

CapTel® 880iB

Setup Guide

For use with Braille Display



 **Ultratec**

About Your New *CapTel*[®] 880iB

Designed for individuals with both vision and hearing loss, your new *CapTel* 880iB is like any other telephone in many ways: it connects to a telephone line, you talk and listen to your callers, and you place/answer calls the same way you use any other telephone.

Your new *CapTel* 880iB is also different than a traditional telephone in some important ways.

First, in order to show captions, your *CapTel* 880iB connects to the Internet the same way you connect a computer to the Internet. The Internet connection links to a free Captioning Service, where a specially-trained operator transcribes everything your caller says into captions. Then, the captions are sent back over the Internet to your *CapTel* 880iB phone, for you to read on a dynamic Braille display reader.

Because the *CapTel* 880iB relies on the Internet to provide captions, setting up the phone takes a few extra steps to make sure it is connected to the Internet properly.

Where To Get Help

We recommend a sighted assistant help with the initial setup. For assistance, check with the person or agency where you first got your *CapTel* 880iB telephone.

Online: www.CapTel.com/braille

Toll Free: 888-269-7477

FAX: 608-204-6167

Email: CapTel@CapTel.com

If someone else installed your home computer or your Internet connection, you may want to consult with that person as you set up the *CapTel* 880iB.

Important Information when Calling for Help

The following information may help *CapTel* Customer Service troubleshoot your problem. If possible, please have this information handy when you call for help:

My Telephone Number

My *CapTel* 880iB Electronic Serial Number (ESN)
(located underneath your CapTel phone)

My Internet Service Provider

My Telephone Service Provider

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What is in the Box?

Your *CapTel* 880iB includes the following parts:



CapTel 880iB Phone

Telephone Cord



Power Adapter –
to plug into a
wall outlet



*Important! Use only the power adapter that came in the box with your *CapTel* 880iB*

- Ethernet Cable –
to connect to
Internet service



- *CapTel* Setup
Guide and *CapTel*
How-to Guide



- Noise-canceling
ferrite core for
Braille display
reader cable



Requirements

Before you set up your phone, make sure you already have:

Telephone Service

Connects to the *CapTel* 880iB via a telephone cord using a standard RJ11 connection. Your telephone service can be any of the following:

- Standard analog service
- DSL (Digital Subscriber Line)
– filter recommended
- Digital Cable phone service
- VOIP (Voice Over Internet Protocol) phone service
- Fiber Optic phone service

NOTE: Your *CapTel* 880iB does NOT work with digital Private Branch Exchange (PBX) phone systems found in some business settings, residential facilities, and hotels, unless an analog port is available.

Access to High-speed Internet Service

Connects to the *CapTel* 880iB via an Ethernet cable. Your Internet service must be working properly in order for the *CapTel* 880iB to display captions. A high-speed Internet connection via Ethernet cable (provided) is required. Dial-up Internet service will not work. *CapTel* 880iB does not work over a wireless (WiFi) network. In some cases, you may need a router or switch to connect more than one device to your Internet service. Your Internet modem and/or router should support DHCP.

Standard Electrical Power

The *CapTel 880iB* plugs into a standard electrical wall outlet. You must use the power adapter that came with the *CapTel 880iB*. Using any other adapter may damage the *CapTel* and will void the warranty.

Dynamic Braille Display Reader

CapTel 880iB connects to a Braille display reader (sold separately) to provide Braille captions. Braille displays can connect to the *CapTel* via Bluetooth® or via a USB cable.

Compatible Braille display models:

- Freedom Scientific®:
 - Focus 14 Blue Bluetooth® or USB
 - Focus 40 Blue Bluetooth® or USB
 - Focus 80 Blue Bluetooth® or USB

- HIMS:
 - Edge 40 Bluetooth® only
 - Sense 32 (NOT Sense+) Bluetooth® only

- HumanWare®:
 - Brailiant BI 40 Bluetooth® or USB
 - BrailleNote Apex 32 (QWERTY mode) Bluetooth® only

- American Printing House® (APH):
 - Refreshabaille 18™ Bluetooth® only

NOTE: All trademarks listed here are the property of their respective owners.

Choosing a Location

If possible, make sure that the outlets for your telephone service and your electrical power are located close to your Internet service outlet. For settings where the outlets are not located close to one another, see page 13 for more installation tips.

Choose a Location Where:

- There is a telephone jack, an electrical outlet, and an Internet jack (Ethernet) all located nearby.
- The surface it will be set on or mounted to is stable and secure.
- The area is protected from excessive heat or humidity.

