



NEWS & HELPFUL TIPS FOR PEOPLE WHO USE *CapTel*

CapTel 200:

Calling 911: Know What to Expect

CapTel – Larger than Life!

Thinking big, Relay Indiana has developed a giant, inflatable Captioned Telephone. The 8 foot tall replica features all the characteristics of the new *CapTel* 800i. The giant phone will be on display at trade shows and regional events to help educate people about *CapTel* captioning service.



In the photo: Andy Leffler of Indiana Relay stands by a really big *CapTel* phone.

To reach help as quickly as possible in an emergency, all 1-Line *CapTel* 200 calls placed to 911 are connected directly to Emergency 911 services. 911 calls are not routed through the Captioning Service. This means you get immediate access to emergency personnel, but the call is not captioned in the same way as a traditional *CapTel* call. Instead of going through the Captioning Service, emergency personnel type messages directly to you.

Knowing what to expect during a 911 call will help make sure things go smoothly.

- Emergency 911 calls are treated as Voice Carry Over calls (VCO). The 911 operator will be able to hear everything you say. Then the operator types their response for you to read on the *CapTel* 200 display screen.
- You speak into the handset, just like you normally would. The 911 operator will hear everything you say. You will not be able to hear the operator, but they will type instructions to you which will appear on the *CapTel* 200 display screen.
- Emergency Services will know the number you call from and be able to send appropriate help based on your location.

Please check with your *CapTel* 200 user manual for full details.

If you use *CapTel* 800i or *CapTel* 200 in 2-Line Mode:

Calls to 911 are handled exactly the same as if you'd called from any other phone on your telephone service. Plus, you get captions of the call from the *CapTel* Captioning Service. Emergency services will be able to locate you and send help based on the location from which you place the call.

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Get the Message with CapTel

Miss an important call? *CapTel* makes it easy to view captions of your answering machine messages. Follow these easy steps:

Step 1

Make sure your answering machine is close to where your *CapTel* phone is located.

Step 2 (depends on which phone model you have)

With the *CapTel* handset hung up:

CapTel 200 – Press the Menu button repeatedly until you see “Caption External Answering Machine Messages”. Press the gray button next to **OK**.

CapTel 800i – Press the **YES** button to see Options, then press the **DOWN** arrow key to highlight “Caption Answering Machine”. Press **YES** to select.

Step 3

Lift the *CapTel* handset, and place the mouthpiece next to your answering machine speaker. While you do this, your *CapTel* phone connects to the Captioning Service.

Step 4

Once you see the Captioning Service is ready to caption, press the **PLAY** button on your answering machine. Captions will appear as the messages are played aloud. You can skip, re-play, erase, or save messages as you normally would with your answering machine. When you're done, hang up your *CapTel* phone.

Note: You can also get captions of your voicemail messages. For more information, please refer to the user manual that came with your *CapTel* phone or contact *CapTel* Customer Service.



CapTel 200:

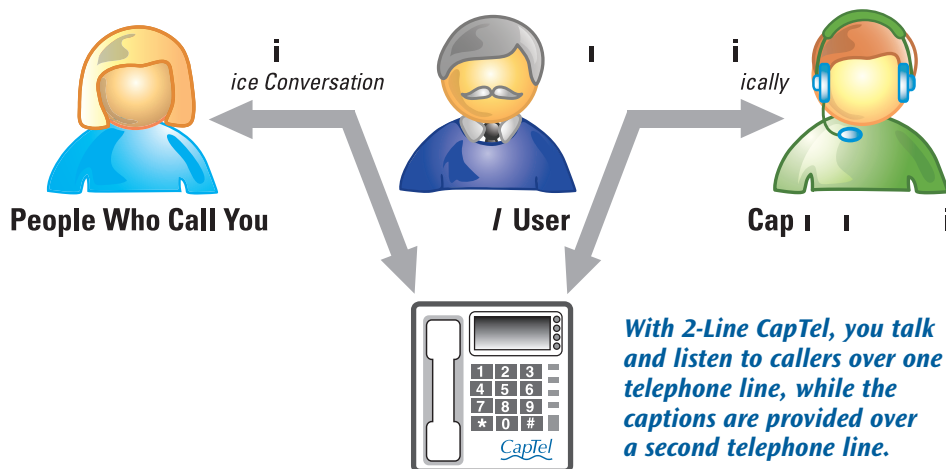
Switching from 1-Line Mode to 2-Line Mode

2-Line mode is an optional way of using your *CapTel* 200 that relies on two telephone lines instead of just one.

Why Choose 2-Line Mode?

- People can call your phone number directly; they don't need to call the Captioning Service first.
- You can turn captions on/off at any time during the call.
- 2-Line mode supports telephone services such as *69 call back and some voicemail services.

To use 2-Line mode, you need a second analog telephone line that has its own wall jack and telephone number. The second line cannot just be an extension line. Your telephone service provider can install a second line if needed. The second line can be very basic: it does not require services like long distance, Call Waiting, or Caller ID capabilities. It should be a TONE supported line rather than Pulse.



Make sure your primary telephone line is plugged into the left jack (with a symbol under it) on the bottom of your *CapTel* 200. This phone line should be the telephone number you give people to call you.

Plug the second telephone line into the right telephone jack (with no symbol).

Next change the “2-Line Mode” setting in the *CapTel* menu to be “ON”. If you have a dialing prefix or Call Waiting block entered in the menu, make sure those settings are correct for Line 2. When using *CapTel* in 2-Line mode, most menu settings refer to Line 2 only.

You're now ready to start calling!

