



CapTel®

NEWS & HELPFUL TIPS FOR PEOPLE WHO USE CAPTEL

“The captioning is just great – reviewing the conversation clears up any misunderstandings that might have occurred.”

– N. DeMarco, Arizona

Stormy Weather Using CapTel after a Power Disruption

Preventing and Fixing Weather-Related CapTel Power Outages

During the summer months, the warmer weather brings chances for stormy weather, lightning and power outages. If you’ve experienced problems with your *CapTel* after a power surge or nearby lightning strike, follow this simple tip to reset your *CapTel* phone: Disconnect the AC power adapter and the phone line for one minute, then reconnect. Be sure to check your menu settings after resetting your *CapTel* phone. If you are still experiencing problems after resetting your *CapTel* phone, please call *CapTel* customer service at 1-888-269-7477 or email at CapTel@CapTelMail.com.

If you live in an area that experiences frequent power surges or electrical storms, it’s a good idea to plug the *CapTel*’s AC adapter into a surge protector that you can get inexpensively at most hardware or computer stores. This will help prevent future *CapTel* power disruptions.



IN THIS ISSUE

- Stormy Weather: Using *CapTel* after a Power Disruption
- Use of Hearing Aids and Assistive Listening Devices
- *CapTel* Web Site – Better Than Ever
- *CapTel* Service – Captioning Support is Always Free, No Hidden Charges
- 2-Line Mode: Benefits & Requirements

CapTel Web Site – More Information, New Format



The *CapTel* web site has a new look! The site has been redesigned, making it even easier to find information you need about *CapTel*, such as:

- **FAQ's**
- **CapTel USB Information**
- **User Testimonials**
- **Spanish-language Resources**
- **Tips for Using 2-Line CapTel**
- **Access User Guides and Manuals**
- **Links to WebCapTel**

You can also download materials such as past issues of the *CapTel* newsletter, the most current *CapTel* user manual, and Call Me Cards to print and share with friends. The site's online Help Center is a great resource when *CapTel* customer service isn't available, such as after hours and weekends. The Help Center provides helpful tips and instructions for using your *CapTel* phone. It has answers for using Calling Cards, telephone line requirements, traveling and moving with your *CapTel*, and helpful conversation tips.

You can even register your Long Distance Provider on the web site – just fill out the form online and click Submit! Also sign up to receive the *CapTel* Newsletter electronically.

Please visit <http://www.captionedtelephone.com>

“This has been the best service I could ever dream of for my 86 year old aunt. We finally can have real conversations again...”

J. Merritt-Morgan, Illinois

Use of Hearing Aids and Assistive Listening Devices

For optimal hearing and “hands-free” convenience, you can use CapTel with headsets, neck loops, and other assistive devices —

The *CapTel* phone is compatible with hearing aids. If you wear a hearing aid, you may wish to experiment with how/where you hold the *CapTel* handset near your ear to find the best hearing position. Adjust the Tone Slide to match your hearing needs.

You can also use an assistive listening device with the 2.5 mm and 3.5 mm audio jacks included on your *CapTel* phone. These jacks are compatible with many types of assistive listening devices, such as neckloops, cochlear implant patch cords and headsets.

The 2.5 mm and 3.5 mm audio jacks are located on the front edge of the *CapTel* phone under a gray rubber cover. If you would like to use an assistive listening device, but your *CapTel* phone does not have audio jacks, please contact the provider of your *CapTel* phone.



2-Line Tips

2-Line Mode: Benefits & Requirements

While many people enjoy *CapTel* using just one telephone line, there are advantages to switching to 2-Line *CapTel* (using two telephone lines with your *CapTel* phone instead of just one). With 2-Line *CapTel*, anyone who calls you just dials your number directly, and you will get captions of the call. They will not have to dial the 800 captioning service first to reach you as with a 1-Line setup. You can also enjoy calling features like Call Waiting or automatic dial-back when *CapTel* is in 2-Line mode. You can also turn captions on or off at any point during a call.

When using *CapTel* in 2-Line Mode, it is important that your *CapTel* is set up correctly in order for it to work properly.

If you Choose to Use 2-Line *CapTel*

- Contact your phone service provider to install a second separate phone line with a separate telephone number and jack (if you don't already have two lines). You cannot have one phone line with two extensions, or two lines wired into one phone jack.
- The second line must be a standard analog line (or DSL with an analog filter).
- You can keep your home phone number as the primary number.
- The second line only needs basic/minimum service. You do not need Caller-ID, long distance service, or call-waiting on the second line.

Using 2-Line *CapTel* is an optional service and is not required for your *CapTel* phone to work properly. You can always use your *CapTel* phone with just one standard analog telephone line.

Common Questions when Setting up the *CapTel* in 2-Line Mode

PROBLEM ➤ Having two extensions of the same phone line connected to the *CapTel*.

SOLUTION ➤ You must have two separate phone lines, install a second line with a separate phone number.

PROBLEM ➤ Two lines plugged into the *CapTel* but 2-Line mode is off in menu.

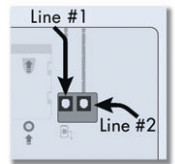
SOLUTION ➤ Check the *CapTel* menu settings to make sure 2-Line Mode is turned on.

PROBLEM ➤ Both lines need to be free in order to receive/make calls – another call, FAX or dial-up Internet can't be tying up second line.

SOLUTION ➤ Make sure the second line is not being used by a fax, modem, etc. before placing a call.

PROBLEM ➤ Both lines are physically wired on a single cord.

SOLUTION ➤ The wall plate needs to have two separate modular jacks, with each jack wired for a single line. Two phone cords connect the jacks on the wall plate to the corresponding jacks on the underside of the *CapTel*.



PROBLEM ➤ After you dial a number, you either see nothing on the *CapTel* screen, or "Waiting for Captions" appears on the display screen but nothing seems to be happening.

SOLUTION ➤ Turn 2-Line Mode in the MENU to OFF if you are using only one telephone line with the *CapTel*. Check the second line to make sure it's functioning and available for use, if using two lines. Check all menu settings to make sure they are correct for your setup.

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

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.



CapTel Service – Always Free ...But Remember to Register Your Long Distance Service!

CapTel Service is provided at no charge to the CapTel user and the people who call you. There are no monthly fees or hidden service charges. Long Distance charges are incurred if you make Long Distance calls with CapTel, so it's important to register your Long Distance Carrier of Choice with CapTel Customer Service so your long distance captioned calls will be billed correctly. If you do not register with CapTel customer service, long distance calls will be billed to your state relay default carrier. Remind your callers to register with us as well. Remember, you can register online at <http://www.captionedtelephone.com>.

**There are never
any charges for using the
CapTel service.**

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

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!

903-507100 07/08



You can view past issues of the CapTel newsletter on our website at www.captionedtelephone.com. They contain helpful tips and articles that can help make using your CapTel phone even easier. You can also contact CapTel Customer Service to request past issues.

Past issues of CapTel News...

- M. Asla, Idaho

*"I don't know how I could manage
without my CapTel phone.
It's been a blessing."*

Ultratec
450 Science Drive • Madison, WI 53711

PRRST STD
U.S. Postage
PAID
Permit No. 47
Madison, WI