CapTel® 880i How-to Guide

can you make it to the garden luncheon ? it is this Thursday at the community center Oh good I am so glad you can make it I am going to bring that fruit salad that you like so much it should be a lot of fun

Press ▲ to Review the Conversation
M JOHNSON

CapTel

≣Ultratec®

305-018507 1/20

Action Needed – Registration

The Federal Communications Commission (FCC) requires that all *CapTel* 880i users register. As you set up your new phone, please follow the registration directions on the display screen. The Captions feature cannot be activated until registration is complete and the Terms & Conditions of use have been accepted. For directions, please see "Registering Your *CapTel* Phone" on page 22.

Need help registering? Call 1-888-269-7477.

CapTel 880i Specifications

Physical Dimensions
Size: 9" × 6.5" × 7.5"
Weight: 2 lb. 10 oz.

Power
AC Adapter: 5.9-6.0V, 2Amps
(barrel is negative)
Adapter is UL listed.

Dial Pad
Large Keys: 0.75" × 0.70"

Display
10.1" Backlit, graphical LCD
color display
1024 × 600 pixels

Function Buttons
3 Programmable Speed Dial
1 Customer Service Speed Dial
Redial
Flash
Mute
Tone
Caption
Volume
Up/Down/Yes/No

Controls
Conversation: Amplification
up to 40dB gain
Tone
Ringer: off, low, medium, high
(0-87dB at 1 meter)

Indicator Lights
Mute
Volume Levels (1 through 12)
Captions On/Off

Handset
Type: HAC (Hearing Aid
Compatible)

Dialing
Phone Book (97 entries)
Speed Dial (3 entries)
Redial (Last 10 dialed numbers)

Captions
4 Caption font sizes
• Small   0.22"
• Medium   0.29"
• Large   0.38"
• Extra Large   0.46"
Adjustable colors for
background and captions
lettering

Connections
Telephone line: requires RJ11
connection (can be standard
analog line, VOIP, DSL with
filter, or fiber optic. Does not
support digital PBX system
unless analog port available).
3.5 mm Neckloop/Headset
2.5 mm Headset with microphone
Ethernet or WiFi wireless network
AC power

Approvals
FCC approved
ACTA Product-Labeling Number:
US:D8KTE00BCAPTEL840
REN: 0.0B

Conversation Memory
Up to 50 conversations (or
62,000 characters) saved in
memory

Caller ID History
Up to 50 entries saved

Answering Machine
63 Recordable messages
(2 minute max per message)
Recordable greeting
Selectable number of rings
before answer
Ability to caption messages left on
an external answering machine
Remote access to Answering
Machine messages from another
phone

The *CapTel* Privacy Policy is available online at www.CapTel.com or by request at 877-464-9149

NOTE: Your *CapTel* phone will periodically connect to the Captioning Service through the Internet and/or phone line connection to report its status and check for software updates.

Congratulations on Choosing *CapTel*!

Welcome to the Captioned Telephone – *CapTel*! With *CapTel*, you can see captions of everything people say over the phone, letting you enjoy calls with confidence.

Please take a moment to read this guide and learn:

- How to start using your *CapTel* phone
- How your *CapTel* phone works
- How to get help when you have questions

We want the *CapTel* phone to be enjoyable and convenient for you. As you use your new phone, we welcome your questions and comments. If we can help, please call!
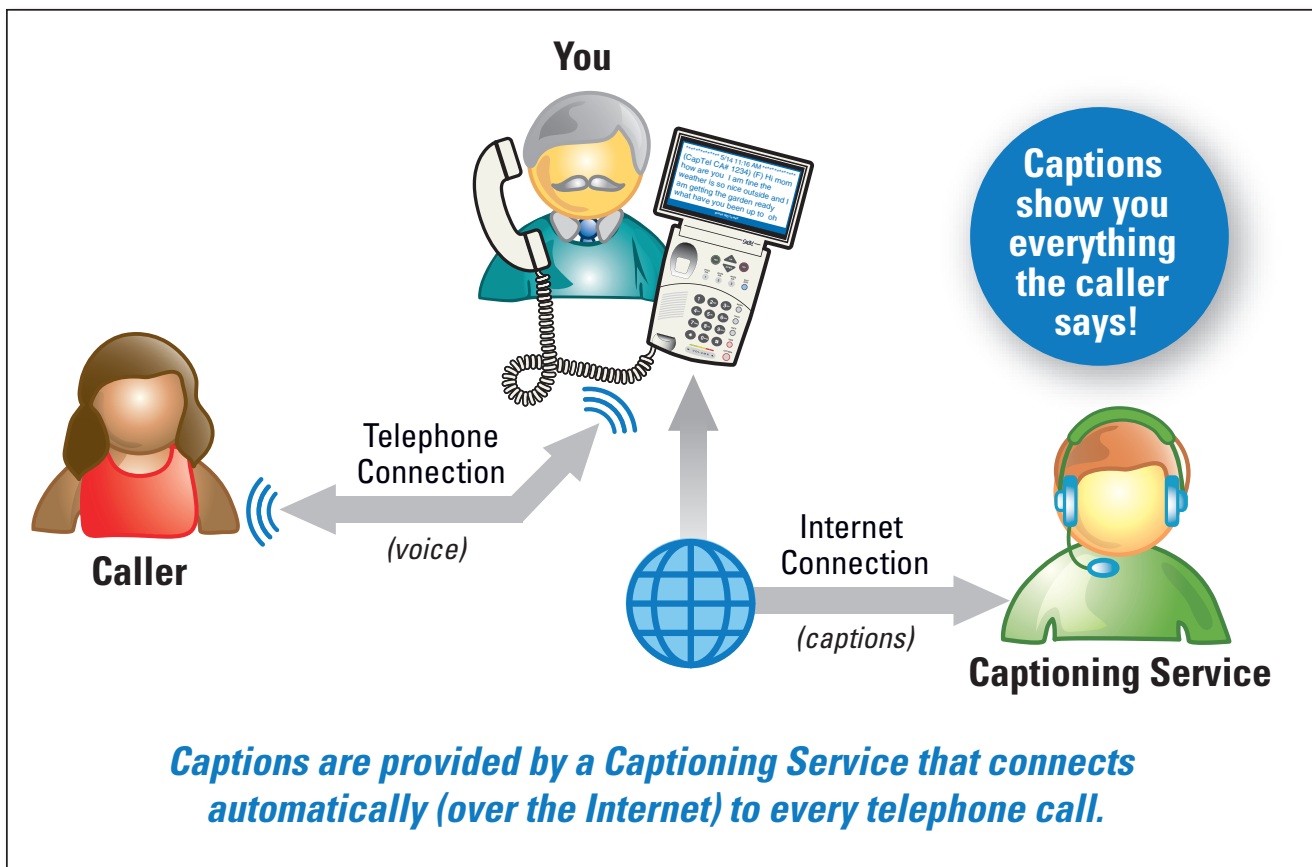
Thanks again for choosing *CapTel*.

Sincerely,

CapTel Customer Service

TABLE OF CONTENTS

How *CapTel* Works

You

Captions show you everything the caller says!

Telephone Connection

(voice)

Caller

Internet Connection

(captions)

Captioning Service

Captions are provided by a Captioning Service that connects automatically (over the Internet) to every telephone call.

The *CapTel* 880i connects to both your telephone service and to your Internet service. Every time you make a telephone call, the phone uses the Internet connection to access a no-cost Captioning Service. An operator at the Captioning Service uses speech recognition technology to generate captions of everything your caller says, and sends the captions back to your *CapTel* 880i phone.

You can enjoy conversations over the phone with the added help of written captions in case you miss anything.

NOTE: *The CapTel 880i phone does not generate captions of the phone call on its own. The phone works with the Captioning Service (over the Internet) to display captions during your calls.*

Getting Started

This section explains how to start using your new CapTel 880i phone.

TOPICS:

- **What is in the Box**
- **Overview of *CapTel* 880i Phone**
- **Using a Headset or Neckloop (Optional)**
- **Setting up your *CapTel* 880i**
- **Registering your *CapTel* 880i Phone**

What is in the Box?

Your *CapTel* 880i includes the following parts:

CapTel 880i 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 880i

- Ethernet Cable – to connect to Internet service (not necessary for WiFi installations)
- *CapTel* Setup Guide and *CapTel* How-to Guide

Overview of *CapTel* 880i Phone

can you make it to the garden luncheon ? it is this Thursday at the community center Oh good I am so glad you can make it I am going to bring that fruit salad that you like so much it should be a lot of fun

Press ▲ to Review the Conversation

-CapTel-

YES
UP
NO
DOWN

SPEED DIAL 1
SPEED DIAL 2
SPEED DIAL 3
CUST SERV

1   2 ABC   3 DEF
4 GHI   5 JKL   6 MNO
7 PQRS   8 TUV   9 WXYZ
*   0 OPER   #

REDIAL
FLASH
MUTE
TONE
CAPTIONS

▼ V O L U M E ▲

Warning! Loud Volume Use With Caution

Federal law prohibits anyone but registered users with hearing loss from using this device with Captions on.

1
2
3
4
5
6
7
8
9
10
11
12
13
14

1. Display Screen

Shows captions, Caller ID, Answering Machine messages, Phone Book entries and more.

2. Information Bar

Gives you instructions and helpful tips.

3. 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.

4. UP Arrow Button

Allows you to move up through items in the Options list and move through entries in your Phone Book, Answering Machine messages, or Call History. Also lets you go back to review captions that have already scrolled off the display screen.

TIP: *If you hold down the UP arrow button, it will continue scrolling up automatically until you release the button.*

5. NO (Exit) Button

Allows you to respond "No" to questions or commands on the display screen and to Exit out of the Options list.

6. DOWN Arrow Button

Allows you to move down through items in the Options list and move through entries in your Phone Book, Answering Machine messages, or Call History. Also lets you scroll down through captions when reviewing calls.

TIP: *If you hold down the DOWN arrow button, it will continue scrolling down automatically until you release the button.*

7. CUSTOMER SERVICE Button

CUST SERV

Our helpful customer service team is happy to help you set up and use your *CapTel* 880i telephone – we're only a button push away. Pressing the CUST SERV button will automatically dial the *CapTel* help line. In an office, you may need to dial 9 first.

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**

8. SPEED DIAL Buttons

SPEED DIAL

2

You can quickly dial up to three frequently-called phone numbers, just by pressing a speed dial button.

9. REDIAL Button

REDIAL

Lets you dial up to 10 most-recently called phone numbers. Lift the handset and press REDIAL button to dial the last phone number called. Leave the handset down and press the REDIAL button to review/dial up to the last 10 numbers called.

10. FLASH Button

FLASH

Some telephone service features like Call Waiting require a "hook flash." The hook flash is a very brief interruption of the connection like hanging up the phone for one second. There is a brief click or silence on the line.

11. MUTE Button

MUTE

Silences the sound from your end of the conversation. When the MUTE button is pressed (red light around the button is ON), the person on the other end of your call will not be able to hear you. You will still be able to hear the caller and get captions of everything they say. To turn the Mute feature off, press the MUTE button again (red light around the button is OFF).

TONE

12. TONE Button

Allows you to adjust the sound settings of the call, letting you enhance LOW, MED, or HIGH frequency tones to find the range that you hear best.

CAPTIONS

13. CAPTIONS Button

To see captions during your call, make sure the red light around the CAPTIONS button is on. Your call will automatically be connected over the Internet to the free Captioning Service. Captions can be turned on or off at any time during a call. To turn the captions off, just press the CAPTIONS button to turn the red light off.

14. VOLUME Bar

Lets you adjust the volume to a comfortable level, up to a 40dB gain from min/max. To increase the volume, press the ▲ right side of the VOLUME bar. To decrease the volume, press the ▼ left side of the VOLUME bar. There are 12 volume levels. Watch the light panel above the VOLUME bar to know what the current volume setting is.

WARNING: *The maximum volume setting is very loud. People who do not need amplification should not use the phone at the highest volume setting. The volume level automatically returns to a mid-range setting whenever the phone is hung up.*

To prevent your *CapTel* phone from returning to a mid-range volume setting whenever the phone is hung up, see "Saving the Volume" on page 94.

NOTE: *Per FCC requirements, your CapTel handset includes a reminder that no one other than the registered CapTel user should use your phone with the Captions featured turn ON. If someone else wants to use your CapTel phone, make sure the CAPTIONS button is turned OFF.*

Back (top) edge view of *CapTel* 880i

1   2   3   4
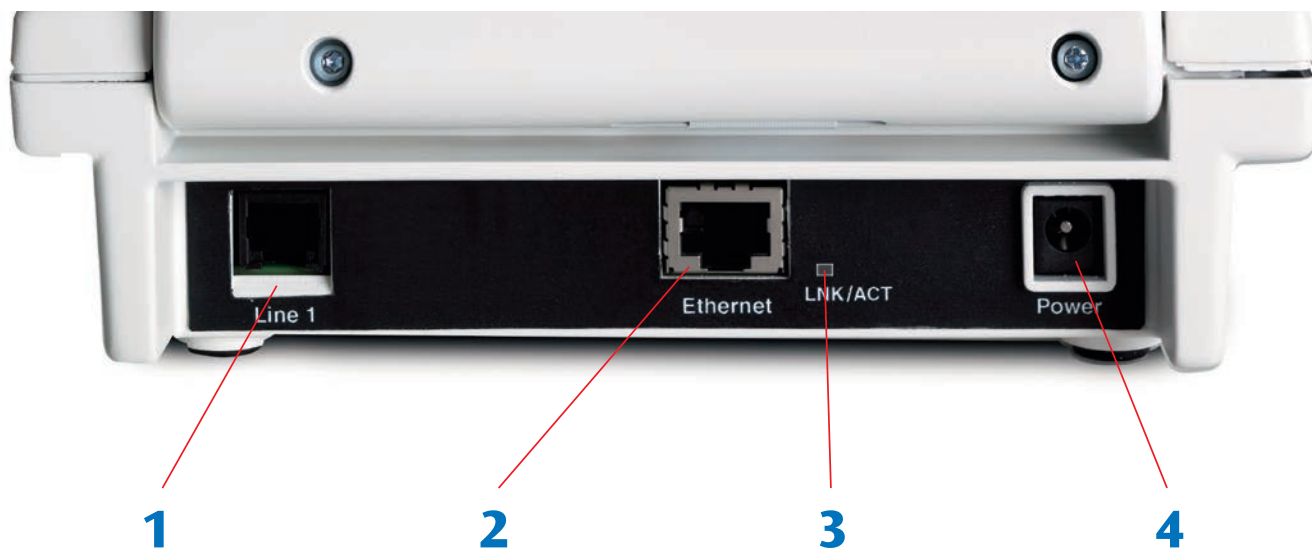
Features

1. Telephone Line
Plug the telephone cord here (RJ11 jack). Phone cord can be for analog, VOIP, fiber optic, Digital Cable service, or analog with DSL service. *CapTel* 880i should not be used with a PBX system unless an analog port is available, otherwise it will cause damage to the phone or PBX system.

2. Ethernet Jack
Plug the Ethernet cable (provided) here to connect to your Internet Service.
NOTE: *If you are connecting to the Internet using a WiFi network, you do not need to connect the Ethernet cable.*

3. Ethernet 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 using a WiFi connection.*

4. Power Jack
Plug the AC power adapter here. Use only the AC power adapter that came with your *CapTel* phone.

Using a Headset or Neckloop (Optional)

Audio Jacks (2.5 mm/3.5 mm)

You can use earphones, a headset, neckloop, or other type of listening device with the *CapTel* 880i to maximize the audio quality or to enjoy your new phone hands-free. Simply plug the headset/assistive device into the appropriate 2.5 mm or 3.5 mm audio jack located on the right edge of the *CapTel* 880i phone. Open the protective cover to reach the jacks.

Headset

or

Neckloop

2.5 mm   **3.5 mm**

2.5 mm jack – incoming/outgoing audio

3.5 mm jack – outgoing audio only
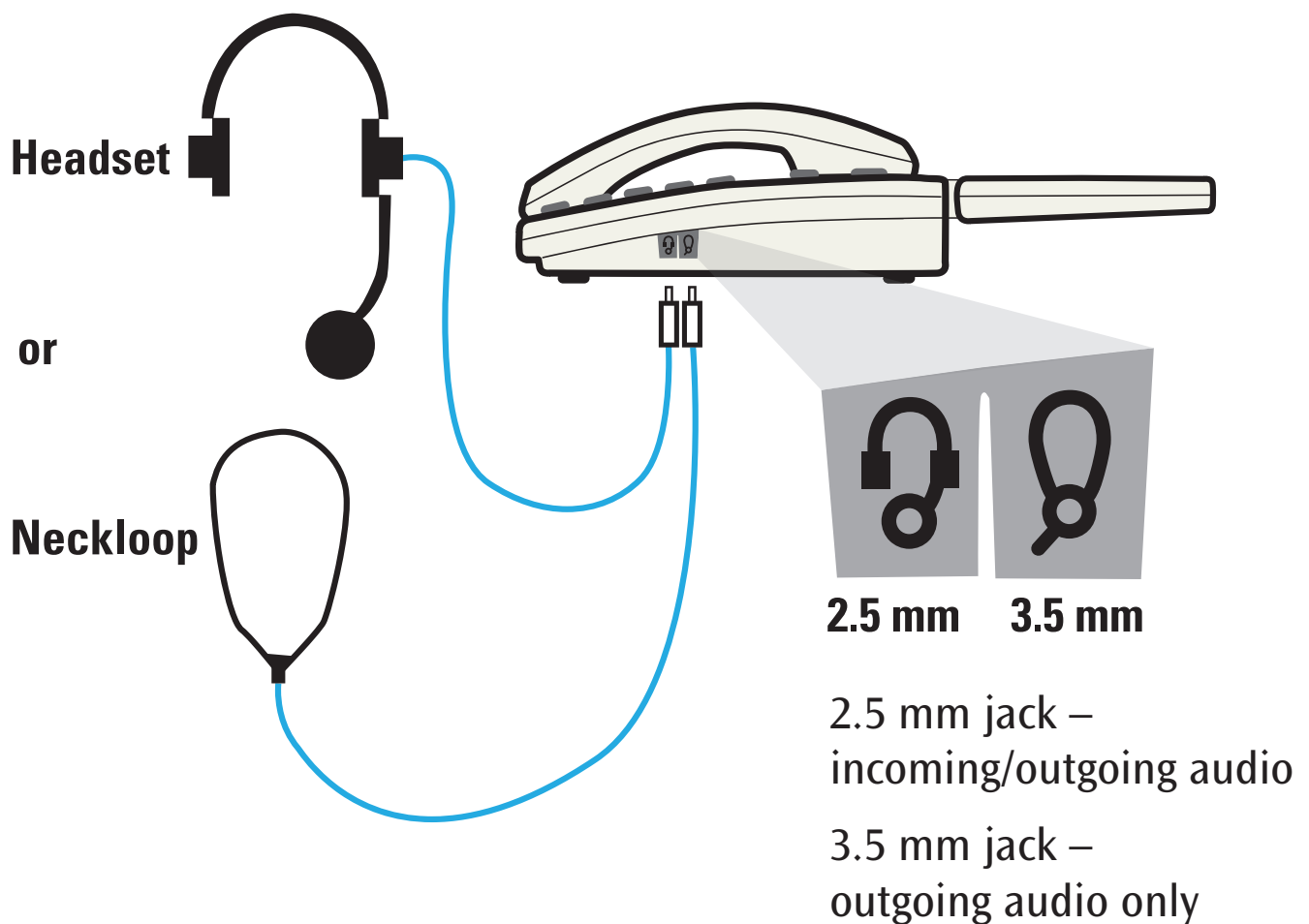
Setting up Your *CapTel* 880i

For complete instructions, please see the Setup Guide.

