

# 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 press the CAPTIONS button to read captions of the message.*

## 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**

# 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 records the voice message and lets you play it back with captions. Up to 63 recordable messages can be saved, each message can be up to 2 minutes long.

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.

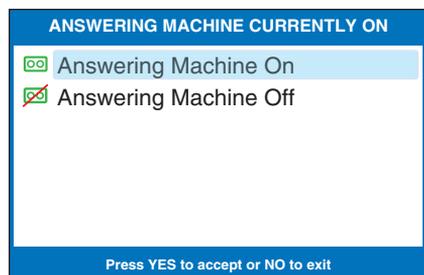
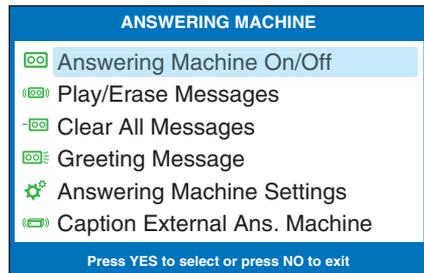
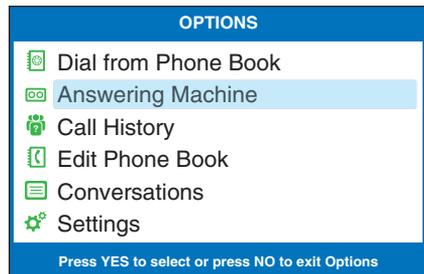


4. Use the **UP** or **DOWN** arrow buttons to highlight **Answering Machine On** or **Off**. Press the **YES** button to select.



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

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.

# 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.

CAPTIONS



3. The CAPTIONS light will go off and captions of the recorded message will appear on the display screen.
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:** *If you need to, you can have the message re-captioned. This is helpful if you notice a word error in the captions. Just press the CAPTIONS button, and the answering machine message will play over again – with new captions.*

## 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/Erase Messages**. Press the **YES** button to select.

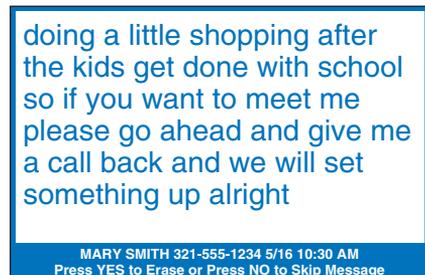
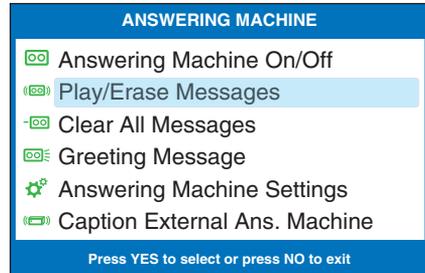
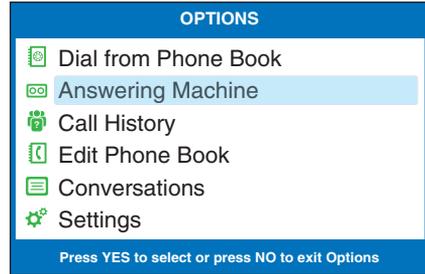


4. Follow the directions on the display screen to lift the *CapTel* handset and listen to your messages.

CAPTIONS



5. The **CAPTIONS** light will go off, and captions of the message will appear on the display screen while the message is playing.



6. 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

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

7. 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).*

so if you want to meet me  
please go ahead and give me  
a call back and we will set  
something up alright I hope  
you can make it looking  
forward to seeing you bye

Press Captions Button to Re-caption this Message  
Press YES to Erase, NO to Replay, ▲ Previous, ▼ Next

FINISHED PLAYING MESSAGES

Hang Up the Phone to Exit

# 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.



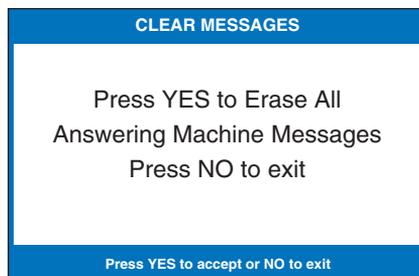
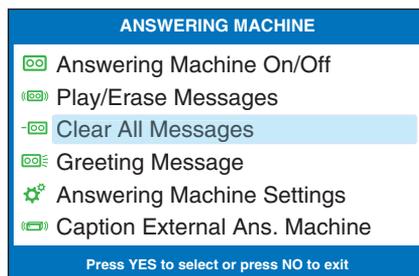
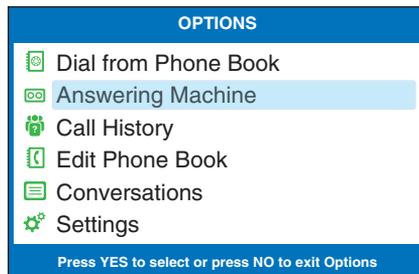
3. Press the **DOWN** arrow button repeatedly to highlight **Clear All Messages**. Press the **YES** button to select.



