

# Make sure of what your loved ones say during the phone conversation.

Captioned Telephone service from CapTel North Carolina offers the ability for anyone with hearing loss to communicate on the telephone independently. **LISTEN**, **READ** and **RESPOND** to your callers with ease on the CapTel® phone!

For more information:

- [www.captel.com](http://www.captel.com)
- (866) 545-4012
- [kim.m.calabretta@sprint.com](mailto:kim.m.calabretta@sprint.com)



Follow Us on Facebook

[www.facebook.com/CapTelINC](http://www.facebook.com/CapTelINC)



CapTel  
840i



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# Speech-to-Speech

## Speech Assistance with Ease



### **What is Speech-to-Speech?**

If you have a speech disability and are not comfortable talking directly on the phone, you can use Relay North Carolina by dialing 7-1-1 (or 877-735-8261). A person without a speech disability can call the same number to have a conversation with you.

A highly-trained relay operator serves as the speech-disabled user's voice and repeats his/her responses to the other person when necessary. There may be times when the user will be asked to repeat his/her comment so that the relay operator can convey the message accurately. No special equipment is needed to use this service.

This is what **Relay North Carolina's Speech-to-Speech** service can do for you and others who have challenges in using speech while on the phone.

- Service is free
- It's completely confidential
- You can call anytime, from anywhere

### **What is Relay North Carolina?**

Relay North Carolina is a free service that makes the use of the telephone possible and a better experience for many thousands of citizens and visitors of the state who are deaf, hard of hearing, speech-disabled, deaf-blind, and hearing. The services are paid by a cents-per-month surcharge to all land line phone services in the state of North Carolina.

Learn more about Speech-to-Speech by visiting [www.relaync.com/sts](http://www.relaync.com/sts) or by calling customer service at 877-787-1989.







# Speech-to-Speech

What works for you...



**1** Dial 7-1-1 or  
877-735-8261.  
You talk to the  
voice user.



**2** While you speak,  
a relay operator will  
re-voice for you.



**3** Hear the voice user  
directly.  
Carry on the  
conversation.



## Contact

Bola Desalu, Relay NC Manager  
4030 Wake Forest Rd., Suite 300  
Raleigh, NC 27609

919-518-9174 Voice  
919-719-2714 TTY  
866-338-0078 Fax  
919-324-3792 Videophone  
[bola.desalu@sprint.com](mailto:bola.desalu@sprint.com)  
[www.relaync.com/sts](http://www.relaync.com/sts)

**STS Customer Service (New)**  
877-787-1989

“ Now I can make my  
own phone calls without  
having to depend on  
someone else. ”



North Carolina Division  
of Services for the Deaf  
and Hard of Hearing

# CAN'T HEAR ON THE PHONE?



CapTel NC lets you  
**LISTEN** and **READ**  
captions of what  
your caller says.

Free CapTel for  
qualified residents,  
visit our website.

[relaync.com/captel](http://relaync.com/captel)







# FREE\*

## Captioned Telephone

**No monthly fees or  
contracts required**



\* Must meet state qualification requirements OR obtain signature from a hearing health professional.

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# Let's Stay Connected<sup>SM</sup>



\*\*\*\*\* 9/25 12:45 PM \*\*\*\*\*  
Hi Mom a new phone  
really? Does that mean you  
can read what I'm saying  
during our conversation?  
Wow I can't wait to see it  
next time we come over to  
visit

Press ▲ to Review Conversation



**Know someone who can't understand on the phone?**

Captioned Telephone Service from CapTel NC offers individuals with hearing loss the opportunity to read captions of everything that's being said during a telephone conversation, much like closed captions on TV.

Communicate with ease – let CapTel NC keep you connected to your family and friends!

