
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 analog 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*)

(800) 482-2424 (TTY)

(866) 670-9134 (Spanish)

(608) 238-3008 (Fax)

CapTel@CapTelMail.com (Email)

www.captionedtelephone.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 analog 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).

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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 with an analog filter (Digital Subscriber Line)	DSL with an analog filter (Digital Subscriber Line)
OR	
Digital Cable or VOIP (Voice-Over Internet Protocol)	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.