Requirements

1. High-speed Internet access using a DSL or Digital Cable modem (the *CapTel* 880i connects either via a WiFi network or with an Ethernet cable). 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. Using *CapTel* with a PBX system without an analog port may damage the phone and the PBX system.

3. Standard electrical power (AC adapter plugs into standard wall outlet).

Select a location

Set up the *CapTel* 880i in a place where:

- There is a high-speed Internet (Ethernet) jack or your wireless router is located nearby.
- There is a telephone jack 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, or mounted to, 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 880i. If your Internet access is located in a different room than where you plan to use the CapTel 880i, a WiFi setup is recommended. Please see the Setup Guide or contact CapTel Customer Service for help setting everything up.*
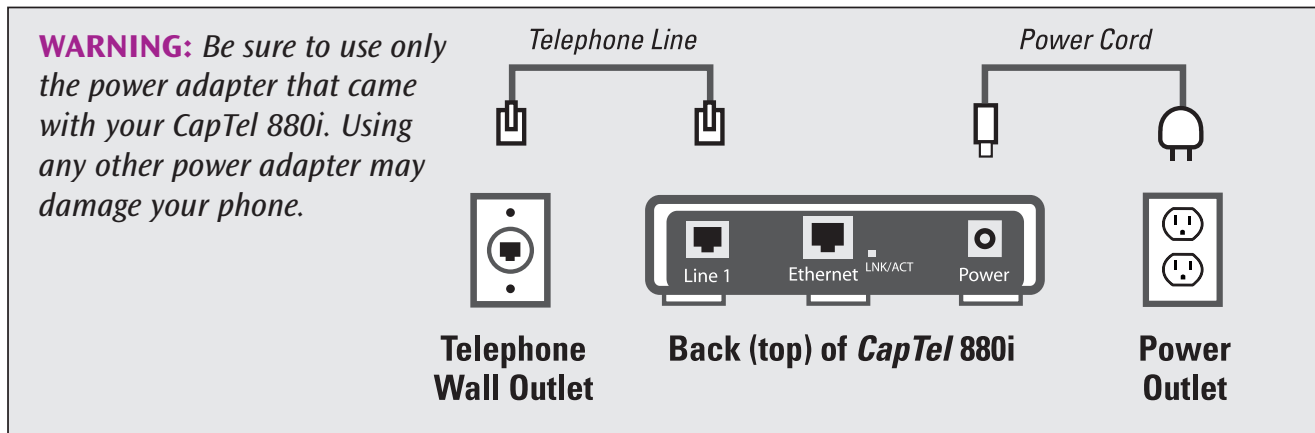
Connect to your telephone service

1. Plug one end of the telephone cord into the telephone jack labeled "Line 1" located on the back (top) edge of the *CapTel* 880i. Use the telephone cord included with your new *CapTel* 880i phone.

2. Plug the other end of the telephone cord into a telephone wall outlet.

NOTE: *If you need to connect more than one device to the same telephone line, please see "Sharing a Telephone Line Jack" on page 109.*

Connect to a power outlet

1. Plug the power adapter cord into the socket labeled "Power" located on the back (top) edge of the *CapTel* 880i.

2. Plug the power adapter into a wall outlet or power strip. The *CapTel* display screen will light up to let you know power is connected.

TIP: *Plug your power adapter into an electrical power surge protector to protect your CapTel 880i from damage caused by unspecified electrical voltage or damage caused by lightning.*

WARNING: *Be sure to use only the power adapter that came with your CapTel 880i. Using any other power adapter may damage your phone.*

Telephone Line

Power Cord

Line 1   Ethernet LNK/ACT   Power

Telephone Wall Outlet

Back (top) of *CapTel* 880i

Power Outlet

Once you plug in the power, your *CapTel* phone will automatically check that everything is connected and working properly. You can follow along on the *CapTel* display screen, which will tell you what is happening during the setup process.

Select a Language

You can set the *CapTel* 880i for either English or Spanish language. The *CapTel* menu options and conversation captions will appear in whichever language you select.

1. When the *CapTel* screen lights up, select which language you would like. Press the **UP** arrow or **DOWN** arrow until the language you want is highlighted.

2. Press the **YES** button to accept.

Please Select Language
English
Español
Press YES to Accept
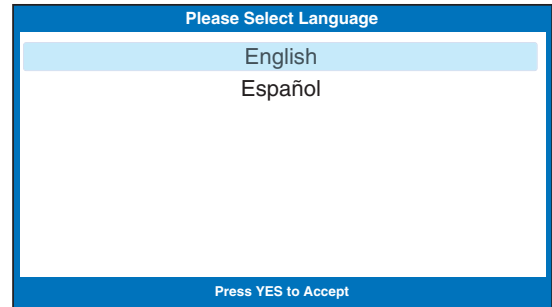
NOTE: *you can change the Language setting at a later time. Please see "Turning Spanish Captions On/Off" on page 88.*

Connect to your Internet service

There are two ways to connect to your Internet service:

Option 1: Wired – use an Ethernet cable to connect to the Internet. Please follow instructions for "Wired Installations" below.

Option 2: Wireless – use your home/office WiFi network to reach the Internet. Please follow instructions for "Wireless/WiFi Installations" on page 17.
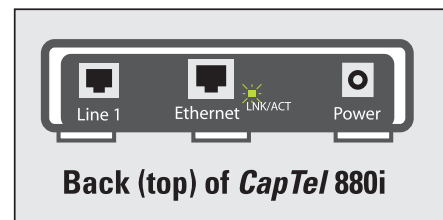
For Wired Installations

1. Plug one end of the Ethernet cable into the jack labeled "Ethernet". Located on the back (top) edge of the *CapTel* 880i. Be sure to use the Ethernet cable that came with your new *CapTel* 880i phone.

2. Connect 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 for your home/office, you could be plugging into any of the following:

   - An available Ethernet jack on a digital cable modem
   - An available Ethernet jack on a DSL modem
   - An available Ethernet jack on a router in your home
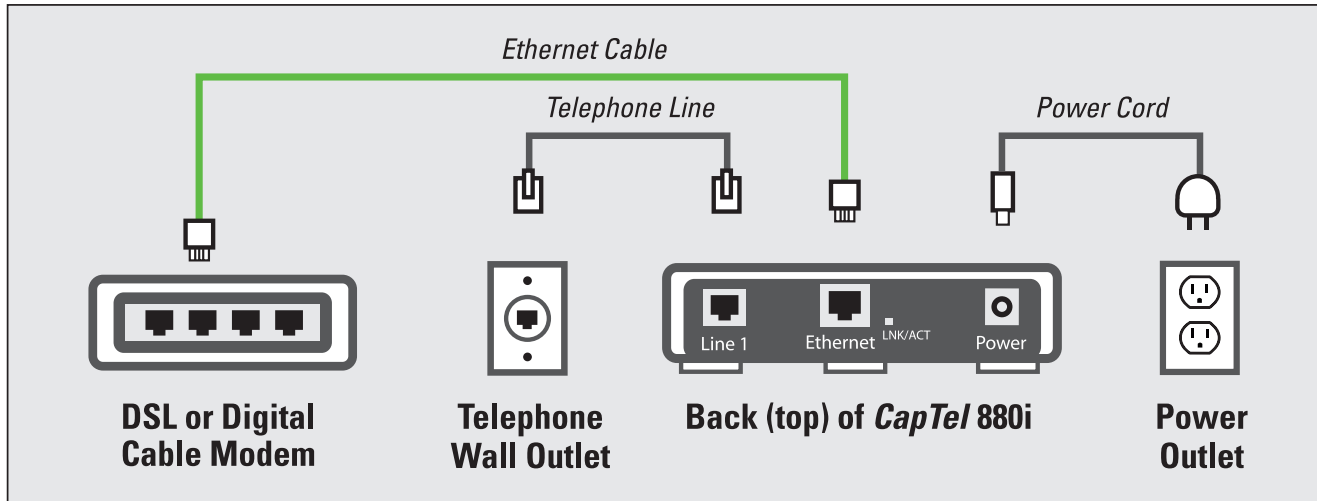   - An available Ethernet jack in a wall outlet

NOTE: *When connected properly, LNK/ACT indicator light will glow. The LNK/ACT indicator light is located next to the Ethernet jack on the back (top) edge of the CapTel 880i.*
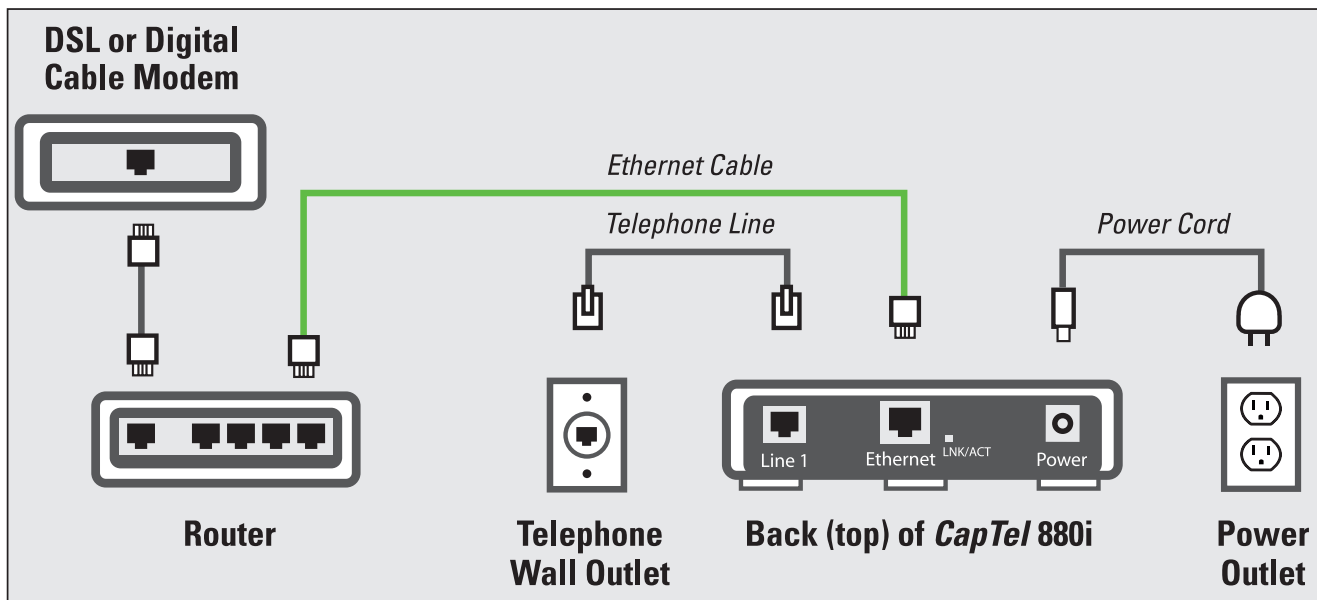

Line 1   Ethernet LNK/ACT   Power

Back (top) of *CapTel* 880i

Use the examples on the following pages 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* 880i.

Ethernet Cable

Telephone Line

Power Cord

Line 1   Ethernet LNK/ACT   Power

DSL or Digital Cable Modem | **Telephone Wall Outlet** | **Back (top) of *CapTel* 880i** | **Power Outlet**

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* 880i to the router or switch using the Ethernet cable as shown below.

DSL or Digital Cable Modem

Ethernet Cable

Telephone Line

Power Cord

Line 1   Ethernet LNK/ACT   Power

Router | **Telephone Wall Outlet** | **Back (top) of *CapTel* 880i** | **Power Outlet**
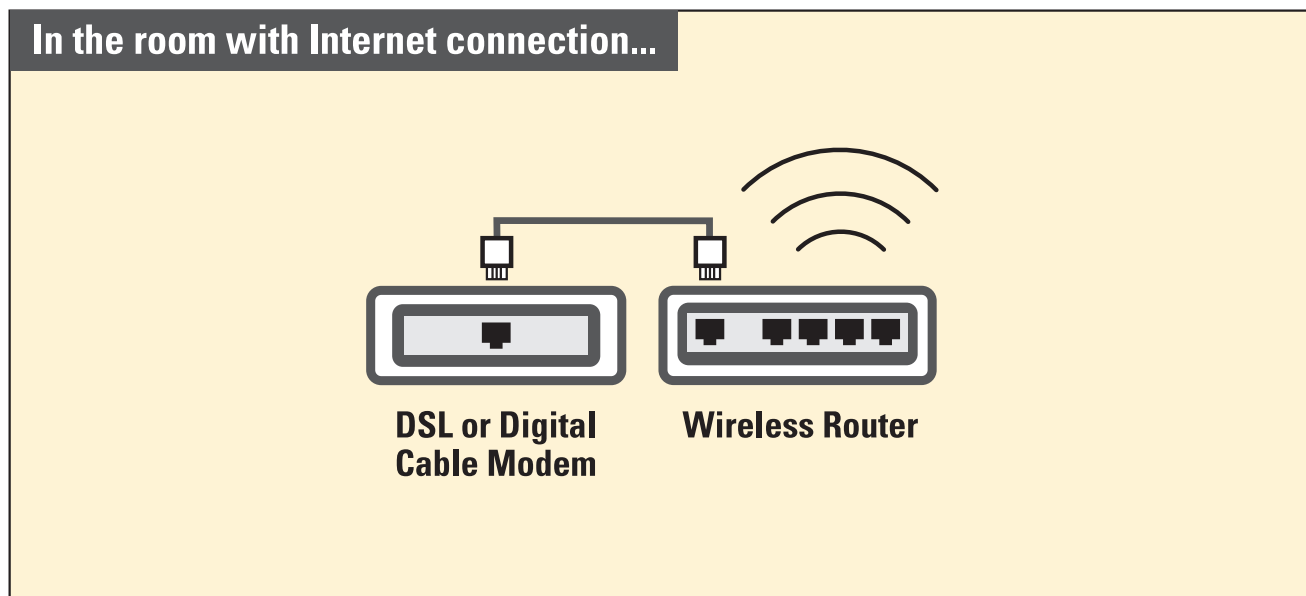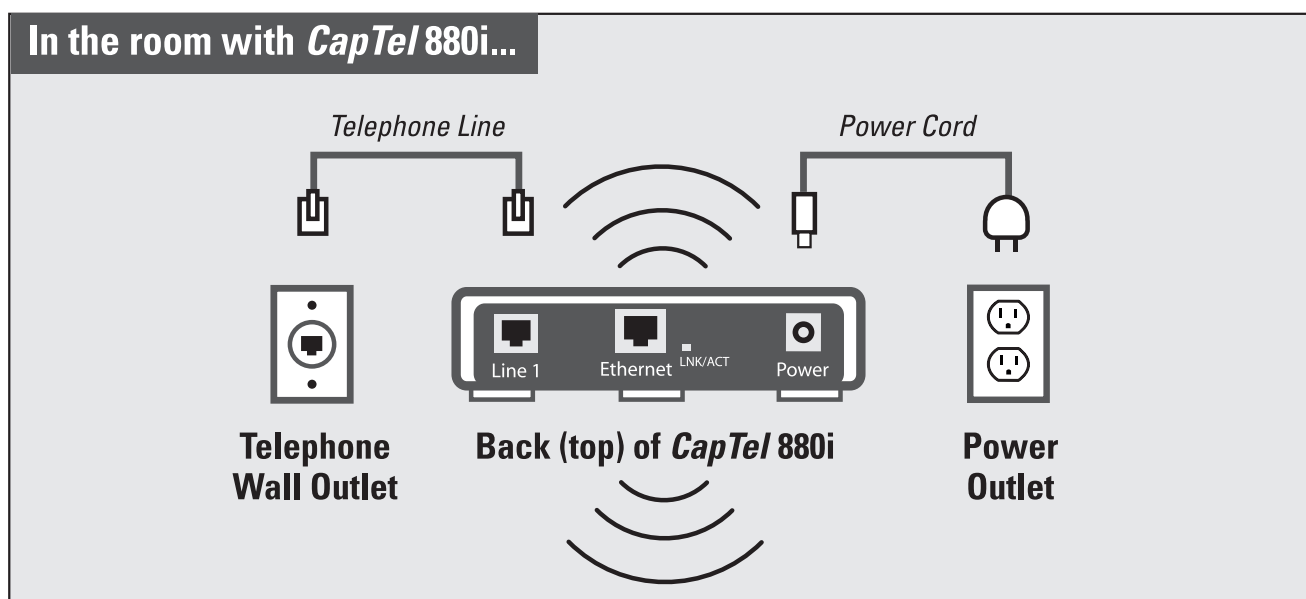
If your Internet outlet is in a different room from where you plan to use *CapTel*, see the Setup Guide for instructions.

For Wireless/WiFi Installations

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 *(also called the SSID)* as well as any passwords that may be necessary 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.

In the room with *CapTel* 880i...