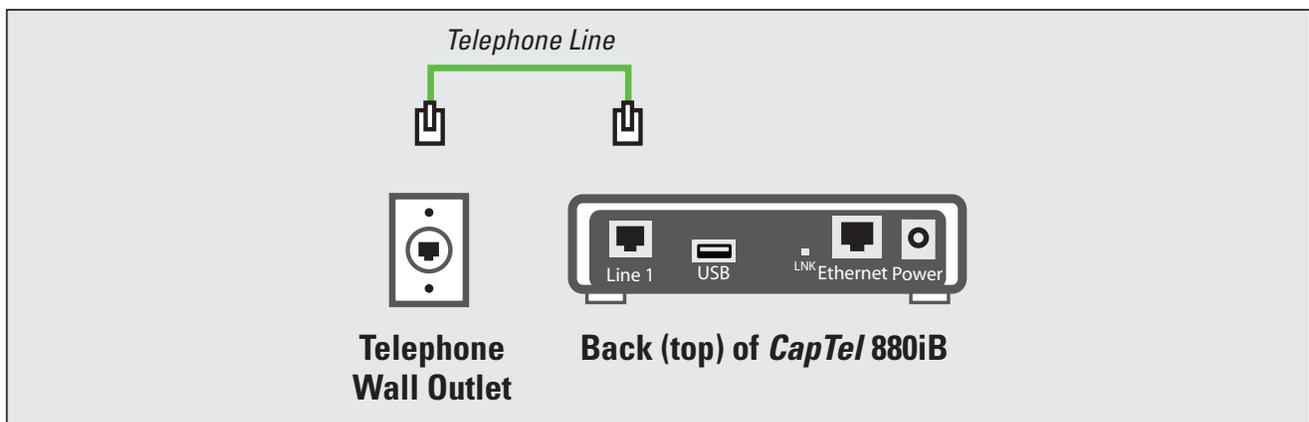
STEP 3

Connect the Telephone Line

Plug one End of the Telephone Cord into the Telephone Jack Labeled “Line 1”

Located on the back (top) edge of the *CapTel* 880iB at the far left side. Be sure to use the telephone cord that came with your new *CapTel* 880iB phone.

Plug the Other End of the Telephone Cord into a Telephone Wall Outlet



STEP 4

Connect to a Power Outlet

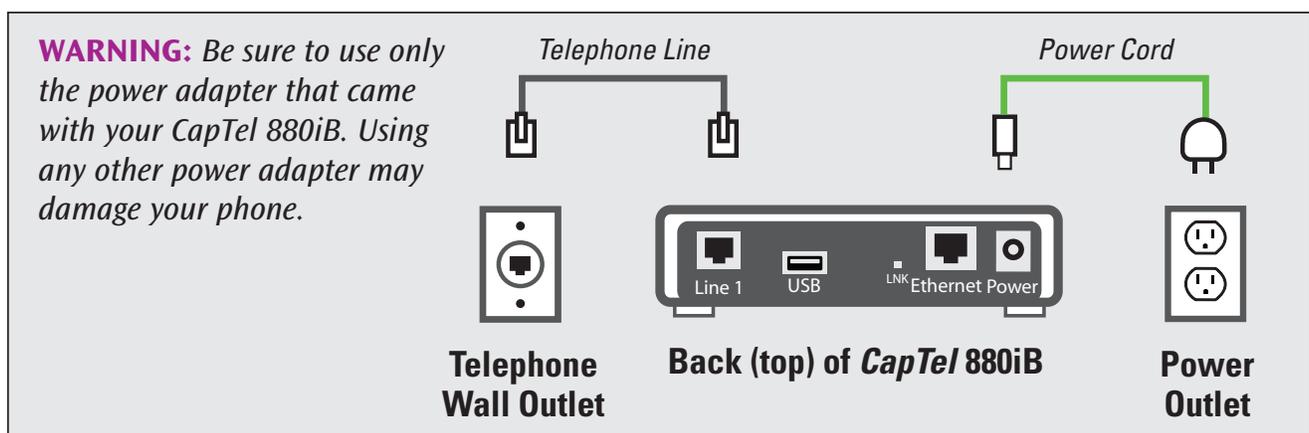
Plug the Power Adapter Cord into the Power Socket Labeled “Power”

Located on the back (top) edge of the *CapTel* 880iB at the far right side. Be sure to use the power adapter that came with your new *CapTel* 880iB.