### To get a CapTel phone:

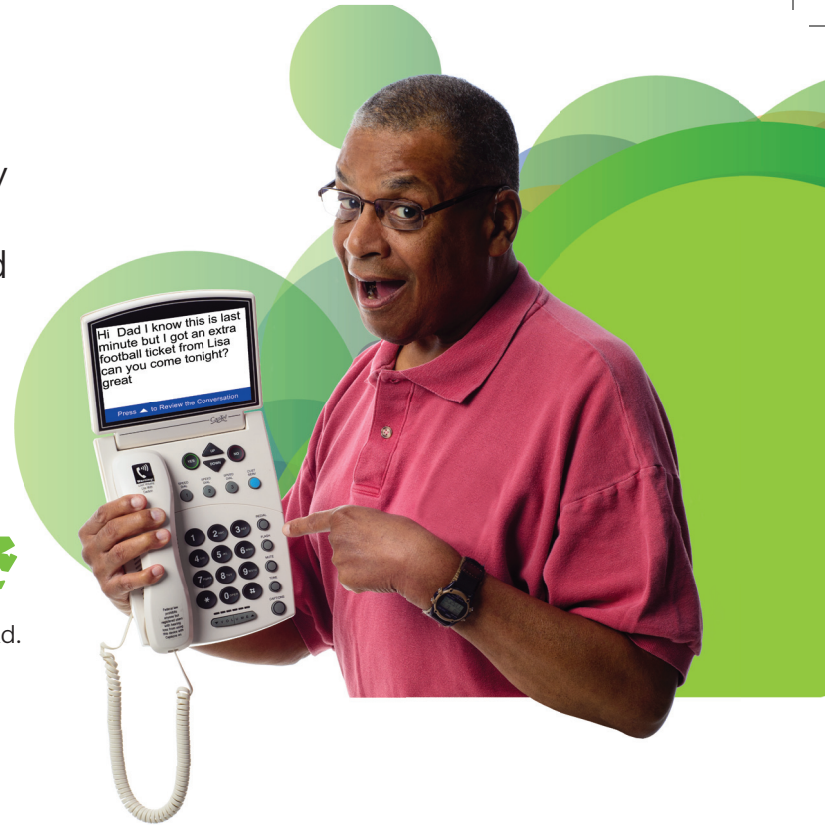
- > (877) 247-9501
- > [www.capteloffer.com/nc](http://www.capteloffer.com/nc)
- > **Code for free shipping:**  
**SPRVALW**

### For more information about CapTel NC, contact:

- > Kim Calabretta, CapTel NC Manager
- > [kim.m.calabretta@sprint.com](mailto:kim.m.calabretta@sprint.com)



4030 Wake Forest Rd.  
Suite 300  
Raleigh, NC 27609



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## Helpful Tips:

### Reading messages in the built-in answering machine:

- 1 The CapTel display lets you know when there are new messages.
- 2 Press the **UP** button.
- 3 Lift the CapTel handset and listen to your messages.
- 4 Press the **CAPTIONS** button **ON** to see captions of each message on the display screen while the message is playing.
- 5 Press the **DOWN** button to move to the next message or press the **UP** button to review previous message.
- 6 When you are finished playing your messages, hang up the handset.

**Note on one-line CapTel:** Calls must be placed through the captioning service in order for messages to be recorded in text. Make sure another answering machine or voice mail is not operating simultaneously.

### Dialing Emergency 9-1-1: For 1-Line CapTel 840 only

- 1 Pick up the handset and dial 9-1-1.
- 2 Follow instructions on display screen.
- 3 You will not be able to hear the 9-1-1 call taker, but you will be able to read instructions on the CapTel display screen.
- 4 Speak directly and the 9-1-1 call taker will hear everything you say.

### Dialing Emergency 9-1-1: For 2-Line CapTel 840 or CapTel 840i

- 1 Press the **CAPTIONS** button to turn captions on.
- 2 Pick up the handset and dial 9-1-1.
- 3 You will be able to hear the 9-1-1 call taker and read instructions on the CapTel display screen.

### Tell your callers you are reading captions:

- If you notice/hear that the other person has finished speaking and you are still waiting for captions to be completed, you may want to simply say, "One moment, I'm reading the captions," to keep the conversation flowing.

### You do not have to wait for the captions:

- Just like with any telephone conversation, you and the other person are free to interrupt each other at any time. You do not need to wait for the captions if you already understood what was said.

## CapTel Contact Information

If you have any questions or need additional information, contact CapTel Customer Service:

Available 24 hours a day, 7 days a week.  
Closed on major holidays.