Telephone Line

Power Cord

Line 1 | Ethernet | LNK/ACT | Power

Telephone Wall Outlet

Back (top) of *CapTel* 880i

Power Outlet

In the room with Internet connection...

DSL or Digital Cable Modem

Wireless Router

NOTE: *If someone helped install the wireless network in your home or office, it may be helpful to consult with them as you set up your CapTel phone.*
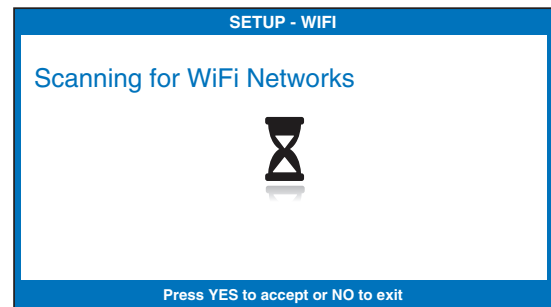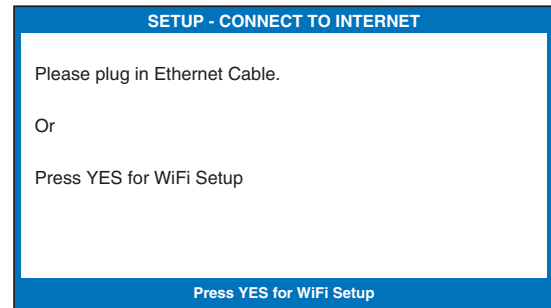
To set up your WiFi connection:

1. The display asks, **Press YES for WiFi Setup.** Press the **YES** button.

2. Your *CapTel* checks if any wireless networks have been used previously and are already saved in memory. If no previous networks are detected, *CapTel* scans for available networks in your location.

3. *CapTel* lists any WiFi networks detected, in order of the strongest signal strength to the weakest signal strength. Use the **UP/DOWN** arrows to highlight the wireless network you want to use. Press the **YES** button to select.

SETUP - CONNECT TO INTERNET
Please plug in Ethernet Cable.
Or
Press YES for WiFi Setup
Press YES for WiFi Setup

SETUP - WIFI
Scanning for WiFi Networks
⧗
Press YES to accept or NO to exit

SSID	SECURITY	Ch.	SIGNAL
2WIRE269	WPA	08	
OfficeNet	WPA	06	▂▃▄▅
ACBRDBAND	WPA	06	▂▃▄▅
NETWORK1	WPA	04	▂▃▄
Refresh Network List			
Enter Network Manually			
Press YES to Select a Wireless Network **Press NO To Refresh Network List**			

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 SSID that matches your WiFi network.*

If you do not see the network you want listed, try moving your *CapTel* phone to an area closer to your wireless router and selecting "Refresh Network List". *CapTel* will re-scan for available networks. See the Setup Guide for additional directions.
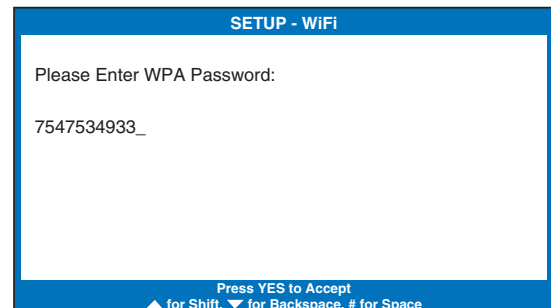
4. If required, *CapTel* asks for the password to access your WiFi network.

NOTE: *Where to find your WiFi password? This is the same password you need to access the WiFi network from any computer or mobile device. The password (sometimes called a "pass phrase" or "network key") is assigned by your Internet Service Provider or by whomever set up your wireless network. In some cases, the password may be listed directly on your wireless router.*

Use the dialing pad to enter the letters or numbers of your password. Look for the letters listed on the number keys to know which number key to press. For some letters/numbers, you will need to press the number key several times until the correct letter/number appears on the display screen. For special characters (i.e., %, &, #) press the 1 key repeatedly.

SETUP - WiFi
Please Enter WPA Password:
7547534933_
Press YES to Accept ▲ for Shift, ▼ for Backspace, # for Space

TIP: *Some passwords are case-sensitive. Press the UP arrow button to shift lock for capital letters. Press the UP arrow button again to return to lower case.* **Example:** *To enter the letter "R", press the UP arrow key to set shift-lock to capital letters, then press the number 7 key three times until you see "R" on the display screen.*

NOTE: *Depending on the type of security on your wireless network, you may not be asked to enter a password.*

TIP: *After you have typed your password, double-check that you have all the letters and numbers listed correctly, and that any capital/lower case letters are entered properly. If the password is not correct, CapTel will not be able to connect to your WiFi network.*
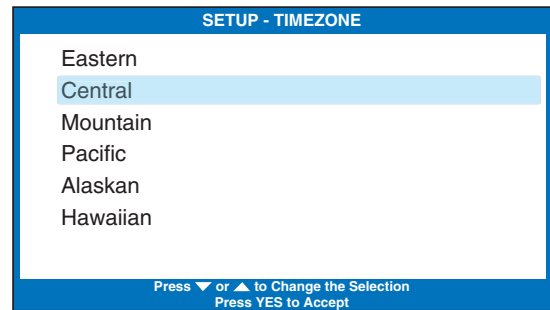
5. After you have entered the password, press the **YES** button to accept. *CapTel* will save your network settings, and connect to your wireless network.

NOTE: *Once your CapTel phone connects to the Internet, it automatically checks to make sure that you have the most current software version. If needed, your phone will automatically update its software over the Internet connection. Watch the display screen to follow the progress. Your CapTel phone may reboot as part of the update process. Once the entire process is completed, you will be able to continue with the installation.*
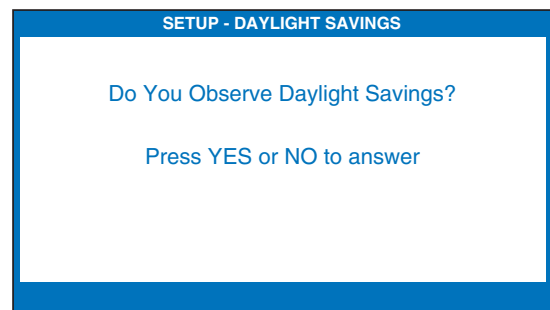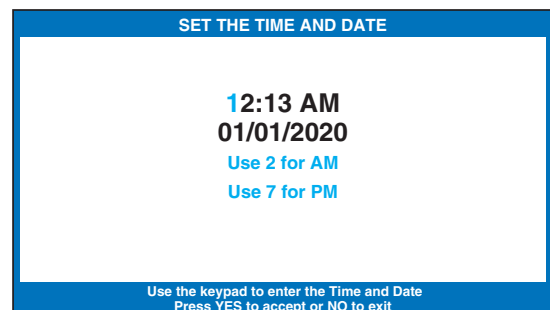
Set Time and Date

1. Use the **UP** or **DOWN** arrow buttons to highlight the Time Zone that your new *CapTel* phone is located in. Once the correct Time Zone is highlighted, press the **YES** button to select.

SETUP - TIMEZONE
Eastern
Central
Mountain
Pacific
Alaskan
Hawaiian
Press ▼ or ▲ to Change the Selection Press YES to Accept

2. Do you live in an area that observes Daylight Savings Time? If so press the **YES** button. If not, press the **NO** button.

SETUP - DAYLIGHT SAVINGS
Do You Observe Daylight Savings?
Press YES or NO to answer

3. *CapTel* shows you the current time and date setting. If you want to make changes, use the **UP** or **DOWN** arrow buttons to move the blue highlight over the number that you want to change.

SET THE TIME AND DATE
12:13 AM
01/01/2020
Use 2 for AM
Use 7 for PM
Use the keypad to enter the Time and Date Press YES to accept or NO to exit

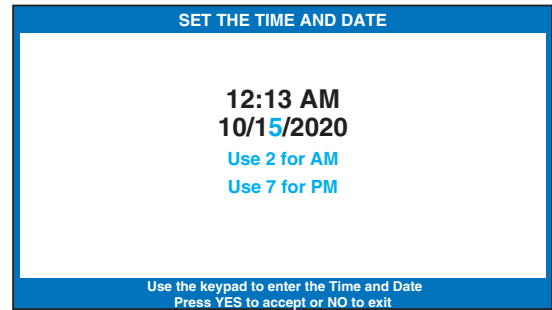4. On the dialing pad, press the key that lists the number you want to use.

Example: To set the time for 11:30, press the "1" key twice, then press the "3" key followed by the "0" key.

TIP: *To change the time from AM to PM, make sure the AM/PM section is highlighted, then press the 2 key for "AM" and the 7 key for "PM".*

NOTE: *When you enter the date setting, only the last two numbers in the year can be changed.*

5. When you have set the time and date, press the **YES** button to save.

12:13 AM
10/15/2020
Use 2 for AM
Use 7 for PM

Use the keypad to enter the Time and Date
Press YES to accept or NO to exit

Registering Your *CapTel* Phone

The first time that you set up your *CapTel* 880i, you will be asked to register your phone and agree to the Terms & Conditions for using *CapTel*. Registration is required by the FCC before the Captions feature can be activated. Once you complete this step, you will not need to register again, even if you move your phone to a new location.

NOTE: *If your phone display shows different directions than the instructions below, please follow the directions on your CapTel phone display screen to complete your registration.*

To register:

In some cases, the display screen may ask you to register your *CapTel* phone by going online or calling *CapTel* Customer Service. Follow the directions on the screen to register.

Register online at: www.CapTel.com/register

CUST
SERV

Or, press the blue **Customer Service** button to reach an Installation Help Specialist.

CAPTIONS

Once you've registered, press the **CAPTIONS** button to clear the registration screen and continue.

1. The display screen alerts you that you should read and agree to the Terms & Conditions for using *CapTel*.

2. The display screen lists the Terms & Conditions for using the *CapTel* phone.

Please register your phone at www.CapTel.com
or Contact CapTel Customer Service.

After registering your ESN (424C5500146)
press the CAPTIONS button to continue.

Press YES for Options

*********************** Terms & Conditions *********************
Before using the CAPTIONS feature,
please register your phone at
www.CapTel.com or
Contact CapTel Customer Service.

This phone's ESN is 424C5500146
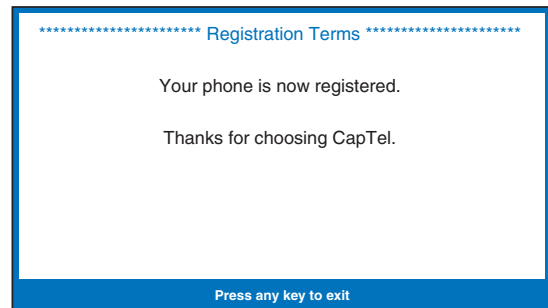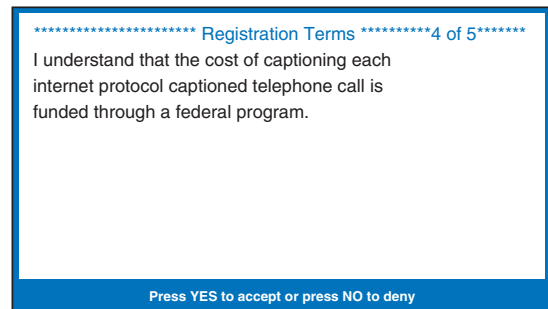
Press NO to exit

Before using CAPTIONS feature,
please read and agree to the following
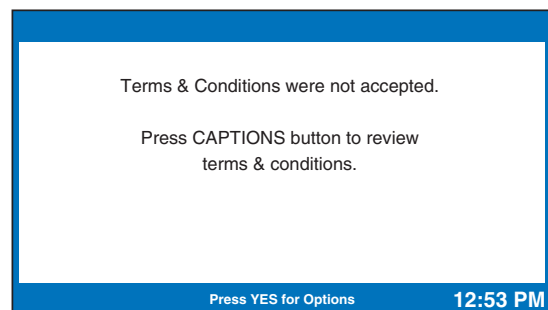Terms & Conditions

Downloading – Please Hold

---

3. Follow the directions on the display screen to review each of the Terms & Conditions. Press the **YES** button to accept each statement.

Once you've agreed to all the Terms & Conditions, the process is complete. Congratulations! You can begin making and answering calls with captions.

```
*********************** Registration Terms **********4 of 5*******
I understand that the cost of captioning each
internet protocol captioned telephone call is
funded through a federal program.




        Press YES to accept or press NO to deny
```

```
*********************** Registration Terms ********************
           Your phone is now registered.

           Thanks for choosing CapTel.



                  Press any key to exit
```

If you do not agree with the Terms & Conditions, press the **NO** button. The CAPTIONS feature will remain off during your calls. You can still use *CapTel* as a standard telephone, but you will not receive captions during your calls.

```
        Terms & Conditions were not accepted.

          Press CAPTIONS button to review
                terms & conditions.



        Press YES for Options          12:53 PM
```

Captions will not be activated on your phone until the Terms & Conditions are accepted.

To review the Terms & Conditions wording again, press the **CAPTIONS** button. The Terms & Conditions information will appear again, and you will have another opportunity to accept the Terms & Conditions by pressing the **YES** button.

If you have any questions about the Terms & Conditions or how to register your *CapTel* phone, please press the blue **Customer Service** button for assistance.

Getting Help

If you have any questions, comments, or concerns as you use your new *CapTel* 880i, we're here to help. Use any of these ways to contact us:

CUST SERV

CUST SERV Button

Pick up the handset and press the **CUST SERV** button to automatically speed dial directly to our helpful Customer Service team. If you are in an office setting, you may need to dial "9" first and then press the **CUST SERV** button. (*Available 24 hours a day, 7 days a week. 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 as week*)

FAX: (608) 204-6167

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

Email: CapTel@CapTel.com
Online: www.CapTel.com
        (Live Chat help available at our website)

Making and Answering Calls

This section explains how to place outgoing calls and how to answer incoming calls with your CapTel 880i.

TOPICS:

- **Dialing a Phone Number Directly**
- **Calling Using the Speed Dial Buttons**
- **Calling a Number in the Phone Book**
- **Answering an Incoming Call**
- **Adjusting the Volume**
- **Adjusting the Sound – TONE**
- **Knowing What Sounds are on the Line**

Dialing a Phone Number Directly

CAPTIONS

Before you dial, make sure the **CAPTIONS** button is on (red light on). You can turn captions on/off at any time during your call by pressing the **CAPTIONS** button.

1. Lift the handset.

2. Dial the phone number of the person you wish to call.

NOTE: *If you need to dial a 9 or other number to get an "outside" line, enter that number first, then dial the phone number.*

3. As you dial, the display screen shows the status as your *CapTel* phone connects to the captioning service, letting you know when captions are ready.

NOTE: *It is okay if the captioning service connects before you finish dialing the phone number. Just keep dialing.*

4. Listen or watch the signal meter to know when someone answers. Watch the display screen for captions. Begin your conversation as you normally would.

When you are done with your call, hang up the handset.

Dial a Number
or Press Speed Dial

Dialing:
555

Waiting for Captions
Stage 7 of 8

(CapTel CA# C1234) (Tones) Ringing 1 2 3 (M) Hello this is John who is calling please

5557685
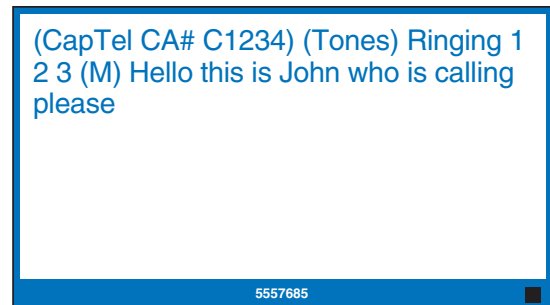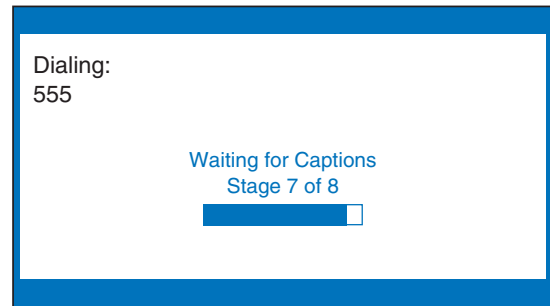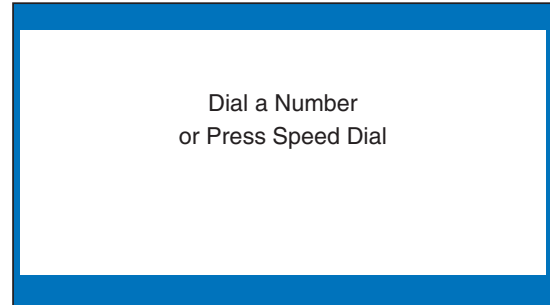
TIP: *Need more time dialing? You can leave the CapTel handset down (hung up) and press the phone number buttons on the dial pad. When you are ready to place your call, pick up the CapTel handset. CapTel will dial the phone number you entered.*

TIP: *Remember to dial 1+ area code if the number you are calling is long distance.*

Calling Using the Speed Dial Buttons

NOTE: *You must save telephone numbers in the Speed Dial buttons before they can be used to dial. Please see page 82 for directions.*
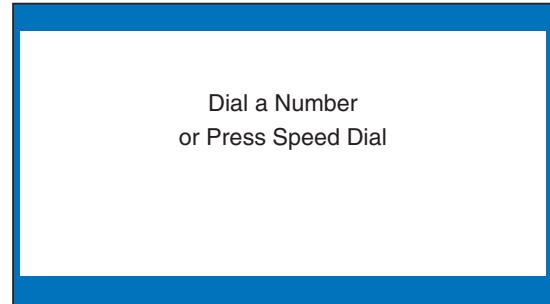
CAPTIONS

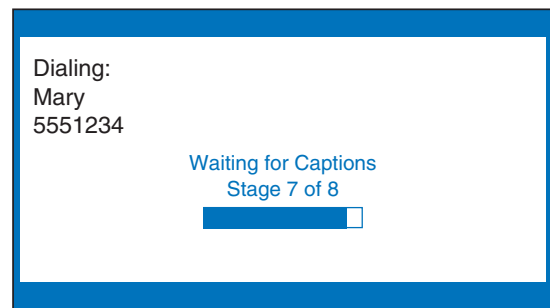1. Make sure that the **CAPTIONS** button is on (red light on).