Plug the Power Adapter into a Wall Outlet or Power Strip

The *CapTel* display screen will light up to let you know power is connected.

TIP: Plug your power adapter into an electrical power surge protector to protect your *CapTel* 880iB from damage caused by unspecified electrical voltage or damage caused by lightning. Do not use an electrical outlet controlled by a “dimmer” or wall switch.



Once you plug in the power, your *CapTel* phone will automatically check that everything is connected and working properly.

STEP 5

Connect to Your Internet Service

The *CapTel* 880iB connects to your Internet service via an Ethernet cable (provided).

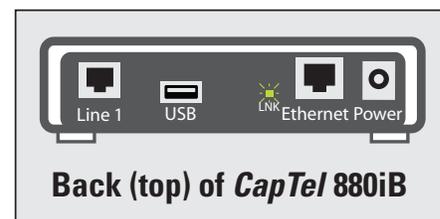
NOTE: *CapTel 880iB does not work with WiFi.*

1. Plug one end of the Ethernet cable into the jack labeled “Ethernet”. Located on the back (top) edge of the *CapTel* 880iB. Be sure to use the Ethernet cable that came with your new *CapTel* 880iB phone.
2. Connect the other end of the Ethernet cable into the jack you use to access your Internet service.

Depending on how your Internet service is set up for your home/office, you could be plugging into any of the following:

- An available Ethernet jack on a digital cable modem
- An available Ethernet jack on a DSL modem
- An available Ethernet jack on a router in your home
- An available Ethernet jack in a wall outlet

NOTE: *When connected properly, LNK/ACT indicator light will glow. The LNK/ACT indicator light is located next to the Ethernet jack on the back (top) edge of the CapTel 880iB.*

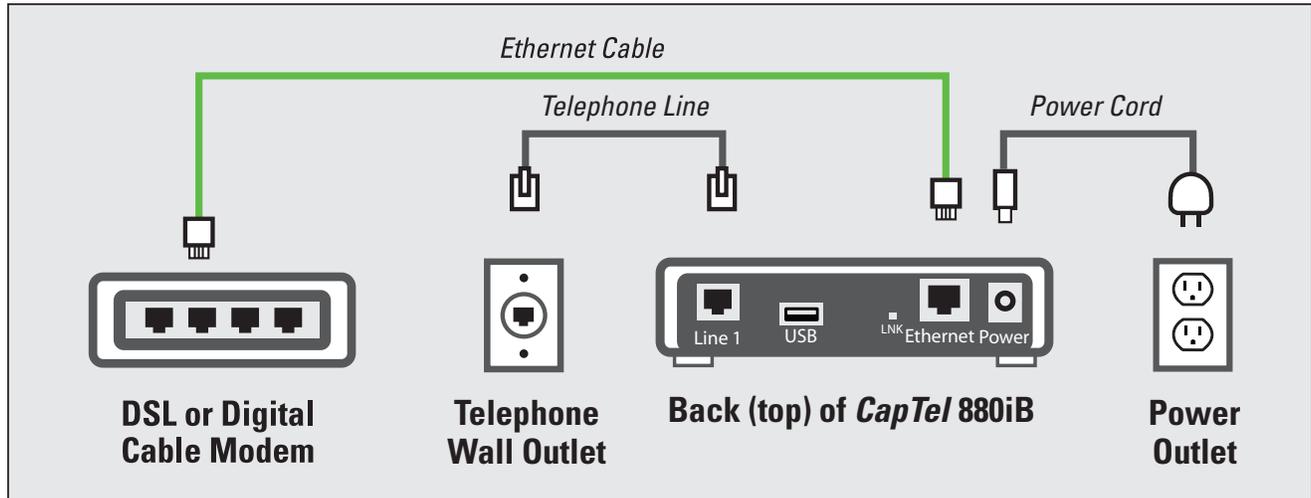


Use the examples on the following page to match your setting with the correct installation method.