### CapTel Customer Service button:

Pick up the handset and press the blue **CUST SERV** button to automatically speed dial directly to the CapTel Customer Service team. (see #6 on the front cover)

**Phone:** 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)

**Website:** [www.relaync.com/captel](http://www.relaync.com/captel)  
[www.captel.com](http://www.captel.com)  
(Live Chat Help available at the website)

More information can be found in  
the User Manuals and Support Materials  
at the CapTel website:  
[www.captel.com/downloads.php](http://www.captel.com/downloads.php)



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## CapTel® 840/840i Cheat Sheet

### \* CapTel 840i only:

At the start of every incoming or outgoing call, you will need to press the **CAPTIONS** button to turn captions on.

- 1 **7" Display screen:** Shows captions, Caller ID, Phone Book entries and more.
- 2 **YES button:** Allows you to select items that are highlighted in the Options list, and respond "Yes" to questions or commands on the display screen.
- 3 **UP (Back) & DOWN (More) buttons:** Move up or down through items in the Options list and move through entries in the Phone Book or Call History. Also the **UP button** lets you go back to review captions that have already scrolled off the display screen. The **DOWN button** lets you scroll down through captions when reviewing calls.
- 4 **NO (Exit) button – 2 functions:**  
(1) Respond "No" to questions or commands on the display screen.  
(2) Exit out of the Options list.
- 5 **CUSTOMER SERVICE button:** Automatically connects the CapTel customer help line. In an office, you may need to dial 9 first.
- 6 **SPEED DIAL buttons:** Quickly dial up to three frequently-called phone numbers.
- 7 **REDIAL button:** Redial the last phone number you called. To review/dial up to the last 10 numbers called, leave the handset down and press the button down.
- 8 **FLASH button:** Briefly interrupt the phone conversation without physically hanging up the phone.
- 9 **MUTE button:** Silence the sound from your end of the conversation.
- 10 **TONE button:** Adjust the quality of the handset sound to frequency range that works best for you.
- 11 **\*CAPTIONS button:** Turn captions on or off.
- 12 **VOLUME buttons:** Increase or decrease the sound volume by pressing up arrow button or down arrow button.





# Making a call:

- 1 Verify that the red **CAPTIONS** light is on. If not, press the **CAPTIONS** button to turn it on.
- 2 Pick up handset and dial the number.
- 3 Watch the display screen to make sure that the captioning service is being connected. If the captioning service does not connect, hang up and redial.
- 4 Begin your conversation and read captions in the CapTel display window.
- 5 Captions may be turned off with one-line CapTel, but they cannot be retrieved again during a call.
- 6 When the conversation ends, simply hang up the handset. The Captioning Service will automatically disconnect.

# Receiving a call:

- 1 With 1-Line CapTel 840, your caller first dials the captioning service (877-243-2823) and then enters your phone number followed by the pound sign (#).
- 2 When your CapTel rings, the display lights up and flashes **RING**.
- 3 Pick up the handset and push the **CAPTIONS** button to turn it on.
- 4 It will take a few seconds to automatically connect to the captioning service.
- 5 While being connected, you will not be able to hear anything until your captions start. However, the other person can hear you, so ask your caller to please hold for a moment. If caller is unfamiliar with CapTel, explain that you are reading captions as well as hearing.
- 6 Captions may be turned off with one-line CapTel, but they cannot be retrieved again during a call.
- 7 When the conversation ends, simply hang up the handset. The captioning service will automatically disconnect.

# Troubleshooting:

- The captions seem delayed:**
- If captions are slow, they may be turned off and on again with two-line CapTel. With one-line CapTel, ask your caller to wait until you catch up or else initiate a return call.
  - Read “Helpful Tips” about handling the delay on the back of this cheat sheet.

- Captions start before dialing is finished:**
- Hang up and start over. Dial numbers quicker or ask Customer Service to slow down the initiation of the captioning.

- No power, no lights, no dial tone:**
- The power supply may have been disrupted.
  - Reset your CapTel telephone by unplugging the power adapter from the wall.
  - Wait one minute, then plug the adapter back in.
  - Verify that the power is not controlled by a light switch.
  - Verify the phone does not work in another jack and electrical outlet.

