

# CapTel® 2400i

With Bluetooth® Connectivity



## **Important Note**

As you set up your new CapTel phone, be sure to follow the directions on the display screen for registering your phone. Per a recent ruling by the Federal Communications Commission (FCC), the Captions feature cannot be activated until your phone is registered.

This requirement is part of the FCC's effort to ensure the captioning service is used as intended by people who truly need the service.

FEDERAL LAW PROHIBITS ANYONE BUT REGISTERED USERS WITH HEARING LOSS FROM USING INTERNET PROTOCOL (IP) CAPTIONED TELEPHONES WITH THE CAPTIONS TURNED ON. IP Captioned Telephone Service may use a live operator. The operator generates captions of what the other party to the call says. These captions are then sent to your phone. There is a cost for each minute of captions generated, paid from a federally administered fund. No cost is passed on the CapTel user for using the service.

For more information about FCC requirements, please visit [www.CapTel.com](http://www.CapTel.com)

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

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# About Your New CapTel 2400iBT

Your new CapTel 2400iBT is like any other telephone in many ways: it connects to a telephone line, you talk and listen to your callers, and you place/answer calls the same way you use any other telephone.

Your new CapTel 2400iBT is also different than a traditional telephone in some important ways.

In order to show captions, your CapTel 2400iBT connects to the Internet the same way you connect a computer to the Internet. The Internet connection links to a Captioning Service, where a specially-trained operator transcribes everything your caller says into captions. The captions are sent back over the Internet connection to your CapTel 2400iBT phone, for you to read in the display.

Because the CapTel 2400iBT relies on the Internet to provide captions, setting up the phone takes a few extra steps to make sure it is connected to the Internet properly.

# Where to Get Help

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Help is available 24 hours a day, 7 days a week (excluding major holidays).  
Please contact:

**Toll-Free Installation Help Line: 888-269-7477**  
**Email: CapTel@CapTel.com • Fax: (608) 204-6167**  
**Online Help: [www.captel.com/customer-service.php](http://www.captel.com/customer-service.php)**

If someone else installed your home computer or your Internet connection, you may want to consult with that person as you set up the CapTel 2400iBT.

## Important Information when Calling for Help

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

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**My Telephone Number**

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**My CapTel 2400iBT Electronic Serial Number (ESN)**  
*(located underneath your CapTel phone)*

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**My Internet Service Provider**

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**My Telephone Service Provider**

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**If using WiFi: Name of your WiFi Network**

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**WiFi Password (also sometimes called "Pass Phrase" or "Network Key")**

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## What is in the Box?

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Your CapTel 2400iBT includes the following parts:



- CapTel 2400iBT Phone
- Telephone Cord



- Power Adapter – to plug into a wall outlet



*Important! Use only the power adapter that came in the box with your CapTel 2400iBT*

- Ethernet Cable – to connect to Internet service (not necessary for WiFi installations)



- CapTel Setup Guide and CapTel User Manual



# Overview of CapTel 2400iBT Phone



Please see the descriptions that correspond with the matching numbers to help explain what each feature is.





## 1 Touch Screen Display

Shows captions, Caller ID, Answering Machine messages, Contacts, and more. To select an item, touch it on the display.



## 2 Volume Button

Lets you adjust the volume to a comfortable level, up to a 40dB gain from min/max. To increase the volume, press  on the VOL button. Press  on the VOL button to decrease the volume. The indicator lights next to the volume bar show the volume setting. The volume returns to a mid-range setting every time you hang up the handset.

### WARNING

*The maximum volume setting is extremely loud. People who do not need amplification should not use the phone at the highest volume level.*



## 3 CUSTOMER SERVICE Button

Press the CUSTOMER SERVICE button to automatically dial the CapTel help line. Our helpful Customer Service team is happy to help you set up and use your CapTel 2400iBT phone – we're only a button push away.

### 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](http://www.CapTel.com)*



## 4 HOME Button

Press the HOME button at any time to return to the main menu screen. If you are ever "lost" in the menu system, press the HOME button to return to the main screen.



## 5 CAPTIONS Button

When the CAPTIONS button is on (blue light around button is lit) you will see word-for-word captions of everything the other party says. Press the CAPTIONS button at any time during a call to turn captions on or off.



## Back view of CapTel 2400iBT



### 1 Telephone Jack

Plug the telephone cord (provided) in here (RJ11 jack). Telephone cord can be for most types of telephone service, including: analog, VOIP, fiber optic, digital cable service, or analog with DSL service. CapTel does NOT work with PBX systems unless an analog port is available.

### 2 Ethernet Jack

Plug the Ethernet cable (provided) here to connect to your Internet service. If you connect to the Internet using a WiFi network, you do not need to plug in the Ethernet cable.

### 3 LNK/ACT – Status Light

Lets you know if your Ethernet cable is connected to the Internet and whether activity is on the line. NOTE: the LNK/ACT indicator does not light up when connected via WiFi.

### 4 Power Jack

Plug the AC power adapter here. Use only the AC power adapter that came with your CapTel 2400iBT phone. Any other adapter may damage the phone.

### 5 Kickstand

Pull out and position the kickstand to find the most convenient angle for reading the CapTel display screen.



