

Answering Machine



This section explains how to use the built-in Answering Machine and see captions of messages that people leave for you. You can hear the voice recording and read captions of the message. You can retrieve your Answering Machine messages remotely from a different phone, and CapTel can also show you captions of messages that are left on an external answering machine.

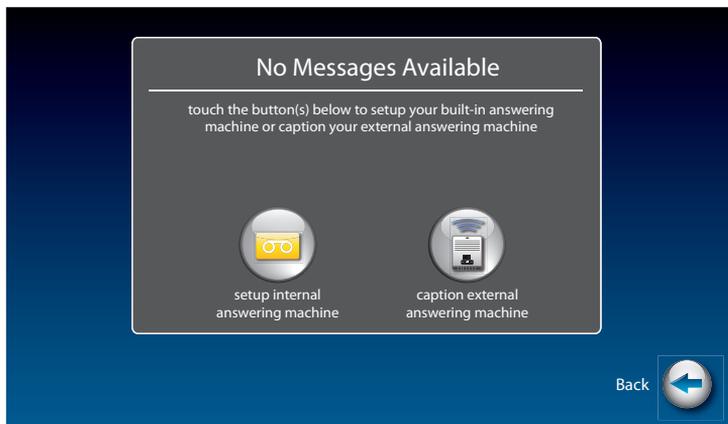
TOPICS

- **About the Answering Machine**
- **Turning Answering Machine On/Off**
- **Playing Your Answering Machine Messages**
- **Erasing Answering Machine Messages**
- **Deleting All Messages**
- **Recording a Personal Greeting**
- **Seeing Captions of Voice Mail Messages**
- **Remote Message Retrieval**
- **Captioning Messages from an External Answering Machine**
- **Setting the Ring Count**
- **Playing Incoming Messages Aloud/Silent**

About the Answering Machine

Your CapTel 2400iBT can take messages for you when you are unavailable, for you to play back later. When checking your messages, you can listen to the messages as well as see captions. The CapTel Answering Machine saves up to 100 messages. Each message can be up to 90 seconds long. If you have more than one answering machine in your home or office, make sure only one answering machine device is turned on/active at a time. If you rely on voice mail service for messages, the CapTel Answering Machine should be turned off.

Turning Answering Machine On/Off

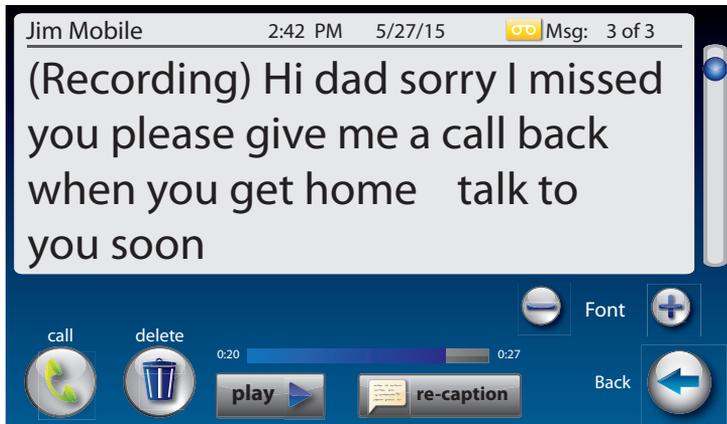


1. On the display screen, touch  **(Ans Machine)**. The first time you set up your Answering Machine, the display tells you there are no messages available.
2. Touch  **(setup internal answering machine)**.
3. The display screen shows you the current setting (on or off). Touch  **(Answering Machine Off)** and select on or off.
4. When you are finished, press  **(HOME button)** to exit.

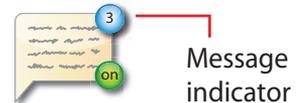
TIP

A green  **on** indicator appears on the Answering Machine icon to let you know at a glance whenever the Answering Machine is turned on.