- Errors in the captions:**
- The captionist uses voice-recognition technology, so word errors sometimes occur between words that sound alike, such as “writing” and “riding.”
  - It may be difficult for the captionist to hear due to background noise or mumbling. If you cannot understand, ask the caller to clarify or repeat.
  - Captionist may be unfamiliar with terms or geographical names.

- A word appears a different color from other words:**
- When words have been corrected by the captionist, they will appear as a different color.

- The handset volume is not loud enough:**
- Press the **VOLUME UP** button (see #12 on the front cover).
  - Press the **TONE** button to make sure it is set to the best level for you (see #10 on the front cover).

- I hear my own voice echoing on the line:**
- Try holding the mouthpiece slightly away from your face.
  - Make sure that the earpiece is held closely to your ear.

- No captions on the CapTel screen:**
- Check power connections and phone (CapTel 840) or internet cables (CapTel 840i).
  - Press the **CAPTIONS** button to turn captions on.
  - Check to see if the phone hook is stuck.
  - **NOTE:** Captions cannot be retrieved during a call on one-line CapTel. Reinitiate the call.

## Understanding the back of the CapTel 840/840i



**NOTE:** With 2-Line CapTel 840 or CapTel 840i, your callers dial your phone number directly. They do not need to place the call through the captioning service.

- 1 **LINE 1:** (Available for **all CapTel 840 and CapTel 840i phones**)
  - **CapTel 840 only:** Analog telephone line or DSL with filter
  - **CapTel 840i only:** Analog telephone line, VoIP, FiOS, digital cable service, or DSL with filter
- 2 **LINE 2:** (Available for **2-Line CapTel 840 only**)
  - 2nd analog telephone line
- 3 **INTERNET CONNECTION:** (Available for **CapTel 840i only**)
  - High-speed Internet or broadband cable to your Internet service via a modem, router, or WiFi
- 4 **POWER:** AC power adapter

# How to Set Up Your CapTel® Phone



www.relaync.com/captel

## For CapTel 840 and phone line in the same room:

Telephone Wall Outlet



- 1 Telephone line: \***
  - Analog telephone line or
  - DSL if DSL filter in place
- 2 2nd Telephone line (optional): \***
  - 2nd analog telephone line (must be a different phone number than Line 1)

## For CapTel 840i (4 options):

Telephone Wall Outlet



### Phone line and Internet connection in the same room (Modem only):

- 1** Connect an analog telephone line, VoIP, FiOS, digital cable phone service, or DSL with filter to a phone jack. \*
- 2** Connect a high-speed cable between a CapTel and a modem.
- 3** Connect to high-speed Internet or broadband service.

Telephone Wall Outlet



### Phone line and Internet connection in the same room (Router & modem): \*\*

- 1** Connect an analog telephone line, VoIP, FiOS, digital cable phone service, or DSL with filter to a phone jack. \*
- 2** Connect a high-speed cable between a CapTel and a router.
- 3** Connect a high-speed cable between the router and a modem.
- 4** Connect to high-speed Internet or broadband service.

Telephone Wall Outlet



### Phone line in the same room but Internet connection in a different room (Wireless router & modem): \*\*

- 1** Connect an analog telephone line, VoIP, FiOS, digital cable phone service, or DSL with filter to a phone jack. \*
- 2** Set a wireless network to a wireless router.
- 3** Connect a high-speed cable between the router and a modem.
- 4** Connect to high-speed Internet or broadband service.

Telephone Wall Outlet



### Phone line in the same room but Internet connection in a different room (WiFi only): \*\*

- 1** Connect an analog telephone line, VoIP, FiOS, digital cable phone service, or DSL with filter to a phone jack. \*
- 2** Set a wireless network to WiFi.
- 3** Connect to high-speed Internet or broadband service.

\* **For Telephone Line:** Not compatible with PBX system unless an analog port is available.

\*\* **NOTE:** Depending on how many devices you have connected to the Internet, you may need a router to connect your CapTel 840i phone.