



CapTel®

NEWS

NEWS & HELPFUL TIPS FOR PEOPLE WHO USE CAPTEL

CapTel News – Spring 2008

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Registering Your Long Distance Provider

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



Online at:

www.captionedtelephone.com/carrierchoice.phtml



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



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

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

Using *CapTel* USB with Microsoft Vista

CapTel USB users can now run on Windows Vista, the latest operating system from Microsoft. Please call *CapTel* customer service for a free driver update to your software, so you can use Windows Vista.

CapTel USB is Compatible with:

- Windows XP
- Windows 2000
- Windows ME
- Windows Vista

Your *CapTel* USB installation disk also include drivers to run under Windows 98. However, because Microsoft is no longer supporting Windows 98, we are not able to guarantee full functionality. Please call *CapTel* customer service with any questions.

How do I get Captions on an Incoming Call with 1-Line *CapTel*?

If you use *CapTel* in 1-Line mode, your callers must first dial the Captioning Service (see number below), then enter your phone number. With 2-Line *CapTel*, just press the caption button to get captions on any incoming calls.

CapTel Customer Service

Ultratec, Inc.
 450 Science Drive, Madison, WI 53711
 1-888-269-7477 (*CapTel*/Voice/TTY)
 1-866-670-9134 (*Español*)
 CapTel@CapTelMail.com
 www.captionedtelephone.com

General Call-In Number	1-877-243-2823
Federal CapTel Users	1-888-801-7210
Spanish-Spanish Captions	1-866-217-3362
California Residents	1-866-399-9050
California Spanish-to-Spanish	1-866-399-9090
Texas Residents	1-800-933-5129
Texas Spanish-to-Spanish	1-800-933-5417

Phone Lines: Digital vs. Analog

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

Analog & DSL Lines

The *CapTel* phone is designed to work with an analog telephone line. *CapTel* may also be used with a Digital Subscriber Line (DSL) with an appropriate analog filter. Digital office telephone lines are not compatible with *CapTel* and may damage the telephone. Please use the phone cord provided with *CapTel* or a similar phone cord.



If you are installing *CapTel* in an office, check with the telephone system administrator to ensure an analog port is available.

PBX Systems

CapTel can be used in offices, hotels, or nursing homes on a PBX network provided an analog line or analog port is used. This is the same line that an office fax or a direct connect TTY would require.

Digital Cable/VOIP

CapTel can ONLY be used on a digital cable or VOIP line if set up in 2-Line mode. In 2-Line mode, Line 1 (which carries the voice part of the conversation) can be a digital cable or VOIP line such as Time Warner, Comcast, or Vonage. However, Line 2 (which carries the captions) MUST be an analog line or DSL with an analog filter.

Note: A PBX office environment still requires an analog line or analog port for both Lines 1 and 2.

Why an Analog Line?

While the *CapTel* looks and acts like a traditional telephone, it is really a very different kind of device. It is similar to a small computer. To show the text captions along with a caller's voice, the *CapTel* sets up a data connection (just like a fax machine or a computer modem connection) with the Captioning Service. Because data connections require a more stable connection with minimum interference, the *CapTel* is only recommended for use on analog phone lines.

As the various telephone line options continue to expand, please visit the *CapTel* website for the most current information about line requirements.

“It is terribly frustrating to have to depend on others to make my calls for me. With CapTel, I am able to communicate with others myself.”

Telephone Line Guide	
If you have:	What to do:
An analog telephone line	Simply plug the <i>CapTel</i> telephone line into the jack.
DSL (Digital Subscriber Line)	Connect an analog filter (which can be obtained from your DSL provider) to the wall jack to all other items on the Line except the computer.
Digital Cable or VOIP (Voice-Over Internet Protocol) and FIOS	Will only work with <i>CapTel</i> in 2-Line mode. In 1-Line mode, the <i>CapTel</i> is not designed/guaranteed to operate on these types of lines. If you experience static or unsatisfactory captions when using Digital Cable or VOIP, consider switching to an analog line.
PBX (Digital office lines)	Use an analog port.

To find out what type of telephone line you have, contact your telephone company.

Setting Up 2-Line CapTel

With 2-Line CapTel, you can:

- Caption every call, at any point in the conversation.
- Turn captions on and off at will, during a call.
- Enjoy Call Waiting without interrupting captions, and even receive captions of the second call
- Pick up an extension line and share a call without interrupting captions.

2-Line Requirements

- A second telephone line with its own separate telephone jack.
- The second telephone line must be a separate phone line with its own phone number, not just an extension line.
- The second line may be analog or DSL, but remember to have an analog filter in place on a DSL line!
- The second line can be very basic—no need for Caller ID, Call Waiting, or long distance service.

