CapTel® 840 PLUS
Analog Mode

How-to Guide

≡Ultratec®
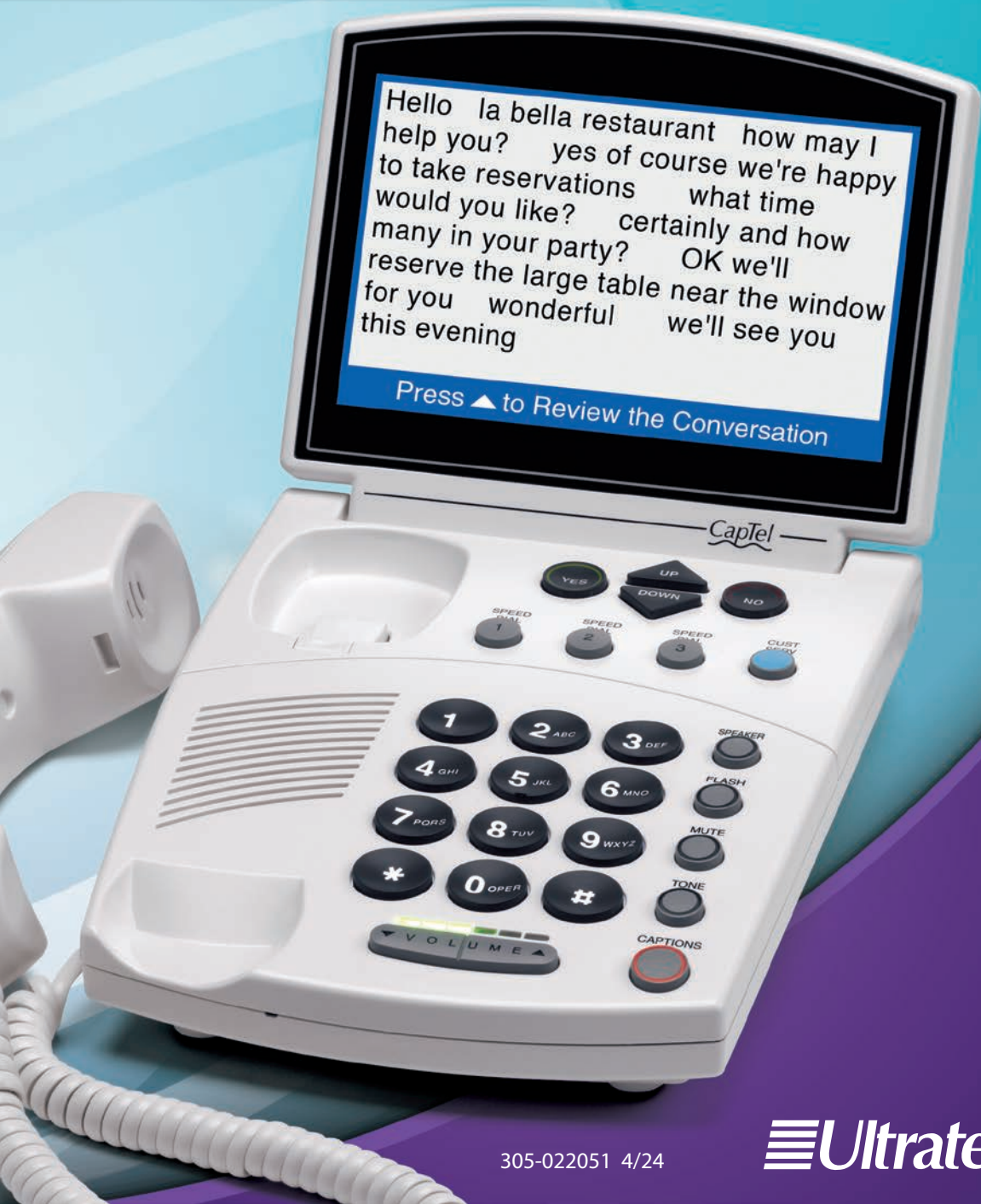
IMPORTANT! Dialing 911 in an Emergency

To reach help as quickly as possible in an emergency, *CapTel* 840 PLUS calls placed to 911 connect directly to Emergency 911 Services. 911 calls are not routed through the Captioning Service. This means:

- Emergency 911 calls are not captioned in the same manner as regular *CapTel* calls.

- Emergency 911 calls are treated as Voice Carry Over (VCO) calls during which the 911 call-taker can hear everything you say, and then types his/her response which appears on the *CapTel* display screen.

- You speak directly into the handset, as you would with any other *CapTel* call. The 911 call-taker will hear everything you say. You may not be able to hear the call-taker, but he/she can type instructions to you, which will appear on the *CapTel* display screen.

- Watch the *CapTel* display screen for information.

⚠ *Please familiarize yourself with Dialing 911 in an Emergency on page 27.*

CapTel Acceptable Use Policy:

The *CapTel* phone is intended for use by people with hearing loss. People who do not need captioning support should only use *CapTel* with the CAPTIONS feature turned off.

Model: CapTel 840PLUS SP

Congratulations on Choosing *CapTel*!

Welcome to the Captioned Telephone – *CapTel*! With *CapTel*, you can see captions of everything people say over the phone, helping you to enjoy calls with confidence.

Please take a moment to read this guide and learn:

- How to start using your *CapTel* phone
- How your *CapTel* phone works
- How to get help when you have questions

We want the *CapTel* phone to be enjoyable and convenient for you. As you use your new phone, we welcome your questions and comments. If we can help, please call!

Sincerely,

CapTel Customer Service • 1-888-269-7477 • www.CapTel.com

Toll-Free Captioning Service Voice Number

Give people who call you the appropriate Captioning Service Voice Number in order to get captions when they call you. See directions on page 21 to get captions on incoming calls.

Captioning Service Voice Number 1-877-243-2823

> **Exceptions:**
>
> **Spanish-to-Spanish Captioning Calls**..1-866-217-3362
> **California Residents Only**..1-866-399-9050
> **California Spanish-to-Spanish Only**...1-866-399-9090
> **Texas Residents Only**..1-800-933-5129
> **Texas Spanish-to-Spanish Only**..1-800-933-5417

T A B L E   O F   C O N T E N T S

How *CapTel* Works

1

You talk to the other party — who talks back for you to hear.

CapTel User

Other Party

voice

... for you to read on the CapTel display.

4

Captioning Service

2

Everything the other party says also goes through a Captioning Service...

text

3

... which transcribes their words into captions ...

CapTel works like any other telephone, with one important difference: it also displays written captions during your call. The captions are provided by a no-cost service that connects to your calls. The service transcribes everything the other party says into captions for you to read on the *CapTel* display. Captions are treated with absolute confidentiality.

NOTE: *The CapTel 840 PLUS phone does not generate captions by itself. The phone works with the Captioning Service to display captions during your call.*

Getting Started

This section explains how to start using your new CapTel 840 PLUS phone.

TOPICS:

- **What is in the Box**
- **Overview of *CapTel* 840 PLUS Phone**
- **Using a Headset or Neckloop (Optional)**
- **Setting up your *CapTel* 840 PLUS**

What is in the Box?

Your *CapTel* 840 PLUS includes the following parts:

- *CapTel* 840 PLUS Phone
- Telephone Cord

- *CapTel* How-to Guide and *CapTel* Quick Start Guide

- Power Adapter – to plug into a wall outlet

Important! Use only the power adapter that came in the box with your CapTel 840 PLUS

Overview of *CapTel* 840 PLUS Phone

okay we're all set for your
appointment on Tuesday afternoon
we'll do the exam here and then the
dentist can answer your questions
sound okay   no you don't need to
bring anything with you   if you need
to reschedule just call our office
see you on Tuesday

Press ▲ to Review the Conversation

1

2

3

4

5

6

7

8

9

10

11

12

13

14

Customer Service: 888-269-7477
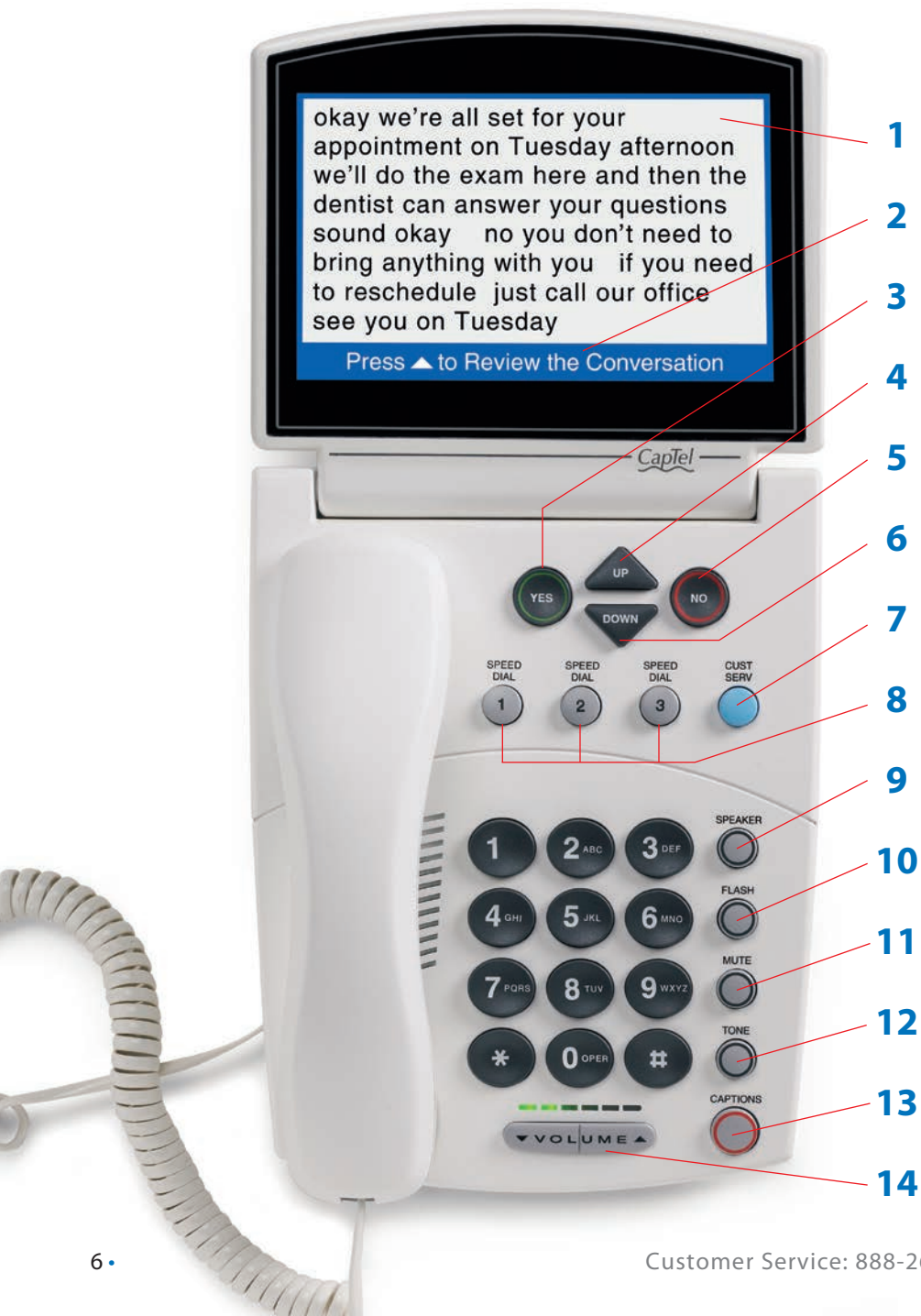
1. Display Screen

Shows captions, Caller ID, Answering Machine messages, Phone Book entries and more.

2. Information Bar

Gives you instructions and helpful tips.

3. YES Button

Allows you to select items that are highlighted in the Options menu, and respond "Yes" to questions or commands on the display screen.

4. UP Arrow Button

Allows you to move up through items in the Options list and move through entries in your Phone Book, Answering Machine messages, or Call History. Also lets you go back to review captions that have already scrolled off the display screen.

TIP: *If you hold down the UP arrow button, it will continue scrolling up automatically until you release the button.*

5. NO (Exit) Button

Allows you to respond "No" to questions or commands on the display screen and to Exit out of the Options list.

6. DOWN Arrow Button

Allows you to move down through items in the Options menu and move through entries in your Phone Book, Answering Machine messages, or Call History. Also lets you scroll down through captions when reviewing calls.

TIP: *If you hold down the DOWN arrow button, it will continue scrolling down automatically until you release the button.*

CUST
SERV

7. CUSTOMER SERVICE Button

Our helpful customer service team is happy to help you set up and use your *CapTel* 840 PLUS telephone – we're only a button push away. Pressing the CUST SERV button will automatically dial the *CapTel* help line.

NOTE: *Help is available 24 hours a day, 7 days a week (closed on major holidays). Help materials are also available online at* **www.CapTel.com**

SPEED
DIAL

2

8. SPEED DIAL Buttons

You can quickly dial up to three frequently-called phone numbers, just by pressing a speed dial button.

SPEAKER

9. SPEAKER Button

Press the SPEAKER button to play your conversation aloud over the speaker (light goes on). To turn off the speaker, lift the CapTel handset to listen to the call, or press the SPEAKER button again to turn off the speaker/end your call.

FLASH

10. FLASH Button

Some telephone service features like Call Waiting require a "hook flash." The hook flash is a very brief interruption of the connection like hanging up the phone for one second. There is a brief click or silence on the line.

MUTE

11. MUTE Button

Silences the sound from your end of the conversation. When the MUTE button is pressed (red light around the button is ON), the person on the other end of your call will not be able to hear you. You will still be able to hear the caller and get captions of everything they say. To turn the Mute feature off, press the MUTE button again (red light around the button is OFF).

TONE

12. TONE Button

Allows you to adjust the sound settings of the call, letting you enhance LOW, MED, or HIGH frequency tones to find the range that you hear best.

CAPTIONS

13. CAPTIONS Button

To see captions during your call, make sure the red light around the CAPTIONS button is on. Your outgoing calls will automatically be directed through the free service that provides the captions.

▼ VOLUME ▲

14. VOLUME Bar

Lets you adjust the volume to a comfortable level, up to a 40dB gain from min/max. To increase the volume, press the ▲ right side of the VOLUME bar. To decrease the volume, press the ▼ left side of the VOLUME bar. There are 12 volume levels. Watch the light panel above the VOLUME bar to know what the current volume setting is.

WARNING: *The maximum volume setting extremely loud. People who do not need amplification should not use the phone at the highest volume setting. The volume level automatically returns to a mid-range setting whenever the phone is hung up.*

To save your volume setting so that it will be used during every call, see "Saving the Captions Volume" on page 95.

Back (top) edge view of *CapTel* 840 PLUS
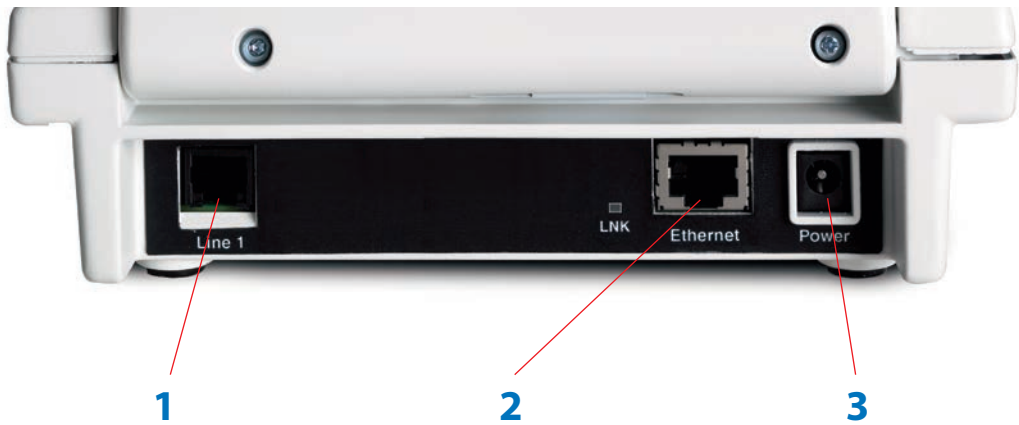
Features

1. Telephone Line
Plug the telephone cord here (RJ11 jack). The phone line must be analog. DSL service with an appropriate filter is also supported. *CapTel* does not work with a PBX system unless an analog port is available.

2. Ethernet Jack
This jack is not used with standard *CapTel* 840 PLUS.

3. Power Jack
Plug AC power adapter here. Use only the AC power adapter that came with your *CapTel* phone.

Using a Headset or Neckloop (Optional)

Audio Jacks (2.5 mm/3.5 mm)

You can use earphones, a headset, neckloop, or other type of listening device with the *CapTel* 840 PLUS to maximize the audio quality or to enjoy your new phone hands-free. Simply plug the headset/assistive device into the appropriate 2.5 mm or 3.5 mm audio jack located on the right edge of the *CapTel* 840 PLUS phone. Open the protective cover to reach the jacks.

Headset

or

Neckloop

2.5 mm   **3.5 mm**
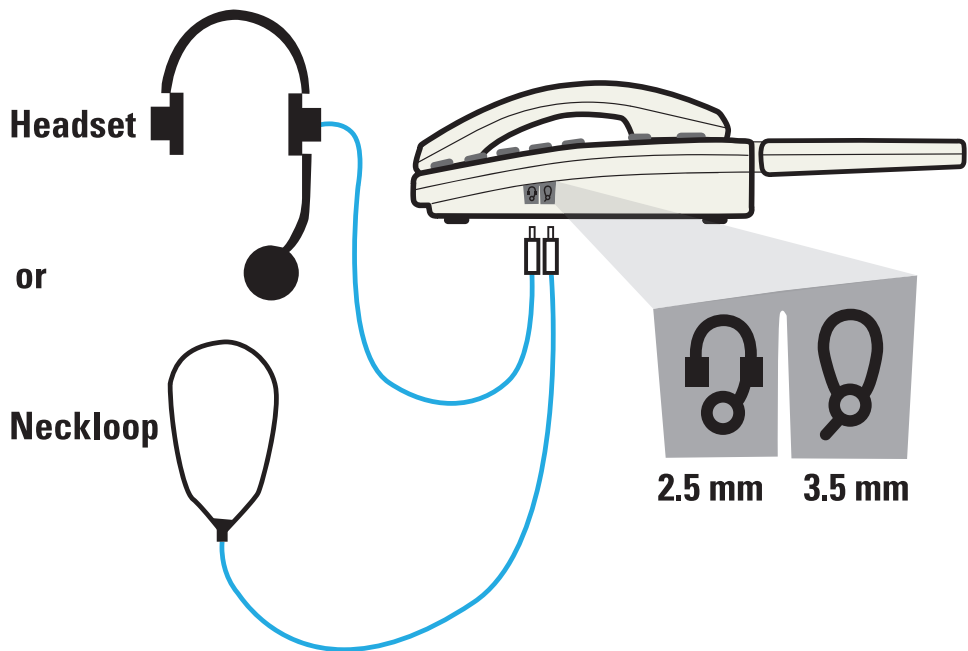
Setting up Your *CapTel* 840 PLUS

Requirements

1. Analog telephone line(s) or DSL service with filter.
   NOTE: *CapTel is not compatible with PBX office systems unless an analog port is available.*

2. Standard electrical power (AC adapter plugs into standard wall outlet).

STEP 1 – Select a Location

Set up the *CapTel* 840 PLUS in a place where:

- There is a telephone jack nearby (must be an analog line or DSL service with a filter).
- There is an electrical outlet 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 2 – Connect to a Power Outlet

1. Plug the power adapter in the power socket labeled "Power" located on the back (top) edge of the *CapTel* 840 PLUS.

2. 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.

CAUTION! USE ONLY THE ADAPTER THAT CAME WITH YOUR *CAPTEL* 840 PLUS.
USING ANY OTHER AC ADAPTER MAY DAMAGE THE *CAPTEL* AND VOID THE WARRANTY.

TIP: *Plug your power adapter into an electrical power surge protector to protect your CapTel 840 PLUS from damage caused by unspecified electrical voltage or lightning.*

STEP 3 – Select a Language

You can set *CapTel* 840 PLUS for either English or Spanish language. The *CapTel* menu options and conversation captions will appear in whichever language you select.

1. When the *CapTel* screen lights up, select which language you would like. Press the **UP** arrow or **DOWN** arrow until the language you want is highlighted.

2. Press the **YES** button to accept.

Please Select Language

English
Español

Press YES to Accept
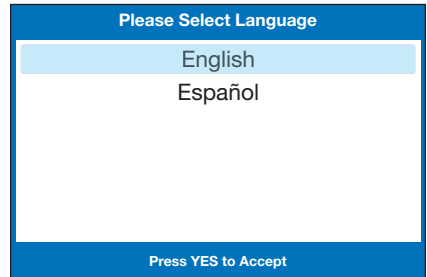
STEP 4 – Connect to your Telephone Service

1. Plug one end of the telephone cord into the telephone jack labeled "Line 1" located on the back (top) edge of the *CapTel* 840 PLUS. (Use the telephone cord included with your new *CapTel* 840 PLUS phone.)

2. Plug the other end of the telephone cord into a telephone wall outlet.

WARNING: *Be sure to use only the power adapter that came with your CapTel 840 PLUS. Using any other power adapter may damage your phone.*

Telephone Line   Power Cord

Telephone Wall Outlet   **Back (top) of *CapTel* 840 PLUS**   **Power Outlet**

Line 1   LNK Ethernet Power
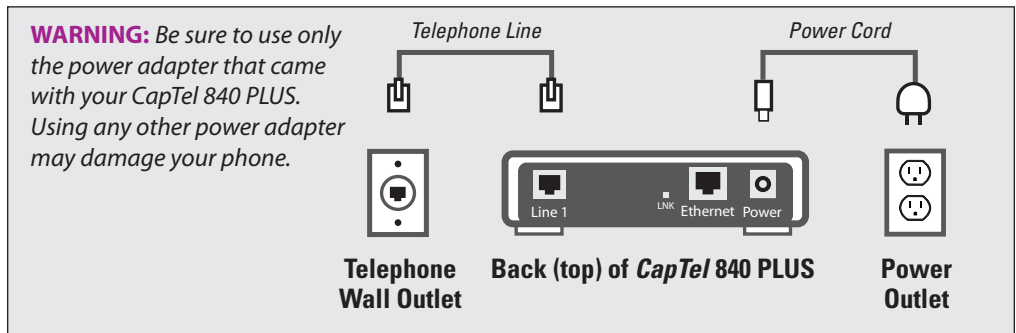
NOTE: *To use CapTel at the same telephone wall jack as a signaler or life line device, please see page 105 for special set up instructions.*

STEP 5 – Enter a Dialing Prefix

In some office settings, you may need to dial a 9 or other number to get an outside line. This number must be entered in the Dialing Prefix menu in order for captions to work properly.