Dial a Number
or Press Speed Dial

SPEED DIAL

1

2. Press the **SPEED DIAL** button with the number that you want to call.

3. Lift the handset. Your *CapTel* phone will dial the phone number for you automatically. As you dial, the display screen shows the status as your *CapTel* phone connects to the captioning service, letting you know when captions are ready.

Dialing:
Mary
5551234

Waiting for Captions
Stage 7 of 8

4. Listen or watch the signal meter to know when someone answers. Watch the display screen for captions. Begin your conversation as you normally would.

When you are done with your call, hang up the handset.

(CapTel CA# C1234) (Tones) Ringing 1 2 3 (F) Hello this is Mary who is calling please

Mary
5551234

Signal Meter

Calling a Number in the Phone Book

NOTE: *Phone numbers must already be saved in the Phone Book before you can use the Phone Book to dial. Please see page 75 for directions.*

CAPTIONS

1. Make sure that the **CAPTIONS** button is on (red light on).

OPTIONS
⊚ Dial from Phone Book
▭ Answering Machine
👥 Call History
〔 Edit Phone Book
▤ Conversations
⚙ Settings
Press YES to select or press NO to exit Options

YES

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

YES

3. Check that **Dial from Phone Book** is highlighted. Press the **YES** button to select.

UP

DOWN

4. Press the **UP** arrow or **DOWN** arrow buttons to find the person you want to call.

PHONE BOOK (3 of 3)
▲ UP
Name: Mary
Number: 555-1234
▼ DOWN
Please lift handset to dial this number or Press NO to exit

5. Pick up the handset. Your *CapTel* phone dials the number for you automatically.

Dialing: Mary 5551234
Waiting for Captions Stage 7 of 8

6. Listen or watch the signal meter to know when someone answers. Watch the display screen for captions. Begin your conversation as you normally would.

When you are done with your call, hang up the handset.

(CapTel CA# C1234) (Tones) Ringing 1 2 3 (F) Hello this is Mary
Press ▲ to Review the Conversation ■
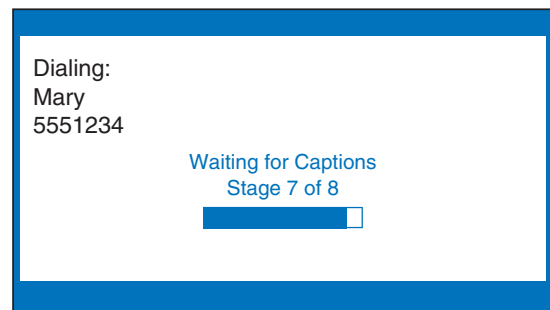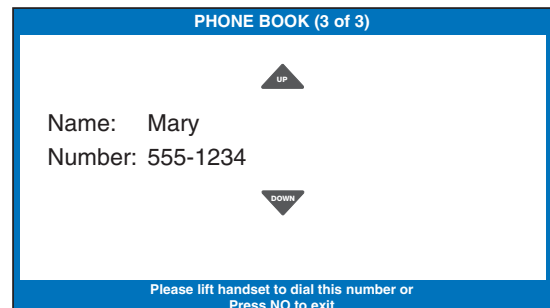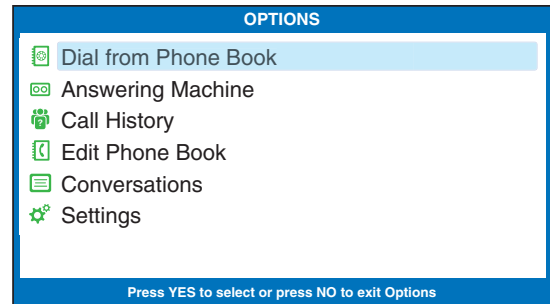
Answering an Incoming Call

1. When your *CapTel* phone rings, the display will light up to alert you to an incoming call.

   NOTE: *If you have Caller ID service, you will see the name and/or the phone number of the person calling.*

CAPTIONS

2. Make sure the **CAPTIONS** button is on (red light on).

3. Pick up the handset, and answer the call as you normally would.

4. Listen or watch the signal meter for a response. Watch the display screen for captions.

RING!

Waiting for Captions

(CapTel CA# C1234) (F) Hi mom it's Mary calling

Mary
5551234
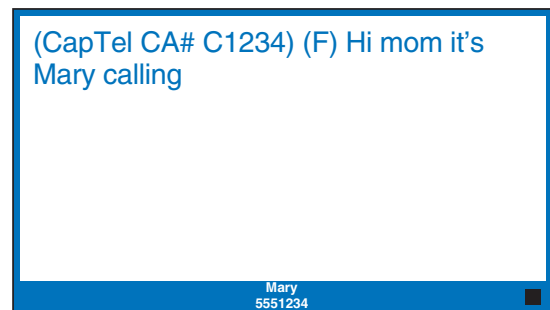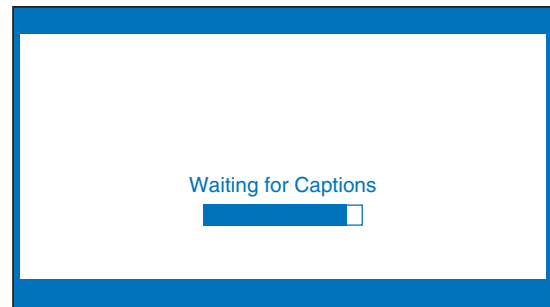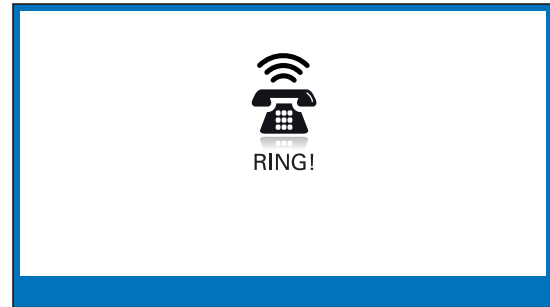
TIP: *If you answer on an extension telephone and want to get captions, just pick up the CapTel handset. As long as the Line in Use feature is turned on, your CapTel phone will connect to the Captioning Service, and you will be able to view captions of the call on the CapTel display screen. For more options, see "Knowing when the Phone Line is Already in Use" on page 97.*

Adjusting the Volume

You can increase the volume of the person's voice coming through the handset, up to a 40dB gain from min/max. Watch the lights above the VOLUME bar to see what level the volume is set to.
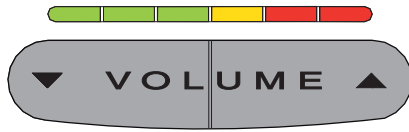
To increase the volume (make sounds louder) during a call, press the ▲ right side of the **VOLUME** bar.

To decrease the volume (make sounds softer) during a call, press the ▼ left side of the **VOLUME** bar.

WARNING: *The maximum volume setting is very loud. People who do not need amplification should not use the phone at its highest volume setting. The volume level automatically returns to a mid-range setting whenever the phone is hung up.*

To save your volume setting so that it will be used during every call, see "Saving the Volume" on page 94.

Adjusting the Sound – TONE

You can adjust the Tone setting to a frequency range that works best for your hearing level – to emphasize HIGH, MEDIUM, or LOW frequency sounds. The Tone setting can be adjusted during, before, or after a call. The setting will remain in effect until you change it again.
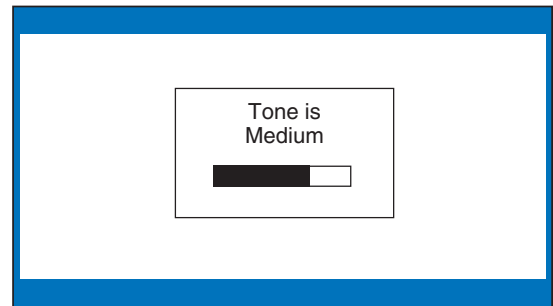
TONE

If you hear low-frequency tones better, press the **TONE** button repeatedly until you see "Tone is Low" on the display screen.
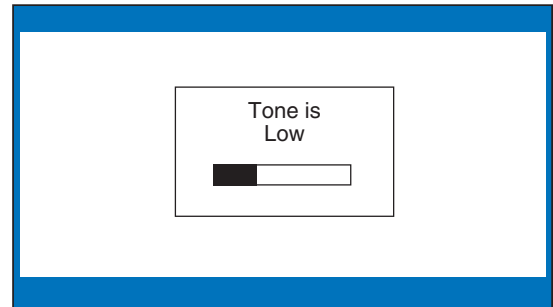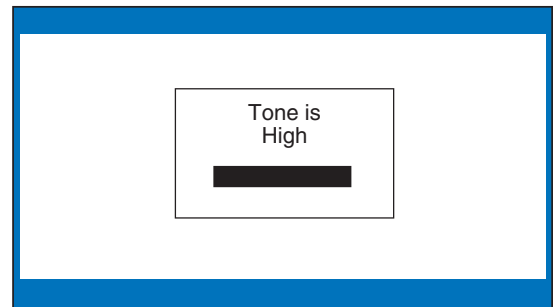
Tone is
Low

TONE

If you hear mid-range frequency tones better, press the **TONE** button repeatedly until you see "Tone is Medium" on the display screen.

Tone is
Medium

TONE

If you hear high-frequency tones better, press the **TONE** button repeatedly until you see "Tone is High" on the display screen.

Tone is
High

NOTE: *You can also use a headset or neckloop to enhance the sound quality. Please see page 11 for instructions.*

Knowing What Sounds Are on the Line

The display screen tells you what sounds are occurring during your call with two visual indicators: the Signal meter and the Outgoing Volume meter. These meters only appear during captioned calls.

The Signal Meter

This helpful meter lights up to indicate sounds on the handset, such as the caller's voice or a busy signal. It shows whenever a sound is coming through the handset, even if the sound is not loud enough for you to hear. The size of this meter expands and contracts with the volume of the sound. Very loud sounds cause the meter to completely light up the whole box. Quiet sounds may cause just a single dot on the display to light up. This meter can help you gauge when a person is finished speaking or initially answers a call.
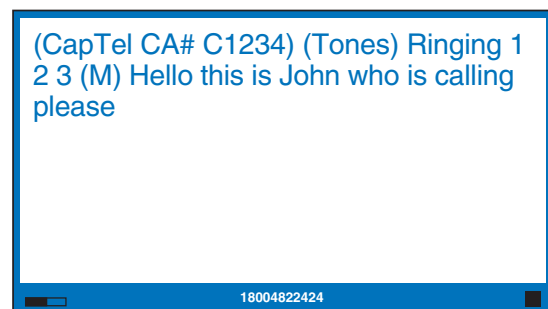
(CapTel CA# C1234) (Tones) Ringing 1 2 3 (M) Hello this is John who is calling please

18004822424

Signal Meter

The Outgoing Volume Meter

This meter helps you see how loudly you are speaking. More of the bar lights up if you speak loudly. Less of the bar lights up if you speak quietly. You can use the volume meter to gauge the volume of your own voice during a call.

NOTE: *If the Outgoing Volume meter is filling completely or consistently turns red, you may be speaking too loudly or are holding the telephone handset too close to your mouth.*

(CapTel CA# C1234) (Tones) Ringing 1 2 3 (M) Hello this is John who is calling please

18004822424

Outgoing Volume Meter

Customer Service: 888-269-7477

Viewing Captions

This section explains how to adjust and review conversation captions.

TOPICS:

- **Turning Captions On/Off During a Call**
- **Viewing Corrections**
- **Reviewing Captions During a Call**
- **Reviewing Captions After Hanging Up**
- **Saving Conversations**
- **Erasing All Conversations**
- **Changing the Conversation Font Size**
- **Changing the Conversation Font Style**
- **Setting the Color of the Conversation Captions**
- **Setting how Captions Scroll Across the Display Screen**
- **Adjusting the Brightness of the Display Screen**

Turning Captions On/Off During a Call

CAPTIONS

You can turn captions on/off at any time during your call by pressing the **CAPTIONS** button. When the red light around the **CAPTIONS** button is lit, you will see captions of everything the other party says. When the light is off, you will not receive captions.

CAPTIONS

If you turn captions on in the middle of a call, there will be a brief delay as your *CapTel* 880i phone connects to the Captioning Service. Then, captions will begin. During this time, you may still talk/listen to the other party. You do not need to wait for captions to begin if you can hear the other party well enough to carry on the conversation. You can speak at any time even if captions are not present.

NOTE: *Federal law prohibits anyone but registered users with hearing loss from using Internet Protocol (IP) Captioned Telephones with the captions turned ON.*

Viewing Corrections

On occasion, word errors may appear in the captions due to the speech recognition system the Captioning Service uses. The Captioning Service will try to correct any word errors as they occur. The corrected word appears in a different color than the rest of the captions to let you know a correction has been made.

There may be a slight delay before the word error is corrected. If you are unclear about what was said, ask your caller to clarify.
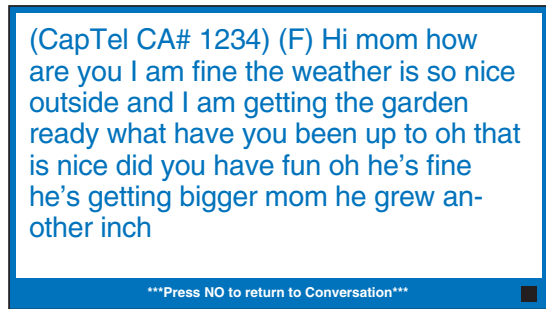
NOTE: *You can change the color of the captions and corrections in the "Set Conversation Colors" option in the CapTel menu.*

(CapTel CA# 1234) (F) we're looking forward to seeing you tonight let's meet at the restaurant lever on should be there by 8 o'clock

Word Error

16082385400

(CapTel CA# 1234) (F) we're looking forward to seeing you tonight let's meet at the restaurant everyone should be there by 8 o'clock

Correction

16082385400
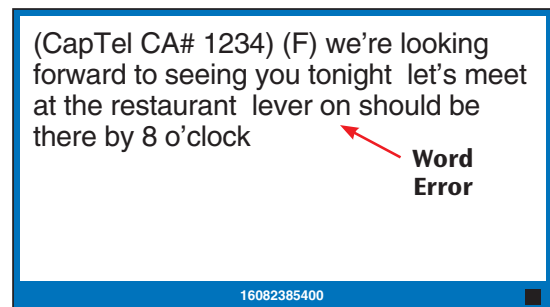
Reviewing Captions During a Call

While on a call, press the **UP** arrow button to scroll back through captions that appeared earlier in the conversation. You can continue talking or listening while you review captions. Everything the other party says will continue to be captioned, even while you are looking back at earlier captions.

(CapTel CA# 1234) (F) Hi mom how are you I am fine the weather is so nice outside and I am getting the garden ready what have you been up to oh that is nice did you have fun oh he's fine he's getting bigger mom he grew another inch

Press NO to return to Conversation

When you are ready to return to the live conversation captions, press the **NO** button. Anything the other party said during the time you were reviewing captions will appear, and the live captions will continue as usual.

You can go back, again, at any time during the call to review what was said. Just press the **UP** arrow button.

NOTE: *Your CapTel phone holds up to 50 conversations (or 62,000 characters) in conversation memory. If the conversation memory fills up entirely, older captions will be erased as new captions come in.*

TIP: Freezing Captions on the Display Screen

You may find it helpful to "freeze" captions on the display screen in order to read all the captions on one screen before the conversation moves on. To freeze captions on the screen:

During your conversation, press the **UP** arrow button to stop captions. You can read everything on the screen. When you are ready to continue with the conversation, press the **NO** button. Everything your caller said while the display screen was frozen will continue to be captioned.

Reviewing Captions After Hanging Up

To review captions after your conversation is ended and the phone is hung up:

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

OPTIONS
Dial from Phone Book
Answering Machine
Call History
Edit Phone Book
Conversations
Settings
Press YES to select or press NO to exit Options

2. Press the **DOWN** arrow button repeatedly until **Conversations** is highlighted. Press the **YES** button to select.

3. Check that **Review Conversations** is highlighted. Press the **YES** button to select. You will see a list of your calls, with the most recent call on the top of the screen. Previous calls appear further down the list.
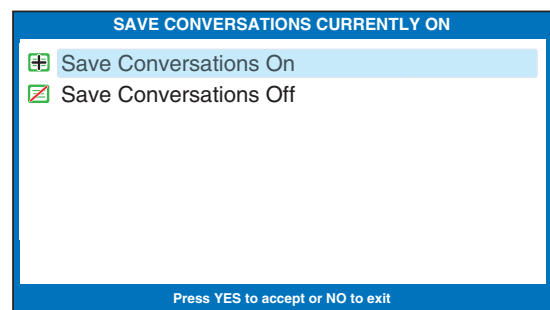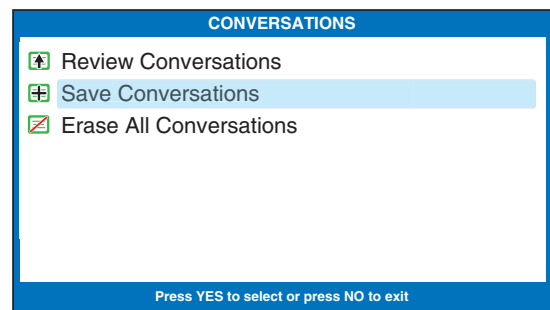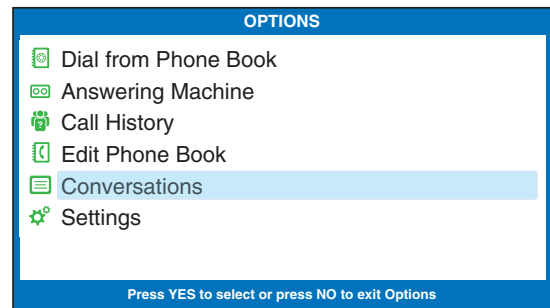
CONVERSATIONS
Review Conversations
Save Conversations
Erase All Conversations
Press YES to select or press NO to exit

4. Press **UP** or **DOWN** arrow button to scroll through the list of calls. when the call you want is highlighted, press the **YES** button to select.

