Before Answering

You can set the approximate number of times the *CapTel* will ring before the Answering Machine answers the call. The default setting is four (4) rings, but you can set it to be any number of rings between three and eight.

NOTE: *The ring count may be slightly different in telephone systems that use “distinctive” ring patterns. Please experiment with this setting as needed for your specific phone system.*

To set the number of rings before answering:

1. With the handset hung up, press the **YES** button to see the Options menu.
2. Press the **DOWN** arrow button until **Answering Machine** is highlighted. Press the **YES** button to select.
3. Press the **DOWN** arrow button repeatedly until **Answer Ring Count** is highlighted. Press the **YES** button to accept.
4. Use the **UP** or **DOWN** arrow buttons to select the number of rings, from 3 rings up to 8 rings. Press the **YES** button to select.
5. Press the **NO** button repeatedly to exit.



On incoming calls, your *CapTel* phone will ring this number of times before the Answering Machine picks up the call.

Making Incoming Messages Audible/Silent

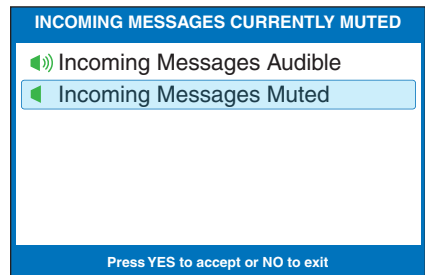
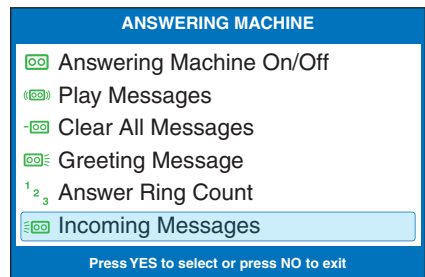
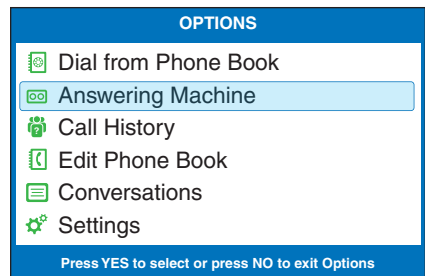
Just like with other Answering Machines, you can “screen” callers by having incoming messages played aloud on the *CapTel* phone for you to hear and read before you answer the call. While this is a convenient feature, there may be times when you do not want incoming messages to be played aloud, but instead taken silently for you to review at a later time. The default setting is for incoming messages to be muted (silent).

To make incoming calls audible or set them to be silent:

1. With the handset hung up, press the **YES** button to see the Options menu.
2. Press the **DOWN** arrow button until **Answering Machine** is highlighted. Press the **YES** button to select.
3. Press the **DOWN** arrow button repeatedly until **Incoming Messages** is highlighted. Press the **YES** button to accept.
4. Press the **UP** or **DOWN** arrow button to highlight **Incoming Messages Audible** or **Muted**.

Incoming Messages Audible: will play incoming messages aloud on the *CapTel* phone as the message is being taken for you to hear/screen as they are recorded.

Incoming Messages Muted: will take incoming messages silently, you will not be able to hear the message as it is being taken. You will be able to hear and review the message after it has been recorded.



Seeing Captions of Your Voice Mail Messages

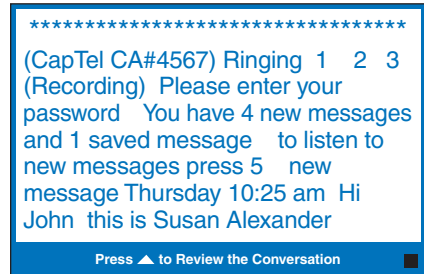
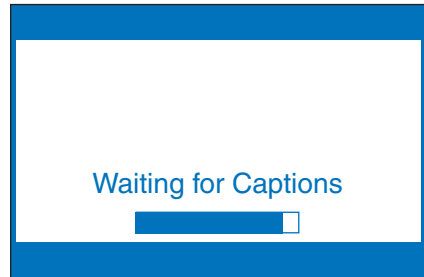
Some voice mail services allow you to dial a remote access phone number to access your voice mail messages. You should be able to access your voice mail messages remotely using the *CapTel* 840 in the same way you would with any other telephone, with the added benefit of seeing captions. The way that you access voice mail messages depends on what kind of service you use.

To get captions on voice mail messages:

CAPTIONS



1. Check that the **CAPTIONS** button is on (red light lit).
2. Lift the handset, and dial the 7- or 10-digit telephone number that you use to access your voice mail messages remotely.
3. Listen and read captions to follow the instructions to access your voice mail messages. As the messages are played, you can read captions in your *CapTel* display screen.



2-LINE MODE: With 2-Line Mode, you can dial an extension number or a *-number combination to access voice mail services.

Using the Phone Book

This section explains how to save frequently-called phone numbers into your phone book for easy dialing.

TOPICS:

- **Adding a New Contact to your Phone Book**
- **Dialing a Phone Number from the Phone Book**
- **Editing an Existing Contact in the Phone Book**
- **Removing a Contact from your Phone Book**

Adding a New Contact to your Phone Book

You can save 97 names and phone numbers in the *CapTel* 840 Phone Book. To add a new contact to the Phone Book:



1. With the handset hung up, press the **YES** button to see the Options menu.



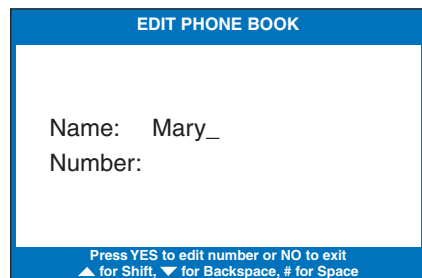
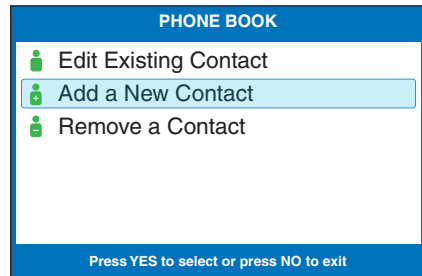
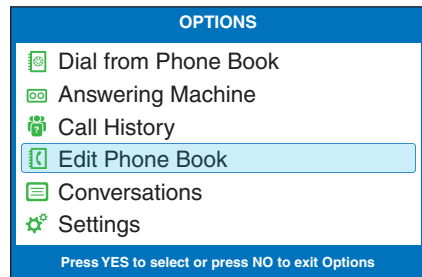
2. Press the **DOWN** arrow button repeatedly until **Edit Phone Book** is highlighted. Press the **YES** button to select.



3. Press the **DOWN** arrow button until **Add a New Contact** is highlighted. Press the **YES** button to select.



4. Use the dialing pad to enter the letters of the name of the person you wish to add. Look for the letters listed on the number keys to know which number key to press. For some letters, press the number key several times until the correct letter appears on the display screen.



Example: To enter the letter “L”, press the number 5 key three times until you see “L” on the display screen.

Example: To enter the name “Mary”, press the 6 key for the letter “M”, the 2 key for the letter “a”, the 7 key three times for the letter “r”, then the 9 key three times for the letter “y”. You may need to wait for the cursor to change from | to _ when entering letters that are on the same number key.

TIP: Press the DOWN arrow button for a backspace. Press the # button to add a space. Press the UP arrow button to shift lock for capital letters. Press UP again to return to lower case.



5. Once you have entered the contact name, press the **YES** button to advance to the Number section.



6. Enter in the phone number by using the dialing pad. Use the **DOWN** arrow button to backspace.

EDIT PHONE BOOK

Name: Mary
Number: _

Press YES to accept or NO to exit
▼ for Backspace, ▲ for 2 second delay

2-LINE MODE: If a dialing prefix is required to get an outside line, enter the dialing prefix first, then the phone number. Use the **UP** arrow button to add a 2-second delay, which will appear as a comma (,). In 1-Line Mode, the dialing prefix should already be entered in the *CapTel* menu, so it is not needed here.



7. When you are done entering the phone number, press the **YES** button to save your new contact information.



Press the **YES** button to enter more contact names/phone numbers, or press the **NO** button repeatedly to exit the menu system.



EDIT PHONE BOOK

Name: Mary
Number: 555-1234_

Press YES to accept or NO to exit
▼ for Backspace, ▲ for 2 second delay

NOTE: Phone book entries are stored alphabetically by the first letter of the name.

Dialing a Phone Number from the Phone Book

To quickly dial any phone number listed in your Phone Book:



1. With the handset hung up, press the **YES** button to see the Options menu.

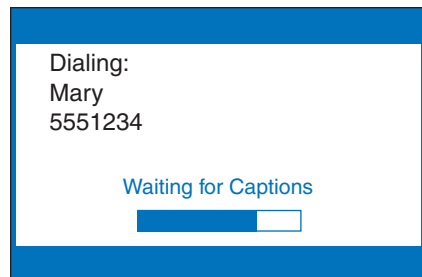
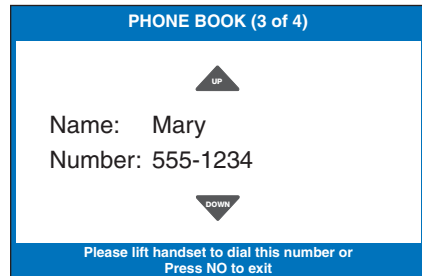
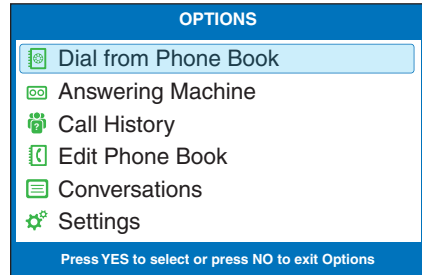


2. Make sure that **Dial from Phone Book** is highlighted. Press the **YES** button to select.



3. The display screen shows you the first contact name and number listed in your Phone Book. Use the **UP** and **DOWN** arrows to move through the contacts in your Phone Book.

4. When you see the contact listing you want to dial, simply lift the handset. The *CapTel* phone will dial the number for you automatically.



Editing an Existing Contact in the Phone Book

To make changes to an existing contact in the Phone Book:



1. With the handset hung up, press the **YES** button to see the Options menu.



2. Press the **DOWN** arrow button repeatedly until **Edit Phone Book** is highlighted. Press the **YES** button to accept.