# Setting up Your CapTel 2400iBT

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## Requirements

- 1. High-speed Internet access.** Your CapTel 2400iBT can connect to your Internet service either with an Ethernet cable or through a wireless (WiFi) network. Depending on your Internet setup, a router may also be required to allow you to connect more than one device to your Internet service.
- 2. Telephone Service.** Can be analog line, DSL with filter, VOIP, fiber optic, or Digital Cable phone service. CapTel does NOT work with digital Private Branch Exchange (PBX) systems found in some office environments, residential facilities, and hotels – unless an analog port is available.
- 3. Standard electrical power** (AC adapter plugs into standard wall outlet).

## Step 1: Select a Location

**Pull out the kickstand in the back, then set up the CapTel 2400iBT in a place where:**

- A high-speed Internet (Ethernet) jack or your wireless router is located nearby.
- A telephone jack is located nearby (can be analog line, DSL with filter, VOIP, fiber optic, or Digital Cable phone service).
- There is an electrical outlet nearby.
- The surface it will be set on is stable and secure.
- The area is protected from excessive heat or humidity.

### NOTE

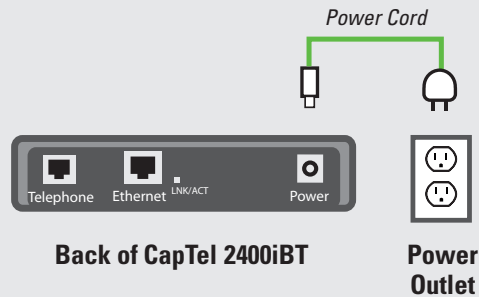
*The outlets for power, the phone line, and the Ethernet connection should all be located nearby, as each cord needs to plug into your CapTel 2400iBT. If your Internet access is located in a different room than where you plan to use the CapTel 2400iBT, a WiFi setup is recommended.*

## Step 2: Plug in the Power Adapter


1. Plug the power cord into the jack labeled "Power" on the back of the CapTel 2400iBT phone.
2. Plug the power adapter into a wall outlet or power strip. The display screen and Volume indicator lights will light up to let you know the power is connected.

### WARNING:

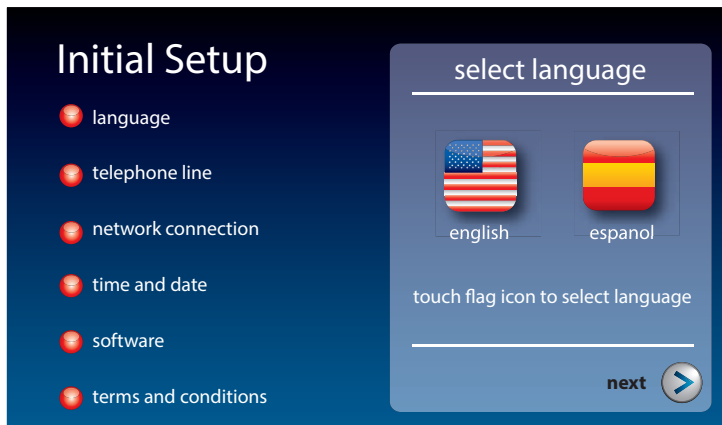
Be sure to use only the power adapter that came with your CapTel 2400iBT. Using any other power adapter may damage your phone.






After a moment, the Initial Setup screen will appear. Follow the instructions on the display screen.

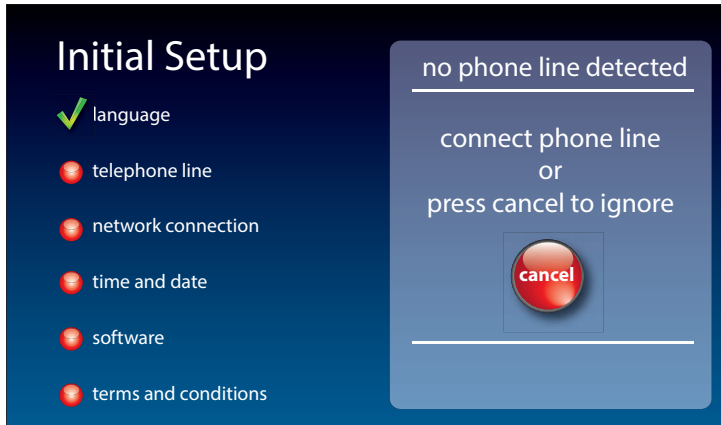
**TIP** To choose an option, touch the icon on the screen and then touch  (**next**).

## Step 3: Select Language

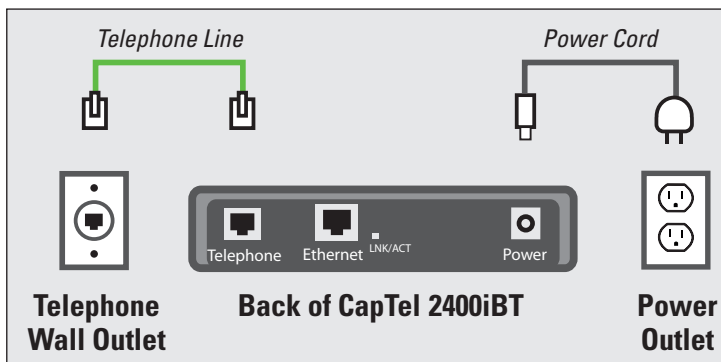


1. Touch  (**English**) or  (**Espanol**) for the language you want.
2. Touch  (**next**) to continue.

## Step 4: Telephone Line



1. Plug your telephone line into the back of the CapTel phone.
2. Plug the other end of the line into your telephone wall jack.