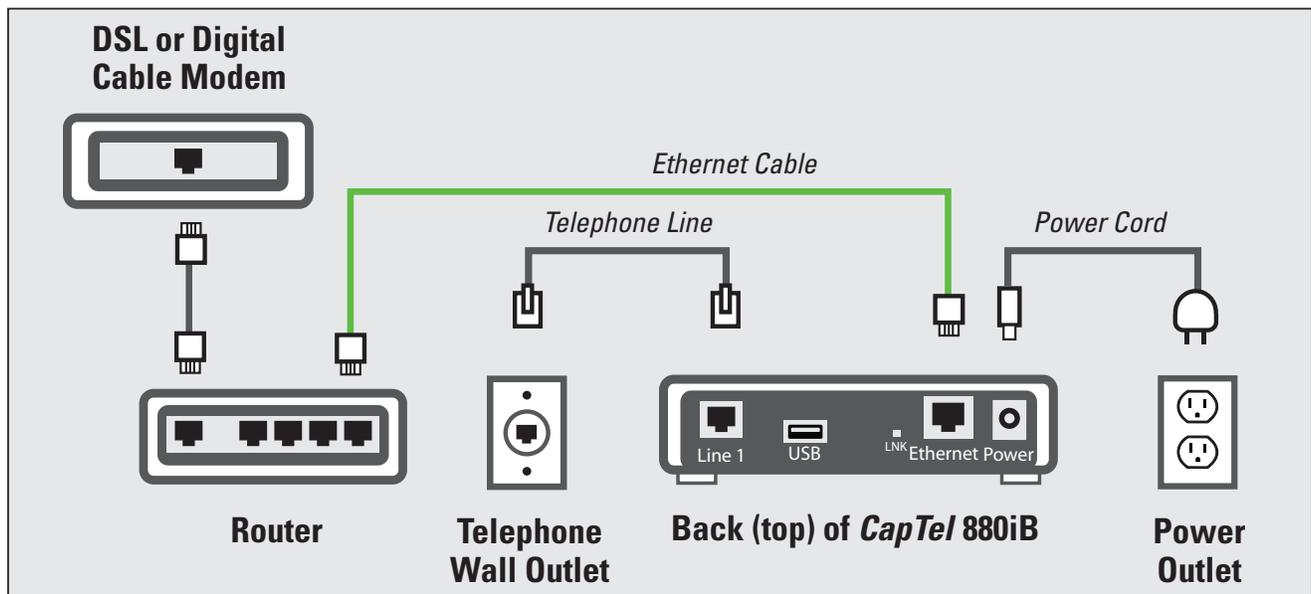
Use the examples on the following pages to match your setting with the correct installation method.

Case 1: All Outlets Located Together

Example 1: All of the connection outlets (*telephone, Internet, and power*) are available in the same room that you are planning to use the *CapTel 880iB*.