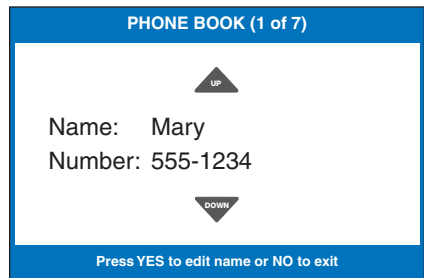
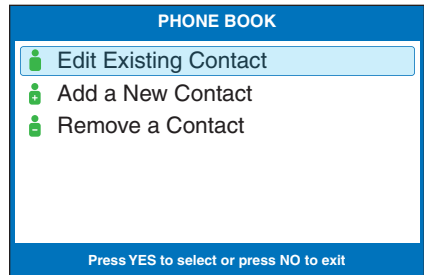
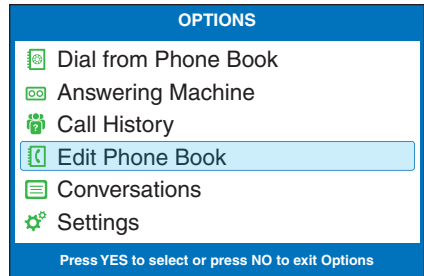


3. Check that **Edit Existing Contact** is highlighted.

4. Press the **YES** button to select.

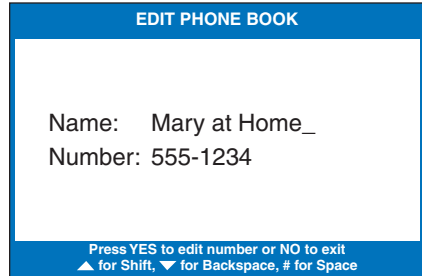


5. The display screen will show you the first listing in your Phone Book. Use the **UP** and **DOWN** arrow buttons to move through the various contacts in your Phone Book. When you find the contact you wish to change, press the **YES** button to select it.

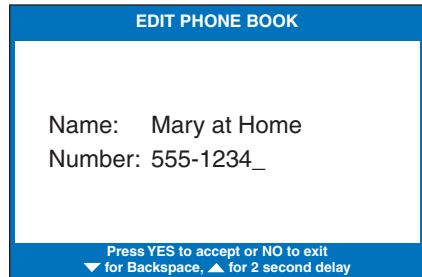




6. To edit the name, use the **DOWN** arrow button as a backspace to erase letters. You can enter new/different letters using the dialing pad. Look for the letters listed on the number keys to know which number key to press. For some letters, press the same number key several times until the correct letter appears on the display screen.



7. When you are done editing the name, press the **YES** button to move to the Number.

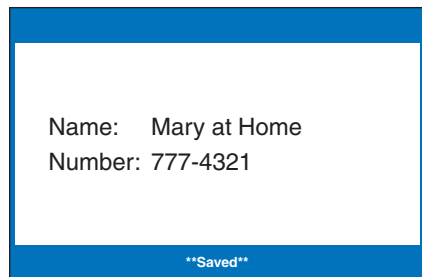


To edit the phone number, use the **DOWN** arrow button as a backspace to erase numbers. You can enter new/different numbers using the dialing pad. Use the **UP** arrow button to insert a 2-second delay.

2-LINE MODE: If a dialing prefix is required to get an outside line, enter the dialing prefix first, then the phone number. Use the **UP** arrow button to add a 2-second delay. In 1-Line Mode, the dialing prefix should already be entered in the *CapTel* menu, so it is not needed here.



8. When you are done editing the phone number, press the **YES** button to save your changes.



9. Press the **YES** button to edit more contacts in your Phone Book, or press the **NO** button repeatedly to exit the menu system.



Removing a Contact from your Phone Book

To remove a contact from your Phone Book:



1. With the handset hung up, press the **YES** button to see the Options menu.



2. Press the **DOWN** arrow button repeatedly until **Edit Phone Book** is highlighted. Press the **YES** button to select.



3. Press the **DOWN** arrow button repeatedly until **Remove a Contact** is highlighted. Press the **YES** button to select.



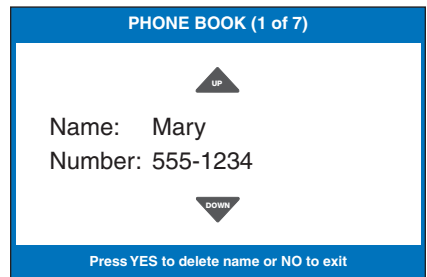
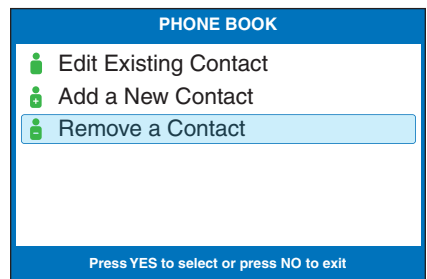
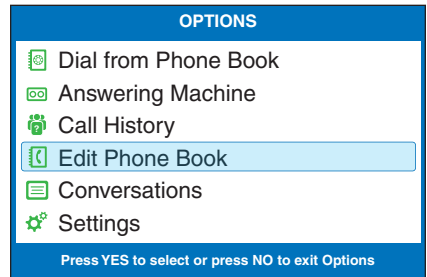
4. The display screen will show you the first listing in your Phone Book. Use the **UP** and **DOWN** arrow buttons to move through the various contacts in your Phone Book until you see the contact listing you wish to delete.



5. Press the **YES** button to remove the contact listing. The name and phone number of the contact person will be deleted from the Phone Book.



6. Press the **NO** button repeatedly to exit out of the Options list.



Using Speed Dial Buttons

This section tells you how to set up and use the three Speed Dial buttons on your CapTel phone.

TOPICS:

- **About the Speed Dial Buttons**
- **Saving Phone Numbers in the Speed Dial Buttons**
- **Editing Phone Numbers in the Speed Dial Buttons**
- **Dialing with the Speed Dial Buttons**

About the Speed Dial Buttons

You can set up three speed dial buttons on your *CapTel* phone to easily dial your most frequently-called phone numbers. You may want to use these buttons for emergency speed dial buttons to call the fire department or police, or to quickly reach the phone numbers you call most often.

Saving Phone Numbers in the Speed Dial Buttons

SPEED
DIAL

1

1. With the handset hung up, press the **SPEED DIAL** button you want to program.

YES

2. Press the **YES** button to edit.

3. Use the dialing pad to enter the letters of the name of the person you wish to add. Use the letters on the number keys to know which key to press.

Example: To enter the name “Mary”, press the 6 key for the letter “M”, the 2 key for the letter “a”, the 7 key three times for the letter “r”, then the 9 key three times for the letter “y”. You may need to wait for the cursor to change from | to _ when entering letters that are on the same number key.

YES

4. Press the **YES** button to advance the selection to the Number section.

5. Enter in the phone number by using the dialing pad. Use the **DOWN** arrow button to backspace. Use the **UP** arrow button to insert a 2-second delay.

YES

6. Press the **YES** button to save it.

SPEED DIAL 3

Name:
Number:

Press YES to edit or NO to exit

EDIT SPEED DIAL

Name: _
Number:

Press YES to edit number or NO to exit
▲ for Shift, ▼ for Backspace, # for Space

EDIT SPEED DIAL

Name: Mary
Number: _

Press YES to accept or NO to exit
▼ for Backspace, ▲ for 2 second delay

2-LINE MODE: If a dialing prefix is required to get an outside line, enter in the dialing prefix then the numbers.

Editing Phone Numbers in the Speed Dial Buttons

SPEED
DIAL

1

YES

DOWN

YES

DOWN

YES

1. Press the **SPEED DIAL** button you wish to edit.
2. Press the **YES** button to edit the name.
3. Use the **DOWN** arrow button to backspace/erase letters in the current name. Use the number pad keys to enter a new letter or name. Press the **YES** button when you are done editing the name.
4. The cursor moves to the Number entry. Use the **DOWN** arrow button to backspace/erase numbers in the current listing. Use the number pad key to change/enter a new phone number. Use the **UP** arrow button to insert a 2-second delay.
5. When you are finished making changes, press the **YES** button to accept.

SPEED DIAL 1

Name: Mary
Number: 555-1234

Please lift handset to dial this number
Press YES to edit or NO to exit

EDIT SPEED DIAL

Name: Mary Cell_
Number: 555-1234

Press YES to edit number or NO to exit
▲ for Shift, ▼ for Backspace, # for Space

EDIT SPEED DIAL

Name: Mary Cell
Number: 789-3456_

Press YES to accept or NO to exit
▼ for Backspace, ▲ for 2 second delay

Dialing with the Speed Dial Buttons

CAPTIONS



1. Make sure that the **CAPTIONS** button is on (red light on).

SPEED
DIAL

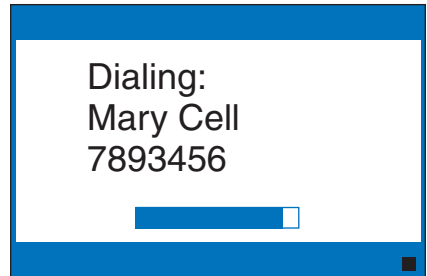
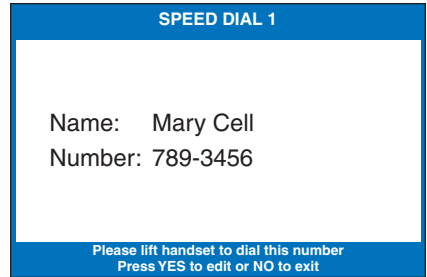


2. Press the **SPEED DIAL** button with the number that you want to call.

3. Lift the handset. Your *CapTel* phone will dial the phone number for you automatically.

4. Listen or watch the signal meter to know when someone answers. Watch the display screen for captions. Begin your conversation as you normally would.

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



Settings

This section explains how to adjust settings on your phone to fit your preferences.

TOPICS:

- **Setting the Captions Button Default to On/Off**
- **Turning Spanish Captions On/Off**
- **Dialing a Number to Get an Outside Line**
- **Setting a Call Waiting Block**
- **Adjusting the Volume of the Ringer**
- **Setting the Pitch of the Ringer**
- **Turning Keypad Lights On/Off**
- **Saving the Captions Volume**
- **Setting your *CapTel* Phone for Tone/Pulse Dialing**
- **Setting the Time and Date**
- **Using VCO to call a TTY User**
- **Updating your *CapTel* Phone**

Setting the Captions Button Default to On/Off

You can change the default setting of your *CapTel* 840 to always have the Captions button set to ON or to always have the Captions button set to OFF. Your *CapTel* 840 comes with the Captions button set to ON.