### NOTE

Telephone service can be analog, VOIP, fiber optic, digital cable phone service, or analog with DSL filter. CapTel does not work with digital PBX office phone systems unless an analog port is available.




### 3. Do you need a dialing prefix?

Some office environments require you to dial a number in order to get an outside line. For example, you may need to dial a 9 or another number sequence to get an outside line. CapTel 2400iBT lets you add the dialing prefix here, and will dial it for you automatically each time you place a call.


If you do not need a dialing prefix, touch  (**no**).

**NOTE** *If you are unsure whether your office requires a dialing prefix to get an outside line, you probably do NOT need to enter one.*

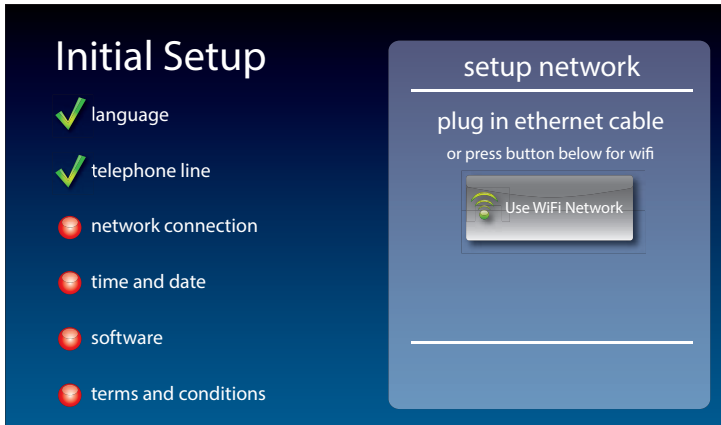
If you want to enter a dialing prefix, touch  (**yes**).

Use the on-screen dial pad to enter the dialing prefix. To include a two second pause, touch  (**Pause**).

When you are satisfied, touch  (**Save**).

If you would like to exit without changing the dialing prefix, touch  (**Cancel**).

## Step 5: Network Connection



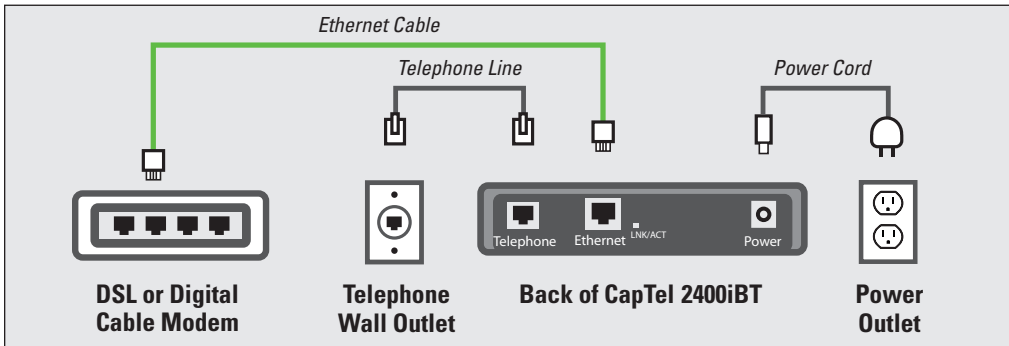
### ***For Wired Connections:***

1. Plug the Ethernet cable that came with your phone into the jack on the back of the CapTel phone labeled "Ethernet".
2. Plug the other end of the Ethernet cable into the jack you use to access your Internet service. Depending on how your Internet service is set up, you could be plugging into an available Ethernet jack on any of the following:
  - On a digital cable modem
  - On a DSL modem
  - On a router in your home
  - In an Ethernet wall outlet

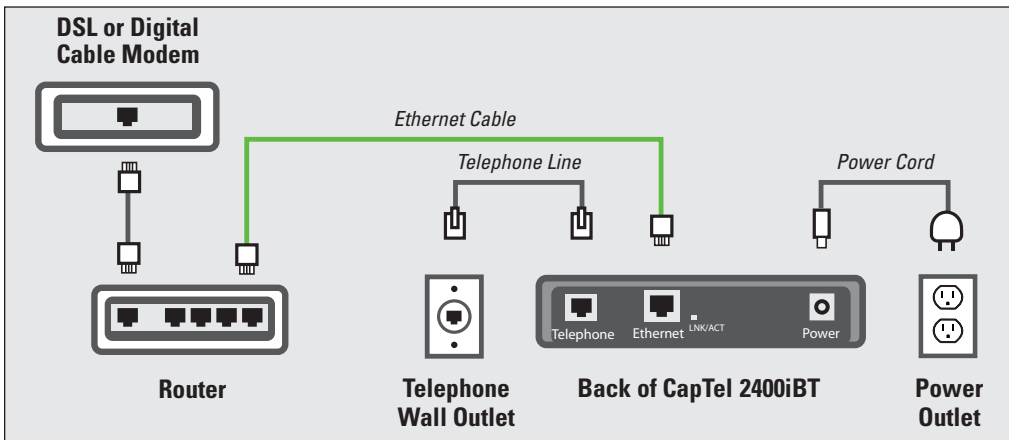
Use the examples on the following page to match your setting with the correct installation method.