If you do NOT need a dialing prefix, press the **NO** button.

If you enter a Dialing Prefix, your *CapTel* phone will automatically enter the number for you at the start of every captioned call.

1. If you need a Dial Prefix, press the **YES** button.

2. Use the dialing keypad to enter the number you need to get an outside line. Use the **DOWN** arrow button to backspace and press the **UP** arrow button to add 2-second delay, which will appear as a comma (,).

3. When the number is entered, press the **YES** button to save.

SETUP - DIAL PREFIX
Do you need to dial a number to access an outside line?
Press YES to enter a Dial Prefix Press NO to skip this step

EDIT DIALING PREFIX
Dialing Prefix: –
Press YES to save number or NO to exit ▼ for Backspace, ▲ for 2 second delay

EDIT DIALING PREFIX
Dialing Prefix: 9,
Press YES to save number or NO to exit ▼ for Backspace, ▲ for 2 second delay

STEP 6 – Phone Mode Check

Your *CapTel* 840 PLUS checks which MODE your phone is operating in, either analog or IP mode.

If the Mode setting is correct, the display screen indicates No Mode Change Needed.

If a Mode Change is required, your *CapTel* phone will automatically switch to the correct mode. Watch the display for directions.

SETUP - PHONE MODE CHECK
Checking Your CapTel Phone Mode Setting
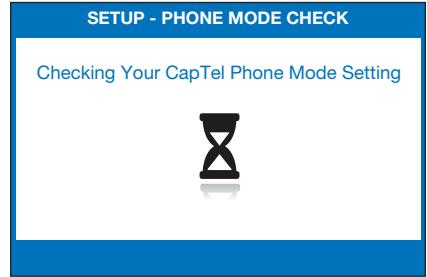
STEP 7 – Telephone Line Quality Test

CapTel conducts a test to check the quality of your telephone line connection. A high quality connection helps ensure that captions will not be interrupted during your calls.

To test the line quality, *CapTel* dials in to a special testing program. The *CapTel* screen indicates the test results.

If the test indicates poor line quality, you may still be able to make/receive calls, but you might experience problems with the captions.

If you have questions about the line quality, please contact *CapTel* Customer Service for assistance.

SETUP - TELEPHONE LINE QUALITY TEST
Testing the quality of your telephone line
Connecting to the Line Quality Tester
Press NO to exit

SETUP - TELEPHONE LINE QUALITY TEST
Test Complete
Your Line Quality is: Good
(4 of 5)
If you have questions about the line quality, contact CapTel customer service
Press any key to exit
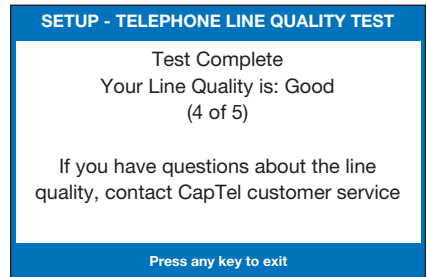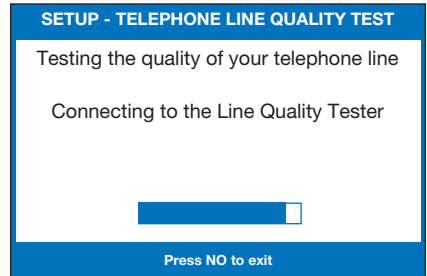
STEP 8 – Set the Time and Date

Your *CapTel* phone checks to see if the clock needs to be set. You only need to set the time and date the first time you set up your *CapTel* phone (or after a power outage).

1. Do you live in an area that observes Daylight Savings Time? If so press the **YES** button. If not, press the **NO** button.

SETUP - DAYLIGHT SAVINGS
Do You Observe Daylight Savings?
Press YES or NO to answer

2. *CapTel* shows you the current time and date setting. Use the **UP** or **DOWN** arrow buttons to move the blue highlight over the number that you want to change.

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

Set the Time and Date
12:00 AM
01/01/2024
Use 2 for AM
Use 7 for PM
Use the keypad to enter the Time and Date
Press YES to accept or NO to exit

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

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

4. When you have set the time and date, press the **YES** key to save.
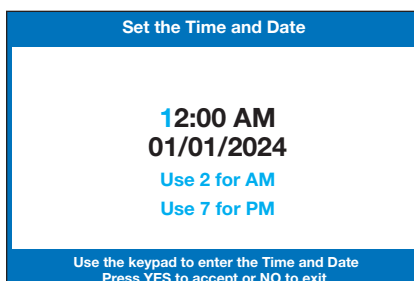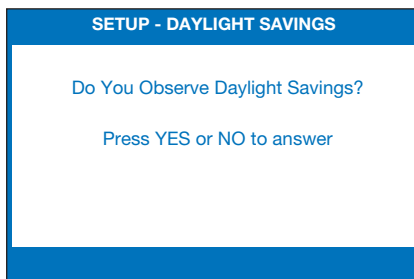
TIP: *To change the time from AM to PM, press the 2 key for "AM" and the 7 key for "PM".*

NOTE: *You can also change the Time and Date any time through the CapTel Options Menu. See page 99 for instructions.*

STEP 9 – Do you have Call Waiting service? If yes, please see "Setting a Call Waiting Block" on page 89.

Making and Answering Calls

This section explains how to place outgoing calls and how to answer incoming calls with your CapTel 840 PLUS.

TOPICS:

- **Placing a Call with Captions**
- **Placing a Call without Captions**
- **Answering a Call with Captions**
- **Answering a Call without Captions**
- **Adjusting the Volume**
- **Adjusting the Sound – TONE**
- **Knowing What Sounds are on the Line**
- **Dialing 911**

Placing a Call with Captions

CapTel User
Hears other person and reads captions

Person That You Call
Talks directly to you

Dials other person directly

Captioning Service
Connects automatically to the call
and captions everything they say
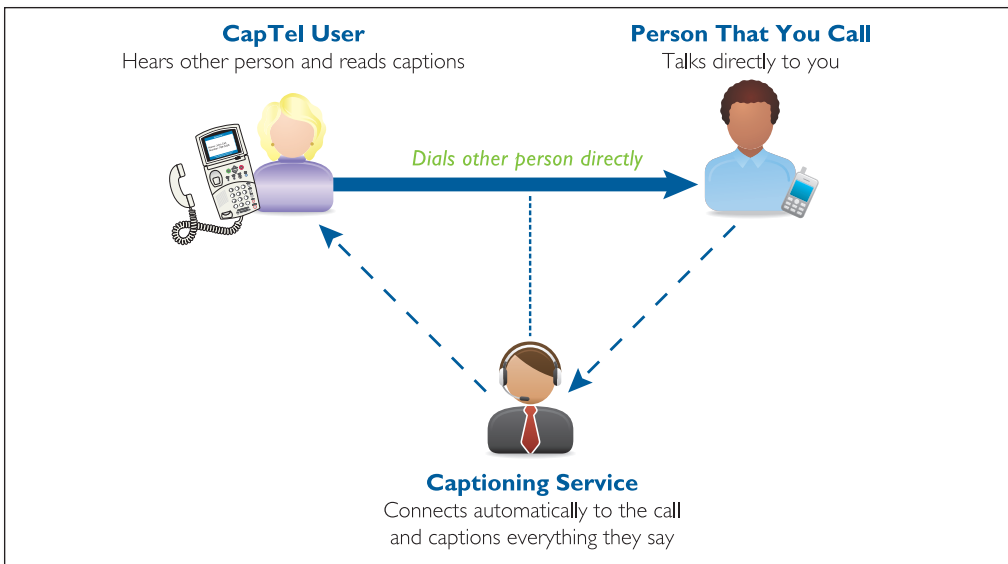
You place a call on your *CapTel* 840 PLUS the same way as with any other telephone. As you dial, your *CapTel* phone automatically connects to the Captioning Service to show you captions during the call.

NOTE: If you are in an office setting, please see "Dialing a Number to Get an Outside Line" on page 87. If you have Call Waiting, please see page 89 for special instructions.

To place a call with captions:
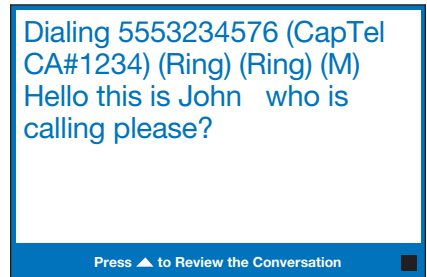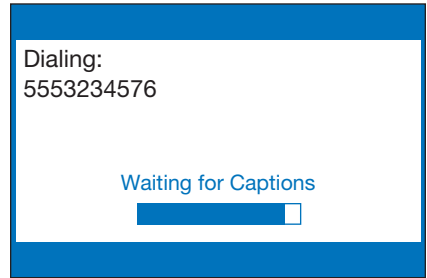
CAPTIONS

Before you dial, check that the red light around the **CAPTIONS** button is on. The Captions feature must be on before you place a call in order for you to get captions. If the light is off, press the **CAPTIONS** button to turn it on.

Dial a Number
or Press Speed Dial

1. Lift the handset or press the SPEAKER button.

2. Dial the phone number of the person you wish to call.

3. As you dial, the display screen shows the status as your *CapTel* phone connects to the captioning service, letting you know when captions are ready.

4. Listen or watch the signal meter to know when someone answers. Watch the display screen for captions. Begin your conversation as you normally would.

When you are done with your call, hang up the handset or press the SPEAKER button again to end the call.

Dialing:
5553234576

Waiting for Captions

Dialing 5553234576 (CapTel CA#1234) (Ring) (Ring) (M) Hello this is John   who is calling please?

Press ▲ to Review the Conversation

Signal Meter

TIP: *Remember to dial 1 + area code if the number you are calling is long distance.*

TIP: *You may want to let the person you are calling know you are using a Captioned Telephone, or you may choose not to mention it. The choice is yours.*

NOTE: *If the Caption feature is turned off when you dial, the Captioning Service will not be connected and you will not receive captions. You cannot turn on captions manually in the middle of a call. If you would like captions, hang up, turn on the Caption feature, and place the call again.*

TIP: *To redial the most recently called phone number, lift the handset or press the SPEAKER button. The display shows the most recently called number if available. Press the YES key to redial.*

Placing a Call Without Captions

When the Captions feature is turned off, *CapTel* works exactly like any other telephone. If you don't need captions, turn off the feature by pressing the **CAPTIONS** button before picking up the handset:

CAPTIONS

1. Press the **CAPTIONS** button to turn off the Caption feature. Verify that the red light is off.

2. Pick up the handset or press the SPEAKER button.

3. Dial the number of the person you are calling.

NOTE: *When the CAPTIONS button is off, if you need a special number to get an outside line, you must enter that number before dialing the phone number. The automatic dialing prefix saved in the CapTel menu only works when the CAPTIONS button is on.*

Answering a Call with Captions

People Who Call You
First dial the captioning service,
then enter your telephone number

Captioning Service
Captions everything they say

CapTel User
Hears caller and reads captions

You talk directly to the caller.
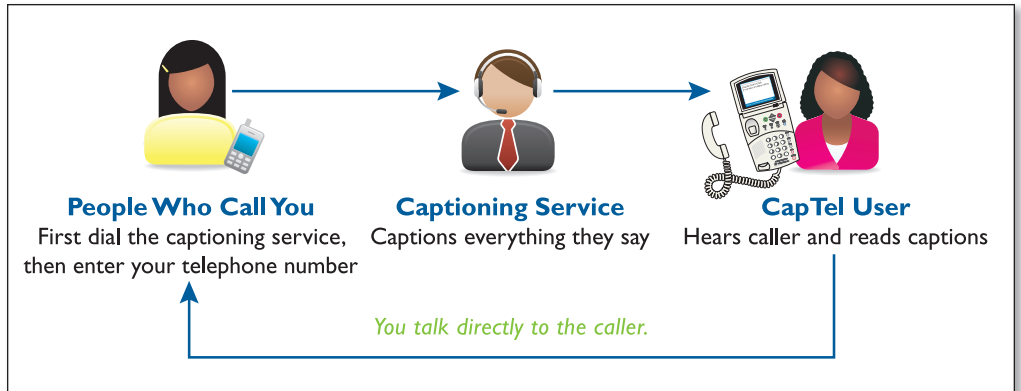
Because the captions are provided by a Captioning Service, the person calling you must first connect with the service in order for you to receive captions during the call. Give your callers the appropriate toll-free Captioning Service Voice Number (see page 1).

1. The person calling you first dials the toll-free Captioning Service Voice Number (see page 1).

2. The caller will hear a recorded greeting that asks for your telephone number. The caller should enter your phone number and press pound (#), example: 608-238-5400 #.

   Recorded greeting: *"Thank you for calling the Captioned Telephone Service. Please enter the area code and phone number of the person you are calling followed by the pound (#) sign."*

3. When your *CapTel* rings, the display lights up and flashes **RING!**.

NOTE: *If you have Caller ID service, you will see the name/phone number of the caller on the CapTel display.*

CAPTIONS

4. Pick up the handset or press the SPEAKER button to answer. If the caller is connected through the Captioning Service, there is a pause while the service connects to your *CapTel* phone. The red light around the **CAPTIONS** button turns on and the display reads **Waiting for Captions**.

During the pause, the person calling you hears the recorded message *"Please hold, the person you have called will be with you shortly."* During this message, the caller will not be able to hear you speak.

5. Watch the display. You may begin speaking as soon as you see that the call has connected.

RING!

Waiting for Captions

(CapTel CA# C1234) (F) Hi mom it's Mary calling

Press ▲ to Review the Conversation ■

NOTE: *If the call was not placed through the Captioning Service, the call will not be captioned. You cannot turn on captions manually in the middle of a call. The light around the CAPTIONS button will turn off when the receiver is lifted. If you would like captions, ask the person to hang up and call you again through the Captioning Service using the toll-free Voice Number (see page 1). Once you hang up, the light around the CAPTIONS button will turn on again if the default setting for captions is "On".*
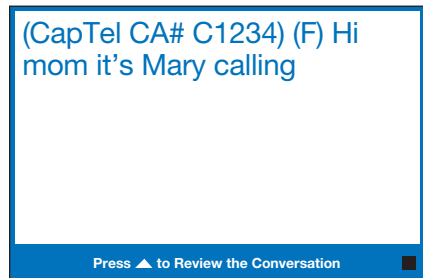
TIP: If you answer an incoming call on a phone other than the *CapTel* and you hear a beep that reoccurs throughout the call, the person who called you dialed through the *CapTel* Captioning Service. Pick up your *CapTel* phone. It will detect the beep signal and begin showing you captions. Hang up the extension phone right away and continue the call using your *CapTel* phone. There is a 1-2 minute time limit for the *CapTel* phone to be picked up when the call is answered on another extension phone. Otherwise, the call will be disconnected.

Answering a Call Without Captions

CAPTIONS

When your *CapTel* rings, the display lights up and flashes **RING**. Pick up the handset or press the SPEAKER button and begin speaking. The Caption light remains off. The display remains blank unless Caller ID information is present.

RING!
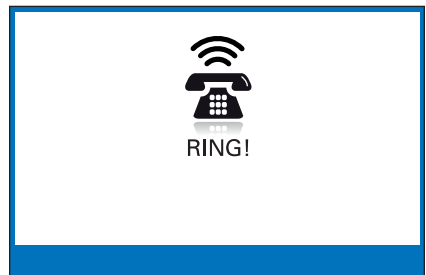
Adjusting the Volume

You can increase the volume of the person's voice coming through the handset or the Speakerphone, up to a 40dB gain from min/max. Watch the lights above the VOLUME bar to see what level the volume is set to.

To increase the volume (make sounds louder) during a call, press the ▲ right side of the VOLUME bar.

To decrease the volume (make sounds softer) during a call, press the ▼ left side of the VOLUME bar.

WARNING: *The maximum volume setting is extremely loud. People who do not need amplification should not use the phone at its highest volume setting. The volume level automatically returns to a mid-range setting whenever the phone is hung up.*

To save your volume setting so that it will be used during every call, see Saving the Captions Volume on page 95.

Adjusting the Sound – TONE

You can adjust the Tone setting to a frequency range that works best for your hearing level – to emphasize HIGH, MEDIUM, or LOW frequency sounds. The Tone setting can be adjusted during, before, or after a call. The setting will remain in effect until you change it again.

TONE

If you hear low-frequency tones better, press the **TONE** button repeatedly until you see "Tone is Low" on the display screen.
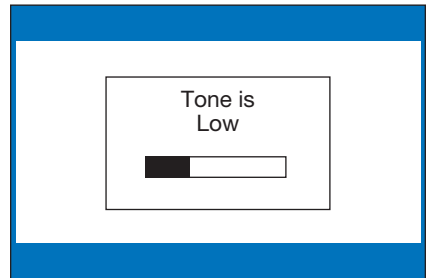
> Tone is
> Low

TONE

If you hear mid-range frequency tones better, press the **TONE** button repeatedly until you see "Tone is Medium" on the display screen.
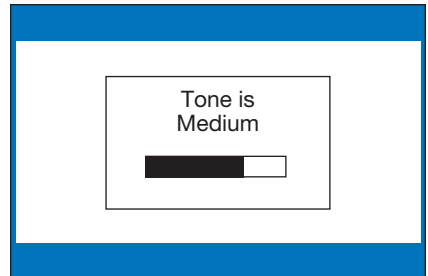
> Tone is
> Medium

TONE

If you hear high-frequency tones better, press the **TONE** button repeatedly until you see "Tone is High" on the display screen.
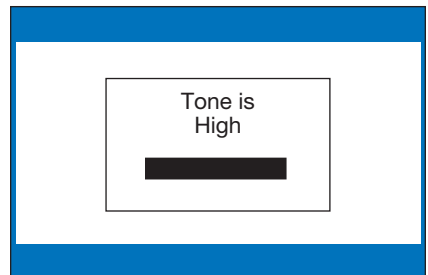
NOTE: *You can also use a headset or neckloop to enhance the sound quality. Please see page 11 for instructions.*

> Tone is
> High

Knowing What Sounds Are on the Line

The display screen tells you what sounds are occurring during your call with two visual indicators: the Signal Meter and the Outgoing Volume Meter. These meters only appear during captioned calls.

The Signal Meter

This helpful meter lights up to indicate sounds on the handset, such as the caller's voice or a busy signal. It shows whenever a sound is coming through the handset, even if the sound is not loud enough for you to hear. The size of this meter expands and contracts with the volume of the sound. Very loud sounds cause the meter to completely light up the whole box. Quiet sounds may cause just a single dot on the display to light up. This meter can help you gauge when a person is finished speaking or initially answers a call.

Dialing 5553234576 (CapTel CA#1234) (Ring) (Ring) (M) Hello this is John   who is calling please?

Press ▲ to Review the Conversation
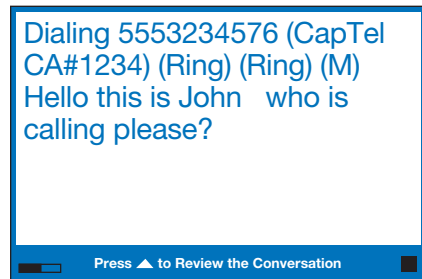
Signal Meter

The Outgoing Volume Meter

This meter helps you see how loudly you are speaking. More of the bar lights up if you speak loudly. Less of the bar lights up if you speak quietly. You can use the volume meter to gauge the volume of your own voice during a call.
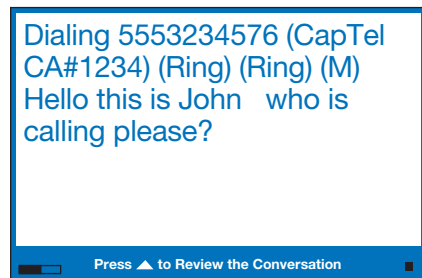
NOTE: *If the Outgoing Volume Meter is filling completely or consistently turns red, you may be speaking too loudly or have the mouthpiece of the receiver too close to your mouth.*

Dialing 5553234576 (CapTel CA#1234) (Ring) (Ring) (M) Hello this is John   who is calling please?

Press ▲ to Review the Conversation

Outgoing Volume Meter

Dialing 911

To reach help as quickly as possible in an emergency, *CapTel* calls placed to 911 connect directly to Emergency 911 Services. 911 calls are not routed through the captioning service. This means:

- Emergency 911 calls are not captioned in the same manner as regular *CapTel* calls.

- Emergency 911 calls are treated as Voice Carry Over (VCO) calls during which the 911 call-taker can hear everything you say, and then types his/her response which appears on the *CapTel* display screen.

- You speak directly into the handset, as you would with any other *CapTel* call. The 911 call-taker will hear everything you say. You will not be able to hear the call-taker, but he/she can type instructions to you, which will appear on the *CapTel* display screen.

- Watch the *CapTel* display screen for information.

To dial 911 for assistance:

1. Pick up the handset and dial 911 on the keypad.

CAPTIONS

2. The light around the CAPTIONS button will go off. Watch the screen for instructions.

> **** CAPTIONS ARE OFF ****
>
> Dialing
> 911
>
> **Dialing 911 Directly**

3. When the 911 call-taker answers, you may hear them or see the Signal Meter flicker. Talk directly to the 911 call-taker through the *CapTel* handset as you would with any other call.
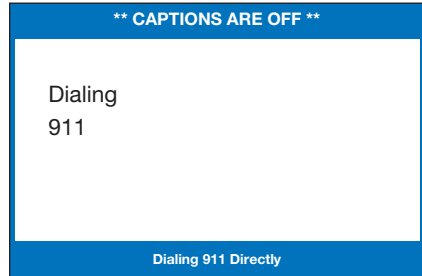
4. If you need captions from 911, press the **YES** button.

   This puts your *CapTel* phone into VCO (or Voice Carry Over) mode. VCO allows you to speak directly to the 911 call-taker and read their typed instructions.

> **** CAPTIONS ARE OFF ****
>
> Dialing
> 911
>
> If you need captions
> from 911 press YES
>
> **911 is Ringing** ■
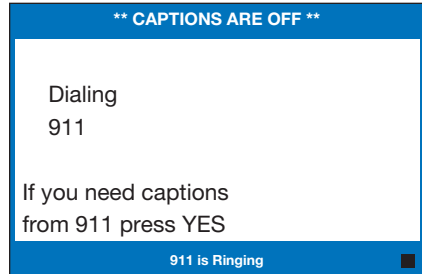
**Signal
Meter**

5. Your *CapTel* phone sends a text message that tells 911 personnel that you need captions.

> Sending Captioning
> Instructions to 911
>
> PLEASE WAIT
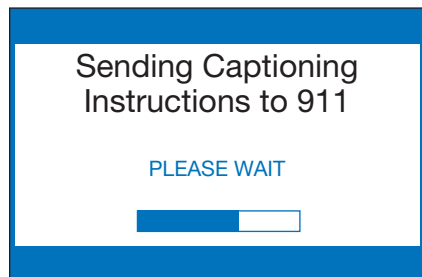
6. 911 messages will appear on your *CapTel* display screen. Answer directly by talking into the *CapTel* handset. The 911 call-taker will be able to hear everything you say, and then will type messages back for you to read.