CAPTIONS Captions Button – On



When the Captions button is set to ON, every outgoing call is automatically connected to the Captioning Service. The light around the **CAPTIONS** button remains lit. You will receive captions on every outgoing call.

NOTE: *In 1-Line Mode, the Captions button does not affect incoming calls. If an incoming call is placed through the Captioning Service, you will automatically receive captions throughout the call, even if the Captions button default is set to “Off”. Please see Toll-Free Captioning Service Voice Number on page 1 for the number to give your callers. If your caller does not dial through the Captioning Service, you will not receive captions during the call. The light around the **CAPTIONS** button will remain off.*

CAPTIONS Captions Button – Off



When the Captions Button is set to OFF, outgoing calls are not automatically connected to the Captioning Service. The light around the **CAPTIONS** button stays off. Calls are treated exactly like any regular telephone call, with you and the other party talking over the telephone line and no captions involved.

1-Line Mode: If captions are off at the beginning of a call, you will not receive captions throughout the call. You cannot turn captions on/off during a call.

2-LINE MODE: Even if the Captions button is set to OFF, you can turn captions on by pressing the **CAPTIONS** button at any time during the call.

NOTE: *When the **CAPTIONS** button is off (red light around the button is off) the maximum amplification level is not available.*

To change the Captions button setting:



1. With the handset hung up, press the **YES** button to see the Options menu.



2. Press the **DOWN** arrow button repeatedly to highlight **Settings**.



3. Press the **YES** button to select.



4. Check that **Caption Settings** is highlighted. Press the **YES** button to select.



5. Check that **Captions Button** is highlighted. Press the **YES** button to select.



6. Press the **UP** or **DOWN** arrow button to select **Captions On** or **Captions Off**.

Captions On: Captions will automatically be on every outgoing call.

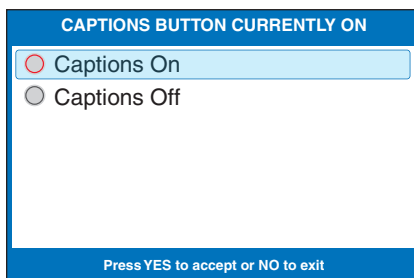
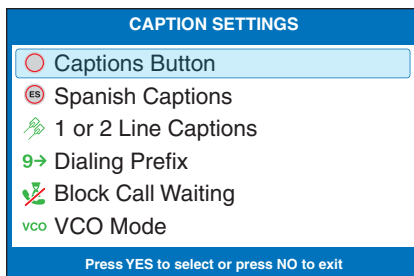
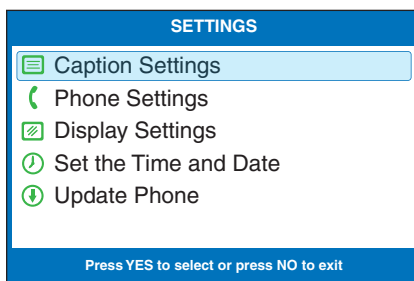
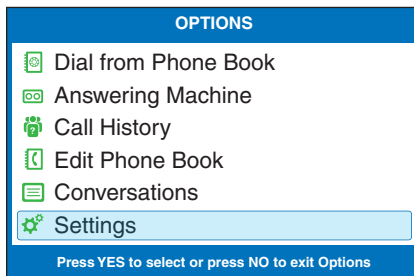
Captions Off: You will need to press the Captions button before your outgoing call to turn the Captions feature on.



7. Press the **YES** button to accept.



8. Press the **NO** button repeatedly to exit out of the Options menu.



Turning Spanish Captions On/Off

Your *CapTel* 840 phone can display captions in Spanish for Spanish-to-Spanish conversations. Setting the captions to Spanish language also changes the Options menu to display in Spanish.

NOTE: *Spanish captioning is available for Spanish-to-Spanish conversations only. The CapTel 840 phone does not translate from English conversations to Spanish captions.*

To turn Spanish captions on:



1. With the handset hung up, press the **YES** button to see the Options menu.



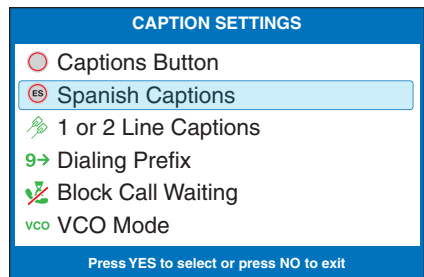
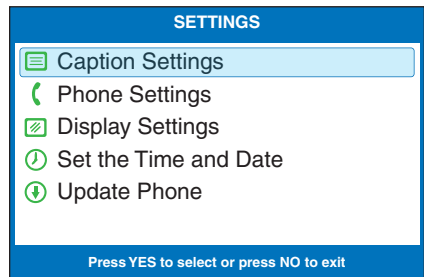
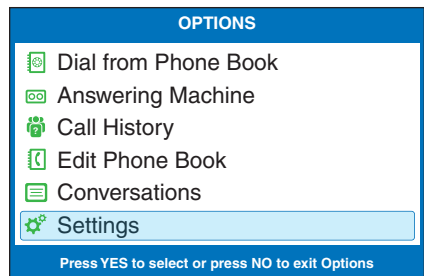
2. Press the **DOWN** arrow button repeatedly until **Settings** is highlighted. Press the **YES** button to select.



3. Check that **Caption Settings** is highlighted. Press the **YES** button to select.

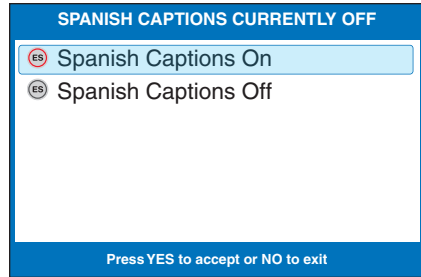


4. Press the **DOWN** arrow button until **Spanish Captions** is highlighted. Press the **YES** button to select.





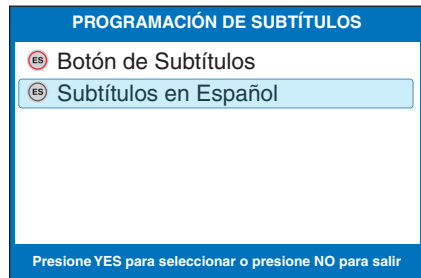
5. Press the **UP** or **DOWN** arrow button to select **Spanish Captions On** or **Spanish Captions Off**.



7. Press the **YES** button to accept.



8. Press the **NO** button to exit out of the Options menu.



You are now ready to make and receive calls with captions in Spanish. To make a call with Spanish language captions, lift the handset and dial the number you want to call.

NOTE: *Spanish captions must be turned on before the call in order for you to receive captions in Spanish.*

Spanish-speaking callers should dial the dedicated Spanish-to-Spanish captioning number first, then enter your phone number in order for you to receive captions in Spanish. (1-Line Mode)

Spanish-to-Spanish captioning available every day from 7:00 a.m. – 11:00 p.m. CST

- Spanish-to-Spanish Captioning Calls1-866-217-3362**
- California Spanish-to-Spanish Only1-866-399-9090**
- Texas Spanish-to-Spanish Only1-800-933-5417**
- International Spanish-to-Spanish Captioning1-608-204-2795**
- Spanish CapTel Customer Service1-866-670-9134**
- California Spanish Customer Service1-877-330-0156**

Dialing a Number to Get an Outside Line

Is a number required to get an “outside line” before you can place a call? In some office settings, for example, you may need to dial a 9 or other number to get an outside line. This number must be entered in the Dialing Prefix menu in order for captions to work properly.

In 1-Line Mode: Your *CapTel* phone automatically enters the Dialing Prefix for you at the start of every captioned call. If the Caption feature is OFF, you will need to dial the Dialing Prefix manually before you place a call.

In 2-Line Mode: You still need to dial the Dialing Prefix manually before you place a call, even after you’ve entered the Dialing Prefix in the *CapTel* menu. The Dialing Prefix in the *CapTel* menu only applies to Line 2, the telephone line that connects to the Captioning Service.



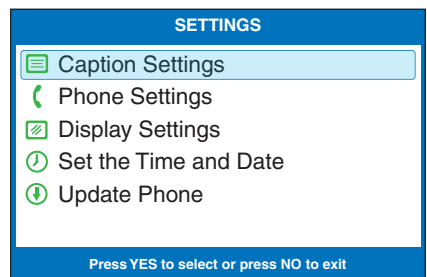
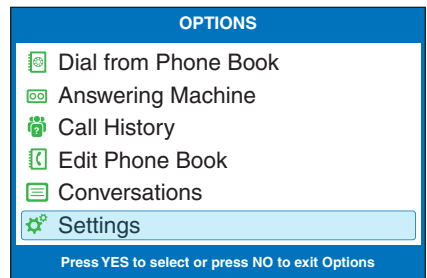
1. With the handset hung up, press the **YES** button to see the Options menu.



2. Press the **DOWN** arrow button repeatedly until **Settings** is highlighted. Press the **YES** button to select.



3. Check that **Caption Settings** is highlighted. Press the **YES** button to select.



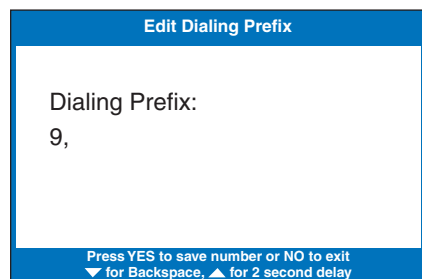
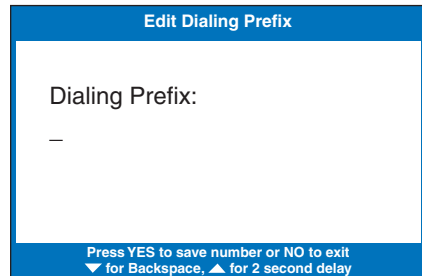
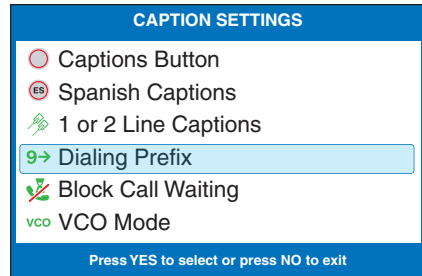


4. Press the **DOWN** arrow button repeatedly until **Dialing Prefix** is highlighted. Press the **YES** button to select.

5. Using the dialing keypad to enter the number you need to get an outside line. Use the **DOWN** arrow button to backspace and press the **UP** arrow button to add 2-second delay, which will appear as a comma (,).