Playing Your Answering Machine Messages



1. The display screen lets you know when you have unread messages waiting.
2. Touch  **(Ans Machine)**.
3. Select and touch the call you want to review from the Answering Machine list on the left of the display.
4. Information about the call you selected appears on the right of the display.
5. Touch  **(PLAY)**, then lift the CapTel handset to listen to your message. Or touch  **(speaker)** to play messages aloud.
6. When you are done listening/reading messages, you can:
 - Touch  **(Call)** to place a call to this person.
 - Touch  **(Delete)** to erase the Answering Machine message and captions.
 - Touch  **(re-caption)** to get new captions of this message.
 - Touch  **(PLAY)** to play the message/captions again.

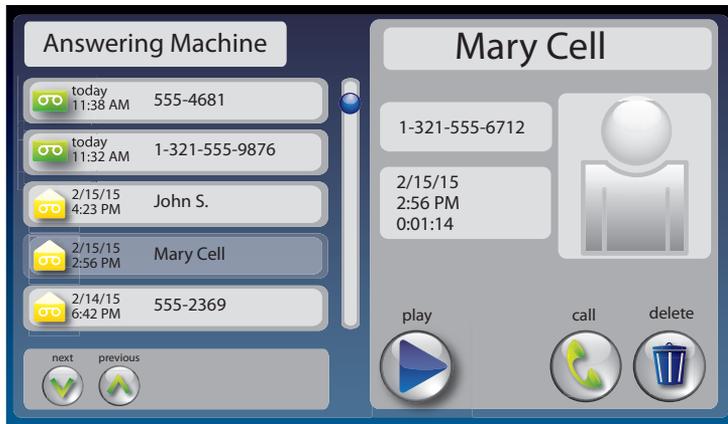


If you play your message and there are no captions, press the CAPTIONS button (blue light on). The voice message will play again, this time showing captions on the display.

TIP

If you are playing your Answering Machine messages, and an incoming call occurs, you can send the call directly to the Answering Machine to listen to it later.

Erasing Answering Machine Messages



To erase an individual Answering Machine message:

1. The display screen lets you know when you have unread messages waiting.
2. Touch  (**Ans Machine**).
3. Select and touch the call you want to review from the Answering Machine list on the left side of the display.
4. Information about the call you selected appears on the right side of the display.
5. Touch  (**PLAY**) to listen to your message and see the captions.
6. To delete the message, touch  (**Delete**). The display asks you to confirm you want to delete the message. Touch  (**yes**) to delete or touch  (**no**) to cancel.

When you are finished erasing your messages, press  (**HOME button**) to exit.

Deleting All Messages

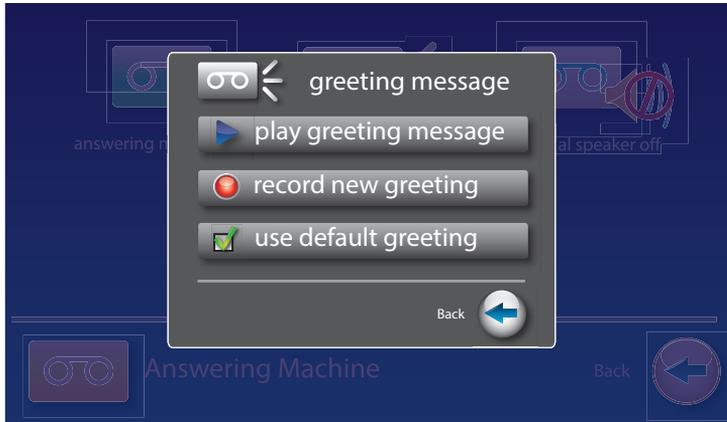


In addition to erasing Answering Machine messages one at a time as you play them, you can also erase all your saved Answering Machine messages at one time.

To delete all your Answering Machine messages:

1. From the display screen, touch  (**Settings**).
2. Touch  (**Answering Machine**).
3. Touch  (**Delete All Messages**).
4. The display asks you to confirm you want to **delete ALL messages**.
Touch  (**yes**) to delete or touch  (**no**) to cancel.
5. Press  (**HOME button**) to exit.