While the 911 call taker is typing, they will not be able to hear you (and you will not hear them) until they have finished typing. The *CapTel* display screen says "DO NOT TALK" to remind you while the call-taker is typing. You will see their instructions on your *CapTel* display screen.

NOTE: *The 911 call-taker may type "GA" or "Go Ahead" to let you know when it is your turn to talk. "Q" means the 911 call-taker is asking a Question.*

> 911 HERE   WHAT IS YOUR
> EMERGENCY Q GA
>
>
>
> ** DO NOT TALK **   ■

Signal Meter

> 911 HERE   WHAT IS YOUR
> EMERGENCY Q GA
> STAY CALM   WE WILL
> SEND HELP IMMEDIATELY
> GA
>
> ** OKAY TO TALK **
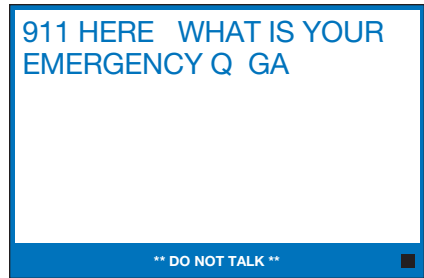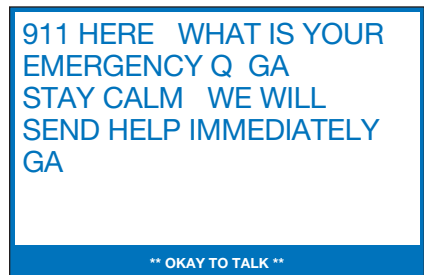
7. After you hang up, your *CapTel* phone will stay in VCO mode in case 911 needs to call you back.

CAPTIONS

8. To turn off VCO mode, press the **CAPTIONS** button. The light around the CAPTIONS button will go on.

> ** VCO Mode On **
> To return to Caption Mode
> press CAPTIONS key.
>
> Press YES for Options
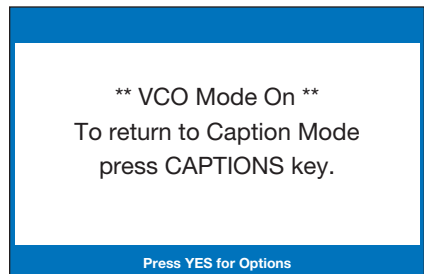
SECTION 3 | Viewing Captions

This section explains how to adjust and review conversation captions.

TOPICS:

- **Viewing Corrections**
- **Reviewing Captions During a Call**
- **Reviewing Captions After Hanging Up**
- **Saving Conversations**
- **Erasing All Conversations**
- **Changing the Caption Font Size**
- **Setting the Color of the Captions**
- **Setting how Captions Scroll Across the Display Screen**
- **Adjusting the Brightness of the Display Screen**

Viewing Corrections

On occasion, word errors may appear in the captions due to the speech recognition system the Captioning Service uses. The Captioning Service will try to correct any word errors as they occur. The corrected word appears in a different color than the rest of the captions to let you know a correction has been made.

There may be a slight delay before the word error is corrected. If you are unclear about what was said, ask your caller to clarify.

NOTE: *You can change the color of the corrections. Please see Setting the Color of the Captions on page 39.*

(CapTel CA# 1234) (F) we're looking forward to seeing you tonight let's meet at the restaurant lever on should be there by 8 o'clock **Word Error**

David
6082385400

(CapTel CA# 1234) (F) we're looking forward to seeing you tonight let's meet at the restaurant everyone should be there by 8 o'clock **Correction**

David
6082385400
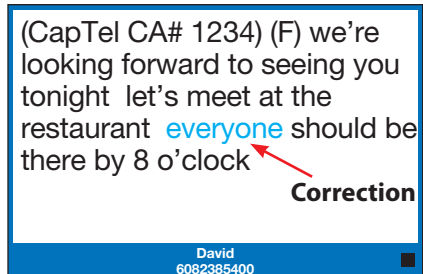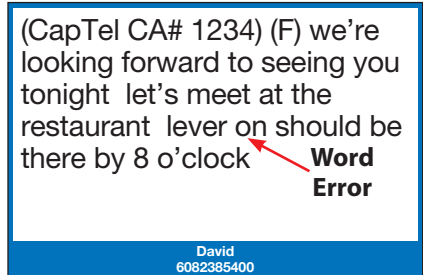
Reviewing Captions During a Call

While on a call, press the **UP** arrow button to scroll back through captions that appeared earlier in the conversation. You can continue talking or listening while you review captions. Everything the other party says will continue to be captioned, even while you are looking back at earlier captions.

(CapTel CA# 1234) (F) Hi mom how are you I am fine the weather is so nice outside and I am getting the garden ready what have you been up to oh that is nice did you have fun oh he's fine he's getting bigger mom he grew another inch

Press NO to return to Conversation

When you are ready to return to the live conversation captions, press the **NO** button. Anything the other party said during the time you were reviewing captions will appear, and the live captions will continue as usual.

You can go back, again, at any time during the call to review what was said. Just press the **UP** arrow button.

NOTE: *Your CapTel phone holds up to 50 conversations (or 62,000 characters) in conversation memory. If the conversation memory fills up entirely, older captions will be erased as new captions come in.*

Reviewing Captions After Hanging Up

To review captions after your conversation is ended and the phone is hung up:

1. With the handset hung up, press the **YES** button to see the Options menu.

2. Press the **DOWN** arrow button repeatedly until **Conversations** is highlighted. Press the **YES** button to select.

OPTIONS
🔘 Dial from Phone Book
📟 Answering Machine
👥 Call History
🗐 Edit Phone Book
▤ Conversations
⚙ Settings
Press YES to select or press NO to exit Options

3. Check that **Review Conversations** is highlighted. Press the **YES** button to select. You will see captions of your conversations, with the most recent call on the bottom of the screen. Previous conversations may appear further up the display screen.

CONVERSATIONS
⬆ Review Conversations
⊞ Save Conversations
⊠ Erase All Conversations
Press YES to select or press NO to exit

4. Press **UP** or **DOWN** arrow button to scroll through the saved conversations.

5. When you are done, press **NO** to exit.

6. Press the **NO** button repeatedly to exit out of the menu system.

> (CapTel CA# 1234) (F) Hi mom how are you I am fine the weather is so nice outside and I am getting the garden ready what have you been up to oh that is nice did you have fun oh he's fine he's getting bigger mom he grew another inch
>
> **Press NO to exit** ▪
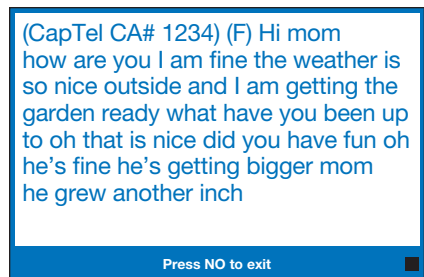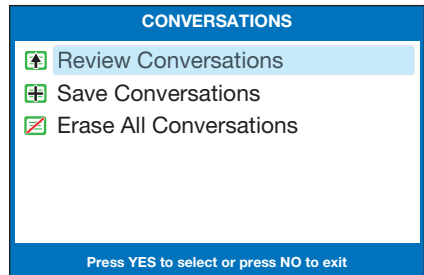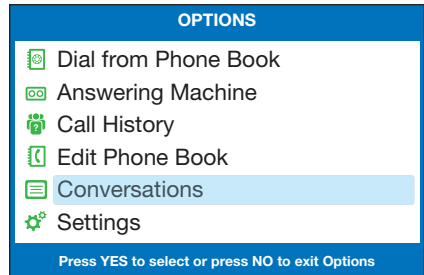
NOTE: *Your CapTel phone comes with the Save Conversations feature enabled, letting you view conversation captions after you've hung up the phone. To turn off this feature, please see page 34. If you turn off the Save Conversations feature, all conversation captions will be erased every time you hang up the phone.*

Saving Conversations

You can set your *CapTel* phone to Save Conversations after the call has ended and the phone is hung up. This allows you to go back and review what was said after you've hung up. You can review up to 50 conversations (or 62,000 characters) in memory. Or, you can have captions erased every time the phone is hung up. The default setting is to Save Conversations after the call is ended.

To change the Save Conversations setting:

1. With the handset hung up, press the **YES** button to see the Options menu.

OPTIONS
🎛 Dial from Phone Book
📟 Answering Machine
📱 Call History
📞 Edit Phone Book
🖹 Conversations
⚙ Settings
Press YES to select or press NO to exit Options

2. Press the **DOWN** arrow button repeatedly until **Conversations** is highlighted. Press the **YES** button to select.

3. Press the **DOWN** arrow button until **Save Conversations** is highlighted. Press the **YES** button to select.

CONVERSATIONS
⬆ Review Conversations
⊞ Save Conversations
⊠ Erase All Conversations
Press YES to select or press NO to exit

4. Press **UP** or **DOWN** arrow button to turn SAVE CONVERSATIONS on or off.

Save Conversations On saves conversation captions after the call is finished and the phone is hung up.

Save Conversations Off erases the conversation captions after every call.

SAVE CONVERSATIONS CURRENTLY ON
⊞ Save Conversations On
⊠ Save Conversations Off
Press YES to accept or NO to exit
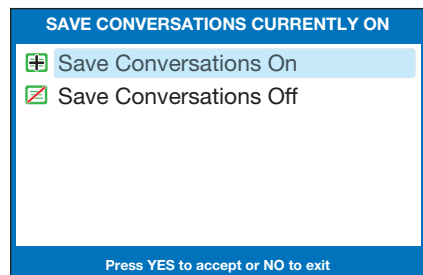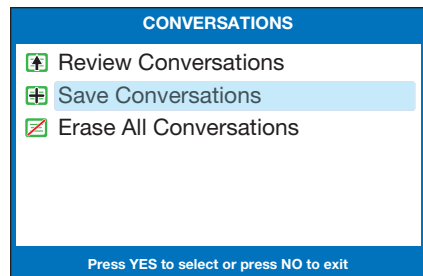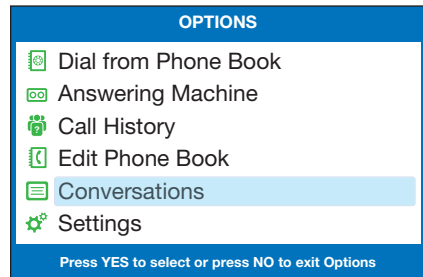
5. After you've made your selection, press the **YES** button to accept or the **NO** button to exit out of Conversation Options.

6. Press the **NO** button repeatedly to exit out of the menu system.

SAVE CONVERSATIONS CURRENTLY ON

⊞ Save Conversations On
⊠ Save Conversations Off

Press YES to accept or NO to exit

NOTE: *This setting will remain On/Off until you change it again.*

NOTE: *Your CapTel phone holds up to 50 conversations (or 62,000 characters) in conversation memory. If the conversation memory fills up entirely, older captions will be erased as newer captions come in.*

Erasing All Conversations

You can erase all conversation captions stored in memory. To delete your saved conversations:

1. With the handset hung up, press the **YES** button to see the Options menu.

OPTIONS
🔲 Dial from Phone Book
📼 Answering Machine
📇 Call History
📖 Edit Phone Book
📄 Conversations
⚙ Settings
Press YES to select or press NO to exit Options

2. Press the **DOWN** arrow button repeatedly until **Conversations** is highlighted. Press the **YES** button to accept.

3. Press the **DOWN** arrow button until **Erase All Conversations** is highlighted. Press the **YES** button to accept.

CONVERSATIONS
🔼 Review Conversations
➕ Save Conversations
✍ Erase All Conversations
Press YES to select or press NO to exit

4. The display screen asks **Would You Like to Erase All Conversations**? Press the **YES** button to erase captions. Or, press the **NO** button to exit.

Would You Like to Erase All Conversations?
Press YES to erase or NO to exit

5. Press the **NO** button repeatedly to exit out of the menu system.

CONVERSATION OPTIONS
Conversation Memory is Empty
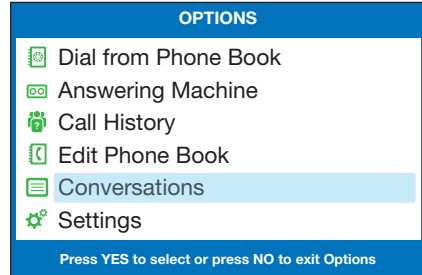
Changing the Caption Font Size

You can adjust the font size of the conversation captions to be larger or smaller, making the captions easier to read. You need to change the font size before or after a call; you cannot change the font size during a live captioned call.

NOTE: *Changing the font size applies only to conversation captions. The font size and style for your CapTel 840 PLUS menu Options always remains the same.*

To change the caption font size:

1. With the handset hung up, press the **YES** button to see the Options menu.

OPTIONS
Dial from Phone Book
Answering Machine
Call History
Edit Phone Book
Conversations
Settings
Press YES to select or press NO to exit Options

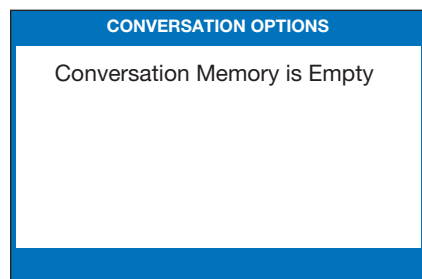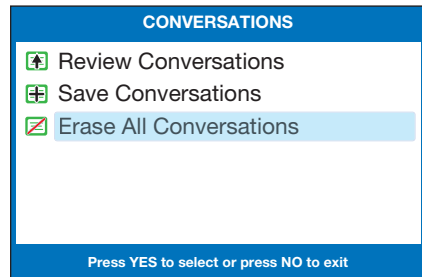2. Press the **DOWN** arrow button repeatedly until **Settings** is highlighted. Press the **YES** button to select.

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

SETTINGS
Caption Settings
Phone Settings
Display Settings
Set the Time and Date
Telephone Line Quality Test
Phone Mode Check
Press YES to select or press NO to exit

4. Press the **DOWN** arrow button until **Set Conversation Font Size** is highlighted. Press the **YES** button to select.

DISPLAY SETTINGS
LCD Brightness
Set Conversation Colors
Set Conversation Font Size
Conversation Smooth Scroll
Press YES to select or press NO to exit

5. The display screen shows what the current font size setting is.

6. Press **UP** or **DOWN** arrow buttons to select the font size you want: SMALL, MEDIUM, LARGE or EXTRA LARGE.

7. Once you've selected the font size, press the **YES** button to accept or press the **NO** button to exit.

8. Press the **NO** button repeatedly to exit out of the menu system.

NOTE: *You need to adjust/select the caption font size before or after a call. You cannot adjust the caption font size during a live call.*

SET CONVERSATION FONT SIZE

Conversation Font is:
SMALL

Use ▲ or ▼ to select Conversation Fonts
Press YES to accept Font or NO to exit

SET CONVERSATION FONT SIZE

Conversation Font is:
Medium

Use ▲ or ▼ to select Conversation Fonts
Press YES to accept Font or NO to exit

SET CONVERSATION FONT SIZE

Conversation Font is:
LARGE

Use ▲ or ▼ to select Conversation Fonts
Press YES to accept Font or NO to exit

SET CONVERSATION FONT SIZE

Conversation Font is:
EXTRA LARGE

Use ▲ or ▼ to select Conversation Fonts
Press YES to accept Font or NO to exit

Setting the Color of the Captions

You can change the color of the caption font, background, and corrections on the display screen to a color combination that you prefer. You need to set the conversation colors before or after a call. You cannot change the caption colors during a live captioned call.

NOTE: *Changing the font colors applies only to conversation captions. The font size and style for your CapTel 840 PLUS menu Options always remains the same.*

To change the caption font or background color:

1. With the handset hung up, press the **YES** button to see the Options menu.

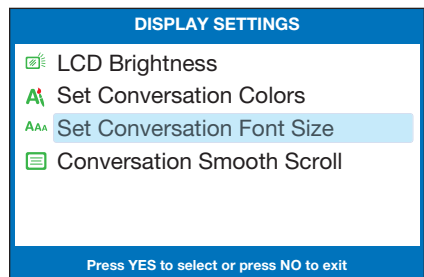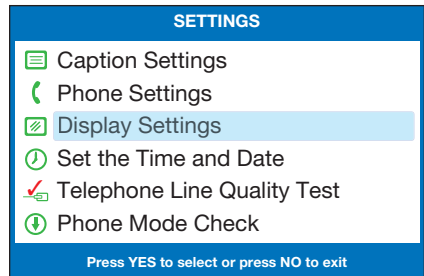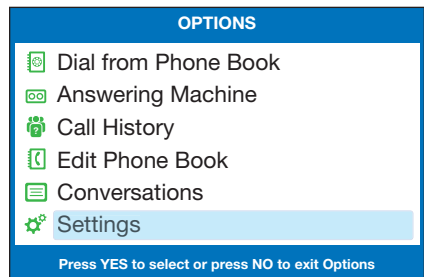| OPTIONS |
|---|
| Dial from Phone Book |
| Answering Machine |
| Call History |
| Edit Phone Book |
| Conversations |
| Settings |
| **Press YES to select or press NO to exit Options** |

2. Press the **DOWN** arrow button repeatedly until **Settings** is highlighted. Press the **YES** button to select.

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

SETTINGS
Caption Settings
Phone Settings
Display Settings
Set the Time and Date
Telephone Line Quality Test
Phone Mode Check
Press YES to select or press NO to exit

4. Press the **DOWN** arrow button repeatedly until **Set Conversation Colors** is highlighted. Press the **YES** button to select.

DISPLAY SETTINGS
LCD Brightness
Set Conversation Colors
Set Conversation Font Size
Conversation Smooth Scroll
Press YES to select or press NO to exit
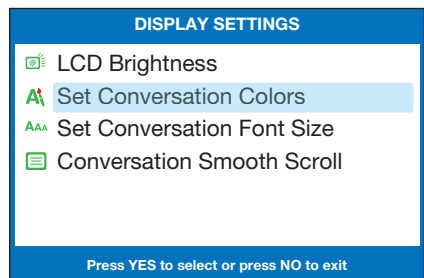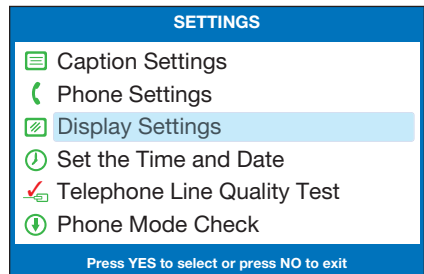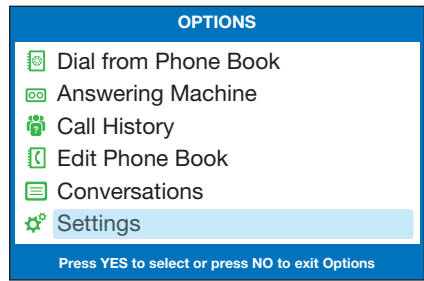
5. The display screen shows what the current text color and background color are set to, with an ▶ pointing toward the **Text Color** setting. Press the **YES** button to select **Text Color**.

SET CONVERSATION COLORS
▶ Text Color: BLUE
Background Color: WHITE
Correction Color: CYAN
Use ▲ or ▼ to select Text or Background Colors
Press YES to change Colors or NO to exit

6. A color palette appears on the bottom of the display. Use the **UP** and **DOWN** arrow keys to move through the various font color choices. When you find a font color you prefer, press the **YES** button to accept.

SET CONVERSATION COLORS
▶ Text Color: BLACK
Background Color: WHITE
Correction Color: CYAN
Use ▲ or ▼ to select Conversation Colors
Press YES to accept Colors or NO to exit

7. The display ▶ moves down to indicate **Background Color**. Press the **UP** and **DOWN** arrow keys to move through the various background color choices. When you find a background color you prefer, press the **YES** button to accept.

SET CONVERSATION COLORS
Text Color: BLACK
▶ Background Color: WHITE
Correction Color: CYAN
Use ▲ or ▼ to select Conversation Colors
Press YES to accept Colors or NO to exit

8. The display ▶ moves down to indicate **Correction Color**. Press the **UP** and **DOWN** arrow keys to move through the color choices. When you find a correction color you prefer, press the **YES** button to accept.

SET CONVERSATION COLORS
Text Color: BLACK
Background Color: WHITE
▶ Correction Color: CYAN
Use ▲ or ▼ to select Conversation Colors
Press YES to accept Colors or NO to exit

9. Press the **NO** button repeatedly to exit out of the menu system.

NOTE: *Whichever color you select for text or corrections will not be available as a background color choice.*

Setting How Captions
Scroll Across the Display Screen

You can control how the captions appear on your display screen: either appearing word-by-word as each word is captioned or by scrolling line-by-line in a continuous movement. The default setting is word-by-word. To turn on smooth scrolling:

1. With the handset hung up, press the **YES** button to see the Options menu.

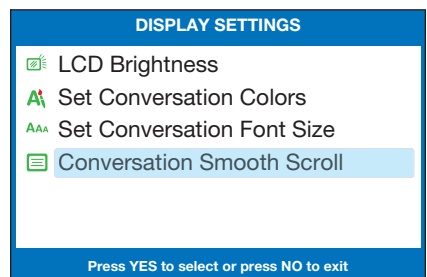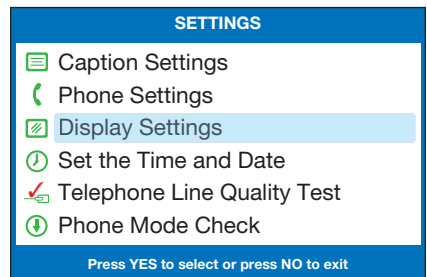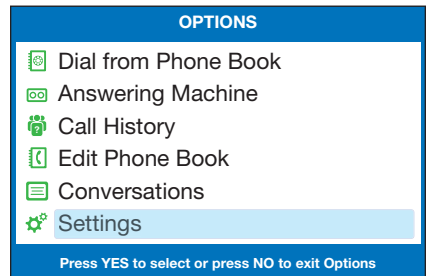| OPTIONS |
|---|
| 🔢 Dial from Phone Book |
| 📼 Answering Machine |
| 📱 Call History |
| 🔡 Edit Phone Book |
| 🖾 Conversations |
| ⚙ Settings |
| **Press YES to select or press NO to exit Options** |

2. Press the **DOWN** arrow button repeatedly until **Settings** is highlighted. Press the **YES** button to select.

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

SETTINGS
🖾 Caption Settings
📞 Phone Settings
✎ Display Settings
🕐 Set the Time and Date
✓ Telephone Line Quality Test
ⓘ Phone Mode Check
Press YES to select or press NO to exit

4. Press the **DOWN** arrow button repeatedly until **Conversation Smooth Scroll** is highlighted. Press the **YES** button to select.