6. When the number is entered, press the **YES** button to save.
7. Press the **NO** button repeatedly to exit.



2-LINE MODE: When you place a call in 2-Line Mode, you need to dial the 9 or other number to get an outside line before you dial the telephone number, even after you've entered a Dialing Prefix into the *CapTel* menu. The Dialing Prefix feature only applies to Line 2, the telephone line that connects to the Captioning Service to provide Captions. Because your calls are placed over Line 1 (the telephone line that carries the voice portion of the call), you still need to manually enter the Dialing Prefix before placing a call.

Setting a Call Waiting Block

Do you have Call Waiting as part of your telephone service? Call Waiting is not supported in 1-Line Mode, as it may disrupt your captions. If you have Call Waiting service, you need to set a Call Waiting Block in the *CapTel* menu. Setting a Call Waiting Block only affects captioned calls. You can still use Call Waiting when the Caption feature is off or on any other phones connected to your telephone lines.



1. With the handset hung up, press the **YES** button to see the Options menu.



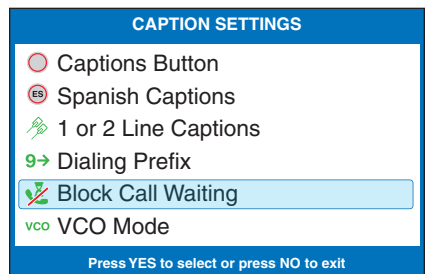
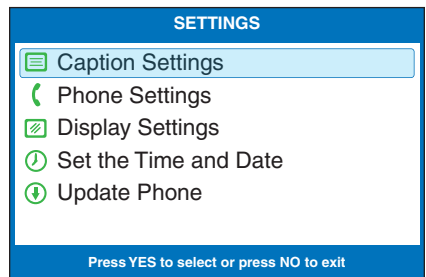
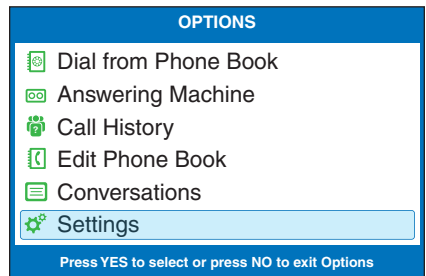
2. Press the **DOWN** arrow button repeatedly until **Settings** is highlighted. Press the **YES** button to select.



3. Check that **Caption Settings** is highlighted. Press the **YES** button to select.

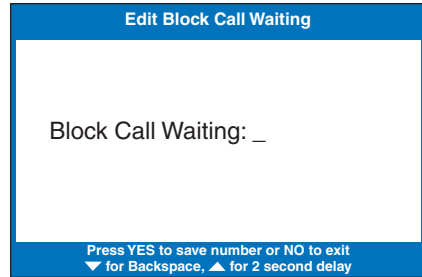


4. Press the **DOWN** arrow button repeatedly until **Block Call Waiting** is highlighted. Press the **YES** button to select.



5. Use the dialing keypad to enter the number you need to block Call Waiting. Use the **DOWN** arrow button for Backspace and the **UP** arrow button to add in a 2-second delay, which will appear as a comma (,).

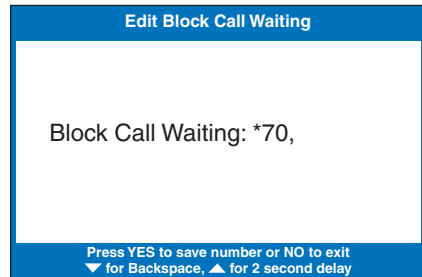
NOTE: Check with your local telephone provider for directions on blocking the Call Waiting tone in your area. Many telephone service providers use “*70” as the sequence to block the Call Waiting tone.



Edit Block Call Waiting

Block Call Waiting: _

Press YES to save number or NO to exit
▼ for Backspace, ▲ for 2 second delay



Edit Block Call Waiting

Block Call Waiting: *70,

Press YES to save number or NO to exit
▼ for Backspace, ▲ for 2 second delay



6. When the number is entered, press the **YES** button to save.



7. Press the **NO** button repeatedly to exit.


NOTE: If you program a Call Waiting block but you do not have Call Waiting service you will not be able to dial out with captions.

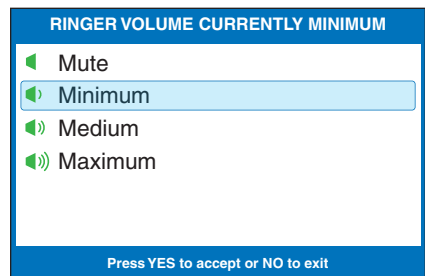
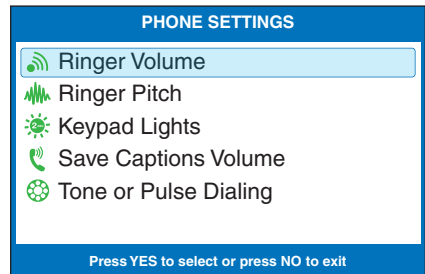
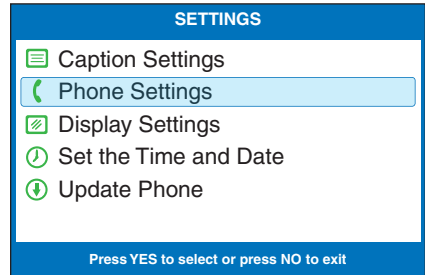
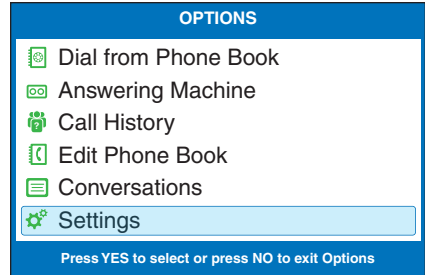
2-LINE MODE: If Line 2 has Call Waiting service, you should enter a Call Waiting block to make sure that captions are not interrupted. You can still use Call Waiting service in 2-Line Mode, as long as the Call Waiting service is on Line 1. It is recommended that there are no special features in use on Line 2. See page 91 for details.

Adjusting the Volume of the Ringer

You can set the volume of the *CapTel* 840 ringer to the volume that you hear best: Choose from minimum volume (105 dB), medium volume (111 dB), maximum volume (117 dB), or Mute (turns Ringer off).

To set the Ringer volume:


-  1. Press the **YES** button to see the Options menu.
-  2. Press the **DOWN** arrow button until **Settings** is highlighted. Press the **YES** button to select.
-  3. Press the **DOWN** arrow button to highlight **Phone Settings**. Press the **YES** button to select.
-  4. Check that **Ringer Volume** is highlighted.
-  5. Press the **YES** button to select.
-  6. Press the **UP** or **DOWN** arrow button to select your desired Ringer Volume level. To turn the Ringer off entirely, select Mute.
-  7. When the volume setting you want is highlighted, press the **YES** button to accept.
-  8. Press the **NO** button repeatedly to exit out of the Options menu.



Setting the Pitch of the Ringer

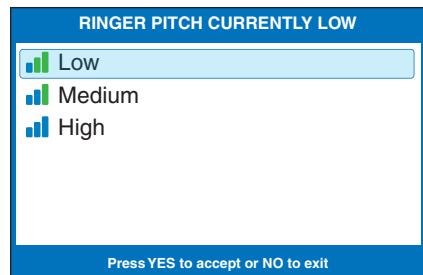
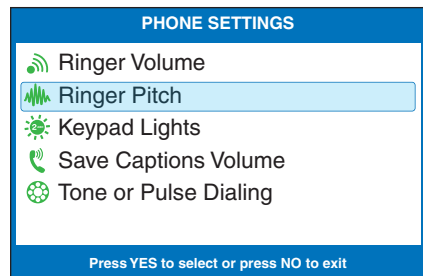
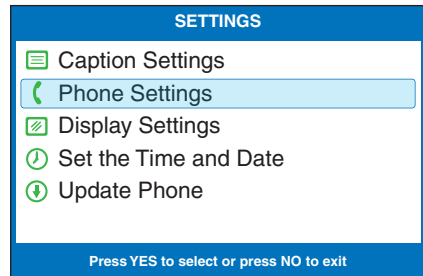
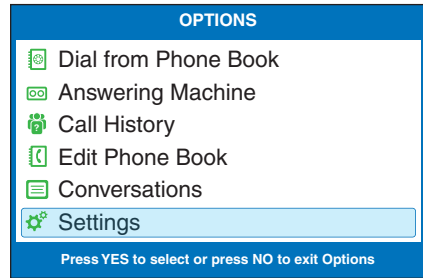
You can select the Ringer Pitch that helps you hear best, selecting from Low, Medium, or High frequency pitch.

To set the Ringer pitch:

-  1. Press the **YES** button to see the Options menu.
-  2. Press the **DOWN** arrow button until **Settings** is highlighted. Press the **YES** button to select.

-  3. Press the **DOWN** arrow button to highlight **Phone Settings**. Press the **YES** button to select.

-  4. Press the **DOWN** arrow button until **Ringer Pitch** is highlighted. Press the **YES** button to select.


-  5. Press the **UP** or **DOWN** arrow button to select your desired Ringer Pitch level. The ringer will ring briefly as you switch levels.
-  6. When the **Ringer Pitch** level that you want is highlighted, press the **YES** button to accept.
-  7. Press the **NO** button repeatedly to exit out of the Options menu.



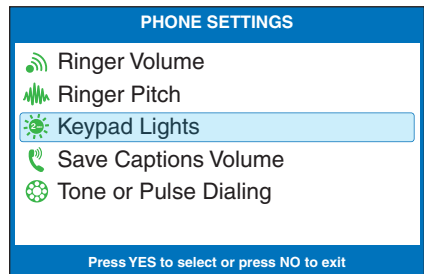
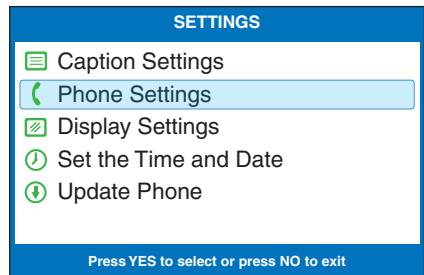
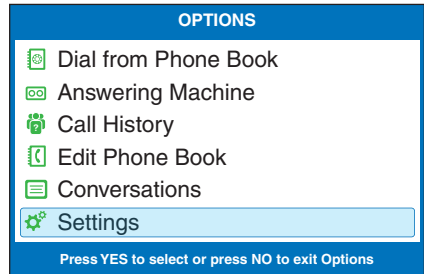
Turning Keypad Lights On/Off

The *CapTel* 840 dialing keypad is lit to make it easier to see the number keys. The lights on the number keypad can be turned off in the *CapTel* Options menu. When Keypad Lights Timeout is selected, the lights on the number keypad go off automatically after approximately 60 seconds of inactivity.