CONVERSATIONS
2/6 1:03 PM, Mary
2/3 11:50 AM, Julie
2/2 2:30 PM, CapTel Customer Service
1/30 4:32 PM, 18004822424
1/29 3:30 PM, 18004822424
1/27 2:35 PM, 18004822424
Press ▲ or ▼ to Change the Selection Press YES to select or press NO to exit

5. You will see captions of the selected conversation. Use the **UP** or **DOWN** arrow buttons to scroll through the conversation.

(CapTel CA# 1234) (F) Hi mom how are you I am fine the weather is so nice outside and I am getting the garden ready what have you been up to oh that is nice did you have fun oh he's fine he's getting bigger mom he grew another inch

Press YES to Erase or NO to exit
2/3 11:50AM, Julie
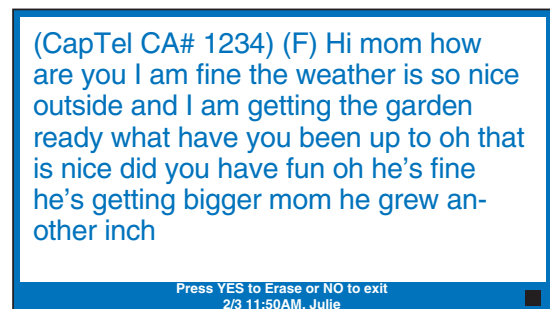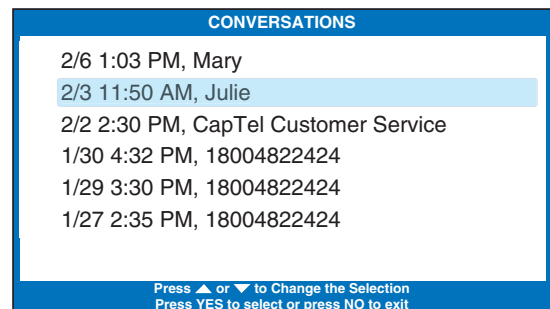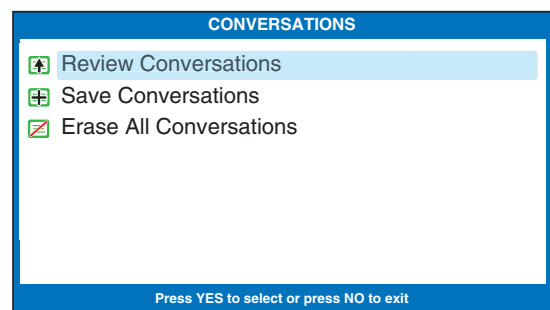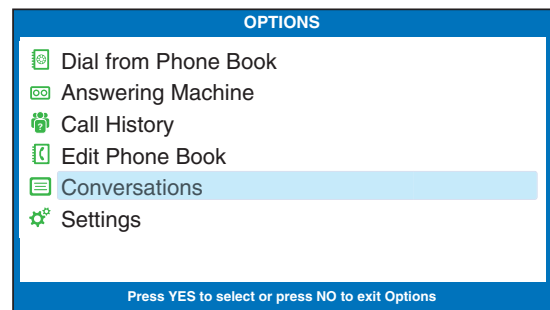
6. When you are done, YES to Erase or press **NO** to exit.

7. Press the **NO** button repeatedly to exit out of the menu system.

he grew another inch   we can't wait to see you this weekend does 9:00 work for you?   I'll bring that recipe I told you about   okay   sounds good see you then   bye mom

Press YES to Erase or NO to exit
2/3 11:50AM, Julie
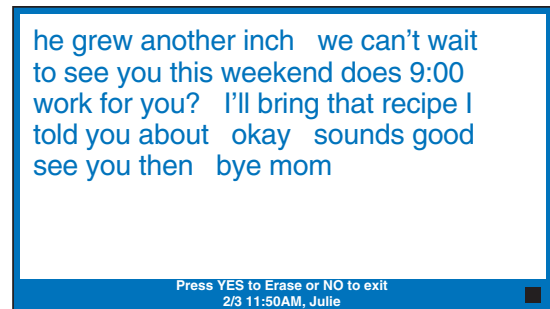
NOTE: *Your CapTel phone comes with the Save Conversations feature enabled, letting you view conversation captions after you've hung up the phone. To turn off this feature, please see page 38. If you turn off the Save Conversations feature, all conversation captions will be erased every time you hang up the phone.*

Saving Conversations

You can set your *CapTel* phone to Save Conversations after the call has ended and the phone is hung up. This allows you to go back and review what was said after you've hung up. You can review up to 50 conversations (or 62,000 characters). Or, you can have captions erased every time the phone is hung up. The default setting is to Save Conversations after the call is ended.

To change the Save Conversations setting:

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

2. Press the **DOWN** arrow button repeatedly until **Conversations** is highlighted. Press the **YES** button to select.

OPTIONS
Dial from Phone Book
Answering Machine
Call History
Edit Phone Book
Conversations
Settings
Press YES to select or press NO to exit Options

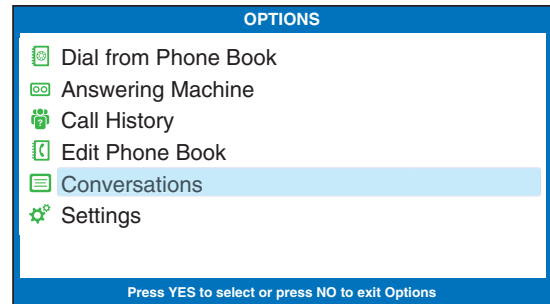3. Press the **DOWN** arrow button until **Save Conversations** is highlighted. Press the **YES** button to select.

CONVERSATIONS
Review Conversations
Save Conversations
Erase All Conversations
Press YES to select or press NO to exit

4. Press **UP** or **DOWN** arrow button to turn SAVE CONVERSATIONS on or off.

Save Conversations On saves conversation captions after the call is finished and the phone is hung up.

Save Conversations Off erases the conversation captions after every call.

SAVE CONVERSATIONS CURRENTLY ON
Save Conversations On
Save Conversations Off
Press YES to accept or NO to exit

5. After you've made your selection, press the **YES** button to accept or the **NO** button to exit out of Conversation Options.

SAVE CONVERSATIONS CURRENTLY ON
⊞ Save Conversations On
⊠ Save Conversations Off
Press YES to accept or NO to exit

6. Press the **NO** button repeatedly to exit out of the menu system.

NOTE: *This setting will remain On/Off until you change it again.*

NOTE: *Your CapTel phone holds up to 50 conversations (or 62,000 characters) in conversation memory. If the conversation memory fills up entirely, older captions will be erased as newer captions come in.*

Erasing All Conversations

You can erase all conversation captions stored in memory. To delete your saved conversations:

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

OPTIONS
Dial from Phone Book
Answering Machine
Call History
Edit Phone Book
Conversations
Settings
Press YES to select or press NO to exit Options

2. Press the **DOWN** arrow button repeatedly until **Conversations** is highlighted. Press the **YES** button to accept.

3. Press the **DOWN** arrow button until **Erase All Conversations** is highlighted. Press the **YES** button to accept.

CONVERSATIONS
Review Conversations
Save Conversations
Erase All Conversations
Press YES to select or press NO to exit

4. The display screen asks **Would You Like to Erase All Conversations**? Press the **YES** button to erase captions. Or, press the **NO** button to exit.

Would You Like to Erase All Conversations?
Press YES to accept or NO to exit

5. Press the **NO** button repeatedly to exit out of the menu system.

NOTE: *You can also erase previous conversations one-by-one as you review them. See page 53.*

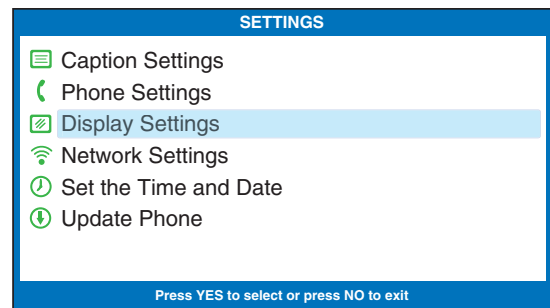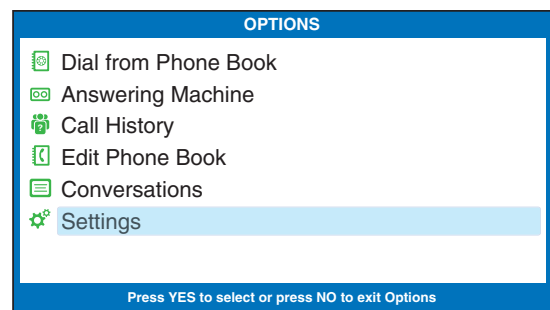| CONVERSATION OPTIONS |
| --- |
| Conversation Memory is Empty |
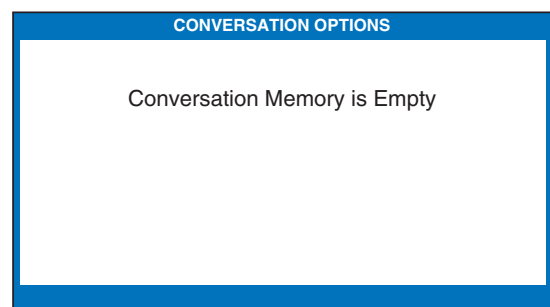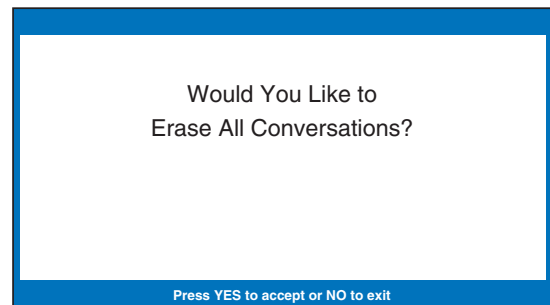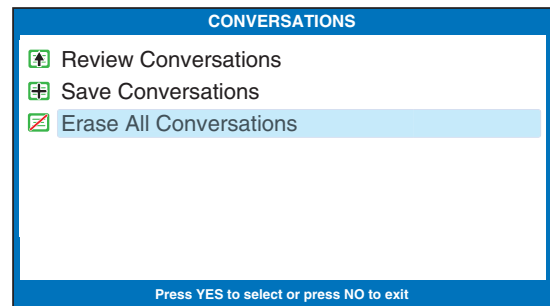
Changing the Conversation Font Size

You can adjust the font size of the conversation captions to be larger or smaller, making the captions easier to read. You need to change the font size before or after a call; you cannot change the font size during a live captioned call.

NOTE: *Changing the font size applies only to conversation captions. The font size and style for your CapTel 880i Options menu always remains the same.*

To change the conversation font size:

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

2. Press the **DOWN** arrow button repeatedly until **Settings** is highlighted. Press the **YES** button to select.

3. Press the **DOWN** arrow button repeatedly until **Display Settings** is highlighted. Press the **YES** button to select.

4. Press the **DOWN** arrow button until **Set Conversation Font Size** is highlighted. Press the **YES** button to select.

OPTIONS
Dial from Phone Book
Answering Machine
Call History
Edit Phone Book
Conversations
Settings
Press YES to select or press NO to exit Options

SETTINGS
Caption Settings
Phone Settings
Display Settings
Network Settings
Set the Time and Date
Update Phone
Press YES to select or press NO to exit

DISPLAY SETTINGS
LCD Brightness
Set Conversation Colors
Set Conversation Font Size
Set Conversation Font Style
Conversation Smooth Scroll
Press YES to select or press NO to exit

5. The display screen shows what the current font size setting is.

6. Press **UP** or **DOWN** arrow buttons to select the font size you want: SMALL, MEDIUM, LARGE or EXTRA LARGE.
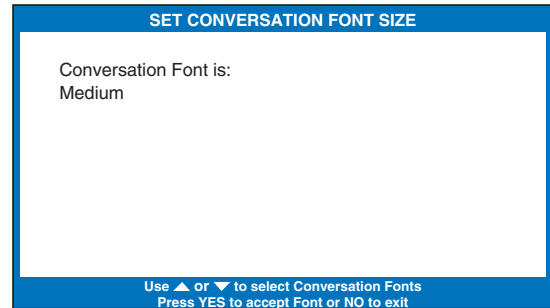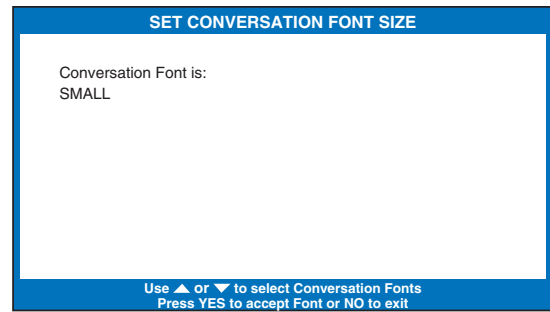
7. Once you've selected the font size, press the **YES** button to accept or press the **NO** button to exit.

8. Press the **NO** button repeatedly to exit out of the menu system.

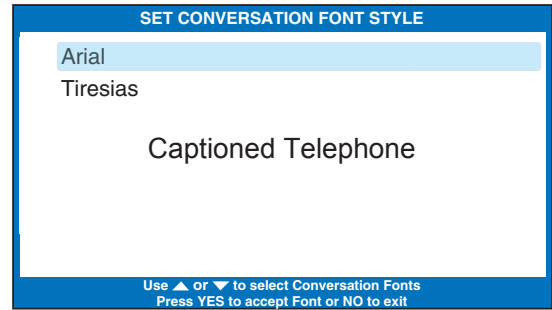**NOTE:** *You need to adjust/select the conversation font size before or after a call. You cannot adjust the caption font size during a live call.*

SET CONVERSATION FONT SIZE

Conversation Font is:
SMALL

Use ▲ or ▼ to select Conversation Fonts
Press YES to accept Font or NO to exit

SET CONVERSATION FONT SIZE

Conversation Font is:
Medium

Use ▲ or ▼ to select Conversation Fonts
Press YES to accept Font or NO to exit

SET CONVERSATION FONT SIZE

Conversation Font is:
LARGE

Use ▲ or ▼ to select Conversation Fonts
Press YES to accept Font or NO to exit

SET CONVERSATION FONT SIZE

Conversation Font is:
EXTRA LARGE

Use ▲ or ▼ to select Conversation Fonts
Press YES to accept Font or NO to exit

Changing the Conversation Font Style

You can change the font style of the conversation captions to a font that you see most easily. You need to change the font style before or after a call; you cannot change the font style during a live captioned call.

NOTE: *Changing the font style applies only to conversation captions. The font size and style for your CapTel 880i Options menu always remains the same.*

To change the conversation font style:

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

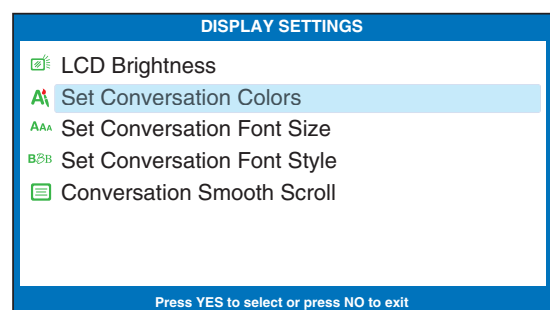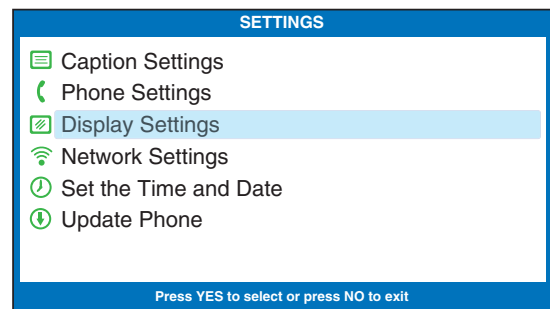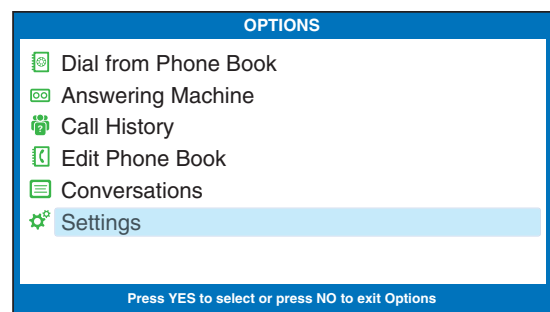| OPTIONS |
|---|
| Dial from Phone Book |
| Answering Machine |
| Call History |
| Edit Phone Book |
| Conversations |
| Settings |
| Press YES to select or press NO to exit Options |

2. Press the **DOWN** arrow button repeatedly until **Settings** is highlighted. Press the **YES** button to select.

3. Press the **DOWN** arrow button repeatedly until **Display Settings** is highlighted. Press the **YES** button to select.

SETTINGS
Caption Settings
Phone Settings
Display Settings
Network Settings
Set the Time and Date
Update Phone
Press YES to select or press NO to exit

4. Press the **DOWN** arrow button until **Set Conversation Font Style** is highlighted. Press the **YES** button to select.

DISPLAY SETTINGS
LCD Brightness
Set Conversation Colors
Set Conversation Font Size
Set Conversation Font Style
Conversation Smooth Scroll
Press YES to select or press NO to exit
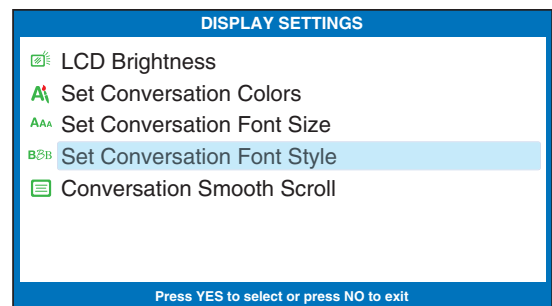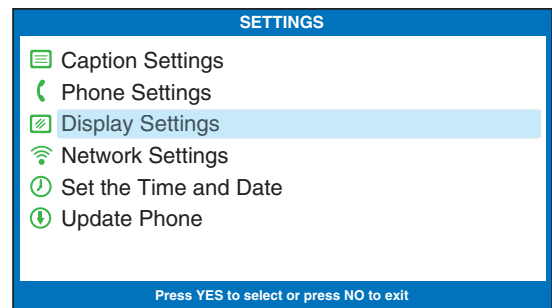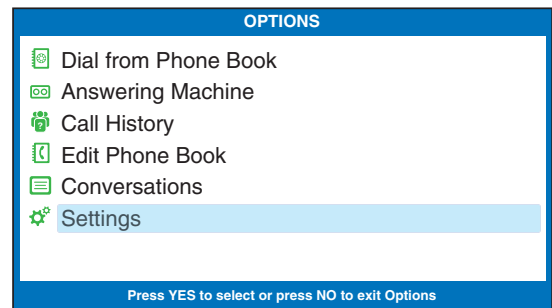
5. The display screen shows the font style choices, and shows an example of the current font style setting.