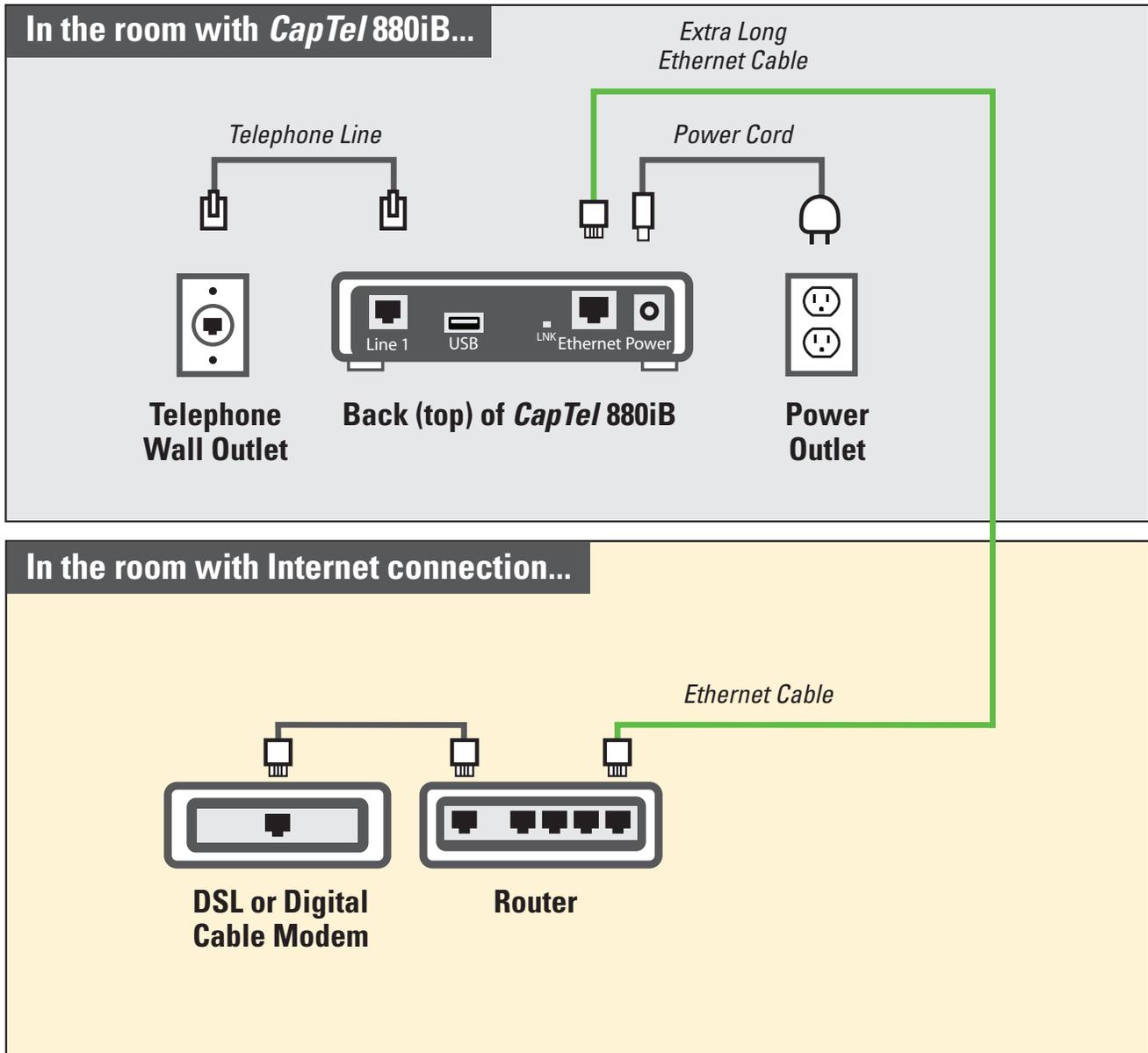


Example 2: If there is not an available Ethernet jack in your DSL or Cable Modem, you will need a router or switch that lets you connect more than one device to the Internet. Contact your Internet Service Provider for information about what router or switch will work with your modem. The router should support DHCP. Connect the router to your DSL/Cable Modem. Then connect the *CapTel 880iB* to the router or switch using the Ethernet cable as indicated below.



Case 2: Outlets Located in Separate Rooms

If your Internet connection is located in a different room from where you plan to use your *CapTel* phone, you may need an extra long Ethernet cable to cover the distance between your Internet connection and the room that you want to use the *CapTel* phone in. Extra long Ethernet cables (sold separately) are available from a computer electronics store or online from WCI (www.weitbrecht.com) at an additional cost.



STEP 6

Setting the Time and Date

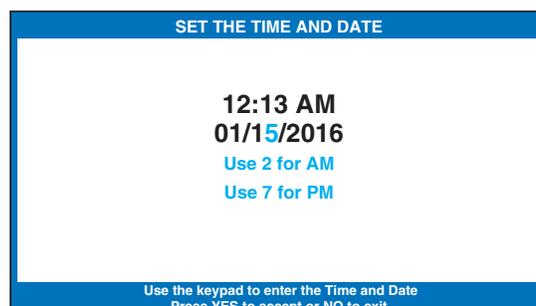
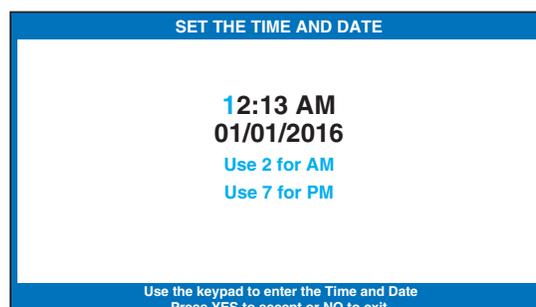
To Set the Time and Date



1. *CapTel* automatically sets the current time and date setting as determined by your Internet connection. If you need to change the time and date, use the **UP** or **DOWN** arrow buttons to move the blue highlight over the number that you want to change.

2. On the dialing pad, press the key that lists the number you want to use.

Example: To set the time for 11:30, press the “1” key twice, then press the “3” key followed by the “0” key.



TIP: To change the time from AM to PM, make sure the AM/PM section is highlighted, then press the 2 key for “AM” and the 7 key for “PM”.

NOTE: When you enter the date setting, only the last two numbers in the year can be changed.



3. When you have set the time and date, press the **YES** button to save.

NOTE: Once your Braille display is connected, you can change the setting by entering the time/date numbers directly on your Braille display.