To turn the lights on the number keypad off:

-  1. Press the **YES** button to see the Options menu.
-  2. Press the **DOWN** arrow button until **Settings** is highlighted. Press the **YES** button to select.

-  3. Press the **DOWN** arrow button to highlight **Phone Settings**. Press the **YES** button to select.

-  4. Press the **DOWN** arrow button repeatedly until **Keypad Lights** is highlighted. Press the **YES** button to select.



4. Press the **UP** or **DOWN** arrow button to turn Keypad Lights Always On or Keypad Lights Timeout.

NOTE: *When Keypad Lights Timeout is selected, the dialing keypad lights will go off whenever the display is blank (after approximately 60 seconds of non-use). The lights will remain on when the phone is in use.*

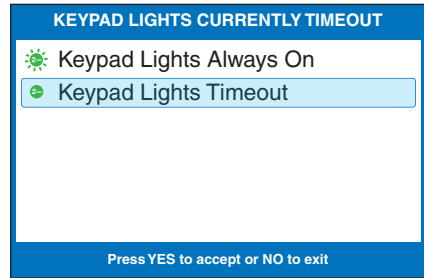


5. Press the **YES** button to select your option, or press the **NO** button to exit.



6. Press the **NO** button repeatedly to exit out of the Options menu.

NOTE: *The CapTel display screen typically stays on whenever you have new answering machine messages that have not been reviewed. If you set Keypad Light Timeout, however, the CapTel display screen will also turn off after approximately 60 seconds of non-use.*

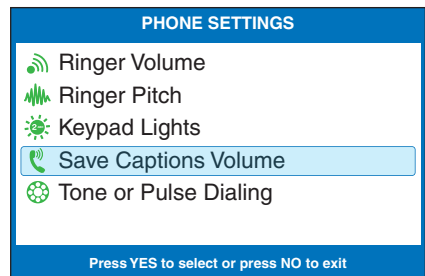
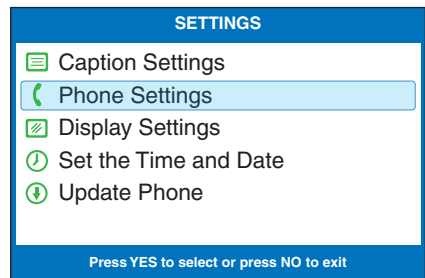
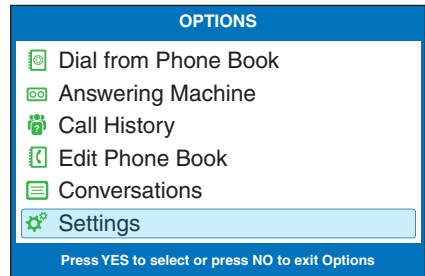


Saving the Captions Volume

The volume level automatically returns to a mid-range setting each time you hang up the *CapTel* phone. You can set the *CapTel* to remember and use your preferred volume level on every captioned call. The saved volume only applies when the Captions button is on. When the Captions button is off, your *CapTel* phone will return to a mid-range volume every time you hang up.

To save your volume setting for captioned calls:

1. With the handset hung up, press the **YES** button to see the Options menu.
2. Press the **DOWN** arrow button repeatedly until **Settings** is highlighted. Press the **YES** button to select.
3. Press the **DOWN** arrow button until **Phone Settings** is highlighted. Press the **YES** button to select.
4. Press the **DOWN** arrow button repeatedly until **Save Captions Volume** is highlighted. Press the **YES** button to select.

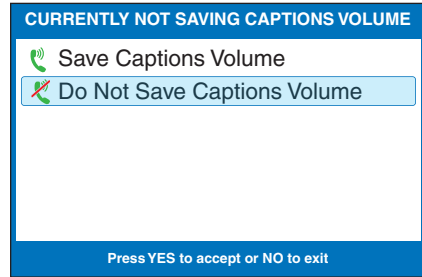




5. Use the **UP** or **DOWN** arrow buttons to highlight **Save Captions Volume** or **Do Not Save Captions Volume**. Press **YES** to select.



6. Press the **NO** button repeatedly to exit.



Now, during your next call with captions, experiment with the volume button to find a level that works best for you. Whatever volume setting you choose will be saved in *CapTel* memory, and will be used for every call that has the Captions button lit. During non-captioned calls (Captions button off), the volume will automatically start at a mid-range setting, and will have to be adjusted manually.

NOTE: *This setting will remain in effect until you go through the process again to select **Do Not Save Captions Volume**.*

Setting your *CapTel* Phone for Tone/Pulse Dialing

The dialing mode of your *CapTel* 840 phone is set to Tone dialing. To set the dialing mode to Pulse dialing:



1. With the handset hung up, press the **YES** button to see the Options menu.



2. Press the **DOWN** arrow button repeatedly until **Settings** is highlighted. Press the **YES** button to select.



3. Press the **DOWN** arrow button to highlight **Phone Settings**. Press the **YES** button to select.



4. Press the **DOWN** arrow button repeatedly until **Tone or Pulse Dialing** is highlighted.



5. Press the **YES** button to select.



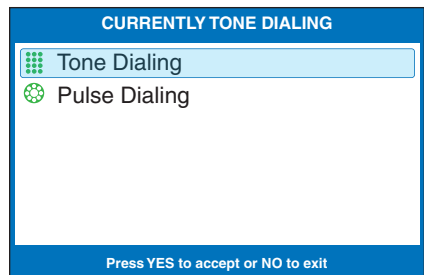
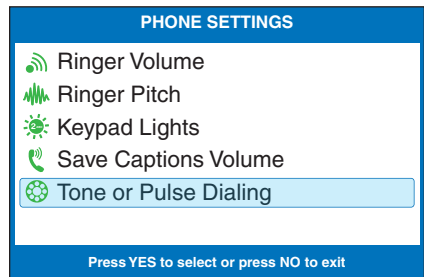
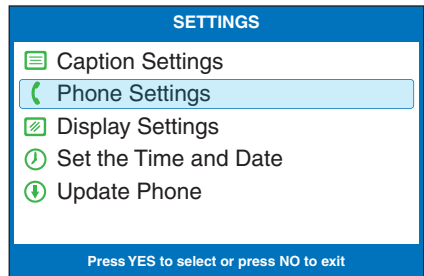
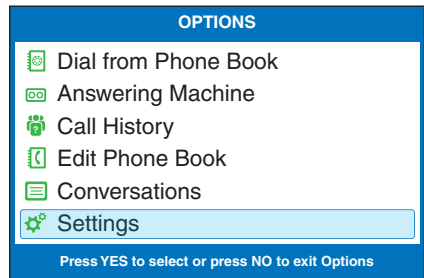
6. Press the **UP** or **DOWN** arrow button to select **Tone Dialing** or **Pulse Dialing**.



7. When the dialing mode you want is highlighted, press the **YES** button to accept.



8. Press the **NO** button to exit out of the Options menu.



Setting the Time and Date

To set the time and date:



1. With the handset hung up, press the **YES** button to see the Options menu.



2. Press the **DOWN** arrow button repeatedly until **Settings** is highlighted. Press the **YES** button to select.

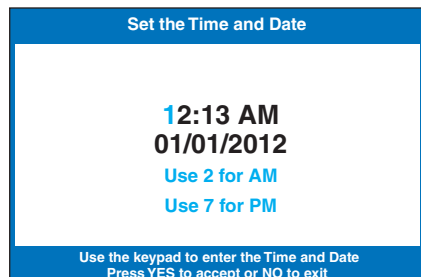
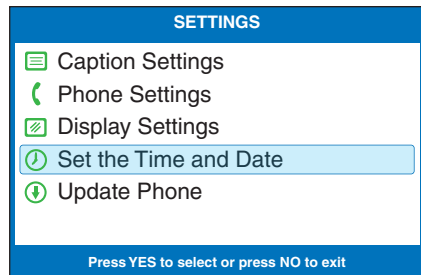
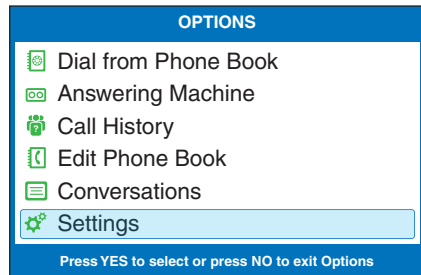


3. Press the **DOWN** arrow button repeatedly until **Set the Time and Date** is highlighted. Press the **YES** button to select.



4. *CapTel* shows you the current time and date setting. Use the **UP/DOWN** arrow buttons to move the blue highlight over the number that you want to change.

5. On the dialing pad, press the key that lists the number you want to use.



Example: To set the time for 11:30, press the “1” key twice, then press the “3” key followed by the “0” key.

NOTE: When setting the date, only the last two numbers in the year can be changed.



6. When you have set the time and date, press the **YES** button to save.

TIP: To change the time from AM to PM, press the 2 key for “AM” and the 7 key for “PM”.

Using VCO to call a TTY User

VCO stands for Voice Carry Over, a service common in traditional relay services in which callers speak for themselves and read typed responses. If you dial 711 to call a TTY user through Relay, your *CapTel* phone will automatically convert to VCO mode. This allows the Relay Operator to type messages directly to your *CapTel* display screen.




When placing a call through Relay, tell the Relay Operator that you want to use VCO. Then, everything the TTY user types will appear as typed messages on your display screen. You speak back to the TTY user via the Relay Operator and through the *CapTel* handset, taking turns reading and speaking. When the call is completed, press the Captions button to drop out of VCO mode.

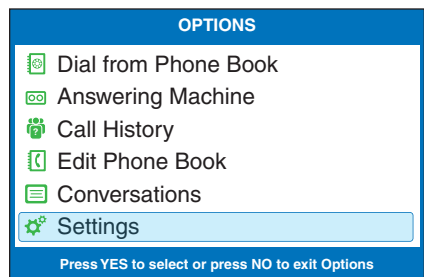
You can also turn VCO mode on/off in the Captions Settings menu.

Updating Your *CapTel* Phone

Occasionally, changes are made to the *CapTel* 840 software. Your phone can check whether new software is available and then perform an update as needed over the telephone line. This process ensures you will always have the latest technology for as long as you own your *CapTel* 840.

To update your *CapTel* 840 software:

-  1. With the handset hung up, press the **YES** button to see the Options menu.
-  2. Press the **DOWN** arrow button repeatedly until **Settings** is highlighted.
-  Press the **YES** button to select.





