



CapTel™

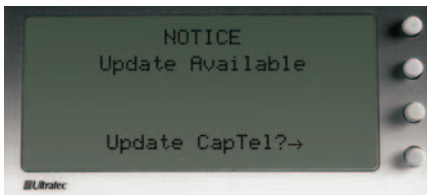
NEWS

NEWS & HELPFUL TIPS FOR PEOPLE WHO USE CAPTEL

CapTel News – Fall 2006

- Software Updates Over the Telephone Line!
- Setting Up In Office – What You Need to Know
- Captioning Speeds – What to Expect from Live Captions
- CapTel Customer Service Team – Here to Help!
- CapTel Resources Available On the Web

Software Changes: CapTel Keeps You Current!



This notice indicates updated software is available.

If you don't see this message on your CapTel display screen, then your CapTel software does not require any changes.

From time-to-time, enhancements may be made to the *CapTel* phone to take advantage of new telephone capabilities or to fine-tune existing features. For your convenience, the *CapTel* phone is designed to be updated over the telephone line, without having to send your phone in for service. These enhancements are sent right over the telephone line directly to your *CapTel* phone.

If your phone ever receives a software update, the display screen will show a special message that reads: **NOTICE: Update Available**. This message appears when the phone is hung-up and not in use.

To begin the update process, simply:

- Leave the *CapTel* phone hung up
- Make sure the red light above the “**CAPTION**” button is lit
- Press the menu button next to the “**Update CapTel?**” arrow

There is nothing else you need to do, aside from not using the *CapTel* phone (or any other phones or devices that share a phone line with the *CapTel*) for about five minutes while the update is sent over the telephone line. The display screen will let you know the progress of this update, and will say “**Update Completed**” when it is finished. You may then continue using your *CapTel* phone as you normally would, enjoying the latest enhancements.

If you do not see an update message on your display screen, it means your *CapTel* software is current and no changes are required.

CapTel Customer Service

Ultratec, Inc.

450 Science Drive, Madison, WI 53711

1-888-269-7477 (CapTel/Voice)

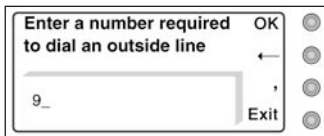
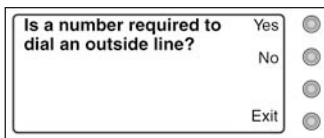
1-866-670-9134 (Español)

1-800-482-2424 (TTY)

CapTel@CapTelMail.com

www.captionedtelephone.com

Setting Up the *CapTel* Phone at Work



If you need to dial a number for an “outside” line, you must program it in the CapTel menu.

User Tip

Remember to remove the dialing prefix if you bring your *CapTel* phone from the office to home or to a different location.

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. This number must be programmed into the *CapTel* in order to connect properly.

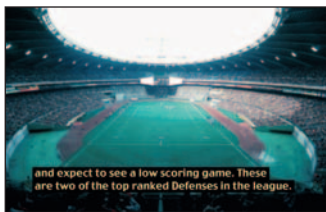
To program the required number into *CapTel*'s menu memory:

- With the handset hung up, press the menu button repeatedly until “***Is a number required to dial an outside line***” is displayed.
- Press the appropriate button next to “***yes***” or “***no***”.
- Use the number buttons to add a “9” or another number. You may need to insert a two-second delay by pressing the button next to the comma on the display. You can erase numbers on the display by pressing the button next to the back arrow.
- Press the button next to “***OK***”. The display screen will show “***Saved***” is displayed.
- Press the menu button to go to the next menu option or press the button next to “***Exit***” to leave the menu.

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.

CapTel requires an analog telephone line to operate. If your office has a digital phone system, make sure an analog port is available or an appropriate analog filter is in place before installing CapTel.

Captioning Speed – What to Expect from Live Captions



Captions during your phone calls are similar to live captions on your TV during the news or a sporting event.

The captions you see on your *CapTel* phone are generated live, in real time, throughout your conversation using computerized voice recognition technology. The voice recognition technology allows for highly accurate captions at a much faster rate than would be possible with typed transcriptions. It is similar to the captions that you see on TV during live sporting events or throughout news programs. The timing is slightly different than the captions you see in pre-captioned movies or television programs, in which the captions have been pre-recorded to match the scripted audio ahead of time.