Recording a Personal Greeting



You can record a personal greeting for the CapTel 2400iBT to use whenever the Answering Machine takes messages. 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:

1. From the display screen, touch  **(Settings)**.
2. Touch  **(Answering Machine)**.
3. Touch  **(Greeting Message)**.

TIP *To hear the greeting that is currently being used, lift the handset and touch  **(play greeting message)**. You will be able to hear the greeting in the CapTel handset.*

4. Touch  **(record new greeting)** to record your personal message.



5. Lift the CapTel handset and touch  (**press to start recording**).
6. Speaking into the CapTel handset, record the personal greeting you would like the Answering Machine to use. When you are finished recording, touch  (**press to stop recording**).
7. If you are not satisfied with your personal greeting, you can re-record it. Just repeat steps 4–6 above.
8. When you are satisfied with your personal greeting, touch  (**Accept**). Hang up the CapTel handset.
9. Press  (**HOME button**) to exit.

Seeing Captions of Voice Mail Messages

If you use voice mail to get phone messages instead of the built-in answering machine, your CapTel 2400iBT can show captions of your voice mail messages. Simply use the CapTel dial pad to call into your voice mail system and “log in” the same way you would with any other telephone. Make sure the CAPTIONS light is on. As your voice mail messages are played, you will see captions on the display screen. Use the CapTel dial pad to select options in your voice mail menu system.

Remote Message Retrieval



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.

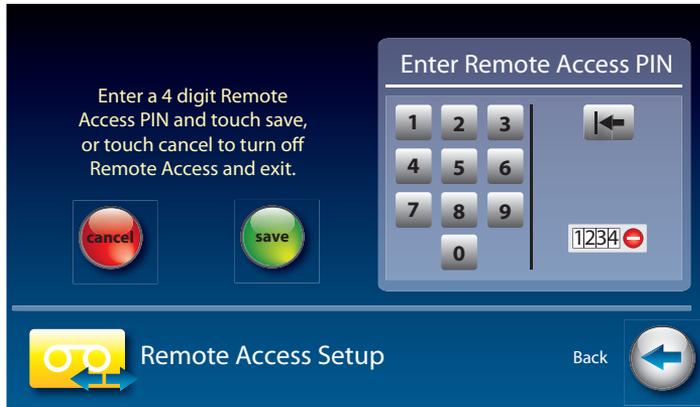
NOTE

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 Message Retrieval on:

1. From the display screen, touch  (**Settings**).
2. Touch  (**Answering Machine**).
3. Touch  (**Remote Access off**).
4. Touch  (**On**) or  (**Off**) to select.

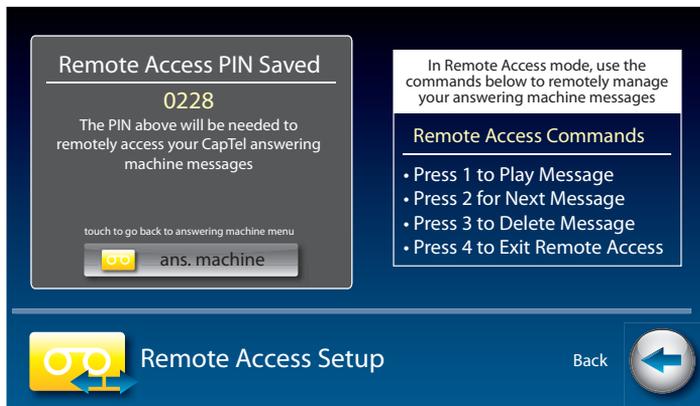
5. CapTel shows the default 4-digit Remote Access PIN. This is the number you need to enter when calling in remotely to play your Answering Machine messages.



You should change the PIN to a different number for your own use. Touch the four digits on the display screen that you want to use. The selected PIN appears on screen to confirm your selection.

TIP Be sure to write your PIN down for your own reference.

6. When you have the PIN that you want, touch  (**save**).
7. CapTel confirms the PIN number you have saved and shows a list of remote access commands. Use these commands when calling in to get your messages remotely.



8. When you are finished, press  (**HOME button**) to exit.

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 calling from.
3. Your CapTel 2400iBT will start playing aloud any recorded messages (starting with the most recent one) for you to hear. 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:

Press 1 – Play Message
Press 2 – Go to Next Message
Press 3 – Delete Message
Press 4 – Exit Remote Access

If you do not press any of the dial pad keys, after 30 seconds your CapTel 2400iBT will automatically hang up.

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

TIP

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 message but you will not be able to read captions at your remote location.