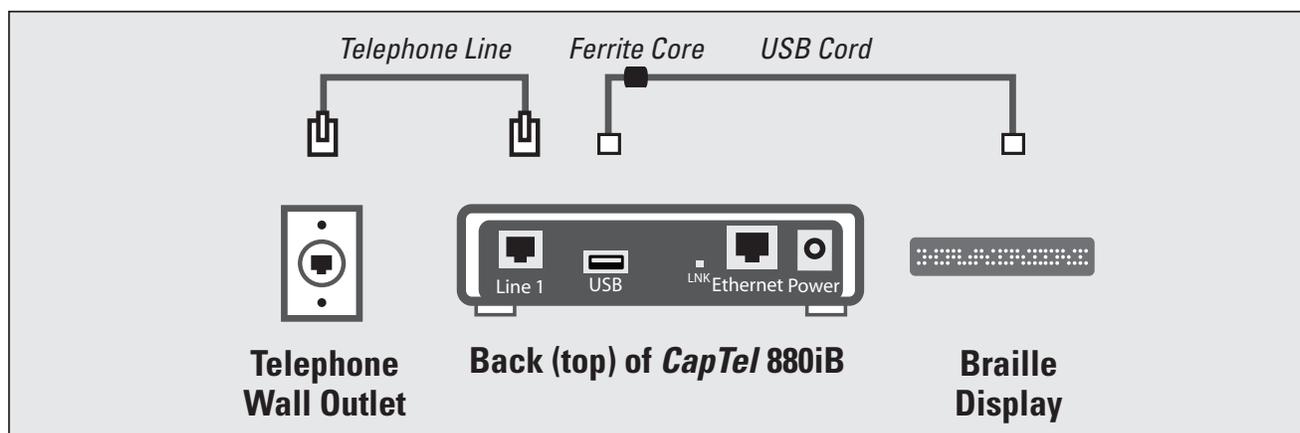
STEP 7

Connecting Your Braille Display

Connect the Braille Display Using USB Cord

NOTE: *If connecting via USB cord, follow directions below. If connecting via Bluetooth[®], refer to page 16.*

1. Wrap your Braille display USB cord around the ferrite core (provided) two times, then snap the ferrite core closed. The ferrite core should be positioned within 2.5 inches from the end of your cord that plugs into the phone.
2. Plug your Braille display's USB cord into your Braille display. If your Braille display has a Bluetooth[®] switch, make sure it is set to USB.
3. Plug the other end of your Braille display's USB cord into the USB jack on the back (top) edge of the *CapTel 880iB*.



Connect the Braille Display via Bluetooth®

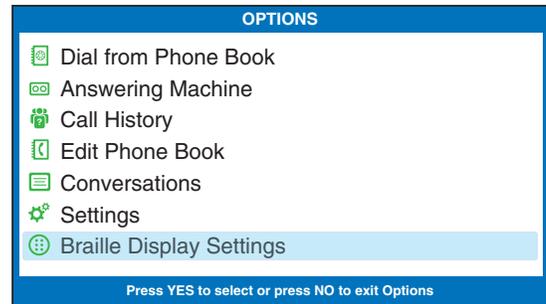
NOTE: *If connecting via Bluetooth®, follow the instructions below. If connecting via USB cord, refer to page 15.*

To connect via Bluetooth®:

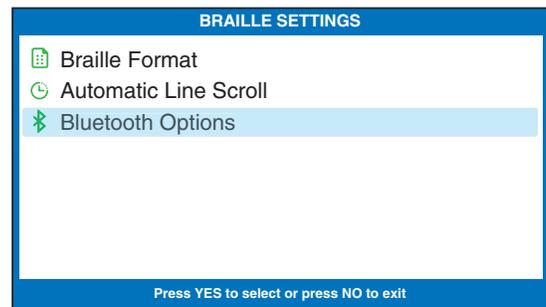
1. Make sure your Braille display is turned on.



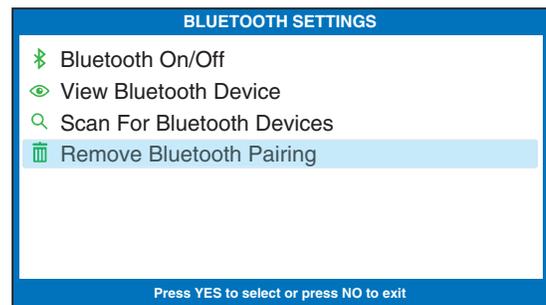
2. With the handset hung up, press the **YES** button on the *CapTel* phone to go to Options menu.