DISPLAY SETTINGS
✎ LCD Brightness
A⁂ Set Conversation Colors
Aᴀᴀ Set Conversation Font Size
🖾 Conversation Smooth Scroll
Press YES to select or press NO to exit

5. Press the **UP** or **DOWN** arrow button to highlight CONVERSATION SMOOTH SCROLL on or off.

Conversation Smooth Scroll On rolls captions across the display screen line-by-line in a continuous movement.

Conversation Smooth Scroll Off displays captions word-by-word as each word is captioned.

6. After making your selection, press the **YES** button to accept or press the **NO** button to exit.

7. Press the **NO** button repeatedly to exit out of the menu system.

NOTE: *This setting will remain On/Off until you change it again.*

CONVERSATION SMOOTH SCROLL CURRENTLY OFF
Conversation Smooth Scroll On
Conversation Smooth Scroll Off
Press YES to accept or NO to exit

Adjusting the Brightness of the Display Screen

You can adjust the brightness of your *CapTel* 840 PLUS display screen to make it easier to read in well-lit or dimly-lit environments.

NOTE: *You need to adjust the brightness of the Display Screen before or after a call. You cannot set the display screen brightness during a live captioned call.*

To adjust the brightness of the Display Screen:

1. With the handset hung up, press the **YES** button to see the Options menu.

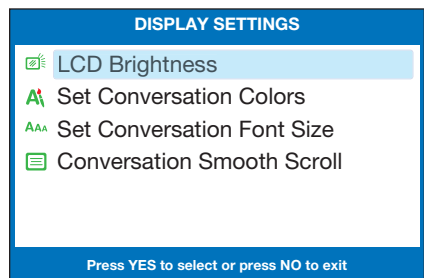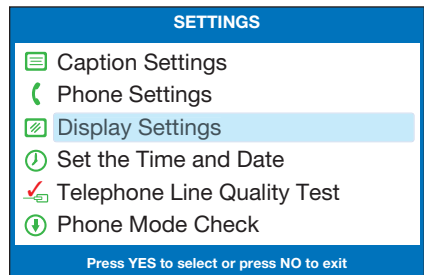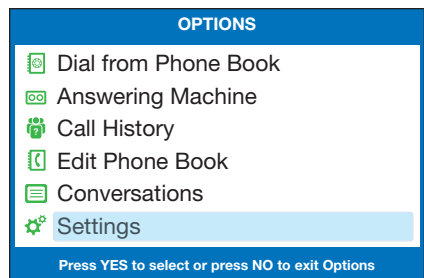| OPTIONS |
|---|
| Dial from Phone Book |
| Answering Machine |
| Call History |
| Edit Phone Book |
| Conversations |
| Settings |
| **Press YES to select or press NO to exit Options** |

2. Press the **DOWN** arrow button repeatedly until **Settings** is highlighted. Press the **YES** button to select.

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

SETTINGS
Caption Settings
Phone Settings
Display Settings
Set the Time and Date
Telephone Line Quality Test
Phone Mode Check
Press YES to select or press NO to exit

4. Check that **LCD Brightness** is highlighted. Press the **YES** button to select.

| DISPLAY SETTINGS |
|---|
| LCD Brightness |
| Set Conversation Colors |
| Set Conversation Font Size |
| Conversation Smooth Scroll |
| **Press YES to select or press NO to exit** |

5. The display screen shows what the current brightness level is set to: Minimum, Medium, or Maximum. Use the **UP** and **DOWN** arrows to highlight the level of brightness you would like. Press the **YES** button to select.

NOTE: *The display screen will change brightness levels as you select the options.*

6. Press the **NO** button repeatedly to exit out of the Options menu.

LCD BRIGHTNESS CURRENTLY MAXIMUM
☑ Minimum
☑ Medium
☑ Maximum
Press YES to accept or NO to exit
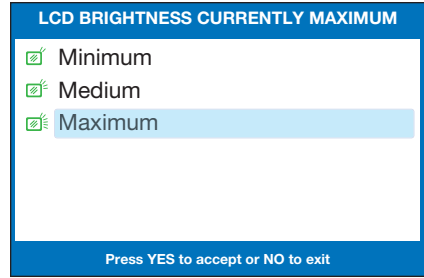
Call History

This section explains how to use Call History to see who has called you and to see any incoming calls that you may have missed.

TOPICS:

- **About Caller ID**
- **Using Call History to See Recent Calls**
- **Adding a Call History Entry to the Phone Book**
- **Clearing All Caller ID Entries**

NOTE: *Call History requires Caller ID service from your phone company. If your phone service does not include Caller ID, you will not be able to view Call History with your CapTel 840 PLUS.*

About Caller ID

If an incoming call is from someone whose information is already saved in your *CapTel* Phone Book, the Caller ID listing that appears on the display screen will show the name of the caller as it appears in your Phone Book. For example, if you saved a nickname in the *CapTel* Phone Book, the caller's nickname will appear in the Caller ID information.

Using Call History to See Recent Calls

Your *CapTel* 840 PLUS phone keeps a list of the most recent incoming phone calls including calls you may have missed.

The *CapTel* display screen automatically shows you the phone number of the person who called you most recently, even if you were not there to answer the call. Depending on your Caller ID service, the display screen may also list the name of the caller. To see other callers' information saved in **Call History**, press the DOWN arrow button to scroll back through recently received calls.

Missed Calls

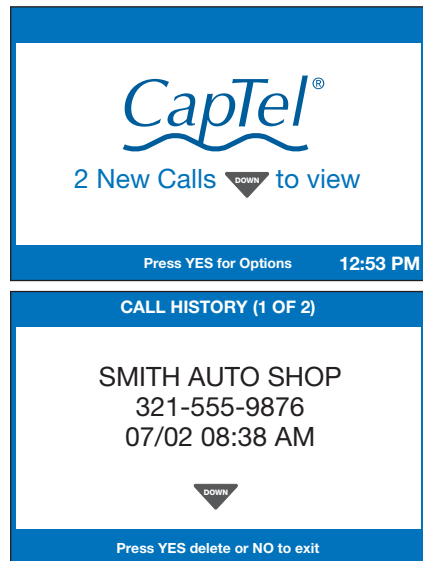Any unanswered calls appear as New Calls in the display screen.

1. To review calls, press the **DOWN** arrow button.

2. Use the **UP** and **DOWN** arrow buttons to move backwards and forwards through previous call listings.

NOTE: *You can easily call the phone number shown in Call History by lifting the handset. Use the **UP** and **DOWN** arrow buttons to highlight the appropriate phone number format. For example, do you need to dial a 1 + the area code first? Once you have the correct format highlighted, press the **YES** button. Your CapTel phone will dial the number automatically.*

CapTel®

2 New Calls ▼DOWN to view

Press YES for Options   12:53 PM

CALL HISTORY (1 OF 2)

SMITH AUTO SHOP
321-555-9876
07/02 08:38 AM

▼DOWN

Press YES delete or NO to exit

Previous Calls

You can review Call History information from previous calls at any time. To review recent calls in Call History:

1. With the handset hung up press the **YES** button to see the Options menu.

2. Press the **DOWN** arrow button repeatedly until **Call History** is highlighted. Press the **YES** button to accept.

3. Make sure **View Caller ID History** is highlighted. Press the **YES** button to accept.

4. The *CapTel* display screen will show you a list of phone numbers of calls to your *CapTel* 840 Plus, listing the most recent call first and going back in chronological order.
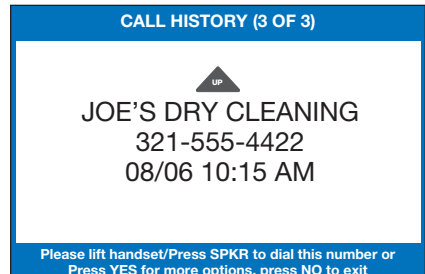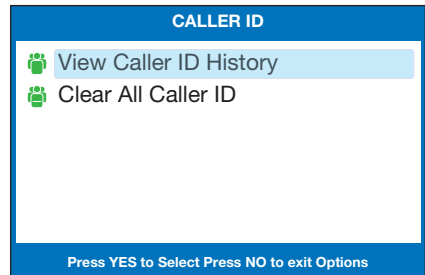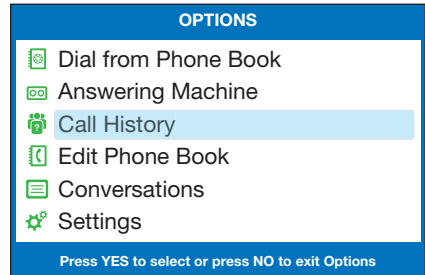
5. Use the **UP** and **DOWN** arrow buttons to move backward and forward through previous call listings.

NOTE: *You can call the phone number shown in Call History by lifting the handset. Highlight the correct phone number format, then press the **YES** button. Your CapTel phone will dial the number automatically.*

6. When you are done, press the **NO** button repeatedly to exit out of Call History.

OPTIONS
Dial from Phone Book
Answering Machine
Call History
Edit Phone Book
Conversations
Settings
Press YES to select or press NO to exit Options

CALLER ID
View Caller ID History
Clear All Caller ID
Press YES to Select Press NO to exit Options

CALL HISTORY (2 OF 3)
UP
TRI-STATE DENTAL
321-555-8563
07/15 09:45 AM
DOWN
Please lift handset/Press SPKR to dial this number or Press YES for more options, press NO to exit

CALL HISTORY (3 OF 3)
UP
JOE'S DRY CLEANING
321-555-4422
08/06 10:15 AM
Please lift handset/Press SPKR to dial this number or Press YES for more options, press NO to exit

TIP: *You can delete Call History entries individually as you review them. When you see the entry you want to delete, press the **Yes** button for more options. Make sure **Delete Entry** is highlighted, then press **Yes** to accept.*

Adding a Call History Entry to the Phone Book

You can add the phone number and contact information from a Call History entry to your *CapTel* Phone Book, letting you save that caller's information to dial easily.

To add a Call History entry in the Phone Book:

1. With the handset hung up press the **YES** button to see the Options menu.

2. Press the **DOWN** arrow button repeatedly until **Call History** is highlighted. Press the **YES** button to accept.

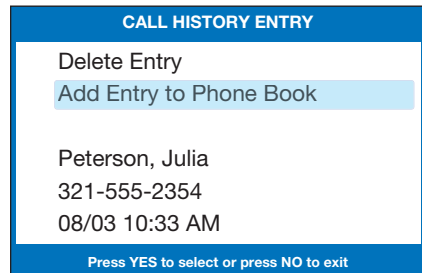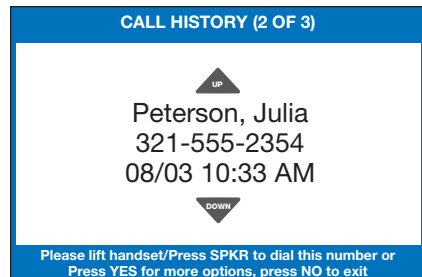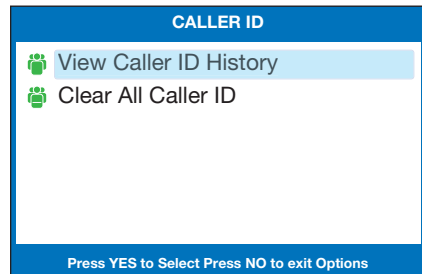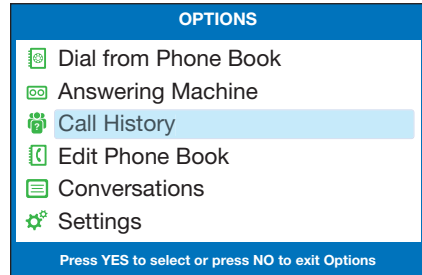3. Make sure **View Caller ID History** is highlighted. Press the **YES** button to accept.

4. The *CapTel* display screen will show you a list of phone numbers of calls to your *CapTel* 840 Plus, listing the most recent call first and going back in chronological order.

5. Use the **UP** and **DOWN** arrow buttons to move through the call list until you find the entry you want to save to the Phone Book. Press the **YES** button for more options.

6. Press the **DOWN** arrow button to highlight **Add Entry to Phone Book**. Press the **YES** button to select.

OPTIONS
Dial from Phone Book
Answering Machine
Call History
Edit Phone Book
Conversations
Settings
Press YES to select or press NO to exit Options

CALLER ID
View Caller ID History
Clear All Caller ID
Press YES to Select Press NO to exit Options

CALL HISTORY (2 OF 3)
UP
Peterson, Julia
321-555-2354
08/03 10:33 AM
DOWN
Please lift handset/Press SPKR to dial this number or Press YES for more options, press NO to exit

CALL HISTORY ENTRY
Delete Entry
Add Entry to Phone Book
Peterson, Julia
321-555-2354
08/03 10:33 AM
Press YES to select or press NO to exit

7. The display shows different options for the telephone number format to save. For example, if the phone number is long distance, you may need to save "1" plus the area code with the phone number.

Use the **UP** and **DOWN** arrow buttons to highlight the correct telephone number format. Press the **YES** button to accept.

8. The display shows the name and phone number that will be saved in the *CapTel* Phone Book. If needed, you can edit the Name listed by using the **UP** and **DOWN** arrow keys and the *CapTel* dialing pad to make changes. Press the **YES** button to accept.

9. If needed, you can edit the phone Number by using the **UP** and **DOWN** arrow keys and the *CapTel* dialing pad to make changes. Press the **YES** button to accept.

10. When you are done, press the **NO** button repeatedly to exit.

SELECT NUMBER FORMAT

321-555-2354
1-321-555-2354

Press YES to select or press NO to exit
Press number to add dial prefix

EDIT PHONE BOOK

Name: Peterson, Julia_
Number: 1-321-555-2354

Press YES to edit number or NO to Cancel
▲ for Shift, ▼ for Backspace, # for Space

Name: Peterson, Julia
Number: 1-321-555-2354_

** Saved **

Clearing All Caller ID Entries

You can delete individual Caller ID entries as you review them (see page 47) or you can erase all Caller ID records at one time.

To clear (delete) all Caller ID entries:

1. With the handset hung up, press the **YES** button to see the Options menu.

OPTIONS
🔲 Dial from Phone Book
📟 Answering Machine
👥 Call History
🔲 Edit Phone Book
📄 Conversations
⚙️ Settings
Press YES to select or press NO to exit Options

2. Press the **DOWN** arrow button repeatedly until **Call History** is highlighted. Press the **YES** button to select.

3. Use the **DOWN** arrow button to highlight **Clear All Caller ID Records**. Press the **YES** button to select.

CALLER ID OPTIONS
View Caller ID History
Clear All Caller ID
Press YES to Select **Press NO to exit Options**

4. The display asks **Would You Like to Clear All Caller ID?** Press **YES** to erase all Caller ID listings.

5. Press the **NO** button repeatedly to exit out of the Options menu.

CLEAR CALLER ID
Would You Like to Clear All Caller ID?
Press YES to accept or NO to exit
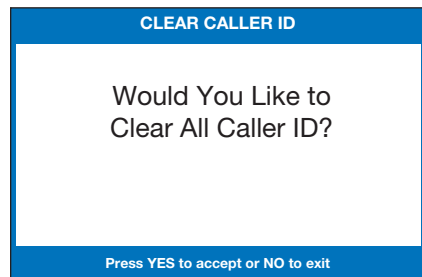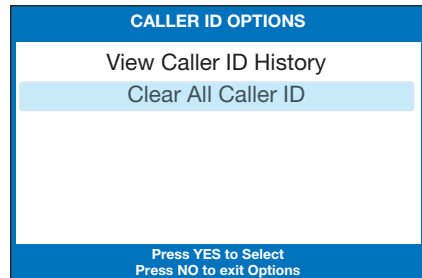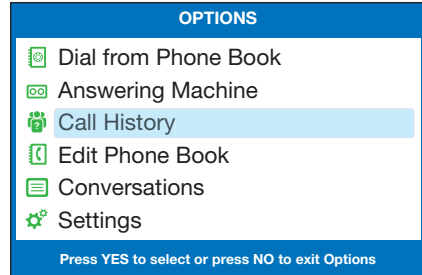
Using the Answering Machine

This section explains how to use the built-in Answering Machine to see messages that people leave for you. You can hear the voice recording and read captions of the message. You can also get captions of messages left on your voice mail service or on an external answering machine.

TOPICS:

- **Turning Answering Machine On/Off**
- **Playing Your Answering Machine Messages**
- **Clearing All Messages**
- **Recording a Personal Greeting Message**
- **Setting the Number of Rings Before Answering**
- **Making Incoming Messages Audible/Silent**
- **Remotely Accessing Your Answering Machine Messages**
- **To Access Your Answering Machine Messages Remotely**
- **Captioning External Answering Machine Messages**
- **Seeing Captions of Your Voice Mail Messages**
- **Getting Help**

Turning Answering Machine On/Off

Your *CapTel* phone comes with a built-in answering machine that will answer calls and take messages for you when you are unavailable. The Answering Machine can record both the voice message and captions, so that you can listen to the message with the benefit of reading the captions.

Up to 63 recordable messages can be saved, each message can be up to 2 minutes long. If message memory becomes full, the answering machine will stop answering calls and taking messages until you can erase some of the saved messages to make room in memory.

NOTE: *If your callers dial through the Captioning Service, you will automatically get captions with your Answering Machine messages. If callers dial your number directly, the answering machine will only record the voice message at first. You can then get captions of the recorded voice message.*
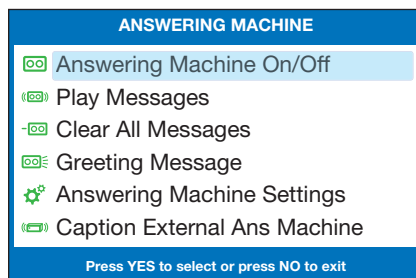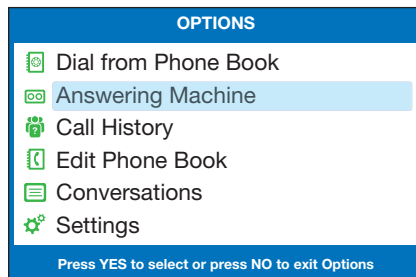
To turn the Answering Machine on:

1. With the handset hung up, press the **YES** button to see the Options menu.

2. Press the **DOWN** arrow button until **Answering Machine** is highlighted. Press the **YES** button to select.

3. Check that **Answering Machine On/Off** is highlighted. Press the **YES** button to select.

OPTIONS
🎛 Dial from Phone Book
📟 Answering Machine
👥 Call History
📞 Edit Phone Book
🗐 Conversations
⚙ Settings
Press YES to select or press NO to exit Options

ANSWERING MACHINE
📟 Answering Machine On/Off
📟 Play Messages
📟 Clear All Messages
📟 Greeting Message
⚙ Answering Machine Settings
📟 Caption External Ans Machine
Press YES to select or press NO to exit

4. Use the **UP** or **DOWN** arrow buttons to highlight **Answering Machine On** or **Off**. Press the **YES** button to select.

5. Press the **NO** button repeatedly to Exit.

ANSWERING MACHINE CURRENTLY ON
📼 Answering Machine On
📼 Answering Machine Off
Press YES to accept or NO to exit
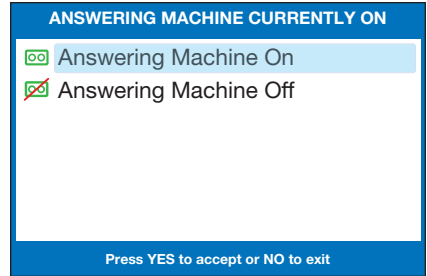
The Answering Machine will stay on or off until you change this setting.

TIP: *When the phone is not in use, the Answering Machine icon (📼) appears in the CapTel display screen whenever the Answering Machine is turned on, letting you quickly check at a glance if the Answering Machine is turned on or off.*

NOTE: *The display screen indicates when Answering Machine memory is close to filling up, letting you clear messages before the memory is completely full. If Answering Machine memory becomes full, CapTel will not be able to record new messages until older messages are cleared from memory.*

Playing your Answering Machine Messages

You can listen to your Answering Machine messages over the *CapTel* handset, while at the same time reading captions of what the messages say. There are two ways to play your Answering Machine messages:

Option 1: From *CapTel* Display Screen

1. The *CapTel* display lets you know when there are new messages waiting for you. Press the **UP** button to listen to new messages.

2. Follow the directions on the display screen to lift the *CapTel* handset and listen to your messages.

3. If your caller dialed through the Captioning Service, captions of their message will appear on the display screen.
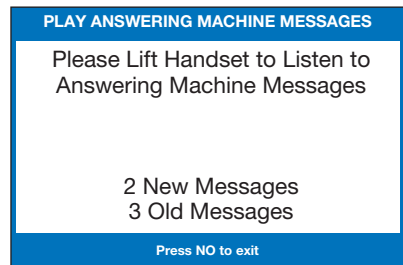
   If there are no captions with the voice message, press the **CAPTIONS** button. Captions will appear while the message plays.

