
CapTel[®] ORDERING PHONE SERVICE FOR 2-LINE CAPTEL

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.

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 2 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 appropriate filter).
- You can keep your home phone number as the primary number and order the second line with basic service. You do not need Caller-ID, long distance service, or call-waiting on the second line.

If you have questions, please contact *CapTel* Customer Service:

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

(866) 670-9134 (Spanish)

(608) 204-6167 (Fax)

CapTel@CapTel.com (Email)

www.CapTel.com



GIVE THIS TO THE PHONE TECHNICIAN

- The customer you are servicing has purchased a captioned telephone that requires 2 separate phone lines (one of the lines **must** be analog or DSL with an appropriate filter).
- The 2 lines must be for separate phone numbers, **not** just an extension of 1 phone number (eg. distinctive ring).
- Each phone line will need its own jack on the wall, labeled with the associated phone number, and located next to each other on a single wall plate so that both lines can be plugged into the bottom of the *CapTel* phone.
- The customer can keep their existing home phone number as the primary number (Line 1). The second line (analog) only needs basic service. They do not need Caller-ID, long distance, or call-waiting features on the second line (Line 2).

If you have questions, please contact *CapTel* Customer Service:
(888) 269-7477 (Voice/*CapTel*) • CapTel@CapTel.com (Email)

What type of telephone lines can be used for 2-Line *CapTel*?

Line 1 (voice) can be:	Line 2 (captions) MUST be:
an analog telephone line	an analog telephone line
OR	OR
DSL service with filter (Digital Subscriber Line)	DSL service with filter (Digital Subscriber Line)
OR	
Digital Cable	NOTE: Line 2 can be a very basic line. There is no need for any telephone services such as Call-Waiting or Caller ID, nor any need for long distance service on line 2.