3. Press the **DOWN** arrow button repeatedly until **Braille Display Settings** is highlighted. Press **YES** to select.



4. Press the **DOWN** arrow button repeatedly until **Bluetooth Options** is highlighted. Press **YES** to select.



5. Press the **DOWN** arrow button repeatedly until **Remove Bluetooth Pairing** is highlighted. Press **YES** to select.



6. The display screen indicates whether a separate device is already paired via Bluetooth®.



If another device is already paired, press the **YES** button to “forget” that device. Then press the **YES** button again to confirm.



If no other device is paired, press the **NO** button to exit to the Bluetooth® Options menu.



7. Press the **UP** button until **Scan for Bluetooth Devices** is highlighted. Press **YES** to select.

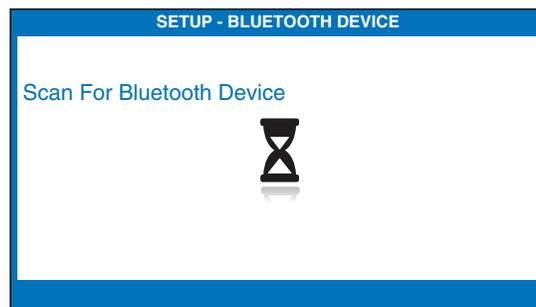
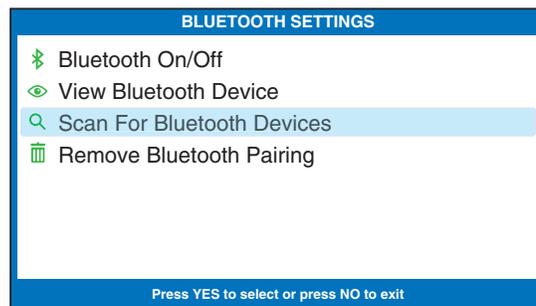


8. Use the **UP** or **DOWN** arrow buttons until the Braille display you want to use is highlighted. Press **YES** to select.



9. Press the **NO** button repeatedly to exit the Options menu.

You can now use the Braille display to read captions and to enter information.



NOTE: *If you need to disconnect your Braille display, first turn the Braille display OFF in order to un-pair it from the CapTel phone.*

Reading Captions on Braille Display

You can set the captions to appear on your Braille display either in Manual or Auto-Scroll mode.

In Manual mode – one line of captions appears at a time, you press the **DOWN** arrow button (Space+dot4) to move to the next line of captions.

In Auto-Scroll mode – the next line of captions appears every few seconds at a constant pace. Turn Auto-Scroll on/off by pressing Space+C on your Braille display. You can pause Auto-Scroll at any time by pressing Space.

STEP 8

Registering Your *CapTel* Phone

The first time that you set up your *CapTel* 880iB, you will be asked to register your phone and agree to the Terms & Conditions for using *CapTel*. Registration is required by the FCC before the Captions feature can be activated. Once you complete this step, you will not need to register again, even if you move your phone to a new location.

NOTE: *Your phone may have been registered previously at the time of purchase. If your phone does not indicate that registration is needed, then no action is required.*

Register online at: www.CapTel.com/braille

CUST
SERV



Or, press the blue **Customer Service** button to reach an Installation Help Specialist.

To register, you will need to provide the ESN (Electronic Serial Number) of your *CapTel* phone. This number can be found in Braille on the bottom of your phone.

Or, press Space+E on your Braille display. The ESN will be listed on your Braille display reader.

Troubleshooting

Problem with Power

Problem: The display screen is blank.

- Press any of the buttons on the *CapTel* 880iB dialing pad to confirm that the phone is not in “sleep” mode. The display screen should light up.
- Confirm that the power adapter is plugged completely into the socket on the back (top) edge of the *CapTel* 880iB phone and into a working wall outlet or power strip/surge protector.
- If plugged into a power strip, confirm that the power strip is turned “on”. If plugged into a wall outlet, check whether a wall switch controls the outlet and, if so, make sure it is switched on.
NOTE: *Using an electrical outlet controlled by a wall switch is not recommended.*
- Confirm that you are using the power adapter provided with the *CapTel* 880iB (5.9-6.0V 2Amps). **Do not use** a different power adapter than the one supplied with the *CapTel* 880iB as this may damage the phone and will void the warranty.