4. When you are finished listening to each message, you can:
   Press **YES** to erase the message;
   Press **NO** to replay the current message;
   Press **UP** arrow button to review previous messages;
   Press **DOWN** arrow button to move to the next message

5. Hang up the handset when you are finished playing your messages.

NOTE: *The CapTel display screen stays ON whenever there is a new answering machine message that has not been reviewed, alerting you to new messages (unless the Keypad Light Timeout feature is set – then the display screen will go off after 60 seconds of inactivity).*

CapTel®

2 New Messages ▲ to view

Press YES for Options   12:53 PM

PLAY ANSWERING MACHINE MESSAGES

Please Lift Handset to Listen to
Answering Machine Messages

2 New Messages
3 Old Messages

Press NO to exit

(CapTel CA# C3280) (F) Hi jackie calling I just wanted to check in and see if we are still on for dinner tonight ? we are really looking forward to it   give me a call and let me know thanks bye

Jackie Jones 13215556768 5/18 12:28 PM
YES Erase, NO Replay, ▲ Previous, ▼ Next

Option 2: From the Options Menu

1. With the handset hung up, press the **YES** button to see the Options menu.

2. Press the **DOWN** arrow button until **Answering Machine** is highlighted. Press the **YES** button to select.

3. Press the **DOWN** arrow button to highlight **Play Messages**. Press the **YES** button to select.
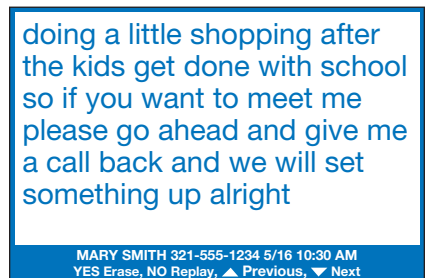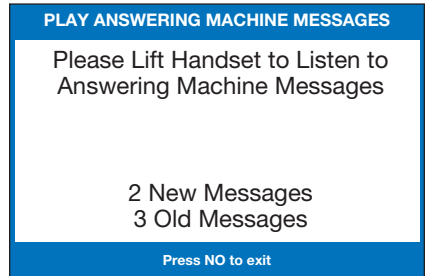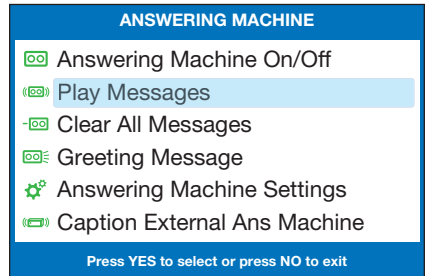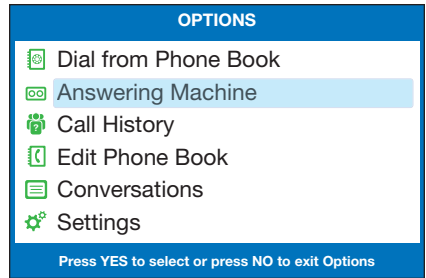
4. Follow the directions on the display screen to lift the *CapTel* handset or press the **SPEAKER** button to listen to your messages. If the caller dialed through the Captioning Service, captions of the messages will appear on the display screen while the messages are playing.

CAPTIONS

If there are no captions with the voice message, press the **CAPTIONS** button. Captions will appear while the message plays.

OPTIONS

Dial from Phone Book
Answering Machine
Call History
Edit Phone Book
Conversations
Settings

Press YES to select or press NO to exit Options

ANSWERING MACHINE

Answering Machine On/Off
Play Messages
Clear All Messages
Greeting Message
Answering Machine Settings
Caption External Ans Machine

Press YES to select or press NO to exit

PLAY ANSWERING MACHINE MESSAGES

Please Lift Handset to Listen to Answering Machine Messages

2 New Messages
3 Old Messages

Press NO to exit

---

doing a little shopping after the kids get done with school so if you want to meet me please go ahead and give me a call back and we will set something up alright

MARY SMITH 321-555-1234 5/16 10:30 AM
YES Erase, NO Replay, ▲ Previous, ▼ Next

5. When you are finished listening to each message, you can:
Press **YES** to erase the message;
Press **NO** to replay the current message;
Press **UP** arrow button to review previous messages;
Press **DOWN** arrow button to move to the next message

Would You Like to
Erase This Message?

**Press YES to Erase or
Press NO to Listen To The Next Message**

FINISHED PLAYING MESSAGES

Hang Up the Phone to Exit

NOTE: *If you need to, you can have the message re-captioned. This is helpful if you notice a word error in the captions. After the message has played, press the* **CAPTIONS** *button, and the answering machine message will play the message over again – with new captions.*

6. When you are finished playing your messages, hang up the *CapTel* handset.

NOTE: *The CapTel display screen stays ON whenever there is a new answering machine message that has not been reviewed, alerting you to new messages (unless the Keypad Light Timeout feature is set – then the display screen will go off after 60 seconds of non-use.)*
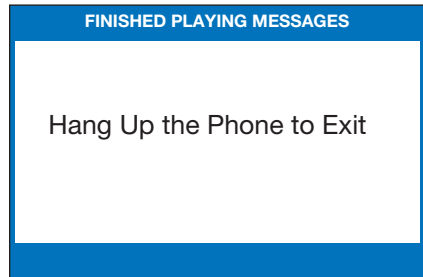
Clearing All Messages

In addition to erasing messages one at a time as you play them, you can also erase all your saved Answering Machine messages at one time.

To clear all your Answering Machine messages:

1. With the handset hung up, press the **YES** button to see the Options menu.

2. Press the **DOWN** arrow button until **Answering Machine** is highlighted. Press the **YES** button to select.

OPTIONS
Dial from Phone Book
Answering Machine
Call History
Edit Phone Book
Conversations
Settings
Press YES to select or press NO to exit Options

3. Press the **DOWN** arrow button repeatedly to highlight **Clear All Messages**. Press the **YES** button to select.

ANSWERING MACHINE
Answering Machine On/Off
Play Messages
Clear All Messages
Greeting Message
Answering Machine Settings
Caption External Ans Machine
Press YES to select or press NO to exit

4. Press the **YES** button to erase all saved Answering Machine messages. If you don't want to erase all messages, press the **NO** button to exit.

5. *CapTel* confirms that your Answering Machine messages have been erased.

| CLEAR MESSAGES |
|---|
| Press YES to Erase All Answering Machine Messages Press NO to exit |
| **Press YES to accept or NO to exit** |
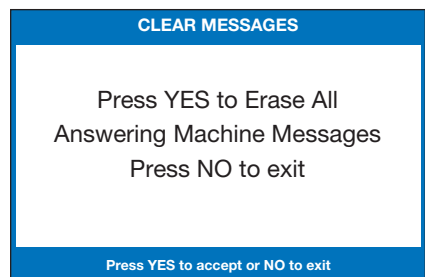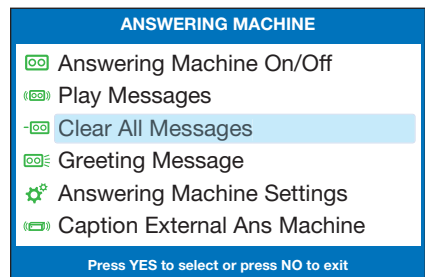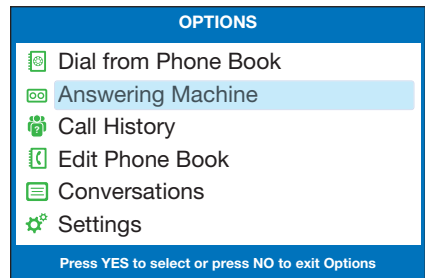
Recording a Personal Greeting Message

Before you begin making/receiving calls, you may want to record a personal greeting message for the *CapTel* 840 PLUS Answering Machine. If you do not want to record a personal greeting, the Answering Machine will use a pre-recorded greeting that says, "*Hello. No one is available to take your call. Please leave a message after the tone.*"

To record a personal greeting message:

1. Press the **YES** button to see the Options menu.

OPTIONS
🎛 Dial from Phone Book
📼 Answering Machine
📱 Call History
📞 Edit Phone Book
🗒 Conversations
⚙ Settings
Press YES to select or press NO to exit Options

2. Press the **DOWN** arrow button to highlight **Answering Machine**. Press **YES** to select.

3. Press the **DOWN** arrow button to highlight **Greeting Message**. Press **YES** to select.

ANSWERING MACHINE
📼 Answering Machine On/Off
📼 Play Messages
📼 Clear All Messages
📼 Greeting Message
⚙ Answering Machine Settings
📼 Caption External Ans Machine
Press YES to select or press NO to exit

4. Press the **DOWN** arrow button to highlight **Record New Greeting**. Press **YES** to select.

GREETING MESSAGE
📼 Play Current Greeting
📼 Record New Greeting
📼 Use Default Greeting
Press YES to select or press NO to exit
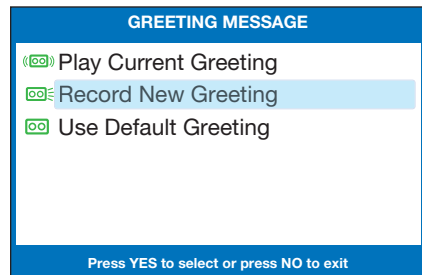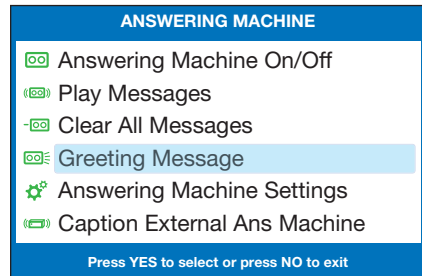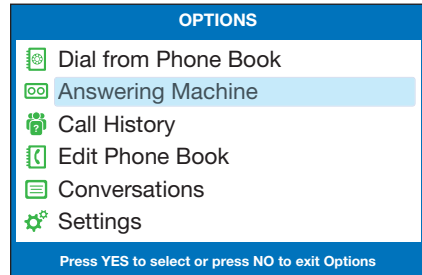
5. Lift the *CapTel* handset and watch the display screen to know when to start speaking. When you see the **REC** message, begin speaking into the handset to record your greeting message.

6. When you are finished, press the **YES** button to stop. Your new message will be played back over the handset for you to review.

If you'd like to re-record your greeting, press the **NO** button to begin recording again.

7. When you are satisfied with your new greeting, hang up the telephone handset. *CapTel* will send out your personal greeting whenever the Answering Machine picks up a call.

RECORD NEW GREETING

Lift Handset to
Record Greeting or
Press NO to exit

RECORD NEW GREETING

Message Is Recording
Speak Into the Handset

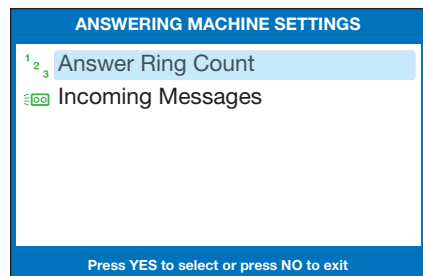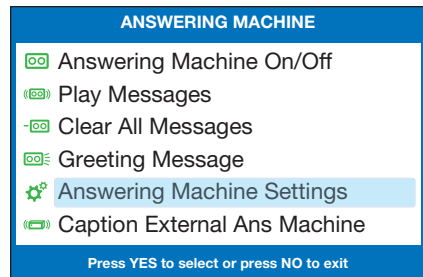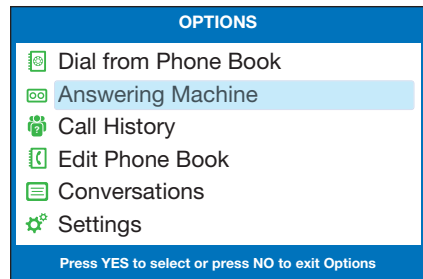**rec**

Press YES to End Recording

Setting the Number of Rings Before Answering

You can set the approximate number of times the *CapTel* will ring before the Answering Machine answers the call. The default setting is four (4) rings, but you can set it to be any number of rings between three and twenty (3–20).

NOTE: *The ring count may be slightly different in telephone systems that use "distinctive" ring patterns. Please experiment with this setting as needed for your specific phone system.*

To set the number of rings before answering:

1. With the handset hung up, press the **YES** button to see the Options menu.

2. Press the **DOWN** arrow button until **Answering Machine** is highlighted. Press the **YES** button to select.

3. Press the **DOWN** arrow button repeatedly until **Answering Machine Settings** is highlighted. Press the **YES** button to accept.

4. Check that **Answer Ring Count** is highlighted. Press the **YES** button to accept.

OPTIONS
Dial from Phone Book
Answering Machine
Call History
Edit Phone Book
Conversations
Settings
Press YES to select or press NO to exit Options

ANSWERING MACHINE
Answering Machine On/Off
Play Messages
Clear All Messages
Greeting Message
Answering Machine Settings
Caption External Ans Machine
Press YES to select or press NO to exit

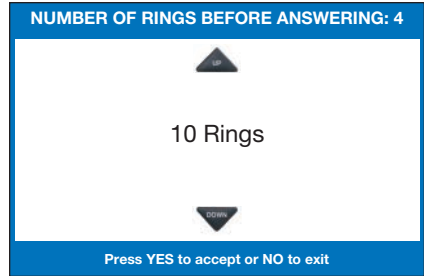| ANSWERING MACHINE SETTINGS |
|---|
| Answer Ring Count |
| Incoming Messages |
| **Press YES to select or press NO to exit** |

5. Use the **UP** or **DOWN** arrow buttons to select the number of rings, from 3 rings up to 20 rings. Press the **YES** button to select.

6. Press the **NO** button repeatedly to exit.

On incoming calls, your *CapTel* phone will ring this number of times before the Answering Machine picks up the call.

NUMBER OF RINGS BEFORE ANSWERING: 4
▲ UP
10 Rings
▼ DOWN
Press YES to accept or NO to exit

Making Incoming Messages Audible/Silent

Just like with other Answering Machines, you can "screen" callers by having incoming messages played aloud on the *CapTel* phone for you to hear before you answer the call. While this is a convenient feature, there may be times when you do not want incoming messages to be played aloud, but instead taken silently for you to review at a later time. The default setting is for incoming messages to be muted (silent).

To make incoming calls audible or set them to be silent:

1. With the handset hung up, press the **YES** button to see the Options menu.
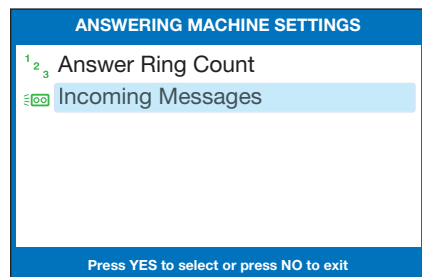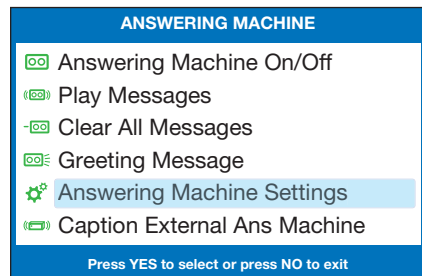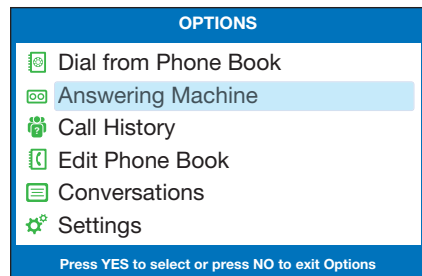
2. Press the **DOWN** arrow button until **Answering Machine** is highlighted. Press the **YES** button to select.

3. Press the **DOWN** arrow button repeatedly until **Answering Machine Settings** is highlighted. Press the **YES** button to accept.

4. Press the **DOWN** arrow button so that **Incoming Messages** is highlighted. Press the **YES** button to accept.

OPTIONS
Dial from Phone Book
Answering Machine
Call History
Edit Phone Book
Conversations
Settings
Press YES to select or press NO to exit Options

ANSWERING MACHINE
Answering Machine On/Off
Play Messages
Clear All Messages
Greeting Message
Answering Machine Settings
Caption External Ans Machine
Press YES to select or press NO to exit

ANSWERING MACHINE SETTINGS
Answer Ring Count
Incoming Messages
Press YES to select or press NO to exit

5. Press the **UP** or **DOWN** arrow button to highlight **Incoming Messages Audible** or **Muted**. Press the **YES** button to accept the setting you want.

INCOMING MESSAGES CURRENTLY MUTED
◀)) Incoming Messages Audible
◀ Incoming Messages Muted
Press YES to accept or NO to exit

Incoming Messages Audible: will play incoming messages aloud on the *CapTel* phone as the message is being taken for you to listen to/screen as they are recorded.

Incoming Messages Muted: will take incoming messages silently, you will not be able to hear the message as it is being taken. You will be able to listen to and review the message after it has been recorded.

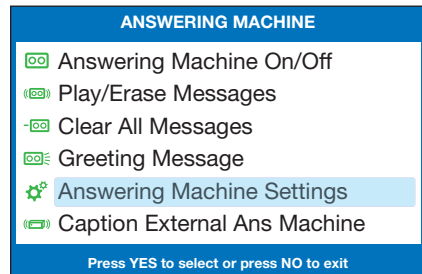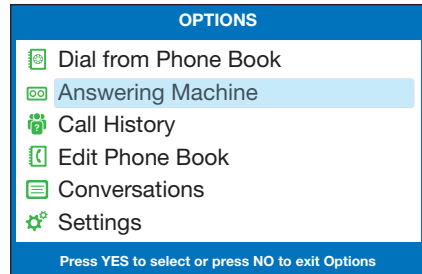# Remote Access to Your Answering Machine Messages

CapTel lets you call in to play your Answering Machine messages when you are away from your home or office. This feature must be turned on and you must set a personal identification number (PIN) for security before this feature will work.

The default setting for Remote Access is OFF.

NOTE: *If possible, use a different CapTel phone when calling in to retrieve your messages, in order to be able to see captions of the messages. If you call using any other phone, you will be able to listen to the voice part of the Answering Machine messages but you will not be able to read captions at your remote location.*

To turn Remote Access ON and set a personal identification number (PIN):

1. With the handset hung up, press the **YES** button to see the Options menu.

2. Press the **DOWN** arrow button until **Answering Machine** is highlighted. Press the **YES** button to select.

3. Press the **DOWN** arrow button repeatedly until **Answering Machine Settings** is highlighted. Press the **YES** button to accept.

OPTIONS
🔲 Dial from Phone Book
📼 Answering Machine
👥 Call History
📇 Edit Phone Book
🗒 Conversations
⚙️ Settings
Press YES to select or press NO to exit Options

| ANSWERING MACHINE |
| --- |
| 📼 Answering Machine On/Off |
| 📼 Play/Erase Messages |
| ⁃📼 Clear All Messages |
| 📼 Greeting Message |
| ⚙️ Answering Machine Settings |
| 📼 Caption External Ans Machine |
| **Press YES to select or press NO to exit** |

4. Press the **DOWN** arrow button until **Remote Access** is highlighted. Press the **YES** button to accept.

5. Press the **UP** arrow button to highlight **Remote Access On**. Press the **YES** button to accept.
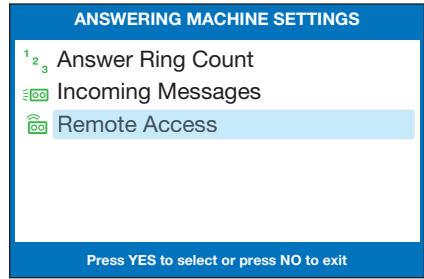
6. *CapTel* shows the default 4-digit Remote Access PIN. This is the number you need to enter when calling in remotely to play your Answering Machine messages.
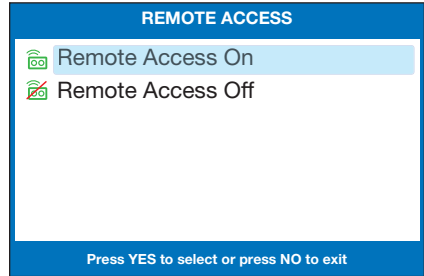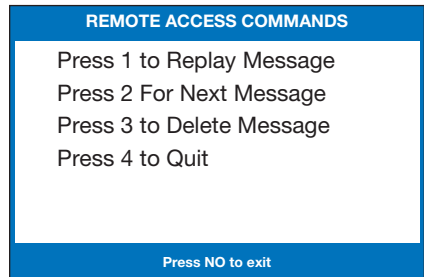
   You should change the PIN to a different number for your own use. Use the **DOWN** arrow button to backspace over the existing PIN. Then, press the numbers on the *CapTel* keypad to set your own personal PIN. Be sure to write the PIN down for your own reference!
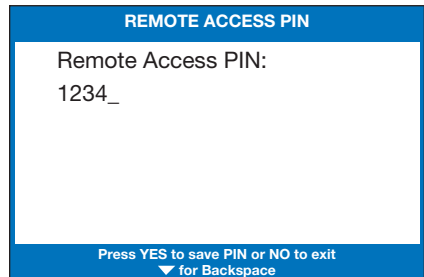
7. When you have the number that you want, press the **YES** button to save. Or press the **NO** button to exit.

8. *CapTel* displays the commands you may use when calling to access your messages remotely. When you have reviewed the commands, press the **NO** button to exit.

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

ANSWERING MACHINE SETTINGS

¹₂₃ Answer Ring Count

Incoming Messages

Remote Access

Press YES to select or press NO to exit

REMOTE ACCESS

Remote Access On

Remote Access Off

Press YES to select or press NO to exit

REMOTE ACCESS PIN

Remote Access PIN:
1234_

Press YES to save PIN or NO to exit
▼ for Backspace

REMOTE ACCESS COMMANDS

Press 1 to Replay Message
Press 2 For Next Message
Press 3 to Delete Message
Press 4 to Quit

Press NO to exit

NOTE: *When Remote Access is ON, you can review/change your PIN number and review the Remote Access commands in the Answering Machine Settings menu. These menu options do not appear when Remote Access is turned OFF.*

To Access Your Answering Machine Messages Remotely

1. From a different phone, **call your own *CapTel* phone number** and let it ring until the Answering Machine greeting begins.

2. Once you hear/read the BEEP, **enter your 4-digit PIN** by pressing keys on the dial pad of the phone that you are using to call in.

3. Your *CapTel* 840 will start playing aloud any recorded messages (starting with the most recent one). If you are calling from a different *CapTel* phone, you will be able to see captions of the messages while they are played.

After each message is played, there is a pause that lets you enter one of the following commands on the phone's dial pad:

> 1 = Replay message
>
> 2 = Skip to the next message and start playing it
>
> 3 = Delete the message you just heard, start playing the next message
>
> 4 = Quit, which hangs up the phone.

If you do not press any of the dial pad keys, after 30 seconds your *CapTel* 840 will automatically hang up.

4. When you are done, **hang up** the phone you are calling from.

NOTE: *If possible, use a different CapTel phone when calling in to retrieve your messages, in order to be able to see captions of the messages. If you call using any other phone, you will be able to listen to the voice part of the Answering Machine messages but you will not be able to read captions at your remote location.*

Caption External Answering Machine Messages

Your *CapTel* 840 PLUS can also show captions of messages that callers leave on your external voice answering machine. External answering machines are separate devices that you connect to the telephone line along with your *CapTel* phone. See page 105 for instructions for sharing a telephone line with *CapTel*.