## All outlets located together (Wired Setup)

**Example 1:** All of the connection outlets (telephone, Internet, and power) are available in the same room that you are planning to use the CapTel 2400iBT.



**Example 2:** If there is not an available Ethernet jack in your DSL or cable modem, you will need a router or switch that lets you connect more than one device to the Internet. Contact your Internet Service Provider to learn what router or switch will work with your modem. The router should support DHCP. Connect the router to your DSL/cable modem. Then connect the CapTel 2400iBT to the router or switch using the Ethernet cable.

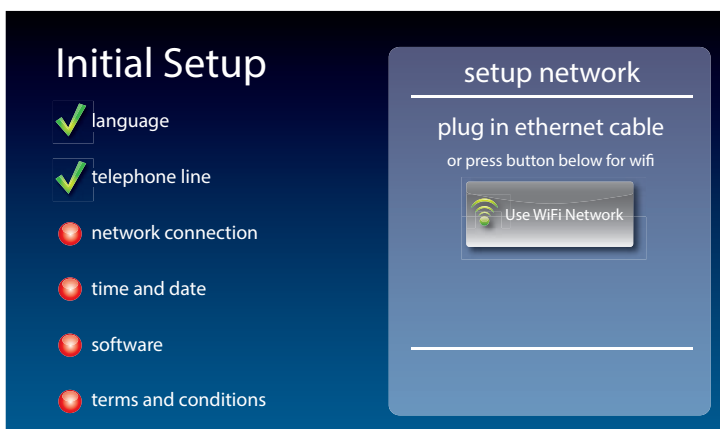



## For Wireless (WiFi) Connections:

If you have a wireless (WiFi) network in your home or office, your CapTel phone can connect to the Internet using the WiFi network. You do not need to plug in an Ethernet cable.

To set up your CapTel for WiFi use, you will need to know the name of your wireless network as well as any passwords that are needed to access the network. The way you access your WiFi network with CapTel will be very similar to how you access the network from a computer or mobile device.

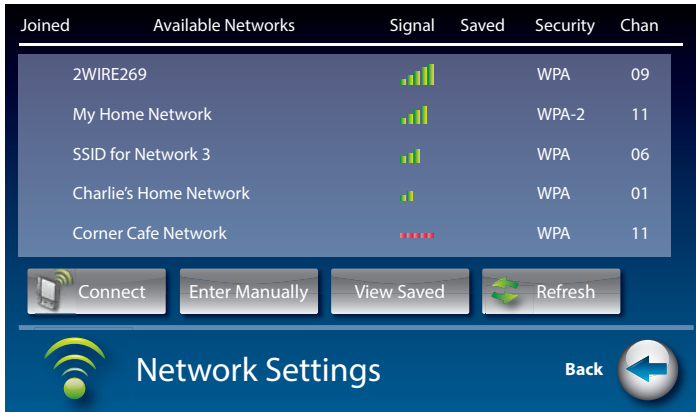
**NOTE** *If someone helped install the wireless network for you, it may be helpful to consult with that person as you set up your CapTel phone.*



1. Touch  (**Use WiFi Network**) on the display screen. CapTel scans for wireless networks within range of your phone.
2. The display lists any WiFi networks detected, in order of strongest signal strength to the weakest signal strength.

**NOTE** *CapTel may detect wireless networks in your location that you do not recognize – such as a wireless network from a neighbor or nearby office. Be sure to select the name that matches your own network.*







3. Touch the name of the network that you want to use.



Then touch  (**Connect**).


If you do not see the network you want to use:

- Try moving your CapTel phone to an area closer to your wireless router. Then, touch  (**Refresh**). CapTel will re-scan for available networks.
- Touch  (**Enter Manually**). CapTel will ask you to enter information about your wireless network, then it will try to connect.

4. **Enter WiFi Password:** On the display, use the onscreen keyboard to enter the password for your WiFi network.




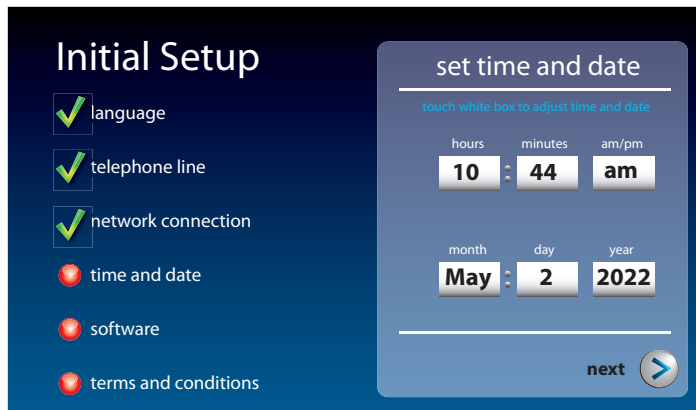
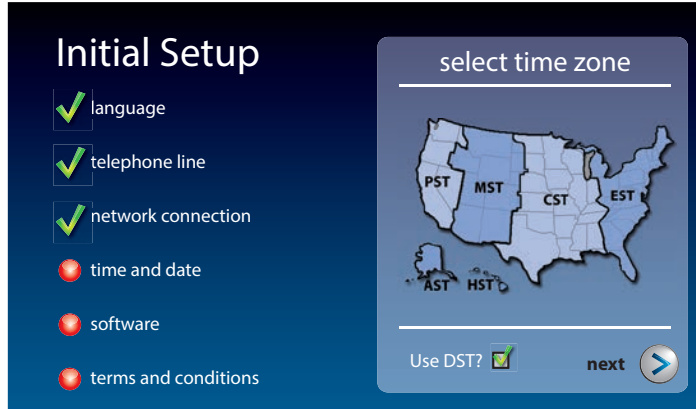
**TIP** Remember to use the  (**shift**) key for capital letters when needed. Passwords are case-sensitive. To enter special characters, touch  (**Numbers**).