Captioning Messages from an External Answering Machine



In addition to the built-in answering machine that comes with your CapTel phone, you can also see captions of voice messages that are left on an external answering machine (a separate answering machine you may own, not the one built into the CapTel phone).

To get captions of your external answering machine messages:

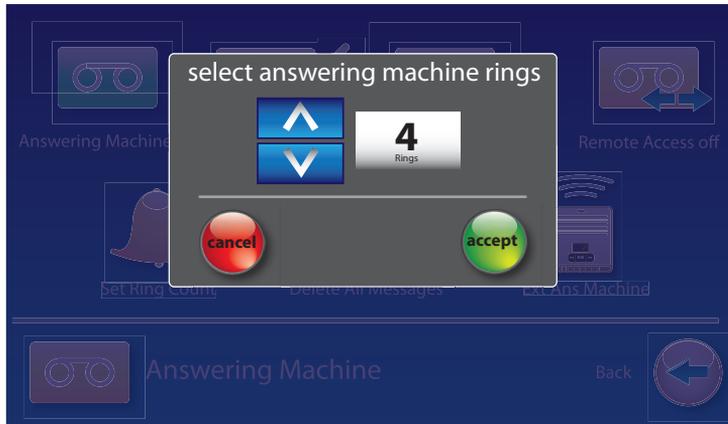
1. From the display screen, touch  (**Settings**).
2. Touch  (**Answering Machine**).
3. Touch  (**Ext Ans Machine**).
4. Lift the CapTel handset and place it next to your external answering machine speaker. Make sure the mouth-piece of the handset is next to the speaker of your answering machine. While you do this, your CapTel phone connects to the captioning service.
5. Press the PLAY button on your external answering machine, so that the messages are played aloud.

The display will show captions of the messages as they are played.

NOTE *While checking messages, you may operate your external answering machine the same way you normally do, using features such as play, re-play, delete, or save messages.*

When you are done listening/reading captions, hang up the CapTel handset.

Setting the Ring Count



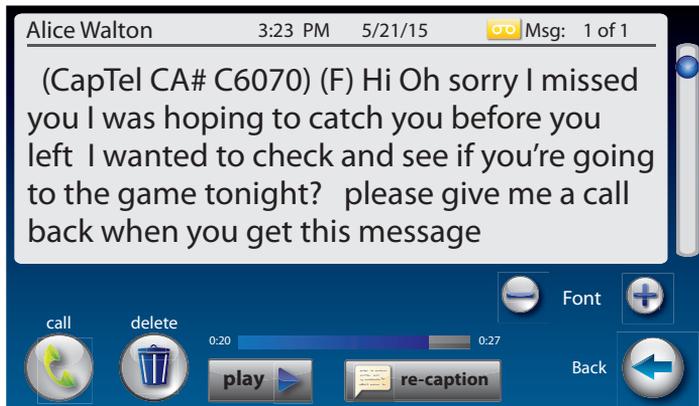
You can set the approximate number of times the CapTel will ring before the Answering Machine answers the call. The default setting is four (4) rings, but you can set it to be any number of rings between two (2) and twenty (20).

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 telephone system.*

To set the number of rings before answering:

1. From the display screen, touch  **(Settings)**.
2. Touch  **(Answering Machine)**.
3. Touch  **(Set Ring Count)**.
4. Touch the  **(arrows)** to select the number of rings you'd like to use, then touch  **(Accept)**.
5. Press  **(HOME button)** to exit.

Playing Incoming Messages Aloud/Silent



Just like with other Answering Machines, you can “screen” callers by having incoming messages played aloud on the CapTel phone for 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 recorded 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. From the display screen, touch  (**Settings**).
2. Touch  (**Answering Machine**).
3. Touch  (**External Speaker Off**).
4. The display asks if you want to  (**turn on**) or  (**turn off**) the answering machine speaker. Touch the option you want.
5. Press  (**HOME button**) to exit.

TIP You can “screen” incoming Answering Machine messages by listening to the caller and reading the captions while the message is recorded. Make sure that the Answering Machine Speaker is set to “On”. If you choose to answer the call, just pick up the handset and begin talking.

TIP You can also send an incoming call directly to the answering machine to take a message if you are busy. Just touch  (**Send to Ans Machine**).