To get captions of your external answering machine messages:

1. With the handset hung up, press the **YES** button to see Options.

2. Press the **DOWN** button until **Answering Machine** is highlighted. Press the **YES** button to select.
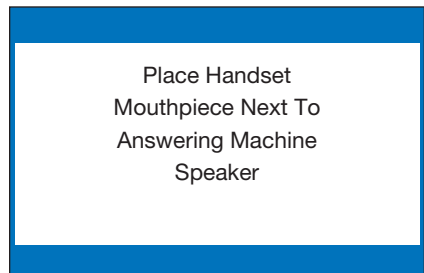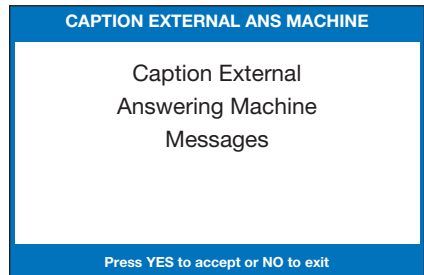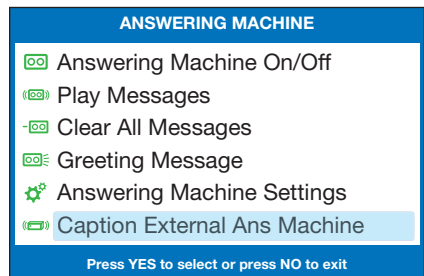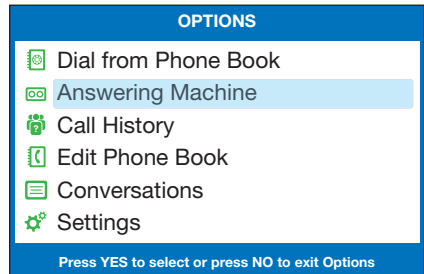
3. Press the **DOWN** button repeatedly until **Caption External Ans. Machine** is highlighted. Press the **YES** button to accept.

4. The display shows that *CapTel* is ready to caption messages. Press the **YES** button to accept.
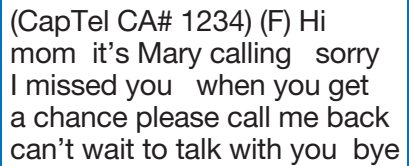
5. Lift the *CapTel* handset, and place it next to your answering machine speaker. Make sure the mouth-piece of the handset is next to the speaker of your answering machine. While you do this, your *CapTel* connects to the captioning service.

OPTIONS

🔢 Dial from Phone Book
📼 Answering Machine
👥 Call History
🔧 Edit Phone Book
📄 Conversations
⚙ Settings

Press YES to select or press NO to exit Options

ANSWERING MACHINE

📼 Answering Machine On/Off
📼 Play Messages
📼 Clear All Messages
📼 Greeting Message
⚙ Answering Machine Settings
📠 Caption External Ans Machine

Press YES to select or press NO to exit

CAPTION EXTERNAL ANS MACHINE

Caption External
Answering Machine
Messages

Press YES to accept or NO to exit

Place Handset
Mouthpiece Next To
Answering Machine
Speaker

---

6. The display shows you when captions are ready. Press the "PLAY" button on your answering machine to play the messages aloud.

Your *CapTel* will show you captions of the answering machine messages as they are played. During this time, you may operate your answering machine the same way you normally do, using the answering machine features such as play, re-play, delete, or save messages.

7. When you are done listening to your messages/reading captions, hang up the *CapTel* 840 PLUS handset.

> (CapTel CA# 1234) (F) Hi mom it's Mary calling   sorry I missed you   when you get a chance please call me back can't wait to talk with you bye
>
> **Press ▲ to Review the Conversation**
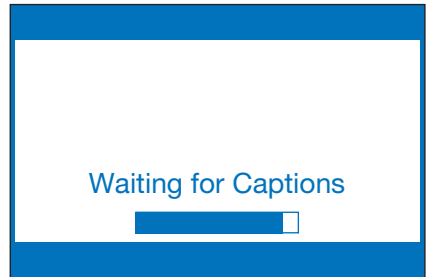
Seeing Captions of Your Voice Mail Messages

Some voice mail services allow you to dial a remote access phone number to access your voice mail messages. You can access your voice mail messages remotely using the *CapTel* 840 PLUS in the same way you would with any other telephone, with the added benefit of seeing captions. The way that you access voice mail messages depends on what kind of service you use.

To get captions on voice mail messages:

CAPTIONS

1. Check that the **CAPTIONS** button is on (red light lit).

2. Lift the handset, and dial the 7- or 10-digit telephone number that you use to access your voice mail messages remotely.

3. Listen and read captions to follow the instructions to access your voice mail messages. As the messages are played, you can read captions in your *CapTel* display screen.

Waiting for Captions

(CapTel CA#4567) (Ring) (Ring) (Ring) (Recording) Please enter your password   You have 4 new messages and 1 saved message to listen to new messages press 5 new message Thursday 10:25 am Hi John this is Susan Alexander

Press ▲ to Review the Conversation ■

Getting Help

If you have any questions or comments as you use your new *CapTel* 840 Plus, we're here to help. Use any of these ways to contact us:

CUST
SERV

CUST SERV Button

Pick up the handset and press the **CUST SERV** button to automatically speed dial directly to our helpful Customer Service team. If you are in an office setting, you may need to dial a number, such as "9", to reach an outside line first and then press the **CUST SERV** button. (*Available 24 hours a day, 7 days a week. Closed on major holidays.*)

Help materials are also available online at our website.

Phone: 1-888-269-7477 *(Available 24 hours a day, 7 days a week)*
En Español: 1-866-670-9134
FAX: (608) 204-6167

Mail: CapTel Customer Service
              450 Science Drive
              Madison, WI 53711

Email: CapTel@CapTel.com
Online: www.CapTel.com
              (Live Chat help available at our website)

Using the Phone Book

This section explains how to save frequently-called phone numbers into your phone book for easy dialing.
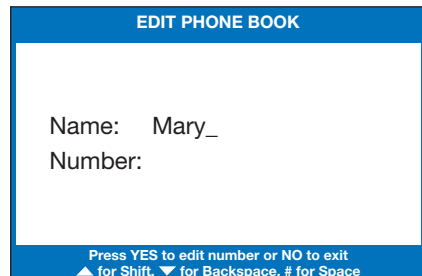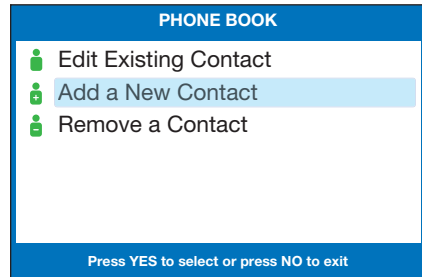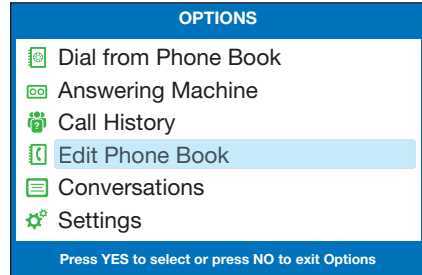
TOPICS:

- **Adding a New Contact to your Phone Book**
- **Dialing a Phone Number from the Phone Book**
- **Editing an Existing Contact in the Phone Book**
- **Removing a Contact from your Phone Book**

Adding a New Contact to your Phone Book

You can save 97 names and phone numbers in the *CapTel* 840 PLUS Phone Book. To add a new contact to the Phone Book:

1. With the handset hung up, press the **YES** button to see the Options menu.

2. Press the **DOWN** arrow button repeatedly until **Edit Phone Book** is highlighted. Press the **YES** button to select.

3. Press the **DOWN** arrow button until **Add a New Contact** is highlighted. Press the **YES** button to select.

4. Use the dialing pad to enter the letters of the name of the person you wish to add. Look for the letters listed on the number keys to know which number key to press. For some letters, press the number key several times until the correct letter appears on the display screen.

OPTIONS

- Dial from Phone Book
- Answering Machine
- Call History
- Edit Phone Book
- Conversations
- Settings

Press YES to select or press NO to exit Options

PHONE BOOK

- Edit Existing Contact
- Add a New Contact
- Remove a Contact

Press YES to select or press NO to exit

EDIT PHONE BOOK

Name: Mary_
Number:

Press YES to edit number or NO to exit
▲ for Shift, ▼ for Backspace, # for Space

Example: To enter the letter "L", press the number 5 key three times until you see "L" on the display screen.

Example: To enter the name "Mary", press the 6 key for the letter "M", the 2 key for the letter "a", the 7 key three times for the letter "r", then the 9 key three times for the letter "y". You may need to wait for the cursor to change from | to _ when entering letters that are on the same number key.

TIP: *Press the DOWN arrow button for a backspace. Press the # button to add a space. Press the UP arrow button to shift lock for capital letters. Press UP again to return to lower case.*

5. Once you have entered the contact name, press the **YES** button to advance to the Number section.

6. Enter in the phone number by using the dialing pad. Use the **DOWN** arrow button to backspace.

EDIT PHONE BOOK
Name: Mary
Number: _
Press YES to accept or NO to exit
▼ for Backspace, ▲ for 2 second delay

7. When you are done entering the phone number, press the **YES** button to save your new contact information.

Press the **YES** button to enter more contact names/phone numbers, or press the **NO** button repeatedly to exit the menu system.

EDIT PHONE BOOK
Name: Mary
Number: 321-555-1234_
Press YES to accept or NO to exit
▼ for Backspace, ▲ for 2 second delay

NOTE: *Phone book entries are stored alphabetically by the first letter of the name.*

Dialing a Phone Number from the Phone Book

To quickly dial any phone number listed in your Phone Book:

1. With the handset hung up, press the **YES** button to see the Options menu.

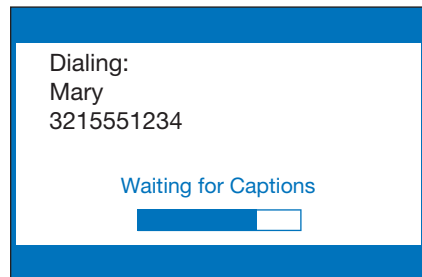2. Make sure that **Dial from Phone Book** is highlighted. Press the **YES** button to select.

3. The display screen shows you the first contact name and number listed in your Phone Book. Use the **UP** and **DOWN** arrows to move through the contacts in your Phone Book.

4. When you see the contact listing you want to dial, simply lift the handset or press the **SPEAKER** button. The *CapTel* phone will dial the number for you automatically.

5. Listen or watch the signal meter to know when someone answers. Watch the display screen for captions. Begin your conversation as you normally would.

    When you are done with your call, hang up the handset or press the **SPEAKER** button again to end the call.

OPTIONS

- Dial from Phone Book
- Answering Machine
- Call History
- Edit Phone Book
- Conversations
- Settings

Press YES to select or press NO to exit Options

PHONE BOOK (3 of 4)

UP

Name: Mary
Number: 321-555-1234

DOWN

Please lift handset to dial this number or Press NO to exit

Dialing:
Mary
3215551234

Waiting for Captions

(CapTel CA# 1234) (Ring) (Ring) (Ring) 1 2 3 (F) Hello this is Mary   Oh hi mom I'm so glad you called

Press ▲ to Review the Conversation
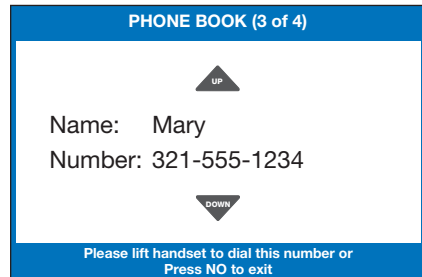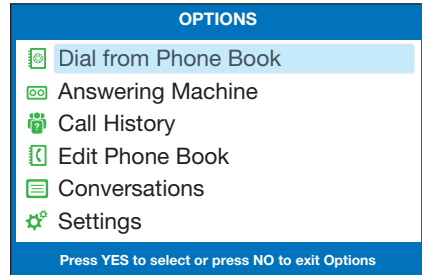
Editing an Existing Contact in the Phone Book

To make changes to an existing contact in the Phone Book:

1. With the handset hung up, press the **YES** button to see the Options menu.

2. Press the **DOWN** arrow button repeatedly until **Edit Phone Book** is highlighted. Press the **YES** button to accept.

3. Check that **Edit Existing Contact** is highlighted.

4. Press the **YES** button to select.

5. The display screen will show you the first listing in your Phone Book. Use the **UP** and **DOWN** arrow buttons to move through the various contacts in your Phone Book. When you find the contact you wish to change, press the **YES** button to select it.

OPTIONS

- 📲 Dial from Phone Book
- 📟 Answering Machine
- 👥 Call History
- ☏ Edit Phone Book
- 🗐 Conversations
- ⚙ Settings

Press YES to select or press NO to exit Options

PHONE BOOK

- 👤 Edit Existing Contact
- 👤 Add a New Contact
- 👤 Remove a Contact

Press YES to select or press NO to exit

PHONE BOOK (1 of 7)

▲ UP

Name: Mary
Number: 321-555-1234

▼ DOWN

Press YES to edit name or NO to exit

DOWN

6. To edit the name, use the **DOWN** arrow button as a backspace to erase letters. You can enter new/different letters using the dialing pad. Look for the letters listed on the number keys to know which number key to press. For some letters, press the same number key several times until the correct letter appears on the display screen.

YES
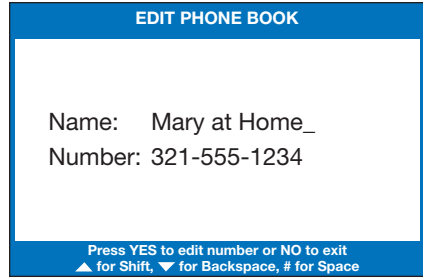
7. When you are done editing the name, press the **YES** button to move to the Number.

DOWN

To edit the phone number, use the **DOWN** arrow button as a backspace to erase numbers. You can enter new/different numbers using the dialing pad. Use the **UP** arrow button to insert a 2-second delay.

YES
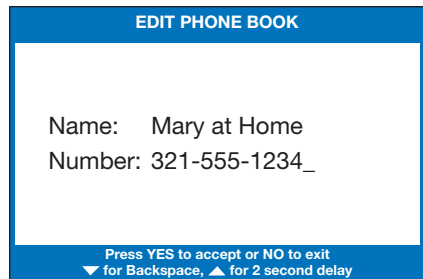
8. When you are done editing the phone number, press the **YES** button to save your changes.

YES

NO

9. Press the **YES** button to edit more contacts in your Phone Book, or press the **NO** button repeatedly to exit the menu system.
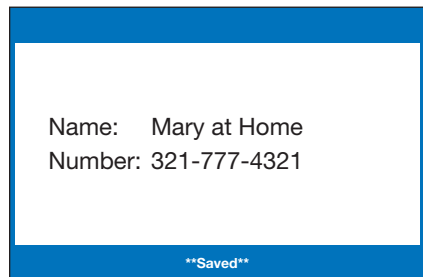
Removing a Contact from your Phone Book

To remove a contact from your Phone Book:

1. With the handset hung up, press the **YES** button to see the Options menu.

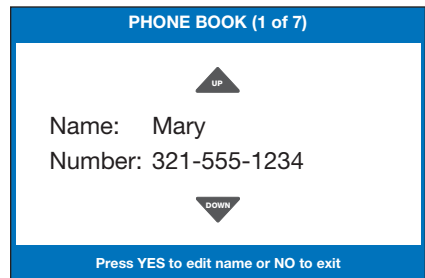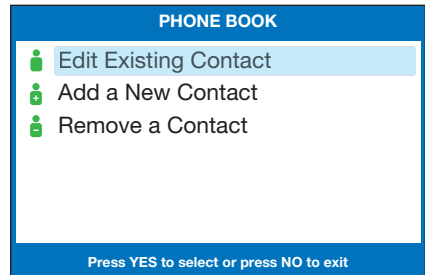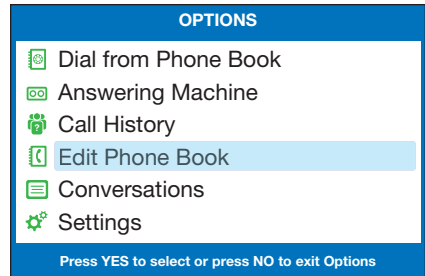2. Press the **DOWN** arrow button repeatedly until **Edit Phone Book** is highlighted. Press the **YES** button to select.

3. Press the **DOWN** arrow button repeatedly until **Remove a Contact** is highlighted. Press the **YES** button to select.

4. The display screen will show you the first listing in your Phone Book. Use the **UP** and **DOWN** arrow buttons to move through the various contacts in your Phone Book until you see the contact listing you wish to delete.

5. Press the **YES** button to remove the contact listing. The name and phone number of the contact person will be deleted from the Phone Book.

6. Press the **NO** button repeatedly to exit out of the Options list.

OPTIONS
Dial from Phone Book
Answering Machine
Call History
Edit Phone Book
Conversations
Settings
Press YES to select or press NO to exit Options

PHONE BOOK
Edit Existing Contact
Add a New Contact
Remove a Contact
Press YES to select or press NO to exit

PHONE BOOK (1 of 7)
UP
Name: Mary
Number: 321-555-1234
DOWN
Press YES to delete name or NO to exit
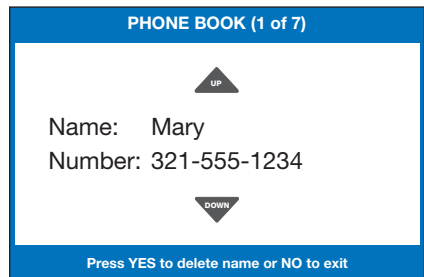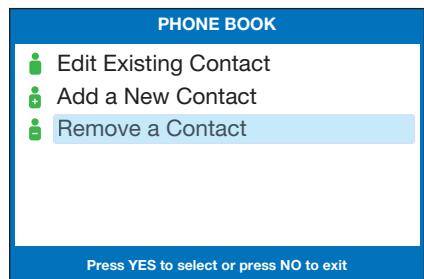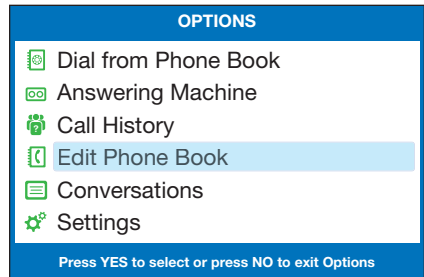
Using Speed Dial Buttons

This section tells you how to set up and use the three Speed Dial buttons on your CapTel phone.

TOPICS:

- **About the Speed Dial Buttons**
- **Saving Phone Numbers in the Speed Dial Buttons**
- **Editing Phone Numbers in the Speed Dial Buttons**
- **Dialing with the Speed Dial Buttons**

About the Speed Dial Buttons

You can set up three speed dial buttons on your *CapTel* phone to easily dial your most frequently-called phone numbers. You may want to use these buttons for emergency speed dial buttons to call the fire department or police, or to quickly reach the phone numbers you call most often.

Saving Phone Numbers in the Speed Dial Buttons

SPEED
DIAL

1

1. With the handset hung up, press the **SPEED DIAL** button you want to program.

2. Press the **YES** button to edit.

3. Use the dialing pad to enter the letters of the name of the person you wish to add. Use the letters on the number keys to know which key to press.

Example: To enter the name "Mary", press the 6 key for the letter "M", the 2 key for the letter "a", the 7 key three times for the letter "r", then the 9 key three times for the letter "y". You may need to wait for the cursor to change from | to _ when entering letters that are on the same number key.

4. Press the **YES** button to advance the selection to the Number section.

5. Enter in the phone number by using the dialing pad. Use the **DOWN** arrow button to backspace. Use the **UP** arrow button to insert a 2-second delay.

6. Press the **YES** button to save it.

SPEED DIAL 3
Name:
Number:
Press YES to edit or NO to exit

EDIT SPEED DIAL
Name: _
Number:
Press YES to edit number or NO to exit ▲ for Shift, ▼ for Backspace, # for Space

EDIT SPEED DIAL
Name: Mary
Number: _
Press YES to accept or NO to exit ▼ for Backspace, ▲ for 2 second delay

Editing Phone Numbers in the Speed Dial Buttons

SPEED
DIAL

1

1. Press the **SPEED DIAL** button you wish to edit.

YES

2. Press the **YES** button to edit the name.

DOWN

YES

3. Use the **DOWN** arrow button to backspace/erase letters in the current name. Use the number pad keys to enter a new letter or name. Press the **YES** button when you are done editing the name.

DOWN

4. The cursor moves to the Number entry. Use the **DOWN** arrow button to backspace/erase numbers in the current listing. Use the number pad key to change/enter a new phone number. Use the **UP** arrow button to insert a 2-second delay.

YES

5. When you are finished making changes, press the **YES** button to accept.

SPEED DIAL 1

Name: Mary
Number: 321-555-1234

Please lift handset to dial this number
Press YES to edit or NO to exit

EDIT SPEED DIAL

Name: Mary Cell_
Number: 321-555-1234

Press YES to edit number or NO to exit
▲ for Shift, ▼ for Backspace, # for Space

EDIT SPEED DIAL

Name: Mary Cell
Number: 321-789-3456_

Press YES to accept or NO to exit
▼ for Backspace, ▲ for 2 second delay

Dialing with the Speed Dial Buttons

1. Make sure that the **CAPTIONS** button is on (red light on).

2. Press the **SPEED DIAL** button with the number that you want to call.

3. Lift the handset or press the **SPEAKER** button. Your *CapTel* phone will dial the phone number for you automatically.

4. Listen or watch the signal meter to know when someone answers. Watch the display screen for captions. Begin your conversation as you normally would.

   When you are done with your call, hang up the handset or press the **SPEAKER** button again to end the call.

SPEED DIAL 1

Name: Mary Cell
Number: 321-789-3456

Please lift handset to dial this number
Press YES to edit or NO to exit

Dialing:
Mary Cell
321-789-3456

(CapTel CA# 1234) (F) Hello this is Mary   Oh hi Mom how are you

Press ▲ to Review the Conversation
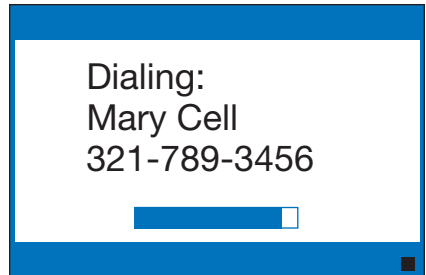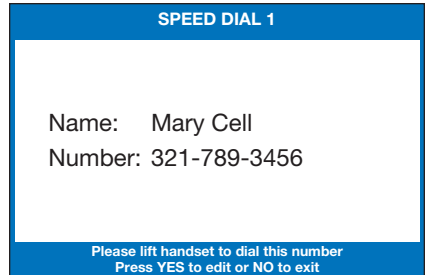
Settings

This section explains how to adjust settings on your phone to fit your preferences.