When you are done, review your password carefully. If it does not exactly match the password for your network, CapTel will not be able to connect. Use the  key to correct any errors.


When you are satisfied the password is correct, touch  (**save**).

## Step 6: Time and Date

Touch the Time Zone on the display screen that you live in. Touch  (**next**) to continue.

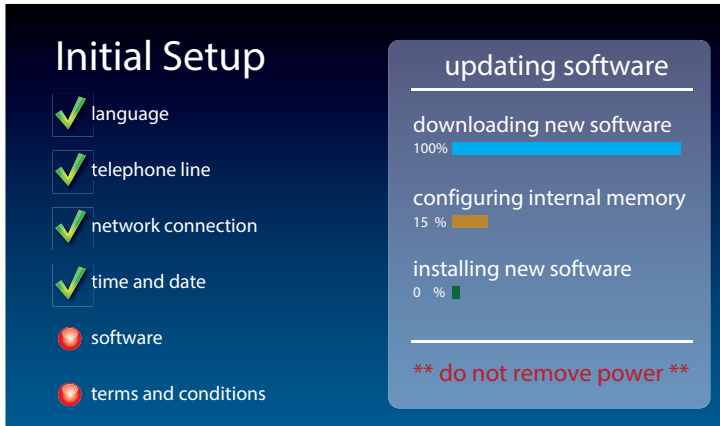


Your CapTel phone will fill in the date and time based on the time zone you indicated. If you need to adjust the time and date, touch the field on the display screen that you want to change. Use  (**arrows**) on the display screen to scroll to the correct number. Then touch the next field that you want to change.

When the date and time are set, touch  (**next**) to continue.

## Step 7: Software

Your new phone checks to make sure that you have the most current software available. If needed, CapTel will automatically download the most recent software version. Please be patient, the download may take a few moments. Watch the progress on the CapTel display screen to know the status.



### NOTE

*Do not interrupt the power supply during a software installation. It may damage your CapTel phone.*

Once the software download is complete, your CapTel phone will re-boot as part of the update process. It will automatically run through the setup steps again.

Once the update process is completed, you will be able to continue with setup.

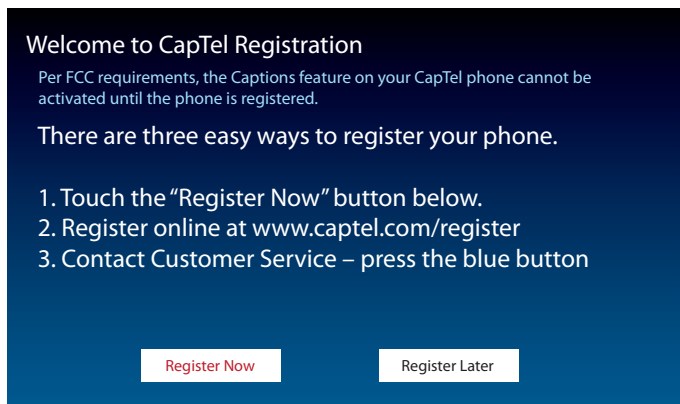
# Registration Terms and Conditions

The very first time you set up CapTel, you may be asked to review and accept the Registration Terms and Conditions on the CapTel display screen. The Terms and Conditions are set by the Federal Communications Commission (FCC) which oversees the funding for IP-based Captioned Telephone service.

***If your phone display shows different instructions than the directions listed below, please follow the instructions on your phone's display screen.***

## NOTE



Per FCC requirements, the Captions feature on your phone cannot be activated until you accept the Registration Terms and Conditions. If you need assistance, press the blue **CUSTOMER SERVICE** button for help. Details about the FCC requirements can be found at [www.CapTel.com](http://www.CapTel.com)



1. Touch  **(Register Now)** to begin.



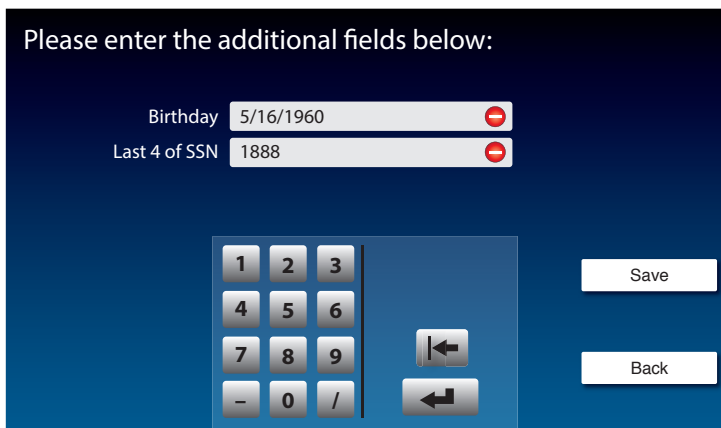
2. On the display, touch the field for first name.