> **SET CONVERSATION FONT STYLE**
>
> Arial
> Tiresias
>
> Captioned Telephone
>
> Use ▲ or ▼ to select Conversation Fonts
> Press YES to accept Font or NO to exit

6. Press **UP** or **DOWN** arrow buttons to highlight a different font style. The display screen shows you an example of the font style that is highlighted.

> **SET CONVERSATION FONT STYLE**
>
> Arial
> Tiresias
>
> Captioned Telephone
>
> Use ▲ or ▼ to select Conversation Fonts
> Press YES to accept Font or NO to exit

7. When you've selected the font style you want to use, press the **YES** button to accept or press the **NO** button to exit.

8. Press the **NO** button repeatedly to exit out of the Options menu.

Customer Service: 888-269-7477

Setting the Color of the Conversation Captions

You can change the color of the caption font, background, and corrections on the display screen to a color combination that you prefer. You need to set the conversation colors before or after a call. You cannot change the caption colors during a live captioned call.

NOTE: *Changing the font colors applies only to conversation captions. The font size and style for your CapTel 880i Options menu always remains the same.*

To change the color of the caption font, background, or corrections:

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

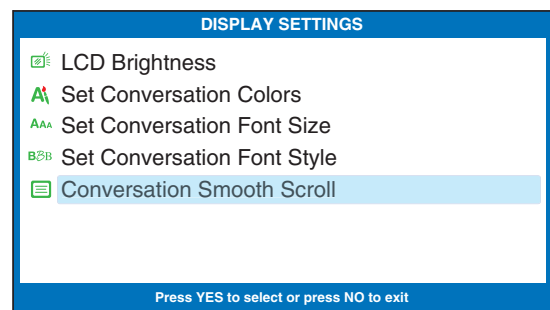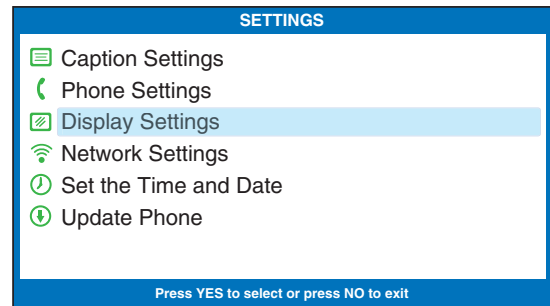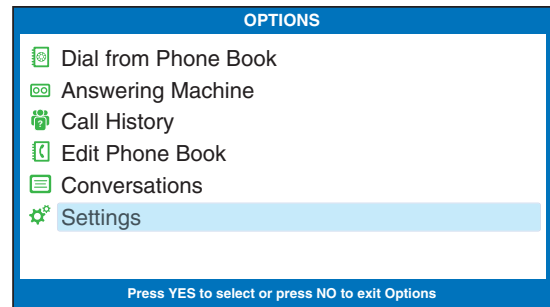| OPTIONS |
|---|
| Dial from Phone Book |
| Answering Machine |
| Call History |
| Edit Phone Book |
| Conversations |
| Settings |
| Press YES to select or press NO to exit Options |

2. Press the **DOWN** arrow button repeatedly until **Settings** is highlighted. Press the **YES** button to select.

3. Press the **DOWN** arrow button repeatedly until **Display Settings** is highlighted. Press the **YES** button to select.

SETTINGS
Caption Settings
Phone Settings
Display Settings
Network Settings
Set the Time and Date
Update Phone
Press YES to select or press NO to exit

4. Press the **DOWN** arrow button until **Set Conversation Colors** is highlighted. Press the **YES** button to select.

DISPLAY SETTINGS
LCD Brightness
Set Conversation Colors
Set Conversation Font Size
Set Conversation Font Style
Conversation Smooth Scroll
Press YES to select or press NO to exit

5. The display screen shows what the current text color and background color are set to, with an ▶ pointing toward the **Text Color** setting. Press the **YES** button to select **Text Color**.

SET CONVERSATION COLORS
▶ Text Color: BLACK
   Background Color: WHITE
   Correction Color: BLUE

▲ or ▼ to select Text or Background Colors
Press YES to change Colors or NO to exit

6. A color palette appears on the bottom of the display. Use the **UP** and **DOWN** arrow keys to move through the various font color choices. When you find a font color you prefer, press the **YES** button to accept.

SET CONVERSATION COLORS
▶ Text Color: BLACK
   Background Color: WHITE
   Correction Color: BLUE

Use ▲ or ▼ to select Conversation Colors
Press YES to accept Colors or NO to exit

7. The display ▶ moves down to indicate **Background Color**. Press the **UP** and **DOWN** arrow keys to move through the various background color choices. When you find a background color you prefer, press the **YES** button to accept.

SET CONVERSATION COLORS
   Text Color: BLACK
▶ Background Color: WHITE
   Correction Color: BLUE

Use ▲ or ▼ to select Conversation Colors
Press YES to accept Colors or NO to exit

8. The display ▶ moves down to indicate **Correction Color**. Press the **UP** and **DOWN** arrow keys to move through the color choices. When you find a correction color you prefer, press the **YES** button to accept.

SET CONVERSATION COLORS
   Text Color: BLACK
   Background Color: WHITE
▶ Correction Color: BLUE

Use ▲ or ▼ to select Conversation Colors
Press YES to accept Colors or NO to exit

9. Press the **NO** button repeatedly to exit out of the menu system.

NOTE: *Whichever color you select for text or corrections will not be available as a background color choice.*

Setting How Captions Scroll Across the Display Screen

You can control how the captions appear on your display screen: either appearing word-by-word as each word is captioned or by scrolling line-by-line in a continuous movement. The default setting is word-by-word. To turn on scrolling:

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

OPTIONS
Dial from Phone Book
Answering Machine
Call History
Edit Phone Book
Conversations
Settings
Press YES to select or press NO to exit Options

2. Press the **DOWN** arrow button repeatedly until **Settings** is highlighted. Press the **YES** button to select.

3. Press the **DOWN** arrow button repeatedly until **Display Settings** is highlighted. Press the **YES** button to select.

SETTINGS
Caption Settings
Phone Settings
Display Settings
Network Settings
Set the Time and Date
Update Phone
Press YES to select or press NO to exit

4. Press the **DOWN** arrow button repeatedly until **Conversation Smooth Scroll** is highlighted. Press the **YES** button to select.

DISPLAY SETTINGS
LCD Brightness
Set Conversation Colors
Set Conversation Font Size
Set Conversation Font Style
Conversation Smooth Scroll
Press YES to select or press NO to exit

5. Press the **UP** or **DOWN** arrow button to highlight CONVERSATION SMOOTH SCROLL on or off.

Conversation Smooth Scroll On rolls captions across the display screen line-by-line in a continuous movement.

Conversation Smooth Scroll Off displays captions word-by-word as each word is captioned.
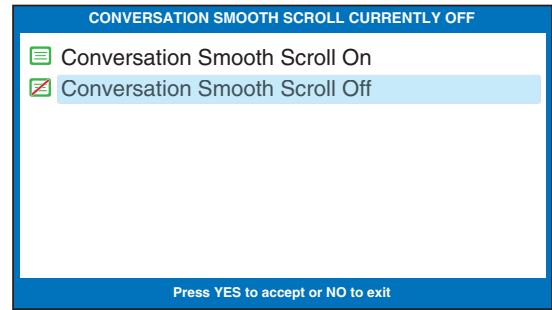
6. After making your selection, press the **YES** button to accept or press the **NO** button to exit.

7. Press the **NO** button repeatedly to exit out of the menu system.

NOTE: *This setting will remain On/Off until you change it again.*

CONVERSATION SMOOTH SCROLL CURRENTLY OFF

☰ Conversation Smooth Scroll On
☒ Conversation Smooth Scroll Off

Press YES to accept or NO to exit

Customer Service: 888-269-7477

Adjusting the Brightness of the Display Screen

You can adjust the brightness of your *CapTel* 880i display screen to make it easier to read in well-lit or dimly-lit environments.

NOTE: *You need to adjust the brightness of the Display Screen before or after a call. You cannot set the display screen brightness during a live captioned call.*

To adjust the brightness of the Display Screen:

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

OPTIONS
Dial from Phone Book
Answering Machine
Call History
Edit Phone Book
Conversations
Settings
Press YES to select or press NO to exit Options

2. Press the **DOWN** arrow button repeatedly until **Settings** is highlighted. Press the **YES** button to select.

3. Press the **DOWN** arrow button repeatedly until **Display Settings** is highlighted. Press the **YES** button to select.

SETTINGS
Caption Settings
Phone Settings
Display Settings
Network Settings
Set the Time and Date
Update Phone
Press YES to select or press NO to exit

4. Check that **LCD Brightness** is highlighted. Press the **YES** button to select.

DISPLAY SETTINGS
LCD Brightness
Set Conversation Colors
Set Conversation Font Size
Set Conversation Font Style
Conversation Smooth Scroll
Press YES to select or press NO to exit
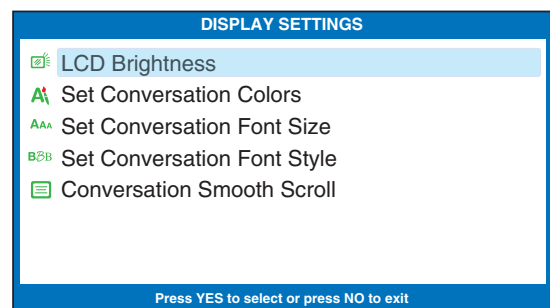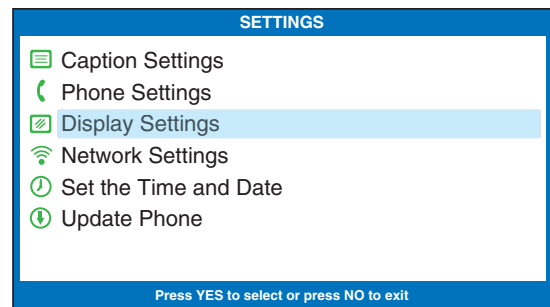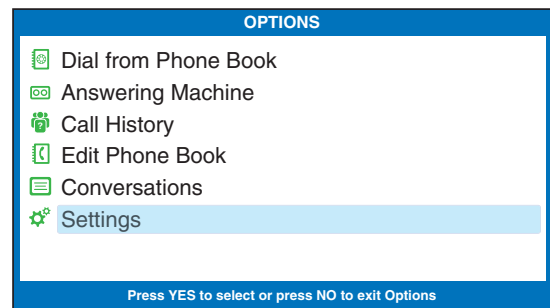
5. The display screen shows what the current brightness level is set to: Minimum, Medium, or Maximum. Use the **UP** and **DOWN** arrows to highlight the level of brightness you would like. Press the **YES** button to select.

NOTE: *The display screen will change brightness levels as you select the options.*

6. Press the **NO** button repeatedly to exit out of the Options menu.

LCD BRIGHTNESS CURRENTLY MAXIMUM
☑ Minimum
☑ Medium
☑ Maximum
Press YES to accept or NO to exit
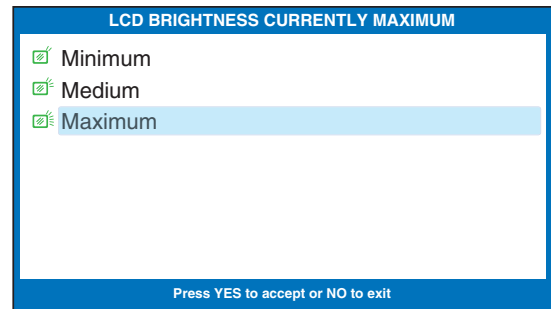
Call History

This section explains how to use Call History to see who has called you and to see any incoming calls that you may have missed.

TOPICS:

- **About Caller ID**
- **Using Call History to See Recent Calls**
- **Adding a Call History Entry to the Phone Book**
- **Clearing All Caller ID Entries**

NOTE: *Call History requires Caller ID service from your phone company. If your phone service does not include Caller ID, you will not be able to view Call History with your CapTel 880i.*

About Caller ID

If an incoming call is from someone whose information is already saved in your *CapTel* Phone Book, the Caller ID listing that appears on the display screen will show the name of the caller as it appears in your Phone Book. For example, if you saved a nickname in the *CapTel* Phone Book, the caller's nickname will appear in the Caller ID information.

Using Call History to See Recent Calls

Your *CapTel* 880i phone keeps a list of the most recent incoming phone calls, including calls you may have missed. Your *CapTel* phone stores Call History information for up to 50 incoming phone calls.

The *CapTel* display screen automatically shows you the phone number of the person who called you most recently, even if you were not there to answer the call. Depending on your Caller ID service, the display screen may also list the name of the caller. To see other callers' information saved in **Call History**, press the DOWN arrow button to scroll back through recently received calls.

Missed Calls

Any unanswered calls appear as New Calls in the display screen.

1. To review calls, press the **DOWN** arrow button.

2. Use the **UP** and **DOWN** arrow buttons to move backwards and forwards through previous call listings.

NOTE: *You can call the phone number shown in Call History by lifting the handset. Your CapTel phone will dial the number automatically.*

CapTel®

2 New Calls DOWN to view

Press YES for Options   12:53 PM

CALL HISTORY (1 OF 2)

SMITH AUTO SHOP
321-555-9876
07/02 08:38 AM

DOWN

Please lift handset to dial this number or
Press YES for more options, press NO to exit
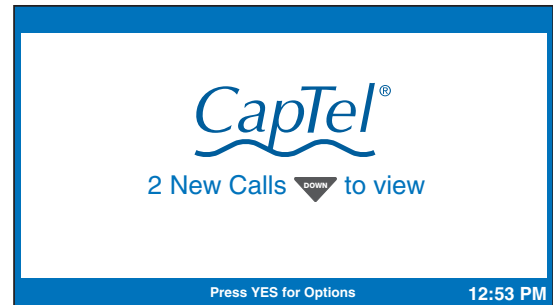
Previous Calls

You can review Call History information from previous calls at any time. To review recent calls in Call History:

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

2. Press the **DOWN** arrow button repeatedly until **Call History** is highlighted. Press the **YES** button to accept.

3. Make sure **View Caller ID History** is highlighted. Press the **YES** button to accept.

4. The *CapTel* display screen will show you a list of phone numbers of calls to your *CapTel* 880i, listing the most recent call first and going back in chronological order.

5. Use the **UP** and **DOWN** arrow buttons to move backward and forward through previous call listings.

   NOTE: *You can call the phone number shown in Call History by lifting the handset. Your CapTel phone will dial the number automatically.*

6. When you are done, press the **NO** button repeatedly to exit out of Call History.

OPTIONS

- Dial from Phone Book
- Answering Machine
- Call History
- Edit Phone Book
- Conversations
- Settings

Press YES to select or press NO to exit Options

CALLER ID OPTIONS

- View Caller ID History
- Clear All Caller ID

Press YES to select or press NO to exit Options

CALL HISTORY (2 OF 3)

UP

TRI-STATE DENTAL
321-555-8563
07/15 09:45 AM

DOWN

Please lift handset to dial this number or
Press YES for more options, press NO to exit

CALL HISTORY (3 OF 3)

UP

JOE'S DRY CLEANING
321-555-4422
08/06 10:15 AM

Please lift handset to dial this number or
Press YES for more options, press NO to exit

TIP: *You can delete Call History entries individually as you review them. When you see the entry you want to delete, press the **YES** button for more options. Make sure **Delete Entry** is highlighted, then press **YES** to accept.*

Adding a Call History Entry to the Phone Book

You can add the phone number and contact information from a Call History entry to your *CapTel* Phone Book, letting you save that caller's information to dial easily.

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

2. Press the **DOWN** arrow button repeatedly until **Call History** is highlighted. Press the **YES** button to accept.

3. Make sure **View Caller ID History** is highlighted. Press the **YES** button to accept.

4. The *CapTel* display screen will show you a list of phone numbers of calls to your *CapTel* 880i, listing the most recent call first and going back in chronological order.

5. Use the **UP** and **DOWN** arrow buttons to move through the call list until you find the entry you want to save to the Phone Book.

6. Press the **YES** button for more options.

7. Press the **DOWN** arrow button to highlight **Add Entry to Phone Book**. Press the **YES** button to select.

OPTIONS

- Dial from Phone Book
- Answering Machine
- Call History
- Edit Phone Book
- Conversations
- Settings

Press YES to select or press NO to exit Options

CALLER ID OPTIONS

- View Caller ID History
- Clear All Caller ID

Press YES to select or press NO to exit Options

CALL HISTORY (2 OF 3)

UP

Peterson, Julia
321-555-2345
08/03 10:33 AM

DOWN

Please lift handset to dial this number or
Press YES for more options, press NO to exit

CALL HISTORY ENTRY

Delete Entry
Add Entry to Phone Book

Peterson, Julia
321-555-2345
08/03 10:33 AM

Press YES to select or press NO to exit Options

8. The display shows different options for the telephone number format to save. For example, if the phone number is local, you do not need to save the area code with the phone number. If the phone number is long distance, you may need to save "1" plus the area code with the phone number.
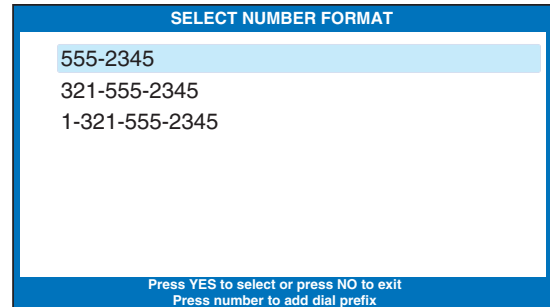
Use the **UP** and **DOWN** arrow buttons to highlight the correct telephone number format. Press the **YES** button to accept.
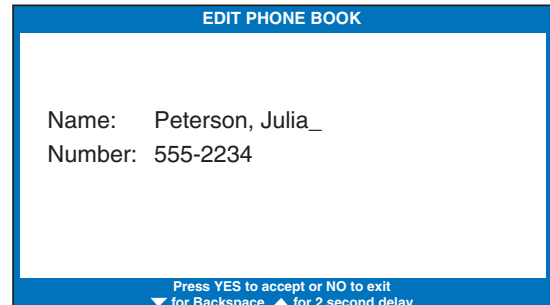
9. The display shows the name and phone number that will be saved in the *CapTel* Phone Book. If needed, you can edit the Name listed by using the **UP** and **DOWN** arrow keys and the *CapTel* dialing pad to make changes. Press the **YES** button to accept.
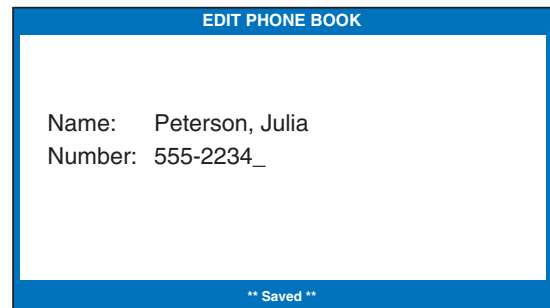
10. If needed, you can edit the phone Number by using the **UP** and **DOWN** arrow keys and the *CapTel* dialing pad to make changes. Press the **YES** button to accept.