3. Press the **DOWN** arrow button repeatedly until **Update Phone** is highlighted.



Press the **YES** button to select.



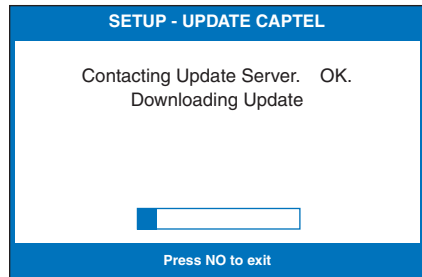
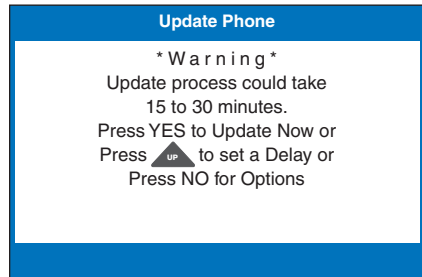
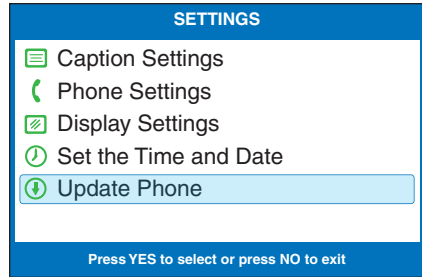
4. Press the **YES** button to begin updating your phone, or press the **NO** button to exit. You can also set a timed delay by pressing the **UP** arrow button.



NOTE: *You can set the update to begin automatically at a more convenient time. Press the UP arrow button to set up a timed delay. Select when you want the update to begin (in 1 hour, in 2 hours, etc.) using the UP and DOWN arrow buttons. Once a delay has been set, you can continue using your CapTel phone to make/answer calls. This will not disrupt the planned update process.*

5. The *CapTel* phone checks to make sure that your software is up to date. If a new software version is available, your *CapTel* phone automatically updates to the most current version, then resets itself so you are ready to make calls. If there are no updates available, the *CapTel* display screen will show “No Update Available” and revert to the main *CapTel* screen.

NOTE: *You need to reset the Time and Date after your CapTel phone updates. Please see “Setting the Time and Date” on page 88 for instructions.*



Using *CapTel* in 2-Line Mode (Optional)

This section tells you how to set up and use your CapTel phone in 2-Line Mode.

TOPICS:

- **About 2-Line Mode**
- **Turning 2-Line Mode On/Off**
- **Turning Captions On/Off in 2-Line Mode**
- **Answering an Incoming Call in 2-Line Mode**
- **Using Call Waiting in 2-Line Mode**

About 2-Line Mode

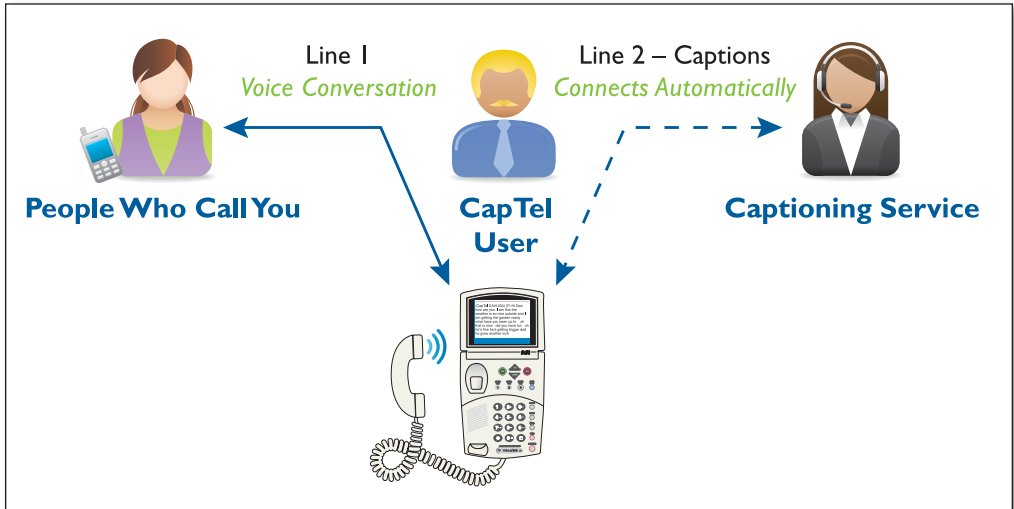
Your *CapTel* phone can be used with two telephone lines instead of just one telephone line. This optional method is called “2-Line Mode”. Using your *CapTel* phone in 2-Line Mode lets you:

- Receive captions on all incoming calls. Your caller dials your phone number directly, without having to dial the Captioning Service first.
- Turn Captions on or off at any time during a conversation.
- Get full captioning for every type of call, including emergency calls and calls through relay.
- Share a call without interrupting captions. (Others can pick up an extension line.)
- Enjoy phone services like Call Waiting.

NOTE: Using *CapTel* in 2-Line Mode is optional, and requires a second analog telephone line with its own telephone number (separate from Line 1). The *CapTel* 840 phone does not require two telephone lines to work – it can be used with just one telephone line as described earlier in this user manual. However, using *CapTel* with two telephone lines gives you more flexibility, including the benefits listed above. When operating with only one telephone line, the above features do not apply.

TIP: *When using CapTel in 2-Line mode, all of the menu settings refer only to Line 2, except for Tone/Pulse settings.*

How 2-Line Mode Works



The voice conversation is carried on Line 1, just like with any other landline telephone. When the receiver is lifted to make or receive a call, Line 2 automatically connects to the Captioning Service to provide the captions. You can turn the captions on/off at any time during the call over Line 2, without affecting the voice conversation on Line 1.

Requirements for Using 2-Line Mode

Using 2-Line *CapTel* requires two separate telephone lines:

- Each telephone line needs its own separate telephone number (not just an extension or one line that supports two numbers). This typically means two separate telephone wall jacks.
- One of the lines (Line 2) must be analog, the same type of telephone line that is used by standard residential telephones also known as a POTS line, or Plain Old Telephone Service. Digital Subscriber Lines (DSL) with an appropriate filter are also compatible.
- The other line (Line 1) can be any type of telephone service: analog, digital cable phone service, DSL with filter, VOIP, etc.

NOTE: The *CapTel* 840 phone does NOT work with PBX digital telephone systems found in some business settings, residential facilities, or hotels/hospitals unless an analog port is available.

If you do not already have a second telephone line, arrangements for a second line should be made with your local telephone service provider. The second line can be very basic – no special features or services are needed (such as Caller-ID, long distance, or Call Waiting). Your local telephone service provider may charge for adding a second line.

NOTE: Please use the phone cord provided with the *CapTel* phone or use a similar phone cord. If you are installing the *CapTel* in an office setting, check with the telephone system administrator to ensure an analog port is available. A Digital Subscriber Line (DSL) may be used with an appropriate filter.

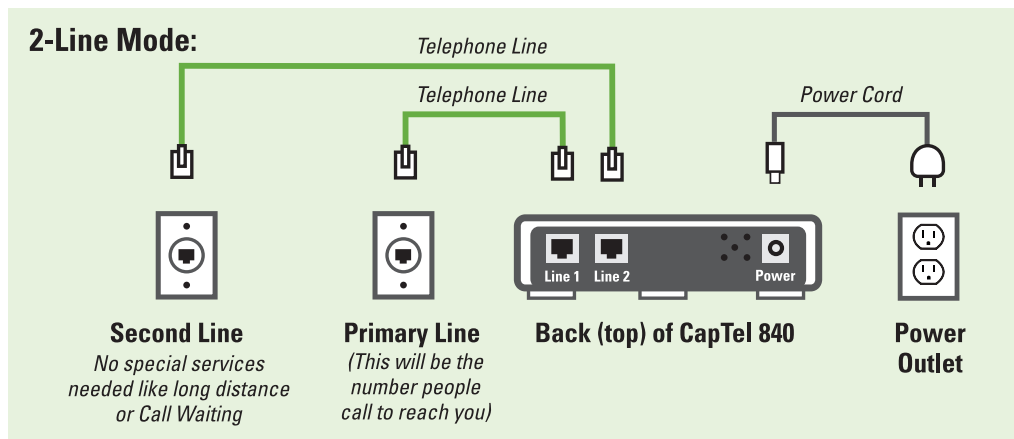
Turning 2-Line Mode On/Off

To Turn 2-Line Mode on:

NOTE: You must follow this procedure to turn on 2-Line CapTel service. Simply plugging a second line into the CapTel phone will not activate 2-Line capabilities.

There are two steps to setting up your CapTel for 2-Line Mode. First, plug the telephone lines in. Second, activate the 2-Line menu option.

Setup CapTel Phone for 2-Line Mode









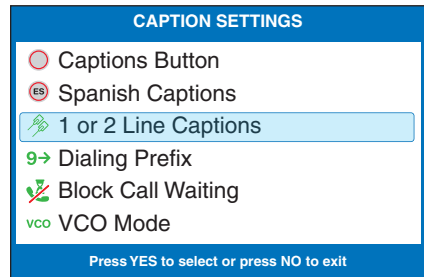
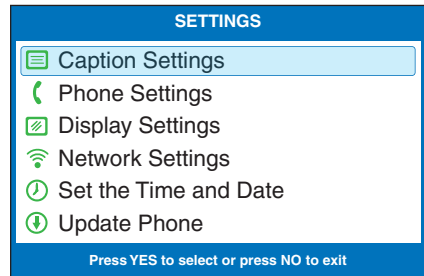
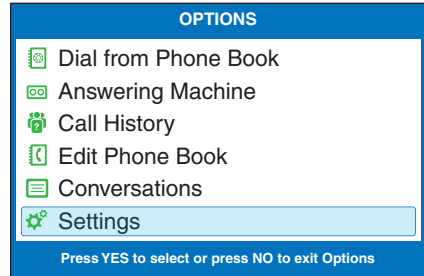
STEP 1: On the back (top) edge of the CapTel phone:

1. Plug the AC adapter cord into the round power jack marked “Power”.
2. Plug the first telephone line cord into the jack marked “Line 1”. This should be your primary telephone line, the phone number that you give callers to reach you.
3. Plug the second telephone line cord into the telephone jack marked “Line 2”. This telephone line must be a standard analog phone line (or DSL with filter).

4. Plug the telephone line cords into the appropriate wall jacks and the AC adapter into an electrical outlet. Make sure that each telephone cord plugs into a separate line, each with its own telephone number, not just an extension line.