3. Use the onscreen keyboard to enter your first name. Use  (**shift**) to enter capital letters.
4. Touch the field for last name, then enter your last name using the onscreen keyboard.
5. Continue until all fields are entered.
6. When you are finished, review the display to make sure you have everything entered correctly.
7. When you are ready, touch  (**save**).

**NOTE**

*Per FCC requirements, registration information must be about the person who uses CapTel. If someone sets the CapTel phone up on your behalf, please make sure they use your contact information and not their own.*

8. The display asks you to enter your birth date and the last four digits of your social security number.



Please enter the additional fields below:

Birthday

Last 4 of SSN

1 2 3  
4 5 6  
7 8 9  
- 0 /

Save

Back

**NOTE**

*Why does FCC require this information? The FCC works to protect the captioning service from potential misuse by people who may not need captioning assistance. Your personal registration information confirms that you are a registered individual. All information provided is treated, by law, as confidential.*

The display asks you to confirm your registration contact information.

Registration Terms & Conditions

This CapTel phone is registered to:

Matt Smith  
123 Main  
Janesville, WI 53546  
(608) 555-4321

Is this correct?

Yes No

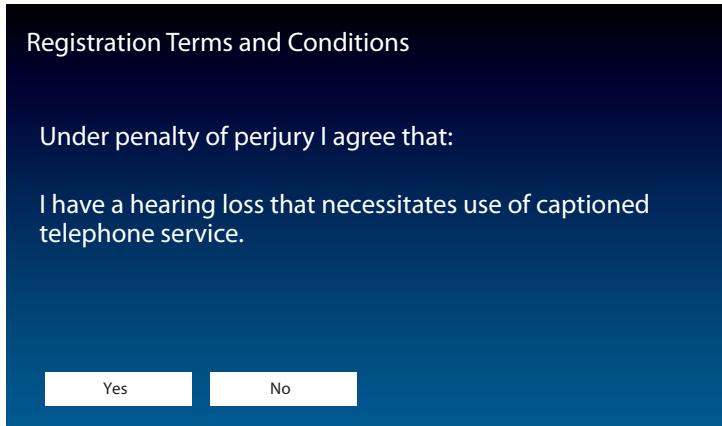
9. Check that the name and address listed on the display is correct.

If correct, touch  (**Yes**) on the display.

If it is incorrect, touch  (**No**). The display lets you re-enter your contact information and make corrections as needed. When it is correct, touch  (**save**).

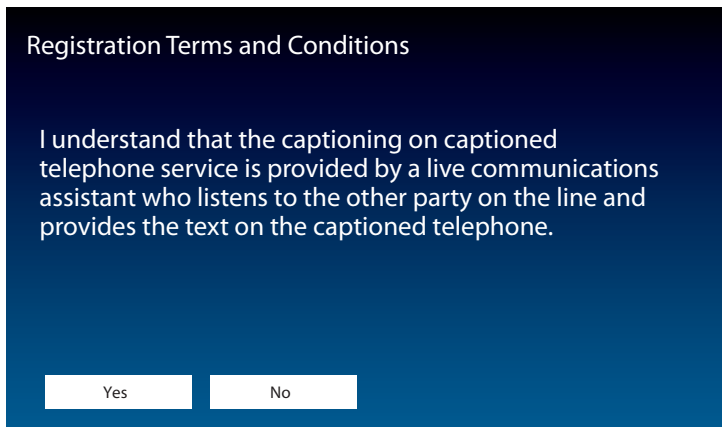
Next, the display asks you to confirm that you have a hearing loss that makes it difficult for you to hear over the phone so you need the captioning service.

The FCC wants to verify that anyone who uses the free Captioning Service really has hearing loss. It is the FCC's way of protecting the service from misuse by people who do not need captions.



10. If you agree with the statement, touch  **(Yes)**.  
If you disagree, touch  **(No)**.

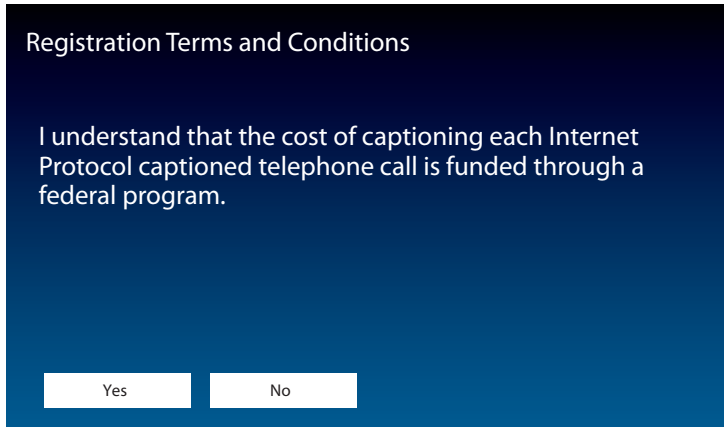
The screen checks to make sure that you understand that an operator (communications assistant) is captioning what your callers say. The phone does not convert the caller's words into captions on its own. The FCC wants to make sure you are aware there is a live communications assistant involved.