TOPICS:

- **Setting the Captions Button Default to On/Off**
- **Turning Spanish Captions On/Off**
- **Dialing a Number to Get an Outside Line**
- **Setting a Call Waiting Block**
- **Adjusting the Volume of the Ringer**
- **Setting the Pitch of the Ringer**
- **Turning Keypad Lights On/Off**
- **Saving the Captions Volume**
- **Knowing When the Phone Line is Already in Use**
- **Setting the Time and Date**
- **Testing the Telephone Line Quality**
- **Using VCO to call a TTY User**

Setting the Captions Button Default to On/Off

You can change the default setting of your *CapTel* 840 PLUS to always have the Captions button set to ON or to always have the Captions button set to OFF. Your *CapTel* 840 PLUS comes with the Captions button set to ON.

CAPTIONS **Captions Button – On**

When the Captions button is set to ON, every outgoing call is automatically connected to the Captioning Service. The light around the **CAPTIONS** button remains lit. You will receive captions on every outgoing call.

NOTE: *The Captions button does not affect incoming calls. If an incoming call is placed through the Captioning Service, you will automatically receive captions throughout the call, even if the Captions button default is set to "Off". Please see Toll-Free Captioning Service Voice Number on page 1 for the number to give your callers. If your caller does not dial through the Captioning Service, you will not receive captions during the call. The light around the **CAPTIONS** button will remain off.*

CAPTIONS **Captions Button – Off**

When the Captions Button is set to OFF, outgoing calls are not automatically connected to the Captioning Service. The light around the **CAPTIONS** button stays off. Calls are treated exactly like any regular telephone call, with you and the other party talking over the telephone line and no captions involved.

If captions are off at the beginning of a call, you will not receive captions throughout the call. You cannot turn captions on/off during a call.

To change the Captions button setting:

1. With the handset hung up, press the **YES** button to see the Options menu.

2. Press the **DOWN** arrow button repeatedly to highlight **Settings**.

3. Press the **YES** button to select.

4. Check that **Caption Settings** is highlighted. Press the **YES** button to select.

5. Check that **Captions Button** is highlighted. Press the **YES** button to select.

6. Press the **UP** or **DOWN** arrow button to select **Captions On** or **Captions Off**.

Captions On: Captions will automatically be on every outgoing call.

Captions Off: You will need to press the Captions button before your outgoing call to turn the Captions feature on.

7. Press the **YES** button to accept.

8. Press the **NO** button repeatedly to exit out of the Options menu.

OPTIONS
Dial from Phone Book
Answering Machine
Call History
Edit Phone Book
Conversations
Settings
Press YES to select or press NO to exit Options

SETTINGS
Caption Settings
Phone Settings
Display Settings
Set the Time and Date
Telephone Line Quality Test
Phone Mode Check
Press YES to select or press NO to exit

CAPTION SETTINGS
Captions Button
Spanish Captions
Dialing Prefix
Block Call Waiting
VCO Mode
Press YES to select or press NO to exit

CAPTIONS BUTTON CURRENTLY ON
Captions On
Captions Off
Press YES to accept or NO to exit

Turning Spanish Captions On/Off

Your *CapTel* 840 PLUS phone can display captions in Spanish for Spanish-to-Spanish conversations. Setting the captions to Spanish language also changes the Options menu to display in Spanish.

NOTE: *Spanish captioning is available for Spanish-to-Spanish conversations only. The CapTel 840 PLUS phone does not translate from English conversations to Spanish captions.*

To turn Spanish captions on:

1. With the handset hung up, press the **YES** button to see the Options menu.

OPTIONS
Dial from Phone Book
Answering Machine
Call History
Edit Phone Book
Conversations
Settings
Press YES to select or press NO to exit Options

2. Press the **DOWN** arrow button repeatedly until **Settings** is highlighted. Press the **YES** button to select.

3. Check that **Caption Settings** is highlighted. Press the **YES** button to select.

SETTINGS
Caption Settings
Phone Settings
Display Settings
Set the Time and Date
Telephone Line Quality Test
Phone Mode Check
Press YES to select or press NO to exit

4. Press the **DOWN** arrow button until **Spanish Captions** is highlighted. Press the **YES** button to select.

CAPTION SETTINGS
Captions Button
Spanish Captions
Dialing Prefix
Block Call Waiting
VCO Mode
Press YES to select or press NO to exit
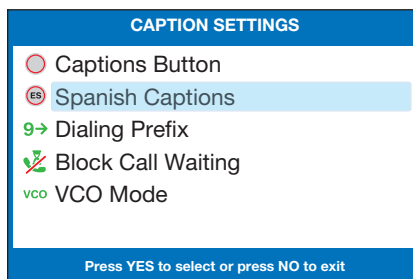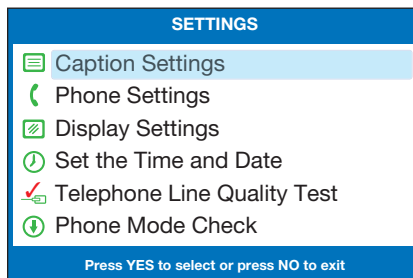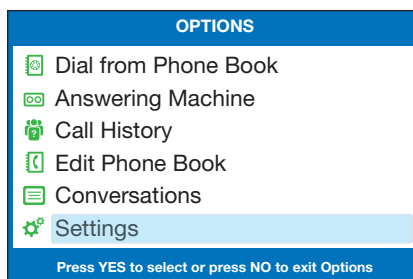
5. Press the **UP** or **DOWN** arrow button to select **Spanish Captions On** or **Spanish Captions Off**.

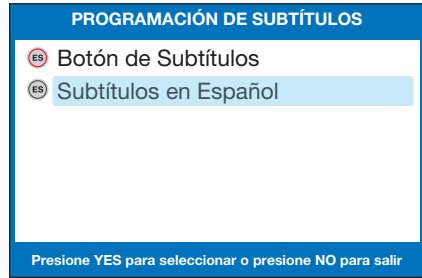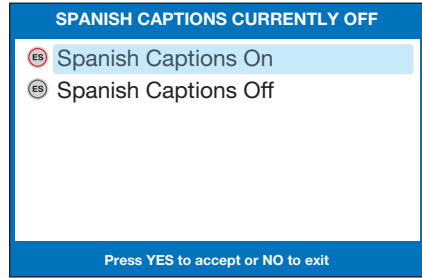| SPANISH CAPTIONS CURRENTLY OFF |
|---|
| (ES) Spanish Captions On |
| (ES) Spanish Captions Off |
| Press YES to accept or NO to exit |

6. Press the **YES** button to accept.

7. Press the **NO** button to exit out of the Options menu.

You are now ready to make and receive calls with captions in Spanish. To make a call with Spanish language captions, lift the handset and dial the number you want to call.

PROGRAMACIÓN DE SUBTÍTULOS
(ES) Botón de Subtítulos
(ES) Subtítulos en Español
Presione YES para seleccionar o presione NO para salir

NOTE: *Spanish captions must be turned on before the call in order for you to receive captions in Spanish.*

Spanish-speaking callers should dial the dedicated Spanish-to-Spanish captioning number first, then enter your phone number in order for you to receive captions in Spanish.

Spanish-to-Spanish captioning available every day from 7:00 a.m. – 11:00 p.m. CST

Spanish-to-Spanish Captioning Calls **1-866-217-3362**
California Spanish-to-Spanish Only................................. **1-866-399-9090**
Texas Spanish-to-Spanish Only....................................... **1-800-933-5417**
International Spanish-to-Spanish Captioning................ **1-608-204-2795**

Spanish *CapTel* Customer Service **1-866-670-9134**
California Spanish Customer Service................................ **1-877-330-0156**

Dialing a Number to Get an Outside Line

Is a number required to get an "outside line" before you can place a call? In some office settings, for example, you may need to dial a 9 or other number to get an outside line. This number must be entered in the Dialing Prefix menu in order for captions to work properly.

Your *CapTel* phone automatically enters the Dialing Prefix for you at the start of every captioned call. If the Caption feature is OFF, you will need to dial the Dialing Prefix manually before you place a call.
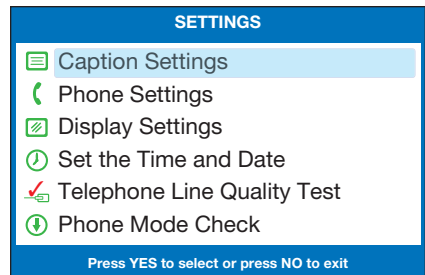
1. With the handset hung up, press the **YES** button to see the Options menu.

2. Press the **DOWN** arrow button repeatedly until **Settings** is highlighted. Press the **YES** button to select.

OPTIONS
Dial from Phone Book
Answering Machine
Call History
Edit Phone Book
Conversations
Settings
Press YES to select or press NO to exit Options

3. Check that **Caption Settings** is highlighted. Press the **YES** button to select.

SETTINGS
Caption Settings
Phone Settings
Display Settings
Set the Time and Date
Telephone Line Quality Test
Phone Mode Check
Press YES to select or press NO to exit

DOWN

YES
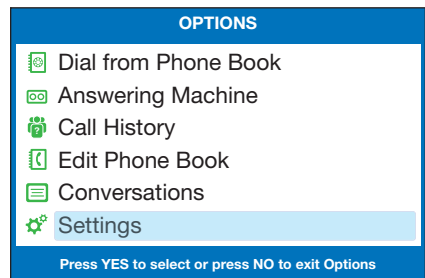
4. Press the **DOWN** arrow button repeatedly until **Dialing Prefix** is highlighted. Press the **YES** button to select.

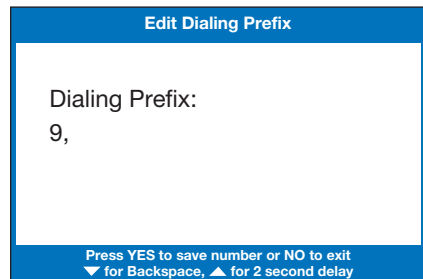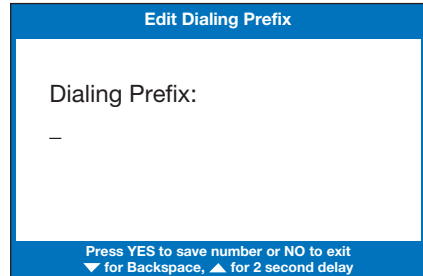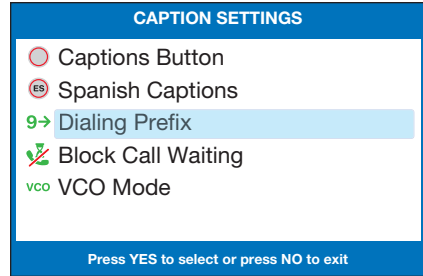| CAPTION SETTINGS |
| --- |
| ◯ Captions Button |
| ⓔⓢ Spanish Captions |
| 9→ Dialing Prefix |
| 🖉 Block Call Waiting |
| vco VCO Mode |
| **Press YES to select or press NO to exit** |

5. Using the dialing keypad to enter the number you need to get an outside line. Use the **DOWN** arrow button to backspace and press the **UP** arrow button to add 2-second delay, which will appear as a comma (,).

Edit Dialing Prefix
Dialing Prefix:
_
Press YES to save number or NO to exit
▼ **for Backspace,** ▲ **for 2 second delay**

YES

6. When the number is entered, press the **YES** button to save.

NO

7. Press the **NO** button repeatedly to exit.

Edit Dialing Prefix
Dialing Prefix:
9,
Press YES to save number or NO to exit
▼ **for Backspace,** ▲ **for 2 second delay**

Setting a Call Waiting Block

Do you have Call Waiting as part of your telephone service? Call Waiting is not supported, as it may disrupt your captions. If you have Call Waiting service, you need to set a Call Waiting Block in the *CapTel* menu. Setting a Call Waiting Block only affects captioned calls. You can still use Call Waiting when the Caption feature is off or on any other phones connected to your telephone lines.

1. With the handset hung up, press the **YES** button to see the Options menu.

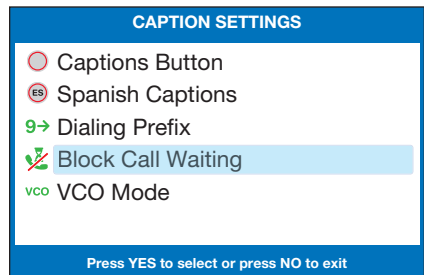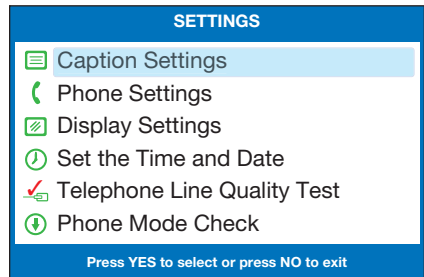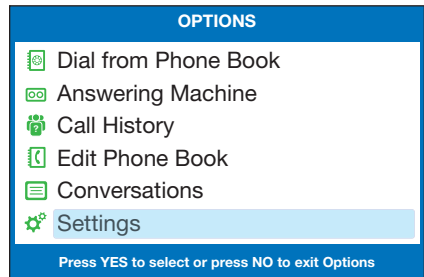| OPTIONS |
|---|
| 🔢 Dial from Phone Book |
| 📟 Answering Machine |
| 👥 Call History |
| 🔣 Edit Phone Book |
| ▤ Conversations |
| ⚙ Settings |
| **Press YES to select or press NO to exit Options** |

2. Press the **DOWN** arrow button repeatedly until **Settings** is highlighted. Press the **YES** button to select.

3. Check that **Caption Settings** is highlighted. Press the **YES** button to select.

SETTINGS
▤ Caption Settings
📞 Phone Settings
✏ Display Settings
🕐 Set the Time and Date
📶 Telephone Line Quality Test
⏻ Phone Mode Check
Press YES to select or press NO to exit

4. Press the **DOWN** arrow button repeatedly until **Block Call Waiting** is highlighted. Press the **YES** button to select.

CAPTION SETTINGS
⭕ Captions Button
🆔 Spanish Captions
9→ Dialing Prefix
📵 Block Call Waiting
ᴠᴄᴏ VCO Mode
Press YES to select or press NO to exit

5. Use the dialing keypad to enter the number you need to block Call Waiting. Use the **DOWN** arrow button for Backspace and the **UP** arrow button to add in a 2-second delay, which will appear as a comma (,).

NOTE: *Check with your local telephone provider for directions on blocking the Call Waiting tone in your area. Many telephone service providers use "*70" as the sequence to block the Call Waiting tone.*

Edit Block Call Waiting
Block Call Waiting: –
Press YES to save number or NO to exit ▼ **for Backspace,** ▲ **for 2 second delay**

Edit Block Call Waiting
Block Call Waiting: *70,
Press YES to save number or NO to exit ▼ **for Backspace,** ▲ **for 2 second delay**

6. When the number is entered, press the **YES** button to save.

7. Press the **NO** button repeatedly to exit.

NOTE: *If you program a Call Waiting block but you do not have Call Waiting service you will not be able to dial out with captions.*

Adjusting the Volume of the Ringer

You can set the volume of the *CapTel* 840 PLUS ringer to the volume that you hear best: Choose from minimum volume (105dB), medium volume (111dB), maximum volume (117dB), or Mute (turns Ringer off).

To set the Ringer volume:

1. Press the **YES** button to see the Options menu.

2. Press the **DOWN** arrow button until **Settings** is highlighted. Press the **YES** button to select.

3. Press the **DOWN** arrow button to highlight **Phone Settings**. Press the **YES** button to select.

4. Check that **Ringer Volume** is highlighted.
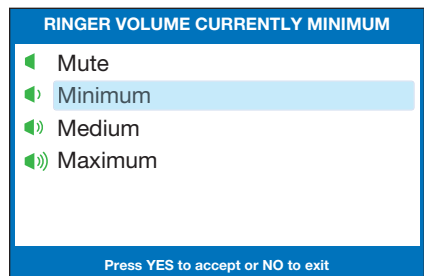
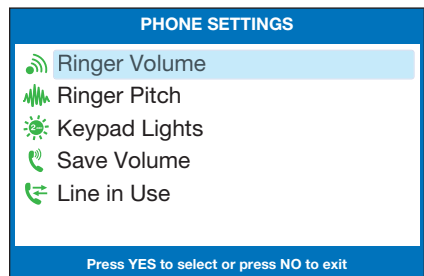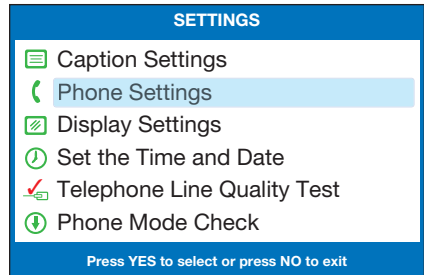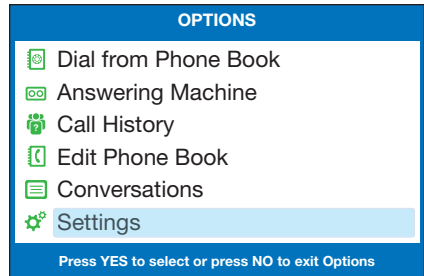5. Press the **YES** button to select.

6. Press the **UP** or **DOWN** arrow button to select your desired Ringer Volume level. To turn the Ringer off entirely, select Mute.

7. When the volume setting you want is highlighted, press the **YES** button to accept.

8. Press the **NO** button repeatedly to exit out of the Options menu.

OPTIONS
Dial from Phone Book
Answering Machine
Call History
Edit Phone Book
Conversations
Settings
Press YES to select or press NO to exit Options

SETTINGS
Caption Settings
Phone Settings
Display Settings
Set the Time and Date
Telephone Line Quality Test
Phone Mode Check
Press YES to select or press NO to exit

PHONE SETTINGS
Ringer Volume
Ringer Pitch
Keypad Lights
Save Volume
Line in Use
Press YES to select or press NO to exit

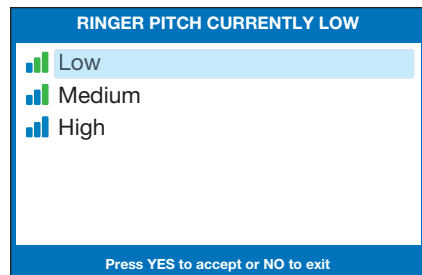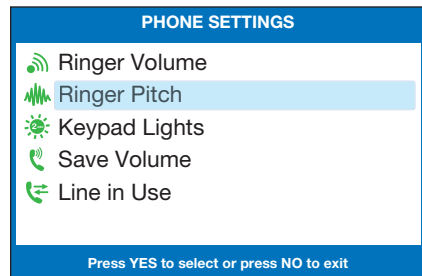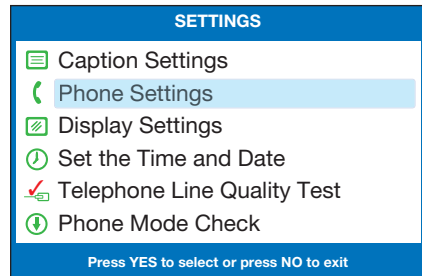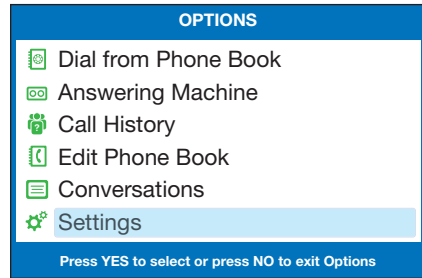| RINGER VOLUME CURRENTLY MINIMUM |
| --- |
| Mute |
| Minimum |
| Medium |
| Maximum |
| **Press YES to accept or NO to exit** |

Setting the Pitch of the Ringer

You can select the Ringer Pitch that helps you hear best, selecting from Low, Medium, or High frequency pitch.

To set the Ringer pitch:

1. Press the **YES** button to see the Options menu.

2. Press the **DOWN** arrow button until **Settings** is highlighted. Press the **YES** button to select.

3. Press the **DOWN** arrow button to highlight **Phone Settings**. Press the **YES** button to select.

4. Press the **DOWN** arrow button until **Ringer Pitch** is highlighted. Press the **YES** button to select.

5. Press the **UP** or **DOWN** arrow button to select your desired Ringer Pitch level. The ringer will ring briefly as you switch levels.

6. When the **Ringer Pitch** level that you want is highlighted, press the **YES** button to accept.

7. Press the **NO** button repeatedly to exit out of the Options menu.

OPTIONS
🔢 Dial from Phone Book
📟 Answering Machine
👤 Call History
📱 Edit Phone Book
▤ Conversations
⚙ Settings
Press YES to select or press NO to exit Options

SETTINGS
▤ Caption Settings
ℂ Phone Settings
🔲 Display Settings
⏰ Set the Time and Date
✍ Telephone Line Quality Test
⬇ Phone Mode Check
Press YES to select or press NO to exit

PHONE SETTINGS
📶 Ringer Volume
〰 Ringer Pitch
☼ Keypad Lights
📞 Save Volume
📞 Line in Use
Press YES to select or press NO to exit

RINGER PITCH CURRENTLY LOW
📶 Low
📶 Medium
📶 High
Press YES to accept or NO to exit

Turning Keypad Lights On/Off

The *CapTel* 840 PLUS dialing keypad is lit to make it easier to see the number keys. The lights on the number keypad can be turned off in the *CapTel* Options menu. When Keypad Lights Timeout is selected, the lights on the number keypad go off automatically after approximately 60 seconds of inactivity.

To turn the lights on the number keypad off:

1. Press the **YES** button to see the Options menu.

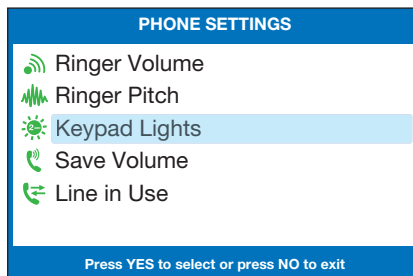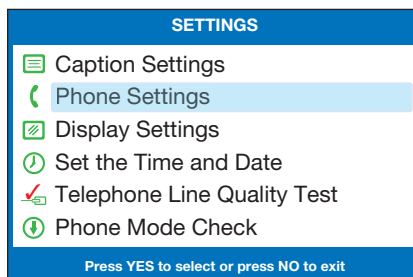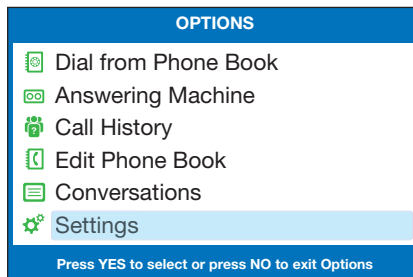| OPTIONS |
|---|
| Dial from Phone Book |
| Answering Machine |
| Call History |
| Edit Phone Book |
| Conversations |
| Settings |
| **Press YES to select or press NO to exit Options** |

2. Press the **DOWN** arrow button until **Settings** is highlighted. Press the **YES** button to select.

3. Press the **DOWN** arrow button to highlight **Phone Settings**. Press the **YES** button to select.

SETTINGS
Caption Settings
Phone Settings
Display Settings
Set the Time and Date
Telephone Line Quality Test
Phone Mode Check
Press YES to select or press NO to exit

4. Press the **DOWN** arrow button repeatedly until **Keypad Lights** is highlighted. Press the **YES** button to select.