CapTel 200:

Remember to Register Your Long Distance Provider

If you make long distance calls with your CapTel 200 phone, be sure to register your long distance provider

with CapTel Customer Service. This ensures that any long distance charges on captioned calls will be billed under your existing service or calling plan. If you don't register your provider, any long distance charges you incur during captioned calls will be billed under your state Relay Service's long distance provider – which is typically more expensive than your individual calling plan.

Registering Is Easy:

by phone: 1-888-269-7477
online at: www.CapTel.com
by email: CapTel@CapTel.com
by fax: 1-608-204-6167

Encourage people who call you long distance through the Captioning Service to register their long distance provider as well, so that their calls to you are billed under their existing plan.

2-Line Mode or CapTel 800i

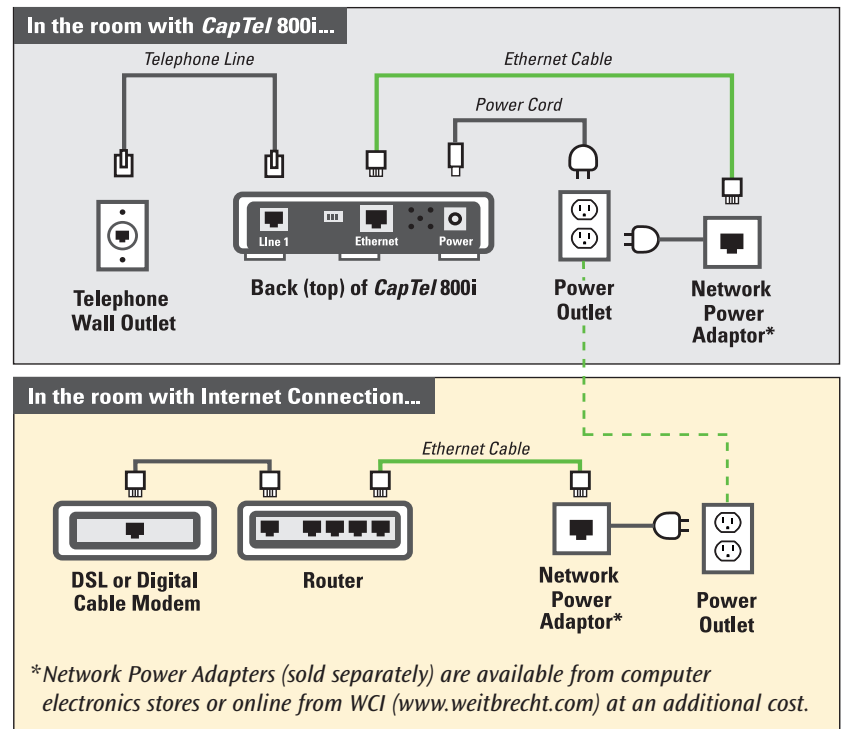
If you use CapTel 200 in 2-Line mode or if you use CapTel 800i, you do not need to register your long distance provider. Any long distance charges you incur will automatically be billed under your existing calling plan.

CapTel 800i:

Ethernet Jack in the Wrong Room? No Problem.

Depending on how your home Internet access is set up, the Ethernet jack you need may be located in a different room than where you use the CapTel 800i. If there is no Internet access in the same room, you can use Network Power Adapters to set up your CapTel 800i. These adapters plug into standard power outlets and use your home's electric wiring to reach your Internet modem. Plug one Network Power Adapter in the room with the CapTel 800i, plug the other into the room with your Internet modem. Connect the Ethernet cable from the CapTel 800i to the adapter in its location, and connect your Internet modem to the adapter near its location. Limitations may apply depending on your home wiring. Contact CapTel Customer Service with any questions.

Network Power Adapters are sold at computer supply stores or available online at www.weitbrecht.com.



If you answer a call on a different phone...

If you answer an incoming call on a different phone, you can “transfer” the call to your CapTel phone to get captions. Just go to your CapTel phone, pick up the handset, and depending on your model CapTel phone, follow these directions. The call will “transfer” over to your CapTel phone and captions will begin.

CapTel 800i:

Press any of the number keys to receive captions.

CapTel 200 2-Line Mode:

Press the captions button to receive captions.

CapTel 200 1-Line Mode:

Incoming caller must dial through Captioning Service first before you will get captions.

CapTel Sponsors Walk4Hearing Events

Come join us to walk for a great cause!

Since 2006, the Hearing Loss Association of America (HLAA) has recruited thousands of people nationwide to help provide support for hearing loss prevention through its Walk4Hearing campaign. This spring, CapTel is sponsoring Walk4Hearing events around the country. Please consider participating in a location near you! For complete details, visit the HLAA website at: www.HearingLoss.org.



STATE	CITY	DATE
California	San Francisco	May 22
Colorado	Littleton	May 15
Michigan	Milford	May 15
New York	Fairport	May 2
New York	Yorktown Heights	May 15
Ohio	Dayton	May 15
Wisconsin	Milwaukee	May 16

Contacting CapTel Customer Service – We’re here to help!

Ultratec, Inc.
450 Science Drive
Madison, WI 53711

1-888-269-7477(CapTel/Voice/TTY)
1-866-670-9134(Español)
1-608-204-6167(Fax)
CapTel@CapTel.com(Email)
www.CapTel.com(Online)

If you are not already receiving this newsletter directly, please write or send us your email address to get the latest CapTel newsletter electronically! Visit our website (www.CapTel.com) and click on “Contact Customer Service” to sign up!

903-508900 4/4/10

– CapTel user in Oklahoma

“I’ve been without a phone for so many years, it is amazing to finally make a call..”

LOOK FOR CAPTEL ON THE
DISCOVERY CHANNEL IN MAY 2010!



Please take a moment to check out our new CapTel page on Facebook. See how other people around the country are using their CapTel phone. Feel free to post your own stories or share the page with other people you think would be interested.

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