11. If you agree with the statement, touch  **(Yes)**.

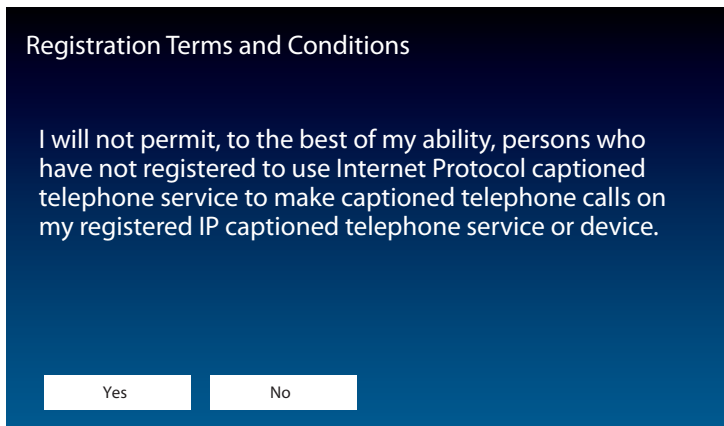


CapTel users do not have to pay for the cost of using the captioning service, it is provided at no cost to people with hearing loss through a fund monitored by the FCC. The FCC wants to make sure that CapTel users understand that – even though there is no cost to you – the federal program pays a per-minute cost for use of the service.



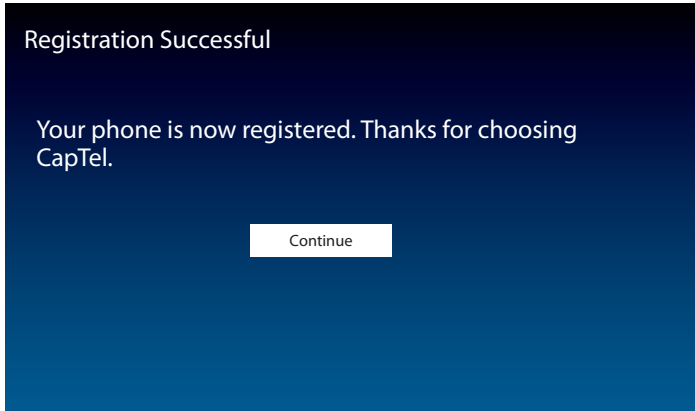
12. If you agree with the statement, touch  (Yes).

Per FCC regulations, only people who are registered may use the CapTel phone when the captions feature is turned on. Others may use your phone as long as the CAPTIONS button is turned off. The display asks that you don't allow people who are not registered to use your CapTel phone when the captions feature is on.

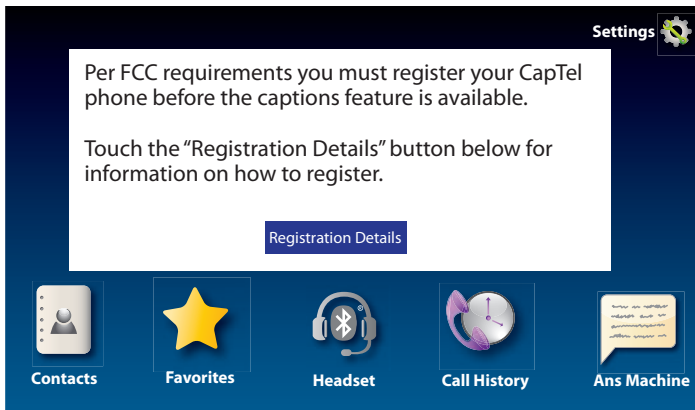



13. If you agree with the statement, touch  (Yes).

Congratulations! Your phone is registered and the Captions feature is enabled.



If you answered **NO** to any of the Registration Terms and Conditions, the Captions feature will not be activated on your phone. You will still be able to make and receive calls, but the calls will not be captioned.



To review the Terms and Conditions again, press  (**CAPTIONS button**). If you have any questions, please contact CapTel Customer Service for assistance.

**NOTE** *Although the Captions feature is not enabled until you accept the Registration Terms and Conditions, you will be able to see captions when you call Customer Service so that we may assist you over the phone.*

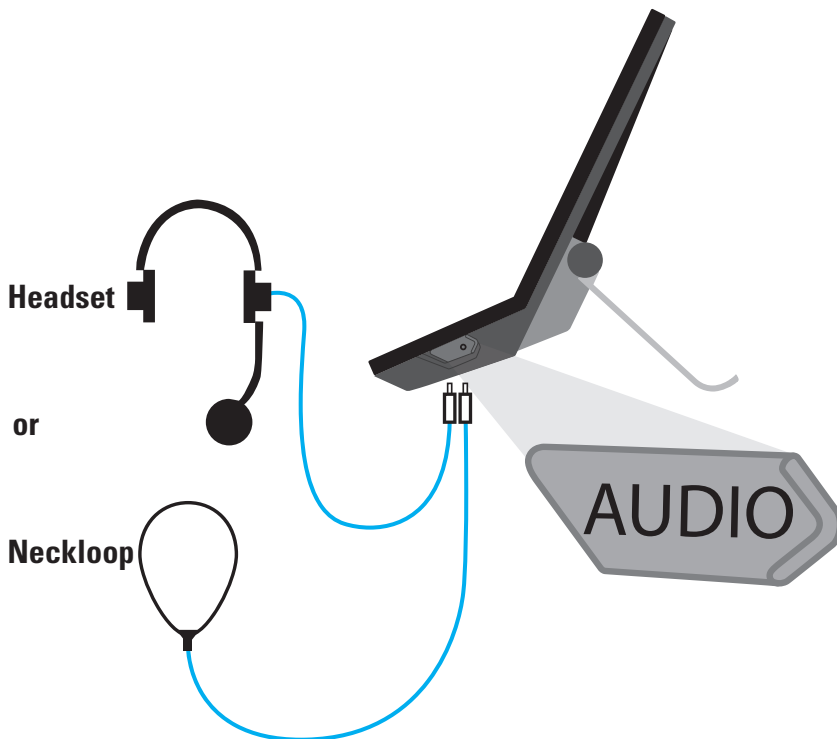
## Using a Headset or Neckloop (Optional)