I'm using the CapTel Phone already, how do I switch to 2-Line CapTel?

The CapTel phone you already have can be used in 2-Line Mode. To switch to 2-Line CapTel:

1. Confirm that you have a second dedicated phone line available, with its own telephone jack and telephone number.
2. Make sure your primary telephone line cord (Line 1) is plugged into the jack marked with the wall-jack icon on the bottom of the CapTel phone. Plug the second telephone line cord (Line 2) into the other telephone jack (with no symbol).
3. With the handset hung up, press the key repeatedly until you see **2-Line Mode?**. Press the button next to **On** to turn 2-Line capabilities on. Press **Exit** to leave the menu.

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



Setting Up 2-Line CapTel in the Workplace

The procedure for setting up CapTel in an office is very similar to the way you set it up in a residential setting. However, many office telephone systems require a “dialing prefix”—generally an “8” or “9”—to reach an “outside” line. Most systems also require a comma added after the number, which represents a 2 second delay before dialing. This number must be programmed into the CapTel in order to connect properly.

NOTE: The programmed prefix only affects captioned calls. You'll have to manually dial the “9” first if you are making a call without captions. With 2-Line CapTel, you'll need to manually dial the “9” before all outgoing calls.

If you bring your CapTel phone from the office to home or to a different location, remember to remove the dialing prefix!

Troubleshooting Tips: Resetting your CapTel Phone

If you experience any problems with CapTel, one troubleshooting option to try is resetting the phone. Resetting returns most of the menu choices back to their original defaults. It's like starting over again with a clean slate. There are two ways to reset your CapTel phone:

1. Physical Reset

Simply unplug BOTH the electrical connection and the phone line(s) from the CapTel phone for at least 60 seconds, then reconnect.

Remember: you may need to re-program your favorite menu options after resetting CapTel.

2. Electronic Reset

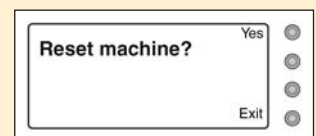
With the handset hung up, open the panel covering the little keyboard with the “CapTel” printed on it (lower half of your phone). It can be opened on the right hand side using your hand, a paper clip, or a coin.

Once open, look for the “shift” key located on the left hand bottom side. Press the shift key and keep it held down while pressing the large, dark asterisk (*) key on the telephone dialing pad. The asterisk (*) key should be located to the left of the number “0” on the dialing pad.

Once you do this, you should see some numbers on your CapTel display screen. At the top of the illuminated screen, you should see the words “Reset Machine?” with a “Yes” to the right. Press the corresponding button next to the word “Yes.”

When you do this, the screen will read “R-E-S-E-T” and then go blank.

Remember to re-enter any special menu settings, such as any required dialing prefix. Then make a test call with captions.





*“Now I know that dad
“gets it” when I talk
with him on the phone,
every time.”*



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

CapTel Question & Answer

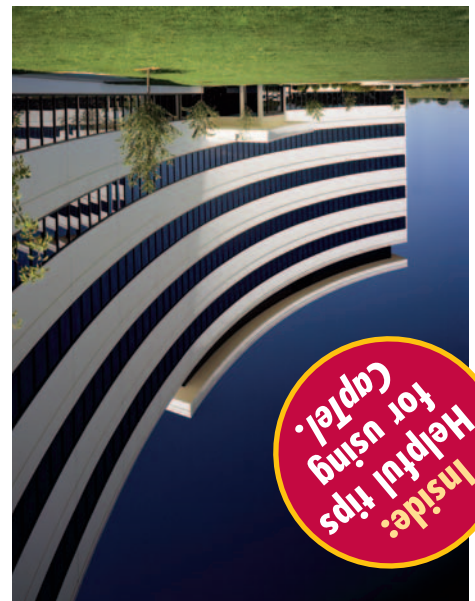
Q: How do you know if an incoming call is captioned?

A: If your caller called through the Captioning Service, you will automatically see captions of the call when you answer your *CapTel* phone. If you pick up the call on a different phone, you may hear a recurring beeping sound. The beeping sound indicates that captions are available on that call. Simply pick up the *CapTel* phone handset, and hang up the other phone. You will begin to see captions in the *CapTel* window.

Q: How do I know when to start talking when I make or receive a call?

A: Use the Signal Meter to help know when to speak. The Signal Meter shows you when there is sound on the line (such as the other person speaking) even if the sound is not loud enough for you to hear. If you see that the Signal Meter has stopped flickering, it means the other person is “done” talking and it is your turn.

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*“I am much more comfortable on
the phone as opposed to the past.
Most importantly, I no longer
prefer e-mail over the telephone,
and other people have taken notice!”*

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