11. When you are done, press the **NO** button repeatedly to exit.

SELECT NUMBER FORMAT
555-2345
321-555-2345
1-321-555-2345
Press YES to select or press NO to exit
Press number to add dial prefix

EDIT PHONE BOOK
Name: Peterson, Julia_
Number: 555-2234
Press YES to accept or NO to exit
▼ for Backspace, ▲ for 2 second delay

EDIT PHONE BOOK
Name: Peterson, Julia
Number: 555-2234_
** Saved **

Clearing All Caller ID Entries

You can delete individual Caller ID entries as you review them (see page 53) or you can erase all Caller ID listings at one time.

To clear (delete) all Caller ID entries:

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

2. Press the **DOWN** arrow button repeatedly until **Call History** is highlighted. Press the **YES** button to select.
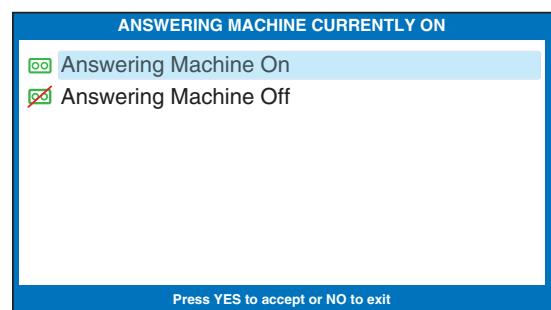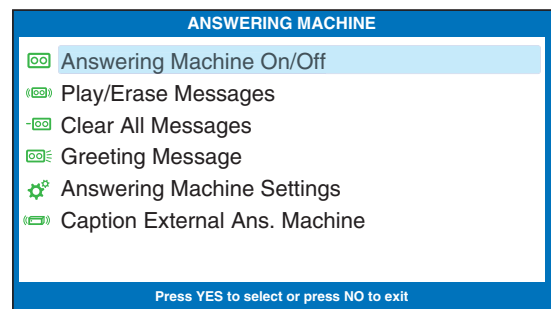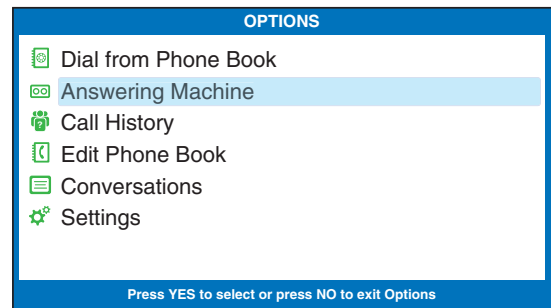
3. Use the **DOWN** arrow button to highlight **Clear All Caller ID**. Press the **YES** button to select.

4. The display asks **Would You Like to Clear All Caller ID?** Press **YES** to erase all Caller ID listings.

5. Press the **NO** button repeatedly to exit out of the Options menu.

OPTIONS
Dial from Phone Book
Answering Machine
Call History
Edit Phone Book
Conversations
Settings
Press YES to select or press NO to exit Options

CALLER ID
View Caller ID History
Clear All Caller ID
Press YES to select or press NO to exit Options

CLEAR CALLER ID
Would You Like to Clear All Caller ID?
Press YES to accept or NO to exit
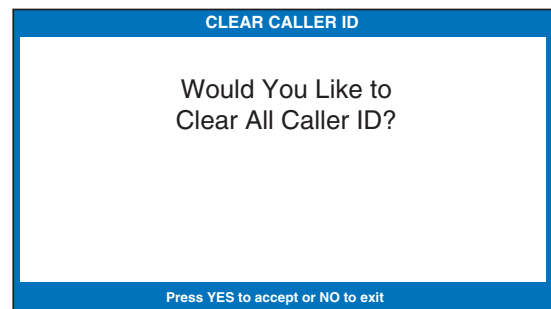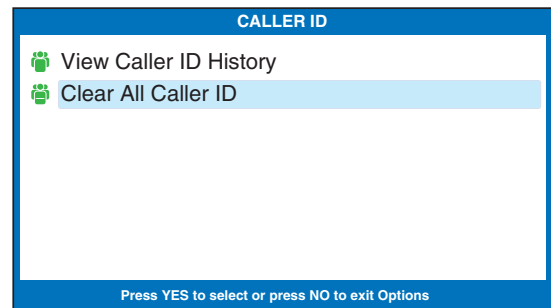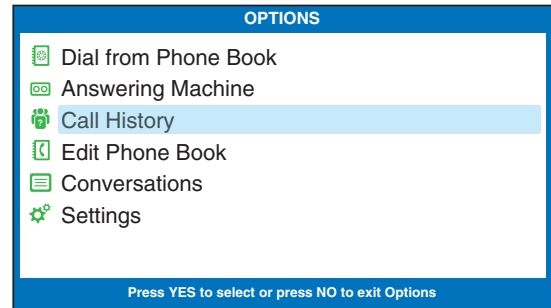
Using the Answering Machine

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 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**
- **Remote Access to 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 both the voice message and captions, so that you can listen to the message with the benefit of reading the 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.

OPTIONS
Dial from Phone Book
Answering Machine
Call History
Edit Phone Book
Conversations
Settings
Press YES to select or press NO to exit Options

ANSWERING MACHINE
Answering Machine On/Off
Play/Erase Messages
Clear All Messages
Greeting Message
Answering Machine Settings
Caption External Ans. Machine
Press YES to select or press NO to exit

ANSWERING MACHINE CURRENTLY ON
Answering Machine On
Answering Machine Off
Press YES to accept or NO 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.

3. The CAPTIONS light will go off and captions of the recorded message appear on the display screen.

3. 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

4. Hang up the handset when you are finished playing your messages.
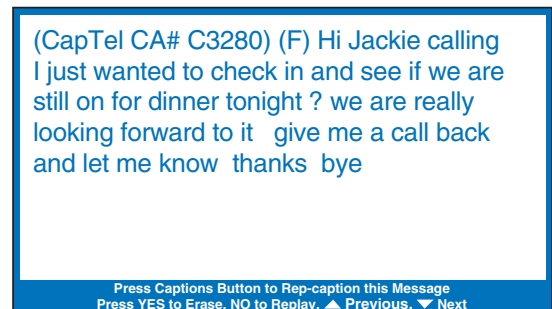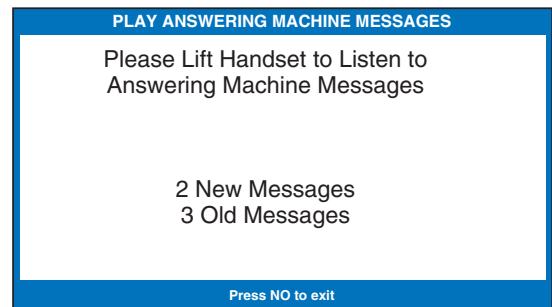
UP

CAPTIONS

CapTel®

2 New Messages ▲UP to view

📼   Press YES for Options   12:53 PM

PLAY ANSWERING MACHINE MESSAGES

Please Lift Handset to Listen to
Answering Machine Messages

2 New Messages
3 Old Messages

Press NO to exit

(CapTel CA# C3280) (F) Hi Jackie calling I just wanted to check in and see if we are still on for dinner tonight ? we are really looking forward to it   give me a call back and let me know thanks bye

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

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

YES

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

DOWN

YES

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

DOWN

YES

3. Press the **DOWN** arrow button to highlight **Play 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.

OPTIONS

- Dial from Phone Book
- Answering Machine
- Call History
- Edit Phone Book
- Conversations
- Settings

Press YES to select or press NO to exit Options

ANSWERING MACHINE

- Answering Machine On/Off
- Play/Erase Messages
- Clear All Messages
- Greeting Message
- Answering Machine Settings
- Caption External Ans. Machine

Press YES to select or press NO to exit

PLAY ANSWERING MACHINE MESSAGES

Please Lift Handset to Listen to
Answering Machine Messages

2 New Messages
3 Old Messages

Press NO to exit

---

doing a little shopping after the kids get done with school so if you want to meet me please go ahead and give me a call back and we will set something up alright

MARY SMITH 321-555-1234 5/16 10:30 AM
Press YES to Erase or Press NO to Skip Message

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 Rep-caption this Message
Press YES to Erase, NO to Replay, ▲ Previous, ▼ Next

FINISHED PLAYING MESSAGES

Hang Up the Phone to Exit

TIP: *You can erase individual messages one-by-one as you review each message. With the message on the CapTel screen, press YES to erase. Or you can erase all answering machine messages at once (see page 62).*

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.

OPTIONS
📷 Dial from Phone Book
📟 Answering Machine
📱 Call History
📖 Edit Phone Book
🖥 Conversations
⚙ Settings
Press YES to select or press NO to exit Options

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.

ANSWERING MACHINE
📟 Answering Machine On/Off
📟 Play/Erase Messages
📟 Clear All Messages
📟 Greeting Message
⚙ Answering Machine Settings
📟 Caption External Ans. Machine
Press YES to select or press NO to exit

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.

CLEAR MESSAGES
Press YES to Erase All Answering Machine Messages Press NO to exit
Press YES to accept or NO to exit
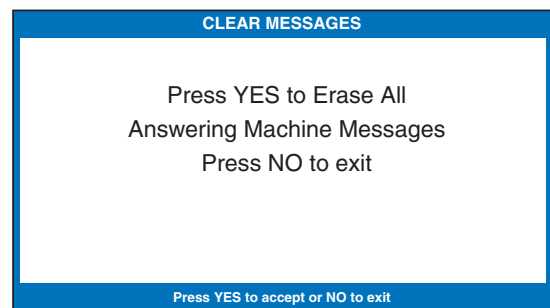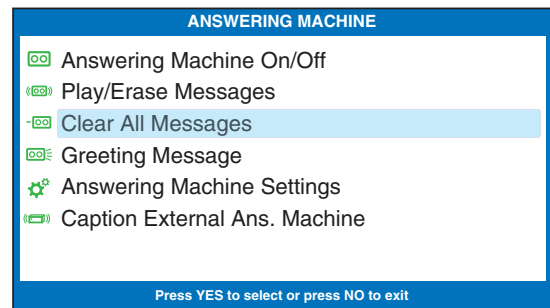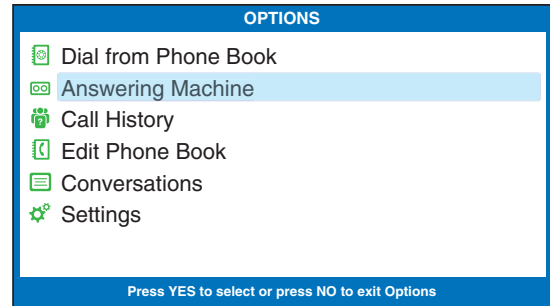
Note: *The display screen indicates when Answering Machine memory is close to filling up, letting you clear messages before the memory is completely full. If Answering Machine memory becomes full, CapTel will not be able to record new messages until older messages are cleared from memory.*

Recording a Personal Greeting Message

Before you begin making/receiving calls, you may want to record a personal greeting message for the *CapTel* 880i 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.

OPTIONS
Dial from Phone Book
Answering Machine
Call History
Edit Phone Book
Conversations
Settings
Press YES to select or press NO to exit Options

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.

ANSWERING MACHINE
Answering Machine On/Off
Play Messages
Clear All Messages
Greeting Message
Answering Machine Settings
Caption External Ans. Machine
Press YES to select or press NO to exit

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

GREETING MESSAGE
Play Current Greeting
Record New Greeting
Use Default Greeting
Press YES to select or press NO to exit
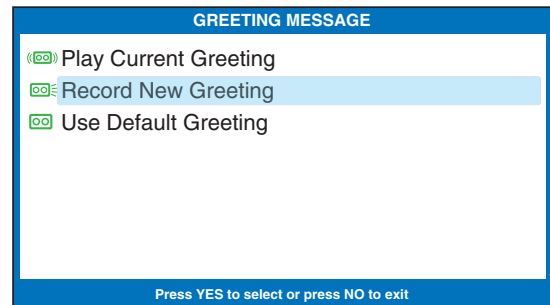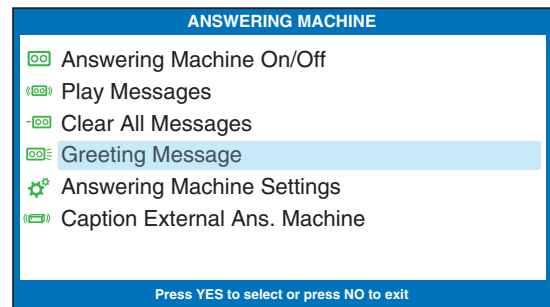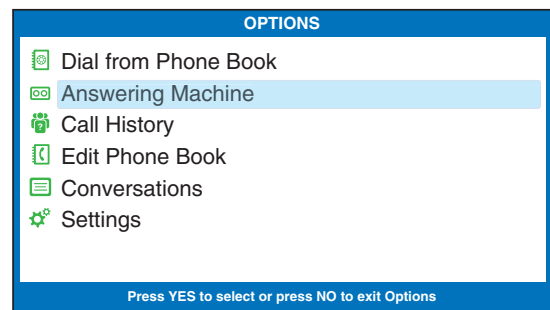
5. Lift the *CapTel* handset and watch the display screen to know when to start speaking. When you see the **REC** message, begin speaking into the handset to record your greeting message. Your personalized greeting message may be up to 1 minute long.

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.

RECORD NEW GREETING

Lift Handset to
Record Greeting or
Press NO to exit

RECORD NEW GREETING

Message Is Recording
Speak Into the Handset

(rec)

Press YES to End Recording
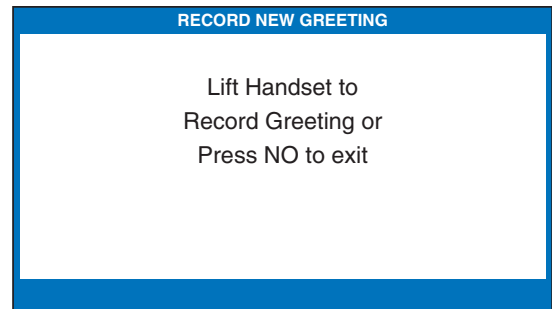
Setting the Number of Rings Before Answering

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.

OPTIONS
Dial from Phone Book
Answering Machine
Call History
Edit Phone Book
Conversations
Settings
Press YES to select or press NO to exit Options

ANSWERING MACHINE
Answering Machine On/Off
Play/Erase Messages
Clear All Messages
Greeting Message
Answering Machine Settings
Caption External Ans. Machine
Press YES to select or press NO to exit

ANSWERING MACHINE SETTINGS
Answer Ring Count
Incoming Messages
Remote Access
Press YES to select or press NO to exit

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.

NUMBER OF RINGS BEFORE ANSWERING: 4
10 Rings
Press YES to accept or NO to exit

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.
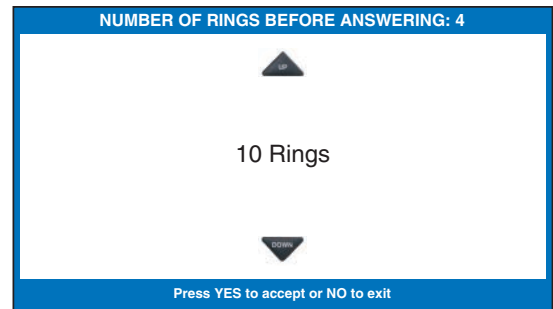
Making Incoming Messages Audible/Silent

Just like with other Answering Machines, you can "screen" callers by having incoming messages played aloud on the *CapTel* phone for you to hear and read 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.

OPTIONS
Dial from Phone Book
Answering Machine
Call History
Edit Phone Book
Conversations
Settings
Press YES to select or press NO to exit Options

ANSWERING MACHINE
Answering Machine On/Off
Play/Erase Messages
Clear All Messages
Greeting Message
Answering Machine Settings
Caption External Ans. Machine
Press YES to select or press NO to exit

ANSWERING MACHINE SETTINGS
¹²₃ Answer Ring Count
Incoming Messages
Remote Access
Remote Access PIN
Remote Access Commands
Press YES to select or press NO to exit

5. Press the **UP** or **DOWN** arrow button to highlight **Incoming Messages Audible** or **Muted**.

INCOMING MESSAGES CURRENTLY MUTED

◀》 Incoming Messages Audible

◀ Incoming Messages Muted

Press YES to accept or NO to exit

Incoming Messages Audible: will play incoming messages aloud on the *CapTel* phone as the message is being taken for you to hear/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 hear and review the message after it has been recorded.
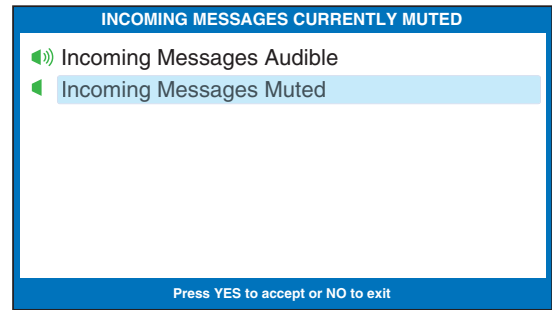
Remote Access to Your Answering Machine Messages

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.