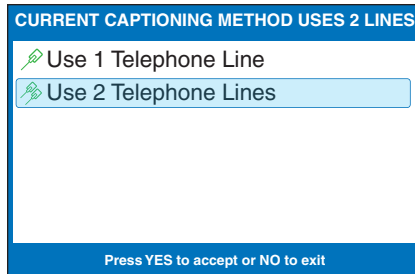
STEP 2: Activate the 2-Line Menu option:

1. With the handset hung up, press the **YES** button to see the Options menu.
 
2. Press the **DOWN** arrow button repeatedly until **Settings** is highlighted. Press the **YES** button to select.
 

3. Check that **Caption Settings** is highlighted. Press the **YES** button to select.
 
4. Press the **DOWN** arrow button until **1 or 2 Line Captions** is highlighted. Press the **YES** button to select.
 






5. Press the **DOWN** arrow button until **Use 2 Telephone Lines** is highlighted. Press the **YES** button to turn 2-Line Mode on.
6. Press the **NO** button repeatedly to exit out of Options menu.



NOTE: *If you are in an office setting, where Line 1 requires you to dial a number to reach an outside line (such as “9”), you will need to manually dial the dialing prefix before placing your call. If Line 2 also requires a dialing prefix to get an outside line, make sure you’ve entered a dialing prefix in the CapTel menu as well. See page 77 for directions.*

You are now ready to begin making and receiving calls using 2-Line Mode.

NOTE: *If you have already used your CapTel phone in 1-Line Mode, be sure to remove any Call Waiting blocks previously set in the CapTel menu.*

Turning Captions On/Off in 2-Line Mode

CAPTIONS



With 2-Line Mode, you can turn captions on/off at any time during your call by pressing the **CAPTIONS** button. When the red light around the **CAPTIONS** button is lit, you will see captions of everything the other party says.

CAPTIONS

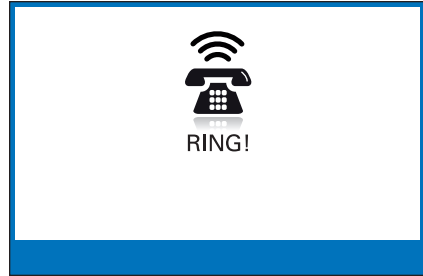


To turn captions off, press the **CAPTIONS** button again. The red light around the **CAPTIONS** button will go off.

Answering an Incoming Call in 2-Line Mode

1. When the *CapTel* rings, **RING!** is displayed.
2. Pick up the handset to answer.

Check to see if the Captions feature is on (the red light around the **CAPTIONS** button is on).



If the Caption Feature is On

CAPTIONS



The *CapTel* phone will automatically connect the call to the Captioning Service using Line 2. After an initial delay of 12-15 seconds, captions of everything the caller says will be displayed.

NOTE: *As you answer a call, there is a delay between the time you answer and the time that captions begin, because it takes time for the phone to connect to the Captioning Service and initiate captions. The display will indicate when captions are ready. During this time, you and your caller will be able to speak to and hear each other, so you may begin your conversation if you can hear the caller clearly enough.*

You may ask your caller to hold for a moment while captions are being established or speak to the other party during this time. Or, begin your conversation when you see a **CapTel CA#** appear on the display.

If the Caption Feature is Off

CAPTIONS



The call will not start with captions. To receive captions, simply press the **CAPTIONS** button at any time during the conversation.

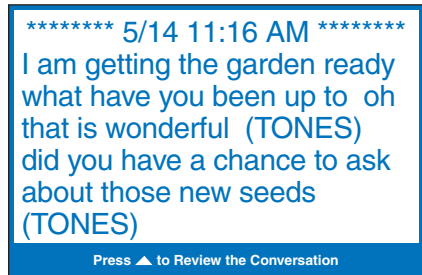
Verify that the **CAPTIONS** button light is on. There will be an initial delay of about 12–15 seconds as the phone connects to the Captioning Service. You may speak to the other party during this time. The display will indicate when the Captioning Service has connected. You will receive captions throughout the remainder of the call, or until you turn the feature off by pressing the **CAPTIONS** button again.

Using Call Waiting in 2-Line Mode

With 2-Line *CapTel*, you can use enhanced telephone features provided by your phone company such as Call Waiting that you may have as part of your telephone service. You will see captions during your first conversation and during the second Call Waiting conversation as well. You must have Call Waiting service on Line 1 in order to use this feature.

To use Call Waiting:

1. During a conversation, listen for the beep or look for (TONES) in the captions. It may indicate an incoming call with Call Waiting.
2. Inform the party you are speaking with on the initial call that you have another call on Call Waiting and ask if they would mind holding.



FLASH



3. Press the **FLASH** button to switch to the second call (you will now receive captions of this call).

FLASH



4. Press the **FLASH** button to return to the first call if appropriate.

NOTE: *If Line 2 also has Call Waiting service, you should enter a Block Call Waiting code in the CapTel menu to make sure that captions will not be interrupted. See page 79 for details.*

2-Line *CapTel*: Tips and Hints

1. As you answer an incoming call, there will be an initial delay of at least 12–15 seconds between the time you answer and the time that captions start. This is because it takes time to connect to the Captioning Service, which provides captions throughout the call. If you can hear the caller clearly, simply answer as you normally would. Or, you may want to ask the caller to hold for a moment until the CA# appears, indicating the Captioning Service is ready to caption your call.
2. Be sure that the second *CapTel* line (Line 2) is not in use when you place or answer a call. If, for example, you share the second line with a fax machine or with other family members/co-workers, make sure that the line is free before using the *CapTel*. Otherwise, your *CapTel* phone will not be able to establish captions over the second phone line.
3. Be sure that if you have Call Waiting on Line 2, you enter a block Call Waiting code in the *CapTel* menu. Otherwise, incoming calls to Line 2 may interrupt the captions. The Call Waiting block will only be applied to Line 2, which connects with the Captioning Service. Please see *Setting a Call Waiting Block* on page 79 for instructions on blocking Call Waiting.

In 2-Line Mode, you can still use the Call Waiting feature on Line 1 (the line that carries your voice conversation) even when you have programmed a Call Waiting block in the *CapTel* menu.

4. If you are not receiving captions:
 - Check that both telephone lines are installed correctly, working, and available for use. The primary line must be in the jack marked with the wall-jack icon (Line 1) on the back (top) edge of the *CapTel* phone
 - If in an office setting, check that the dialing prefix is correct.
 - If in an office setting, make sure Line 2 properly supports 800 numbers.
5. If your phone doesn't ring on an incoming call, check to make sure the primary line they are calling is plugged into the jack labeled Line 1 on the back (top) edge of the *CapTel* phone.

Problem Solving

My CapTel 840 does not ring

Check that the RINGER is not set to Mute in the Options menu. See page 81.

I want to make captioned calls at work, but I don't hear a dial tone when I pick up the handset

If you need to dial a “9” or another number to get an outside line, then you must enter a dialing prefix in the CapTel 840 Options menu (see page 77 for instructions) before placing your call. When programming a Speed Dial button, be sure to include the dialing prefix before the phone number.

2-LINE MODE: If you use CapTel in 2-Line mode, you will need to dial the dialing prefix manually before each call, even if you have entered a dialing prefix in the CapTel Options menu. The programmed dialing prefix only applies to Line 2, the line that carries the captions. It does not apply to Line 1, the line you have the voice conversation over.

Leaving messages on answering machines

You may begin leaving your message as soon as you see (BEEP) on the display screen or hear the recorded greeting end.

If you receive no further information, you may assume your message was recorded. If the answering machine is capable of confirming that a message was left, you will see the confirmation message on the CapTel display.

Using automated (touchtone) systems

With CapTel, you can easily navigate through automated phone menu systems (example: press “1” for sales, press “2” for shipping, etc.). You can press number buttons at anytime during a call to make selections. You do not need to wait for captions prior to pressing your selection. The captioning service continuously transcribes anything that is said over the phone, regardless of what you are saying or which buttons you press.

NOTE: *Some automated systems have very short response times which may disconnect you. If this happens, simply hang up and try the call again.*

Difficulty hearing over the *CapTel* 840 handset

- Try adjusting the volume setting by pressing the VOLUME bar. To increase the volume, press and hold the right side of the bar. Watch the status lights above the VOLUME bar to know what the setting is. See page 24.
- Try adjusting the TONE setting to enhance different frequency sounds. Press the TONE key to emphasize HIGH, MEDIUM, or LOW frequency sounds. See page 25 for details.

Display screen seems to be “stuck” at Waiting for Captions status bar. Nothing seems to be happening.

- Hang up your *CapTel* 840 phone and try to place the call again.
- If you are still experiencing the problem, unplug your *CapTel* 840 from the power adapter, wait 10 seconds, then plug the power back in again. This “resets” the *CapTel* 840, in the same way you might “reset” your computer. Try making the call again.

NOTE: *If you reset your CapTel phone, any conversations saved in memory will be erased.*

- If the problem still persists, please contact *CapTel* Customer Service for help.

I sometimes see a word in blue in the middle of the captions. Why is the word a different color than the rest of the captions?

At times, the captioning service may correct word errors that occur in the captions. The corrected word appears in a different color to let you know a correction has been made. There may be a slight delay before the word error is corrected. If you are unclear about what was said, ask your caller to clarify.

Using a Signaler with CapTel

To use an optional signaler light (sold separately) with *CapTel*, plug the device into an unused telephone extension jack. If you only have the one jack that is being used by your *CapTel*, you can use a “Y-jack” (also called a “duplex jack”). Plug both the *CapTel* and the other device into the Y-jack and then plug the Y-jack in at the wall. You can purchase Y-jacks at any store that sells telephones.

NOTE: Do not use the “Line 2” telephone jack in the back of your *CapTel* phone with an external signaler or second device. It is not designed for that purpose.

Sharing a Telephone Line Jack

Devices such as signalers or life line devices often have to be hooked up to the same telephone line as your *CapTel* phone. If a separate, unused telephone extension is not available/close by, you can use a “Y-jack” (also called a “duplex jack”) to connect the *CapTel* to the phone line. Plug both the *CapTel* and the other device into the Y-jack and plug the Y-jack in at the wall (see illustration). If you need to connect more than two devices at the same phone jack, please contact *CapTel* Customer Service for assistance. You can purchase a Y-jack at any store that sells telephones.



NOTE: Do not use the “Line 2” telephone jack in the back of your *CapTel* phone with other devices. It is not designed for that purpose.