The live process takes a couple of seconds, as the captionist re-voices what your caller says into the computer, and the computer sends the text captions to your *CapTel* display screen. Occasionally, brief delays in the captions may occur if the captionist has to type in a proper name that is not readily transcribed by the computer.

If you understand what the other person is saying over the phone, you do not need to wait for the captions to finish before responding.

Here to Help: *CapTel* Customer Service



Pam
Director of Customer Service



Deb
Customer Service Supervisor



John



Renee



Rochelle

Our highly trained *CapTel* Customer Service team is here to help with any questions, concerns, or comments you may have about your *CapTel* phone. Located in Madison, Wisconsin, the *CapTel* Customer Service department is available by phone between 8:00am and 5:00pm (CST) Monday – Friday. In addition to answering questions, *CapTel* customer service can also assist you with software updates, registering your preferred Long Distance provider, helping with test calls, and signing up for the *CapTel* newsletter.

The friendly and knowledgeable staff is always waiting to hear your comments and concerns regarding your *CapTel* experience.

To contact *CapTel* Customer Service:



By Phone: 1-888-269-7477 (*CapTel*/Voice)
1-800-482-2424 (TTY)

Spanish Customer Service:
1-866-670-9134 (*CapTel*/Voice)



Email: CapTel@CapTelMail.com



By mail: *CapTel* Customer Service
450 Science Drive
Madison, WI 53711



Kevin



Julie



Michèle

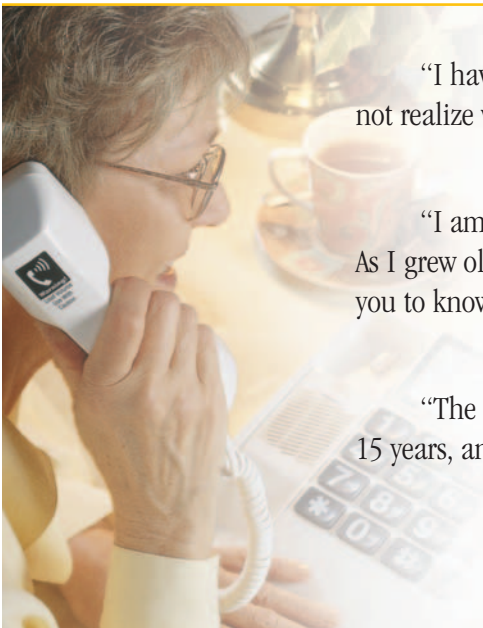


Regis



Laura

People are Talking About *CapTel*



“I haven’t used my regular phone for years. My wife took the calls. The general public does not realize without telephone communication you are cut off from the world.”

— M. Klausner, New Jersey

“I am a journalist and I’ve always worn a hearing aid and used a volume control telephone. As I grew older, my hearing got very bad. A friend in Orlando told me about the *CapTel*. I want you to know that the *CapTel* is helping me get back into freelance writing.”

— S. Wesley, Florida

“The *CapTel* phone has made such a difference in my quality of life. I have been deaf for 15 years, and was so happy to receive this phone.”

— S. Smith, Oklahoma

Share your comments! We’d love to hear how *CapTel* has affected your use of the telephone. Let us know!

CapTel Resources Available On the Web



Find answers online at:
www.captionedtelephone.com

If it's after hours and you've got questions about your *CapTel* phone, look to the *CapTel* web site. Some of the valuable *CapTel* resources posted here include:

- Video clip that demonstrates how *CapTel* works
- FAQs – Answers to Frequently Asked Questions
- Downloadable Manuals and User Guides – in both English and Spanish
- Specification Sheets – technical features for *CapTel*
- Call-Me Cards – phone numbers to give to people who call you
- *CapTel* Newsletters – The latest issue with helpful information or view past articles
- Spanish Language Resources – materials and resources for people who speak Spanish
- 911 Information: Instructions for dialing 911 with *CapTel*


You can also register your preferred Long Distance provider, email our customer service team, or find local *CapTel* contacts in your state. Visit: www.captionedtelephone.com



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

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