PHONE SETTINGS
Ringer Volume
Ringer Pitch
Keypad Lights
Save Volume
Line in Use
Press YES to select or press NO to exit

5. Press the **UP** or **DOWN** arrow button to turn Keypad Lights Always On or Keypad Lights Off.

6. Press the **YES** button to select your option, or press the **NO** button to exit.

7. Press the **NO** button repeatedly to exit out of the Options menu.

NOTE: *The CapTel display screen typically stays on whenever you have new answering machine messages that have not been reviewed. If you set Keypad LIghts Off, however, the CapTel display screen will also turn off after approximately 60 seconds of non-use.*

KEYPAD LIGHTS CURRENTLY TIMEOUT
☀ Keypad Lights Always On
☻ Keypad Lights Off
Press YES to accept or NO to exit
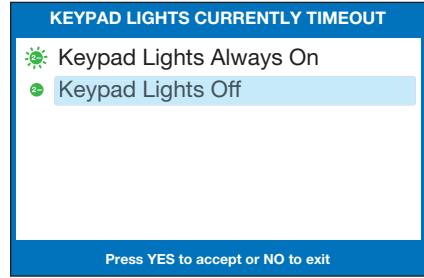
Saving the Volume

The volume level automatically returns to a mid-range setting each time you hang up the *CapTel* phone. You can set the *CapTel* to remember and use your preferred volume level on new calls, so that you don't have to re-set the volume level each time.

To save your volume setting:

1. With the handset hung up, press the **YES** button to see the Options menu.

<table>
<tr><td colspan="2">OPTIONS</td></tr>
<tr><td>🎛️</td><td>Dial from Phone Book</td></tr>
<tr><td>📟</td><td>Answering Machine</td></tr>
<tr><td>👥</td><td>Call History</td></tr>
<tr><td>📒</td><td>Edit Phone Book</td></tr>
<tr><td>📄</td><td>Conversations</td></tr>
<tr><td>⚙️</td><td>Settings</td></tr>
<tr><td colspan="2">Press YES to select or press NO to exit Options</td></tr>
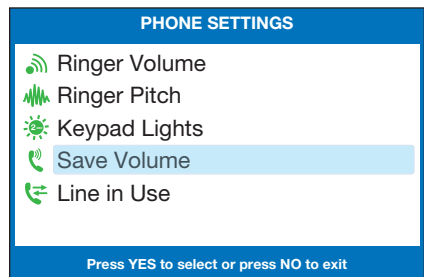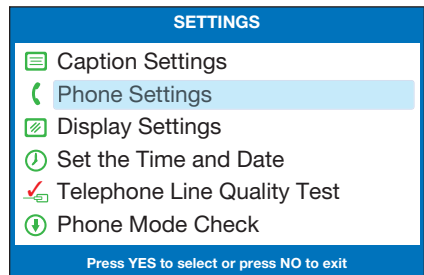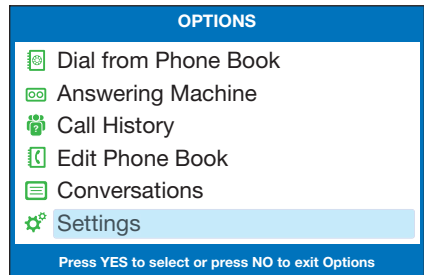</table>

2. Press the **DOWN** arrow button repeatedly until **Settings** is highlighted. Press the **YES** button to select.

3. Press the **DOWN** arrow button until **Phone Settings** is highlighted. Press the **YES** button to select.

<table>
<tr><td colspan="2">SETTINGS</td></tr>
<tr><td>📄</td><td>Caption Settings</td></tr>
<tr><td>📞</td><td>Phone Settings</td></tr>
<tr><td>🖼️</td><td>Display Settings</td></tr>
<tr><td>🕐</td><td>Set the Time and Date</td></tr>
<tr><td>☑️</td><td>Telephone Line Quality Test</td></tr>
<tr><td>🔄</td><td>Phone Mode Check</td></tr>
<tr><td colspan="2">Press YES to select or press NO to exit</td></tr>
</table>

4. Press the **DOWN** arrow button repeatedly until **Save Volume** is highlighted. Press the **YES** button to select.

<table>
<tr><td colspan="2">PHONE SETTINGS</td></tr>
<tr><td>📶</td><td>Ringer Volume</td></tr>
<tr><td>📊</td><td>Ringer Pitch</td></tr>
<tr><td>☀️</td><td>Keypad Lights</td></tr>
<tr><td>📞</td><td>Save Volume</td></tr>
<tr><td>📞</td><td>Line in Use</td></tr>
<tr><td colspan="2">Press YES to select or press NO to exit</td></tr>
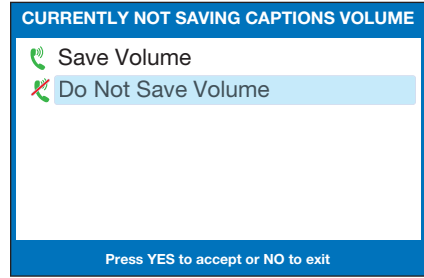</table>

5. Use the **UP** or **DOWN** arrow buttons to highlight **Save Volume** or **Do Not Save Volume**. Press **YES** to select.

6. Press the **NO** button repeatedly to exit.

CURRENTLY NOT SAVING CAPTIONS VOLUME
📞 Save Volume
📵 Do Not Save Volume
Press YES to accept or NO to exit

Now, during your next call, experiment with the volume button to find a level that works best for you. Whatever volume setting you choose will be saved in *CapTel* memory, and will be used for every call.

NOTE: *This setting will remain in effect until you go through the process again to select* **Do Not Save Volume***.*

Knowing When the Phone Line is Already in Use

When the Line in Use feature is on, the *CapTel* display lets you know when an extension phone connected to the same telephone number is being used. This is helpful in environments where there are multiple phones on the same telephone line, to alert you so that you do not accidentally pick up and dial when a different call is already in progress. To join the call in progress, simply pick up the *CapTel* handset or press the SPEAKER button. The call will not connect to the Captioning Service.

To turn Line in Use off:

1. With the handset hung up, press the **YES** button to see the Options menu.

2. Press the **DOWN** arrow button repeatedly until **Settings** is highlighted. Press the **YES** button to select.

3. Press the **DOWN** arrow button to highlight **Phone Settings**. Press the **YES** button to select.

4. Press the **UP** or **DOWN** arrow button repeatedly until **Line in Use** is highlighted. Press the **YES** button to select.

OPTIONS

- Dial from Phone Book
- Answering Machine
- Call History
- Edit Phone Book
- Conversations
- Settings

Press YES to select or press NO to exit Options

SETTINGS

- Caption Settings
- Phone Settings
- Display Settings
- Network Settings
- Set the Time and Date
- Phone Mode Check

Press YES to select or press NO to exit

PHONE SETTINGS

- Ringer Volume
- Ringer Pitch
- Keypad Lights
- Save Volume
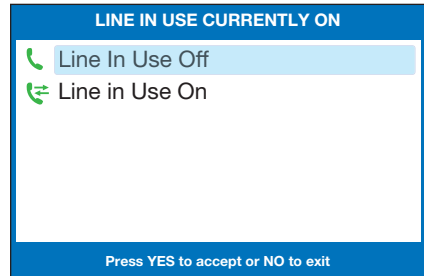- Line in Use

Press YES to select or press NO to exit

5. Use the **UP** arrow button to highlight **Line In Use Off**. Press the **YES** button to select.

6. Press the **NO** button to exit out of the Options menu.

LINE IN USE CURRENTLY ON
📞 Line In Use Off
📲 Line in Use On
Press YES to accept or NO to exit

Setting the Time and Date

To set the time and date:

1. With the handset hung up, press the **YES** button to see the Options menu.

2. Press the **DOWN** arrow button repeatedly until **Settings** is highlighted. Press the **YES** button to select.

3. Press the **DOWN** arrow button repeatedly until **Set the Time and Date** is highlighted. Press the **YES** button to select.
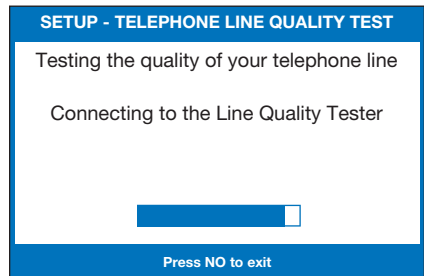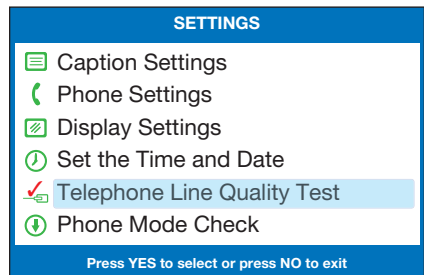
4. Do you live in an area that observes Daylight Savings Time? If so press the **YES** button. If not, press the **NO** button.

5. *CapTel* shows you the current time and date setting. Use the **UP/DOWN** arrow buttons to move the blue highlight over the number that you want to change.

6. 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.

OPTIONS
Dial from Phone Book
Answering Machine
Call History
Edit Phone Book
Conversations
Settings
Press YES to select or press NO to exit Options

SETTINGS
Caption Settings
Phone Settings
Display Settings
Set the Time and Date
Telephone Line Quality Test
Phone Mode Check
Press YES to select or press NO to exit

SETUP - DAYLIGHT SAVINGS
Do You Observe Daylight Savings?
Press YES or NO to answer

Set the Time and Date
12:00 AM   **01/01/2024**   Use 2 for AM   Use 7 for PM
Use the keypad to enter the Time and Date   **Press YES to accept or NO to exit**

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

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

TIP: *To change the time from AM to PM, press the 2 key for "AM" and the 7 key for "PM".*

Testing the Telephone Line Quality

Captions of your conversation are "carried" over your telephone line, so it is important to have a high-quality connection. Some VoIP telephone connections, for example, are not reliable enough to support captions. If the quality of the connection is not adequate, your captions may be interrupted or even dropped due to interference on the line.

To ensure the highest quality connection, your *CapTel* phone can test the line quality to make sure it is adequate to provide captions.

To test the quality of your telephone line connection:

1. With the handset hung up, press the **YES** button to see the Options menu.

2. Press the **DOWN** arrow button repeatedly until **Settings** is highlighted. Press the **YES** button to select.

3. Press the **DOWN** arrow button repeatedly until **Telephone Line Quality Test** is highlighted. Press the **YES** button to select.

4. *CapTel* will test the quality of your telephone line. Watch the display screen for information about the test.

CUST SERV

If the test indicates poor line quality, you may still be able to make/receive calls, but you might experience problems with the captions. Please contact *CapTel* Customer Service for assistance.

OPTIONS
Dial from Phone Book
Answering Machine
Call History
Edit Phone Book
Conversations
Settings
Press YES to select or press NO to exit Options

SETTINGS
Caption Settings
Phone Settings
Display Settings
Set the Time and Date
Telephone Line Quality Test
Phone Mode Check
Press YES to select or press NO to exit

SETUP - TELEPHONE LINE QUALITY TEST
Testing the quality of your telephone line
Connecting to the Line Quality Tester
Press NO to exit

Using VCO to call a TTY User

VCO stands for Voice Carry Over, a service common in traditional relay services in which callers speak for themselves and read typed responses. If you dial 711 to call a TTY user through Relay, your *CapTel* phone will automatically convert to VCO mode. This allows the Relay Operator to type messages directly to your *CapTel* display screen.

When placing a call through Relay, tell the Relay Operator that you want to use VCO. Then, everything the TTY user types will appear as typed messages on your display screen. You speak back to the TTY user via the Relay Operator and through the *CapTel* handset, taking turns reading and speaking. When the call is completed, press the Captions button to drop out of VCO mode.

You can also turn VCO mode on/off in the Captions Settings menu.

Problem Solving

My *CapTel* 840 PLUS does not ring

Check that the RINGER is not set to Mute in the Options menu. See page 91.

I want to make captioned calls at work, but I don't hear a dial tone when I pick up the handset

If you need to dial a "9" or another number to get an outside line, then you must enter a dialing prefix in the *CapTel* 840 PLUS Options menu (see page 87 for instructions) before placing your call. When programming a Speed Dial button, be sure to include the dialing prefix before the phone number.

Leaving messages on answering machines

You may begin leaving your message as soon as you see (BEEP) on the display screen or hear the recorded greeting end.

If you receive no further information, you may assume your message was recorded. If the answering machine is capable of confirming that a message was left, you will see the confirmation message on the *CapTel* display.

Using automated (touchtone) systems

With *CapTel*, you can easily navigate through automated phone menu systems (example: press "1" for sales, press "2" for shipping, etc.). You can press number buttons at anytime during a call to make selections. You do not need to wait for captions prior to pressing your selection. The captioning service continuously transcribes anything that is said over the phone, regardless of what you are saying or which buttons you press.

NOTE: *Some automated systems have very short response times which may disconnect you. If this happens, simply hang up and try the call again.*

Difficulty hearing over the *CapTel* 840 PLUS handset

• Try adjusting the volume setting by pressing the VOLUME bar. To increase the volume, press and hold the right side of the bar. Watch the status lights above the VOLUME bar to know what the setting is. See page 24.

• Try adjusting the TONE setting to enhance different frequency sounds. Press the TONE key to emphasize HIGH, MEDIUM, or LOW frequency sounds. See page 25 for details.

• Press the SPEAKER button to experiment if you can hear better using the speakerphone option instead of using the handset.

Display screen seems to be "stuck" at Waiting for Captions status bar. Nothing seems to be happening.

• Hang up your *CapTel* 840 PLUS phone and try to place the call again.

• If you are still experiencing the problem, unplug your *CapTel* 840 PLUS from the power adapter, wait 10 seconds, then plug the power back in again. This "resets" the *CapTel* 840 PLUS, in the same way you might "reset" your computer. Try making the call again.

• If the problem still persists, please contact *CapTel* Customer Service for help.

I sometimes see a word in blue in the middle of the captions. Why is the word a different color than the rest of the captions?

At times, the captioning service may correct word errors that occur in the captions. The corrected word appears in a different color than the rest of the captions to let you know a correction has been made. There may be a slight delay before the word error is corrected. If you are unclear about what was said, ask your caller to clarify.

The captions seem to be garbled (djak taaj awuop)

The quality of your telephone line connection may not be high enough to support captions. To verify, run a Telephone Line Quality Test in the *CapTel* Settings menu (see page 101 for directions).

If the test determines that the quality of the connection is inadequate, please contact *CapTel* Customer Service for assistance.

Using a Signaler with *CapTel*

To use an optional signaler light (sold separately) with *CapTel*, plug the device into an unused telephone extension jack. If you only have the one jack that is being used by your *CapTel*, you can use a "Y-jack" (also called a "duplex jack"). Plug both the *CapTel* and the other device into the Y-jack and then plug the Y-jack in at the wall. You can purchase Y-jacks at any store that sells telephones.

Sharing a Telephone Line Jack

Devices such as external answering machines, signalers, or life line devices often have to be hooked up to the same telephone line as your *CapTel* phone. If a separate, unused telephone extension is not available/close by, you can use a "Y-jack" (also called a "duplex jack") to connect the *CapTel* to the phone line. Plug both the *CapTel* and the other device into the Y-jack and plug the Y-jack in at the wall (see illustration). If you need to connect more than two devices at the same phone jack, please contact *CapTel* Customer Service for assistance. You can purchase a Y-jack at any store that sells telephones.

I N D E X

CARE & MAINTENANCE

Cleaning

Never use liquid or aerosol cleaners. Unplug the *CapTel* and wipe with a damp cloth. If necessary, use a small amount of mild soap such as dishwashing soap on the cloth.

SAFETY INSTRUCTIONS

When using your *CapTel*, basic safety precautions should always be followed to reduce the risk of fire, electric shock, and injury to persons.

1. Read and understand all instructions.
2. Follow all warnings and instructions on the *CapTel*.
3. Unplug the *CapTel* from the wall outlet before cleaning. Do not use liquid or aerosol cleaners. Use a damp cloth for cleaning.
4. Do not use the *CapTel* near water, for example, near a bath tub, wash bowl, kitchen sink, laundry tub, in a wet basement or near a swimming pool.
5. Do not place the *CapTel* on an unstable cart, stand or table. The *CapTel* may fall, causing serious damage to the phone.
6. The *CapTel* should be operated only from the type of power source indicated on the marking label. If you are not sure of the type of power supply to your home, consult your dealer or local power company.
7. Do not allow anything to rest on the power cord. Do not locate the *CapTel* where people can walk on the cord.
8. Do not overload wall outlets and extension cords. This overloading can result in a fire or electric shock.
9. To reduce the risk of electric shock, do not disassemble the *CapTel*, but take it to a qualified service person when service or repair work is required. Opening or removing covers may expose you to dangerous voltages or other risks.

Incorrect re-assembly can cause electric shock when the *CapTel* is subsequently used.

10. Avoid using a telephone (other than a cordless type) during an electrical storm. There is a remote risk of electric shock from lightning.
11. Pressing the volume button may subject the user to dangerous volume levels.
12. Unplug the *CapTel* from the wall outlet and refer servicing to qualified service personnel under the following conditions:
    a. When the power supply cord or plug is damaged or frayed.
    b. If liquid has been spilled into the telephone.
    c. If the telephone has been exposed to rain or water.
    d. If the telephone does not operate normally by following the operating instructions. Adjust only those controls that are covered by the operating instructions. Improper adjustment of other controls may result in damage and will often require extensive work by a qualified technician to restore the telephone to normal operation.
    e. If the telephone has been dropped and/or damaged.
    f. If the telephone exhibits a distinct change in performance.
13. Do not use the telephone to report a gas leak in the vicinity of the leak.

FCC Information

The *CapTel* has been tested and found to comply with the specifications for a Class B digital device pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates and uses radio frequency energy and if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:
- Reorient or relocate the receiving antenna.
- Increase the separation between the *CapTel* and the receiver.
- Connect the *CapTel* to an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This equipment complies with Part 68 of the FCC rules and the requirements adopted by the ACTA. A label is located on the underside of the *CapTel* containing, among other information, an ACTA Product-Labeling Number, US:D8KTE00BCAPTEL840. If requested, this number must be provided to the telephone company.

A plug and jack used to connect this equipment to the premises wiring and telephone network must comply with the applicable FCC Part 68 rules and requirements adopted by the ACTA. A compliant telephone cord and modular plug is provided with this product. It is designed to be connected to a compatible modular jack that is also compliant. See installation instructions for details.

The REN is used to determine the quantity of devices which may be connected to the telephone line. Excessive RENs on the line may result in the devices not ringing in response to an incoming call. In most, but not all, areas the sum of RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to a line, as determined by the total RENs, contact the local telephone company. The REN for this product is 0.0B.

Should you experience trouble with this telephone equipment, please contact:

CapTel Customer Service
450 Science Drive
Madison, WI 53711
Phone: 888-269-7477 V/TTY
Email: CapTel@CapTel.com

For repair or warranty information, please contact *CapTel* Customer Service at 1-888-269-7477 (V/TTY). If the equipment is causing harm to the telephone network, the telephone company may request that you disconnect the equipment until the problem is resolved.

This equipment cannot be used on public coin phone service provided by the telephone company. Connection to party line service is subject to state tariffs.

If the *CapTel* causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. But, if advance notice is not practical, the telephone company will notify you as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

Occasionally, your telephone company may make changes in its facilities, equipment, operation, or procedures that could affect the operation of your equipment. If so, you will be given advance notice of the change to give you an opportunity to maintain uninterrupted service.

If your home has specially wired alarm equipment connected to the telephone line, ensure the installation of the *CapTel* does not disable it. If you have questions about what will disable alarm equipment, consult your telephone company or a qualified installer.

The *CapTel* telephone does not have any user-serviceable parts. Modification or changes to the *CapTel* not expressly approved by Ultratec, Inc. can void your authority to operate the equipment.

CapTel 840 PLUS Specifications

Physical Dimensions
Size: 9" × 6.5" × 7.5"
Weight: 2 lb. 10 oz.

Power
AC Adapter: 5.9-6V, 2Amps
(barrel is negative)
Adapter is UL listed.

Dial Pad
Large Keys: 0.75" × 0.70"

Display
7" Backlit, graphical LCD
color display
840 × 480 pixels

Function Buttons
3 Programmable Speed Dial
1 Customer Service Speed Dial
Speaker
Flash
Mute
Tone
Caption
Volume
Up/Down/Yes/No

Controls
Amplification 0-40dB gain
Tone
Ringer: off, low, medium, high
(0-87dB at 1 meter)

Indicator Lights
Mute
Volume Levels (1 through 12)
Captions On/Off

Handset
Type: HAC (Hearing Aid
Compatible)

Dialing
Phone Book (97 entries)
Speed Dial (3 entries)
Redial (last number dialed)

Captions
4 Caption font sizes
• Small   0.15"
• Medium   0.20"
• Large   0.25"
• Extra Large   0.33"
Adjustable font and
background colors

Connections
Telephone line: requires RJ11
connection (must be standard
analog line or DSL with filter).
Does not support digital PBX
system unless analog port
available.
Ethernet jack
3.5 mm Neckloop/Headset
2.5 mm Headset with
microphone
AC power

Approvals
FCC approved
ACTA Product-Labeling
Number:
US:D8KTE00BCAPTEL840
REN: 0.0B

Conversation Memory
Up to 50 conversations (or
62,000 characters) saved in
memory

Caller ID History
Up to 50 entries

Answering Machine
63 Recordable messages
(2 minute max per message)
Recordable greeting
Selectable number of rings
before answer
Ability to caption messages left on
an external answering machine
Remote access to Answering
Machine messages from
another phone

Getting Help

If you have any questions or comments as you use your new *CapTel* 840 Plus, we're here to help. Use any of these ways to contact us:

CUST SERV Button

CUST SERV

Pick up the handset and press the **CUST SERV** button to automatically speed dial directly to our helpful Customer Service team. If you are in an office setting, you may need to dial a number, such as "9", to reach an outside line first and then press the **CUST SERV** button. (*Available 24 hours a day, 7 days a week. Closed on major holidays.*)

Help materials are also available online at our website.

Phone: 1-888-269-7477 *(Available 24 hours a day, 7 days a week)*
En Español: 1-866-670-9134
FAX: (608) 204-6167

Mail: CapTel Customer Service
              450 Science Drive
              Madison, WI 53711

Email: CapTel@CapTel.com
Online: www.CapTel.com
              (Live Chat help available at our website)