CARE & MAINTENANCE

Cleaning

Never use liquid or aerosol cleaners. Unplug the *CapTel* and wipe with a damp cloth. If necessary, use a small amount of mild soap such as dishwashing soap on the cloth.

SAFETY INSTRUCTIONS

When using your *CapTel*, basic safety precautions should always be followed to reduce the risk of fire, electric shock, and injury to persons.

1. Read and understand all instructions.
2. Follow all warnings and instructions on the *CapTel*.
3. Unplug the *CapTel* from the wall outlet before cleaning. Do not use liquid or aerosol cleaners. Use a damp cloth for cleaning.
4. Do not use the *CapTel* near water, for example, near a bath tub, wash bowl, kitchen sink, laundry tub, in a wet basement or near a swimming pool.
5. Do not place the *CapTel* on an unstable cart, stand or table. The *CapTel* may fall, causing serious damage to the phone.
6. The *CapTel* should be operated only from the type of power source indicated on the marking label. If you are not sure of the type of power supply to your home, consult your dealer or local power company.
7. Do not allow anything to rest on the power cord. Do not locate the *CapTel* where people can walk on the cord.
8. Do not overload wall outlets and extension cords. This overloading can result in a fire or electric shock.
9. To reduce the risk of electric shock, do not disassemble the *CapTel*, but take it to a qualified service person when service or repair work is required. Opening or removing covers may expose you to dangerous voltages or other risks.
10. Avoid using a telephone (other than a cordless type) during an electrical storm. There is a remote risk of electric shock from lightning.
11. Pressing the volume button may subject the user to dangerous volume levels.
12. Unplug the *CapTel* from the wall outlet and refer servicing to qualified service personnel under the following conditions:
 - a. When the power supply cord or plug is damaged or frayed.
 - b. If liquid has been spilled into the telephone.
 - c. If the telephone has been exposed to rain or water.
 - d. If the telephone does not operate normally by following the operating instructions. Adjust only those controls that are covered by the operating instructions. Improper adjustment of other controls may result in damage and will often require extensive work by a qualified technician to restore the telephone to normal operation.
 - e. If the telephone has been dropped and/or damaged.
 - f. If the telephone exhibits a distinct change in performance.
13. Do not use the telephone to report a gas leak in the vicinity of the leak.

I N D E X

- Answering a call.....21, 23
 - on an extension telephone23
- Answering Machine49
 - clearing messages55
 - making messages audible.....59
 - playing messages52
 - record personal greeting56
 - setting number of rings58
 - turning on/off50
- Assistive listening devices11, 25
 - using with *CapTel* 84011, 25
- Audio jacks11
- Buttons.....6-9
 - CUST SERV (Customer Service)...8, 16
 - Redial6, 8
 - Flash6, 8, 99
 - Mute6, 8
 - Tone6, 9, 25
 - Captions6,9, 21, 23, 24, 28,
.....30, 31, 70, 72-74, 85
- Calls17
 - making/answering calls17-23
 - using Call History to see
recent calls.....46, 47
- Call History45
 - reviewing Caller ID entries....45, 46
 - deleting Caller ID entries47, 48
 - clearing all Caller ID entries.....48
- Call Waiting.....8, 79-80
- Captions
 - button.....9, 18, 20, 22, 24, 28, 29,
.....71, 72, 73, 85, 89, 97, 98
 - changing color of captions39
 - corrections.....31
 - saving captions after a call34
 - reviewing captions
 - during a call.....32
 - reviewing captions after
 - hanging up33
 - turning captions
 - On/Off9, 22, 28, 29
 - seeing captions of answering
 - machine messages.....52
 - changing size of captions.....37
- Conversations
 - erase conversations36
 - review conversations33
 - save conversations34
 - smooth scroll41
- Corrections.....31
 - changing color of.....39-40
- Customer Service
 - button.....8, 16
 - calling for help.....8, 16
 - Spanish customer service.....76
- Dialing
 - using Speed Dial buttons.....71
 - from the Phone Book64
 - dialing 9 in an office
 - setting.....77, 97
 - a phone number directly.....18

Display Screen	
adjusting the brightness	43
Flash button.....	6, 8, 99
Headsets, using with <i>CapTel</i> 840.....	11
Lights, on keypad.....	83
Messages, Answering Machine	
clearing messages	55
making messages audible/silent ...	59
playing messages	52-54
Mute button	8
Neckloop, using with	11, 25
Phone Book	
dialing from the phone book	64
adding a new contact to the	
phone book	62
editing names/numbers in the	
phone book	65
removing a contact from the	
phone book	67
Options	
Answering Machine	49-60
Call History	45-48
Conversations	34-36
Dial from Phone Book	64
Edit Phone Book	65
Settings	72
Redial button.....	8
Reset (problem solving)	102
Reviewing Calls	32, 33
Ringer	
adjusting pitch.....	82
adjusting volume.....	81
turning off (mute).....	81
Scroll, captions on display	41
Set up	12
requirements	12
help with set up.....	16
Sharing a telephone line.....	103
Signaler, using <i>CapTel</i> with	103
Spanish	
captions	75
customer service in Spanish	76
Speed Dial buttons	
dialing with the Speed	
Dial buttons.....	68
adding a name/number	
to Speed Dial	69
editing a name/number in	
Speed Dial.....	70
Telephone service requirements.....	12
Time and date, setting.....	14, 88
Tone	
button	9, 25, 102
adjusting for different	
frequencies	25, 102
Update <i>CapTel</i> software	89
Volume	
Volume bar	9, 24
adjusting the volume	9, 24, 81
remembering on captioned calls...	85

FCC Information

The *CapTel* has been tested and found to comply with the specifications for a Class B digital device pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates and uses radio frequency energy and if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the *CapTel* and the receiver.
- Connect the *CapTel* to an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This equipment complies with Part 68 of the FCC rules and the requirements adopted by the ACTA. A label is located on the underside of the *CapTel* containing, among other information, an ACTA Product-Labeling Number, US:D8KTE00BCAPTEL840. If requested, this number must be provided to the telephone company.

A plug and jack used to connect this equipment to the premises wiring and telephone network must comply with the applicable FCC Part 68 rules and requirements adopted by the ACTA. A compliant telephone cord and modular plug is provided with this product. It is designed to be connected to a compatible modular jack that is also compliant. See installation instructions for details.

The REN is used to determine the quantity of devices which may be connected to the telephone line. Excessive RENs on the line may result in the devices not ringing in response to an incoming call. In most, but not all, areas the sum of RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to a line, as determined by the total RENs, contact the local telephone company. The REN for this product is 0.0B.

Should you experience trouble with this telephone equipment, please contact:

CapTel Customer Service
450 Science Drive
Madison, WI 53711
Phone: 888-269-7477 V/TTY
Email: CapTel@CapTel.com

For repair or warranty information, please contact *CapTel* Customer Service at 1-888-269-7477 (V/TTY). If the equipment is causing harm to the telephone network, the telephone company may request that you disconnect the equipment until the problem is resolved.

This equipment cannot be used on public coin phone service provided by the telephone company. Connection to party line service is subject to state tariffs.

If the *CapTel* causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. But, if advance notice is not practical, the telephone company will notify you as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

Occasionally, your telephone company may make changes in its facilities, equipment, operation, or procedures that could affect the operation of your equipment. If so, you will be given advance notice of the change to give you an opportunity to maintain uninterrupted service.

If your home has specially wired alarm equipment connected to the telephone line, ensure the installation of the *CapTel* does not disable it. If you have questions about what will disable alarm equipment, consult your telephone company or a qualified installer.

The *CapTel* telephone does not have any user-serviceable parts. Modification or changes to the *CapTel* not expressly approved by Ultratec, Inc. can void your authority to operate the equipment.

CapTel 840 Specifications

Physical Dimensions

Size: 9" x 6.5" x 7.5"

Weight: 2 lb. 10 oz.

Power

AC Adapter: 6 VDC, 1670 mA

(barrel is negative)

Adapter is UL listed.

Dial Pad

Large Keys: 0.75" x 0.70"

Display

7" Backlit, graphical LCD

color display

840 x 480 pixels

Function Buttons

3 Programmable Speed Dial

1 Customer Service Speed Dial

Redial

Flash

Mute

Tone

Caption

Volume

Up/Down/Yes/No

Controls

Conversation: Amplification

when Captions on: 0-40 dB gain

when Captions off: 0-18 dB gain

Tone

Ringer: off, low, medium, high

(0-87 dB at 1 meter)

Indicator Lights

Mute

Volume Levels (1 through 12)

Captions On/Off

Handset

Type: HAC (Hearing Aid

Compatible)

Dialing

Phone Book (97 entries)

Speed Dial (3 entries)

Redial (Last 10 dialed numbers)

Captions

4 Caption font sizes

• Small 0.15"

• Medium 0.20"

• Large 0.25"

• Extra Large 0.33"

Adjustable colors for

background, font, and

corrections

Connections

Telephone line: requires RJ11

connection (must be standard

analog line or DSL with filter).

Does not support digital PBX

system unless analog port

available.

3.5 mm Neckloop/Headset

2.5 mm Headset with microphone

AC power

Approvals

FCC approved

ACTA Product-Labeling Number:

US:D8KTE00BCAPTEL840

REN: 0.0B

Conversation Memory

500 lines of captions

Answering Machine

60 Recordable messages

(2 minute max per message)

Recordable greeting

Selectable number of rings

before answer

CapTel is the latest innovation from  **Ultratec**.

Ultratec, Inc.

450 Science Drive

Madison, WI 53711

(888) 269-7477 V/TTY

(866) 670-9134 (Spanish *CapTel* Customer Service)

Email: CapTel@CapTel.com

Fax: (608) 204-6167

Online: www.CapTel.com

©2012 Ultratec, Inc. All rights reserved.

Ultratec and *CapTel* are registered trademarks of Ultratec, Inc.

Getting Help

If you have any questions or comments as you use your new *CapTel* 840, we're here to help. Use any of these ways to contact us:

CUST
SERV



CUST SERV Button

Pick up the handset and press the **CUST SERV** button to automatically speed dial directly to our helpful Customer Service team. If you are in an office setting, you may need to dial a number, such as 9, to reach an outside line first and then press the **CUST SERV** button. (*Available 24 hours a day, 7 days a week. Closed on major holidays.*)

Help materials are also available online at our website.



Phone: 1-888-269-7477 (*Available 24 hours a day, 7 days a week*)

FAX: (608) 204-6167



Mail: CapTel Customer Service
450 Science Drive
Madison, WI 53711



Email: CapTel@CapTel.com

Online: www.CapTel.com

(Live Chat help available at our website)