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.



**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.*

# Recording a Personal Greeting Message

Before you begin making/receiving calls, you may want to record a personal greeting message for the *CapTel* 840i 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. With the handset hung up, press the **YES** button to see the Options menu.



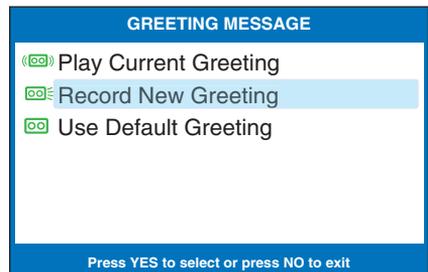
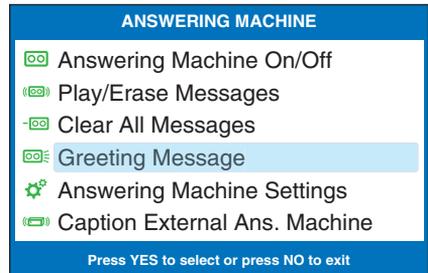
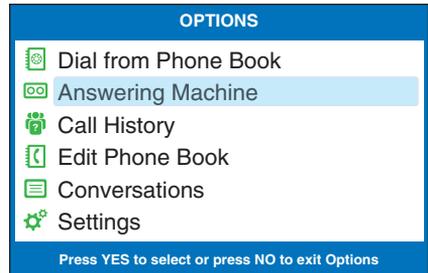
2. Press the **DOWN** arrow button to highlight **Answering Machine**. Press **YES** to select.



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



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



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. Your personalized greeting message may be up to 1 minute long.



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** key 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.



# 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.



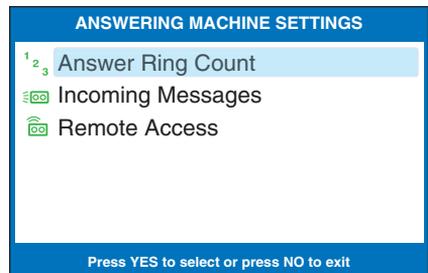
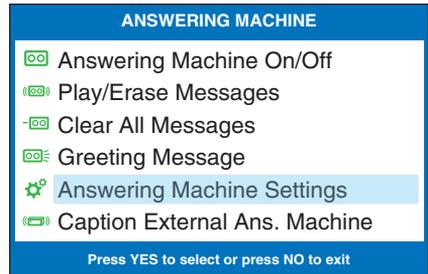
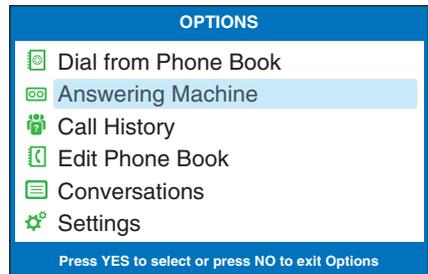
2. Press the **DOWN** arrow button until **Answering Machine** is highlighted. Press the **YES** button to select.



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.



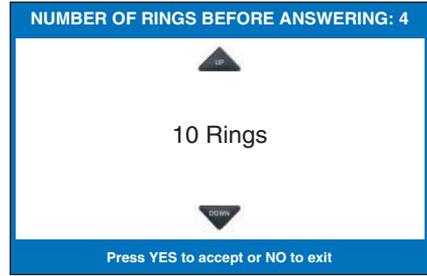


5. Use the **UP** or **DOWN** arrow buttons to select the number of rings, from 3 rings up to 20 rings. Press the **YES** button to select.



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.



# 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.



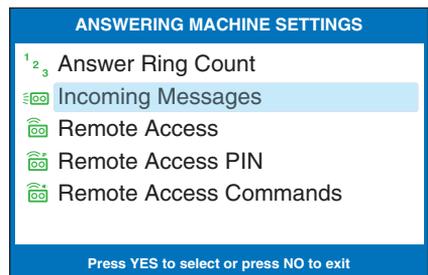
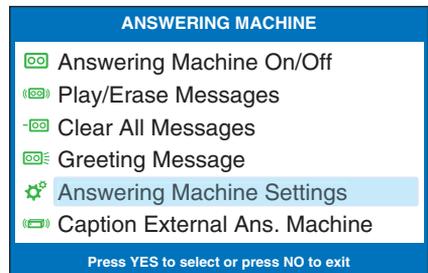
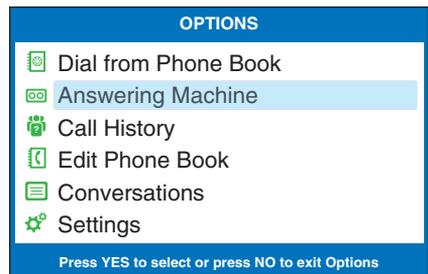
2. Press the **DOWN** arrow button until **Answering Machine** is highlighted. Press the **YES** button to select.