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You can use earphones, a headset, a neckloop or another type of listening device with the CapTel 2400iBT to maximize the audio quality. CapTel works with Bluetooth devices, giving you cordless connectivity to Bluetooth headsets and neckloops. Or, you can simply plug a headset/assistive device into the audio jack located on the right side of the CapTel phone. Headsets/devices sold separately.

### Connecting a Headset/Neckloop with Audio Jack (3.5 mm)

Simply plug the headset/assistive device into the 3.5 mm audio jack located on the right side of the CapTel 2400iBT (open the protective cover to reach the jack).



## Connecting a Bluetooth® Headset/Neckloop

If you have a Bluetooth headset, neckloop, or other assistive device (each sold separately), you can connect it to your CapTel 2400iBT for convenient hands-free calling.







### NOTE

*The instructions may vary depending on what type of Bluetooth device you have. It's important to be familiar with how your Bluetooth device works before you get started.*

Things to know about your Bluetooth device before you start:

- How to turn your Bluetooth device on and off
- How to set your Bluetooth device in “pairing” mode (make it able to be discovered)
- What “name” is assigned to your Bluetooth device


To connect a Bluetooth device:

1. Make sure your Bluetooth device is turned on and set in “pairing” mode.
2. On the CapTel display screen, touch  (**Settings**).
3. Touch  (**Connections**).
4. Touch  (**Bluetooth**) to go to Bluetooth settings.
5. Touch  (**on**) to turn Bluetooth on.


The display shows a Status list of any devices that are already paired with your CapTel phone.


6. Touch  (**Scan**).

Your CapTel phone will scan for any available Bluetooth devices within range. A list of available Bluetooth devices will appear in the Status screen on the CapTel display.

If you do not see the name of your device listed, make sure that your Bluetooth device is turned on and set to “pairing” mode. Then touch  (**Scan**) again.

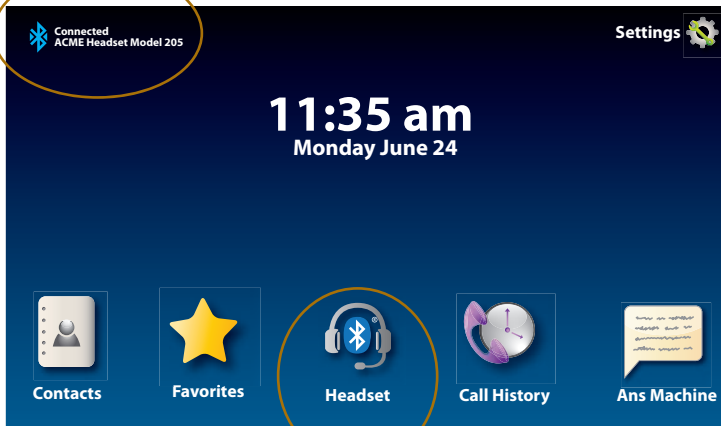
7. On the CapTel display screen, touch the name of your Bluetooth device in the list so that the device name is highlighted.

8. Touch  (**Pair**). Your Bluetooth device is now connected and can be used when making/answering calls.

9. Press  (**HOME button**) to leave the Bluetooth menu.



*While you may have multiple Bluetooth devices paired to your CapTel 2400iBT, only one Bluetooth device can be used at a time. The name of the “active” Bluetooth device is listed in the top left corner of the CapTel display screen.*



*The Bluetooth menu icon turns blue when Bluetooth option is ON.*

# This Setup Guide



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This guide provides directions for quickly setting up your new CapTel 2400iBT captioned telephone to be ready to make and answer calls. For complete instructions about using your new phone, please see the CapTel 2400iBT User Guide.

## Getting Help

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If you have any questions as you use your new CapTel 2400iBT, we're here to help. Use any of these ways to contact us:

Pick up the handset and press  (**CUSTOMER SERVICE 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" first to get an outside line first and then press  (**CUSTOMER SERVICE button**). *(Available 24 hours a day, 7 days a week. Customer Service is 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)*

FAX: (608) 204-6167



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



Email: [CapTel@CapTel.com](mailto:CapTel@CapTel.com)

Online: [www.CapTel.com](http://www.CapTel.com)  
*(Live Chat help available at our website)*

Spanish Language Customer Service: 1-866-670-9134