No Telephone Service

The *CapTel* 880iB needs to connect to the telephone service using an RJ11 jack/phone cord, like the one provided with the phone. The telephone connection can be to any land-line phone service, including:

- Standard analog service
- DSL (Digital Subscriber Line)
– filter recommended
- Digital Cable phone service
- VOIP (Voice Over Internet Protocol) phone service
- Fiber Optic phone service

The *CapTel* 880iB does NOT work with digital Private Branch Exchange (PBX) systems found in some office environments, residential facilities, and hotels, unless an analog port is available.

NOTE: *The Ethernet connection with the CapTel 880iB ONLY provides the captions. The CapTel 880iB still requires telephone service to work. Connecting your CapTel 880iB to the Internet via the Ethernet jack does not give you Internet phone service. Whatever type of telephone service you use is still needed to make and answer calls.*

- Confirm that the telephone cord is plugged into the *CapTel* 880iB and into your telephone wall outlet (*or into your telephone service adapter/modem, if necessary*).
- Lift the *CapTel* handset and listen for a dial tone. The Signal Meter on the display screen helps show if a dial tone is present (*CAPTIONS button must be on*). If there is no dial tone, unplug the phone cord and power for one minute, then plug back in. If a dial tone is not present, there may be a problem with your telephone service.
- Check whether other telephones in your home are working properly. Try a different telephone plugged into the same wall jack to confirm the jack is working properly.
- Confirm that you are using the telephone cord provided with the *CapTel* 880iB.
- Is a number (such as “9”) required to dial an outside line, as is common in office environments? If so, then you need to dial the “9” first before you can place a call.

Problem with Internet Access

Problem: *CapTel* display indicates a Network error

- Check that Internet access is working: Are you able to access the Internet via a computer in your home?
- If you get your Internet access through your Digital Cable service, check that your TV is still getting cable channels. If not, your cable service may be temporarily down, affecting your Internet service.
- Do you have to enter a password every time you access the Internet? If so, you may need to connect a router to your DSL or cable modem, and then connect the *CapTel* 880iB to the router.
- If you've plugged the *CapTel* 880iB into a router, does your router support DHCP? Check the specifications in the instruction manual that came with your router. If your router only supports static IP addresses, contact Customer Service for assistance. Your Internet service provider may also be able to help you identify how your Internet service is configured.
- Check that your Internet modem (*DSL modem or Digital Cable modem*) supports DHCP. While most Internet modems support multiple protocols, some modems are set to only PPOE. *CapTel* 880iB should be used with DHCP support. Your Internet service provider can confirm/adjust the modem settings for you.
- If you are installing *CapTel* in a business environment (or in a "locked down" environment), your network firewall security may be blocking communication from the network to your *CapTel* 880iB. Please contact *CapTel* Customer Service for assistance setting up your *CapTel* phone to work with your network security.

Problem: *CapTel* display screen says “**Waiting for Captions**” but nothing happens or the *CapTel* dialing keys/buttons seem unresponsive.

- Try resetting the *CapTel* phone by briefly unplugging the AC adapter and then plugging it back in. Wait for the logo screen to appear. The Captions button should be lit (*press the Captions button to turn it on if needed*).
- Try unplugging the *CapTel* AC adapter, then turning off the router and the Internet modem. Wait a minute, then turn on the modem (*make sure it's fully reset, with lights going steady*). This may take up to five minutes to fully reset. Next, turn on the router, making sure it is fully reset. Then plug in the *CapTel* 880iB AC adapter, all in that order. Wait for the logo screen to appear. The Captions button should be lit and Braille display says “**CAPTIONS ON**” (*press the Captions button to turn it on if needed*).

CapTel is the latest innovation from  **Ultratec**.

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Braille Display Hot Keys

Keystroke	Function
Space	Jumps to end of captions when in a captioned call
Dot7	Backspace
Space+dot1	Previous, UP arrow
Space+dot4	Next, DOWN arrow
Space+dot7	NO
Space+dot8	YES
Space+C	Toggles Auto-Scroll On/Off when in a captioned call
0***	Toggles Bluetooth® On/Off (Power cycle Braille display to disconnect Bluetooth® device)
Space+S	Toggles phone backlight On/Off
M	Go to answering machine messages if there are new messages
C	Indicates Caller ID information if there are new calls
Space+E	Displays Electronic Serial Number ESN from conversation or idle screen

FOR HELP: *Contact the person/group that helped install your CapTel phone, or contact CapTel Customer Service by pressing Customer Service button on your phone.*