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.





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 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):



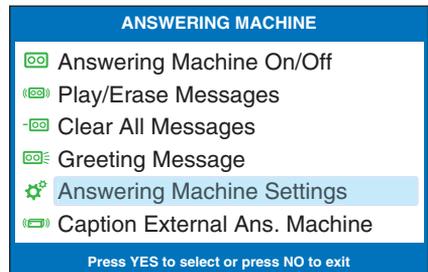
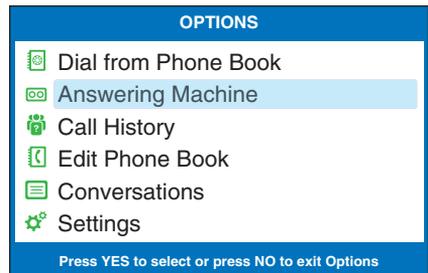
1. With the handset hung up, press the **YES** button to see the Options menu.



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.





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!



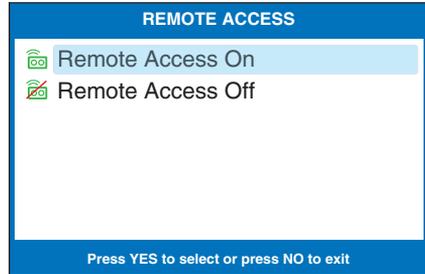
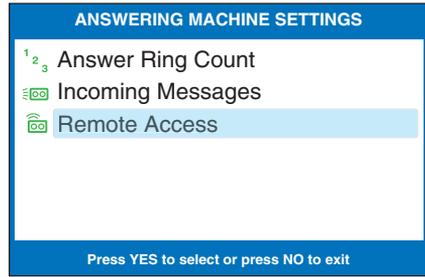
7. When you have the number that you want, press the **YES** button to save. Or press the **NO** button to exit.



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.



**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

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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 840i 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 840i will automatically hang up.

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

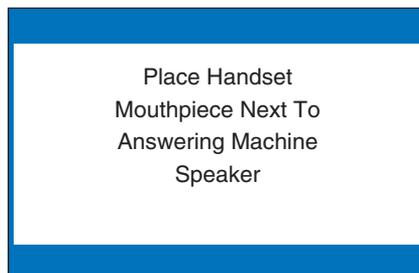
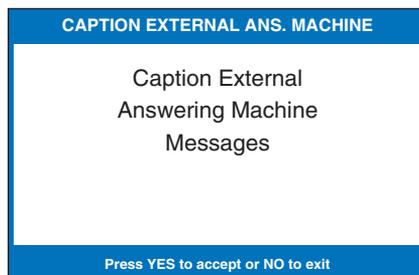
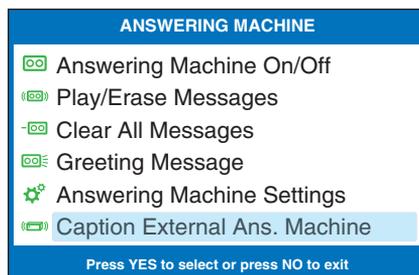
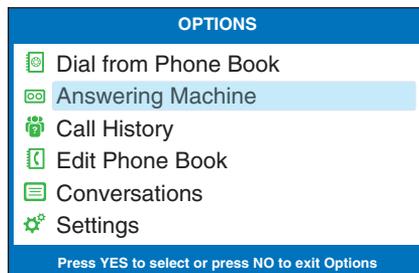
**NOTE:** *If possible, use a different CapTel phone when calling in to retrieve your messages, in order to be able to see captions of the messages. If you call using any other phone, you will be able to listen to the voice part of the Answering Machine messages but you will not be able to read captions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

# Caption External Answering Machine Messages

Your *CapTel* 840i 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 your *CapTel* by a telephone line.

To get captions of your external answering machine messages:

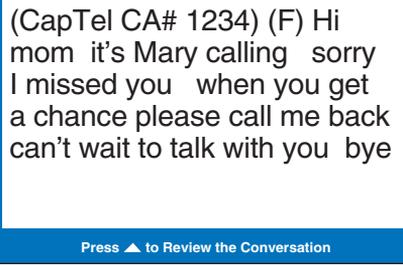
-  1. With the handset hung up, press the **YES** button to see Options.
-   
 2. Press the **DOWN** button until **Answering Machine** is highlighted. Press the **YES** button to select.
-   
 3. Press the **DOWN** button repeatedly until **Caption External Ans. Machine** is highlighted. Press the **YES** button to accept.
-  4. The display shows that *CapTel* is ready to caption messages. Press the **YES** button to accept.
5. Lift the *CapTel* 840i 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* 840i connects to the captioning service.



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

Your *CapTel* 840i 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* 840i 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