OPTIONS
Dial from Phone Book
Answering Machine
Call History
Edit Phone Book
Conversations
Settings
Press YES to select or press NO to exit Options

ANSWERING MACHINE
Answering Machine On/Off
Play Messages
Clear All Messages
Greeting Message
Answering Machine Settings
Caption External Ans. Machine
Press YES to select or press NO to exit
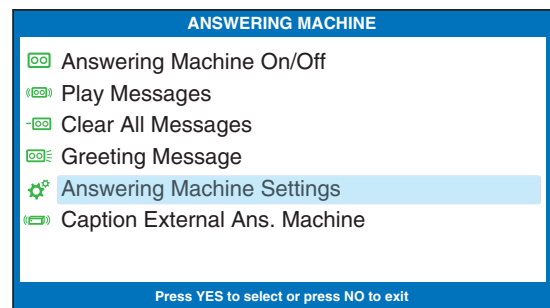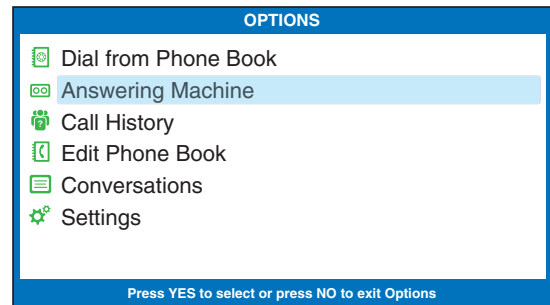
4. Press the **DOWN** arrow button until **Remote Access** is highlighted. Press the **YES** button to accept.

ANSWERING MACHINE SETTINGS
1 2 3 Answer Ring Count
Incoming Messages
Remote Access
Press YES to select or press NO to exit

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.

REMOTE ACCESS
Remote Access On
Remote Access Off
Press YES to select or press NO to exit

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!

REMOTE ACCESS PIN
Remote Access Pin:
1234_
Press YES to save PIN or NO to exit
▼ for Backspace

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.

REMOTE ACCESS COMMANDS
Press 1 to Replay Message
Press 2 For Next Message
Press 3 to Delete Message
Press 4 to Quit
Press NO to exit

9. Press the **NO** button repeatedly to exit.
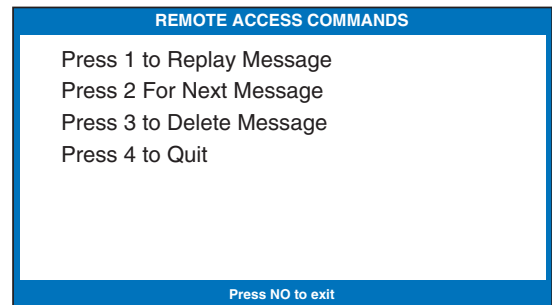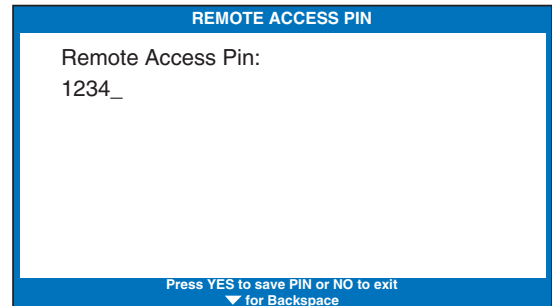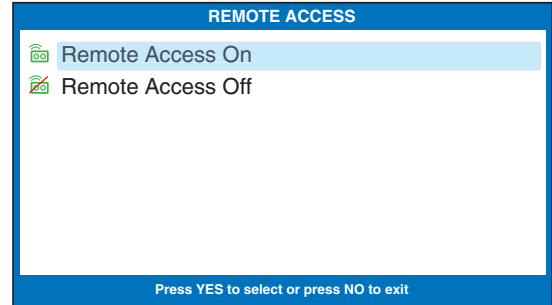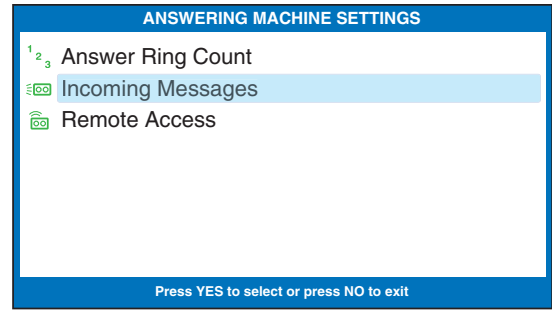
NOTE: *When Remote Access is ON, you can review/change your PIN number and review the Remote Access commands in the Answering Machine Settings menu. These menu options do not appear when Remote Access is turned OFF.*

To Access Your Answering Machine Messages Remotely

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* 880i 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* 880i 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* 880i 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.
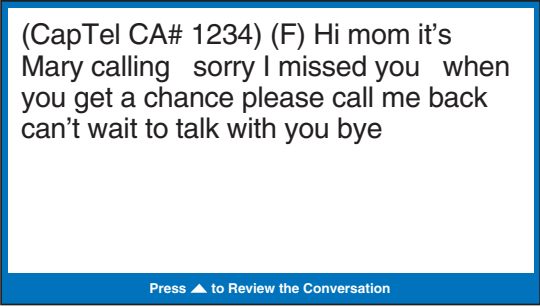
5. Lift the *CapTel* handset, and place it next to your answering machine speaker. Make sure the mouth-piece of the handset is next to the speaker of your answering machine. While you do this, your *CapTel* connects to the captioning service.

OPTIONS
Dial from Phone Book
Answering Machine
Call History
Edit Phone Book
Conversations
Settings
Press YES to select or press NO to exit Options

ANSWERING MACHINE
Answering Machine On/Off
Play/Erase Messages
Clear All Messages
Greeting Message
Answering Machine Settings
Caption External Ans. Machine
Press YES to select or press NO to exit

CAPTION EXTERNAL ANS. MACHINE
Caption External Answering Machine Messages
Press YES to accept or NO to exit

Place Handset
Mouthpiece Next To
Answering Machine
Speaker

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

   Your *CapTel* 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* 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

Using the Phone Book

This section explains how to save frequently-called phone numbers into your phone book for easy dialing.

TOPICS:

- **Adding a New Contact to your Phone Book**

- **Dialing a Phone Number from the Phone Book**

- **Editing an Existing Contact in the Phone Book**

- **Removing a Contact from your Phone Book**

Adding a New Contact to your Phone Book

You can save 97 names and phone numbers in the *CapTel* 880i Phone Book. To add a new contact to the Phone Book:

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

2. Press the **DOWN** arrow button repeatedly until **Edit Phone Book** is highlighted. Press the **YES** button to select.
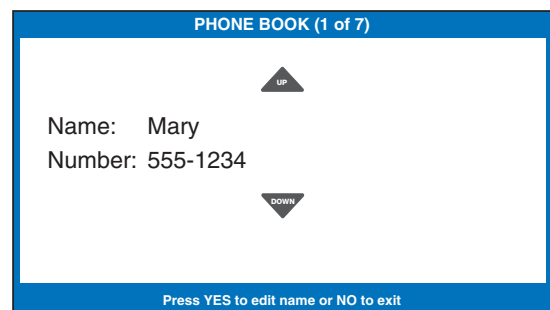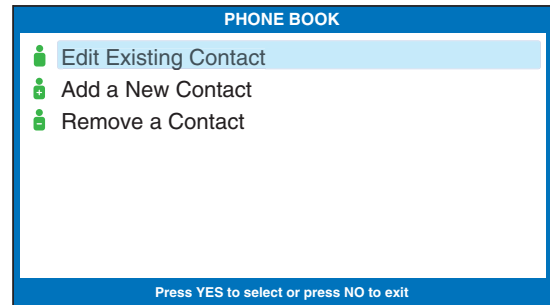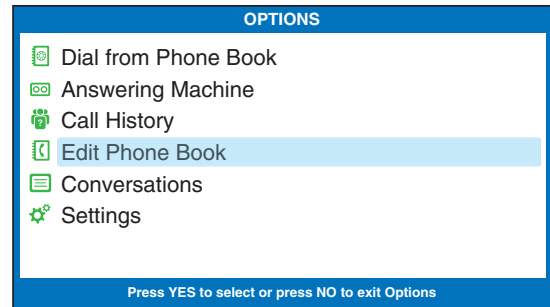
3. Press the **DOWN** arrow button until **Add a New Contact** is highlighted. Press the **YES** button to select.

4. Use the dialing pad to enter the letters of the name of the person you wish to add. Look for the letters listed on the number keys to know which number key to press. For some letters, press the number key several times until the correct letter appears on the display screen.

OPTIONS
Dial from Phone Book
Answering Machine
Call History
Edit Phone Book
Conversations
Settings
Press YES to select or press NO to exit Options

PHONE BOOK
Edit Existing Contact
Add a New Contact
Remove a Contact
Press YES to select or press NO to exit

EDIT PHONE BOOK
Name: Mary_
Number:
Press YES to edit number or NO to exit
▲ for Shift, ▼ for Backspace, # for Space
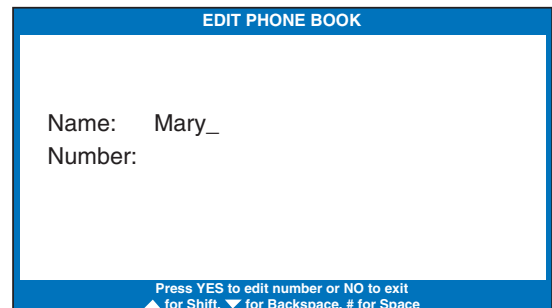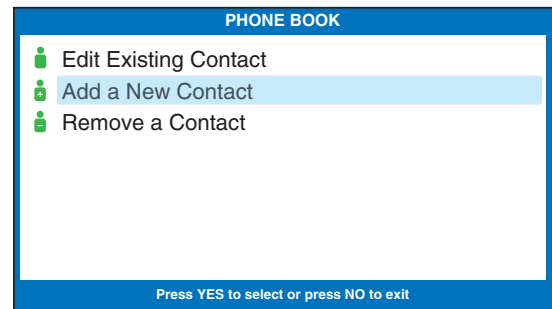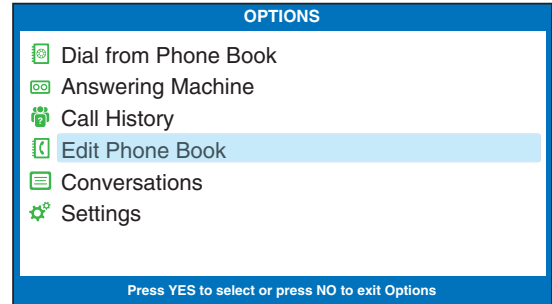
Example: To enter the letter "L", press the number 5 key three times until you see "L" on the display screen.

Example: To enter the name "Mary", press the 6 key for the letter "M", the 2 key for the letter "a", the 7 key three times for the letter "r", then the 9 key three times for the letter "y". You may need to wait for the cursor to change from | to _ when entering letters that are on the same number key.

TIP: *Press the DOWN arrow button for a backspace. Press the # button to add a space. Press the UP arrow button to shift lock for capital letters. Press UP again to return to lower case.*

5. Once you have entered the contact name, press the **YES** button to advance to the Number section.

6. Enter in the phone number by using the dialing pad. Use the **DOWN** arrow button to backspace. *CapTel* automatically inserts a hyphen as you enter the phone number.

NOTE: *If a dialing prefix is required to get an outside line, enter in the dialing prefix first, then the phone number. Use the **UP** button to add a 2-second delay.*

7. When you are done entering the phone number, press the **YES** button to save your new contact information.

Press the **YES** button to enter more contact names/phone numbers, or press the **NO** button repeatedly to exit the menu system.

NOTE: *Phone book entries are stored alphabetically by the first letter of the name.*

EDIT PHONE BOOK

Name: Mary
Number: _

Press YES to accept or NO to exit
▼ for Backspace, ▲ for 2 second delay

EDIT PHONE BOOK

Name: Mary
Number: 555-1234_

Press YES to accept or NO to exit
▼ for Backspace, ▲ for 2 second delay

Dialing a Phone Number from the Phone Book

To quickly dial any phone number listed in your Phone Book:

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

2. Make sure **Dial from Phone Book** is highlighted. Press the **YES** button to select.

3. The display screen shows you the first contact name and number listed in your Phone Book. Use the **UP** and **DOWN** arrows to move through the contacts in your Phone Book.

4. When you see the contact listing you want to dial, simply lift the handset. The *CapTel* phone will dial the number for you automatically.

5. Listen or watch the signal meter to know when someone answers. Watch the display screen for captions. Begin your conversation as you normally would.

   When you are done with your call, hang up the handset.

OPTIONS

- Dial from Phone Book
- Answering Machine
- Call History
- Edit Phone Book
- Conversations
- Settings

Press YES to select or press NO to exit Options

PHONE BOOK (3 of 4)

UP

Name: Mary
Number: 555-1234

DOWN

Please lift handset to dial this number or
Press NO to exit

Dialing:
Mary
5551234

Waiting for Captions
Stage 6 of 8

(CapTel CA# C1234) (Tones) Ringing 1 2 3 (F) Hello this is Mary

Press ▲ to Review the Conversation
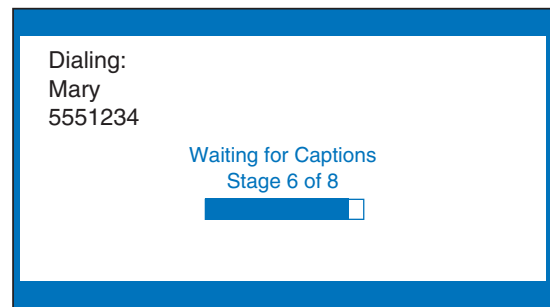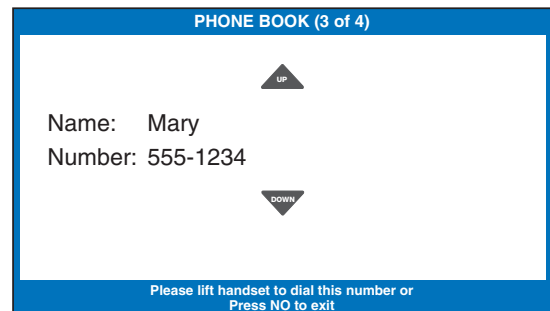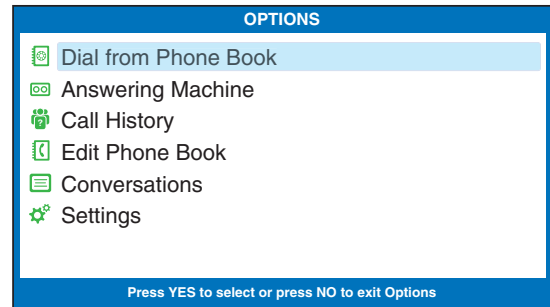
Editing an Existing Contact in the Phone Book

To make changes to an existing contact in the Phone Book:

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

2. Press the **DOWN** arrow button repeatedly until **Edit Phone Book** is highlighted. Press the **YES** button to accept.

3. Check that **Edit Existing Contact** is highlighted.

4. Press the **YES** button to select.

5. The display screen will show you the first listing in your Phone Book. Use the **UP** and **DOWN** arrow buttons to move through the various contacts in your Phone Book. When you find the contact you wish to change, press the **YES** button to select it.

OPTIONS
Dial from Phone Book
Answering Machine
Call History
Edit Phone Book
Conversations
Settings
Press YES to select or press NO to exit Options

PHONE BOOK
Edit Existing Contact
Add a New Contact
Remove a Contact
Press YES to select or press NO to exit

PHONE BOOK (1 of 7)
UP
Name: Mary
Number: 555-1234
DOWN
Press YES to edit name or NO to exit

6. To edit the name, use the **DOWN** arrow button as a backspace to erase letters. You can enter new/different letters using the dialing pad. Look for the letters listed on the number keys to know which number key to press. For some letters, press the same number key several times until the correct letter appears on the display screen.

<table>
<tr><td colspan="2">**EDIT PHONE BOOK**</td></tr>
<tr><td></td><td></td></tr>
<tr><td>Name:</td><td>Mary at Home_</td></tr>
<tr><td>Number:</td><td>555-1234</td></tr>
<tr><td colspan="2">**Press YES to edit number or NO to exit**
▲ **for Shift,** ▼ **for Backspace, # for Space**</td></tr>
</table>
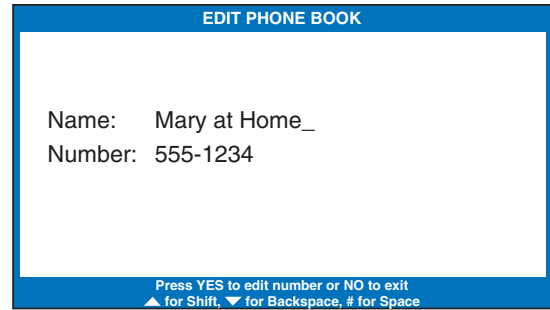
7. When you are done editing the name, press the **YES** button to move to the Number.
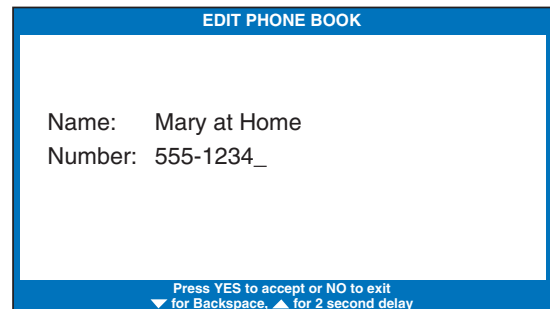
To edit the phone number, use the **DOWN** arrow button as a backspace to erase numbers. You can enter new/different numbers using the dialing pad. Use the **UP** arrow button to insert a 2-second delay.
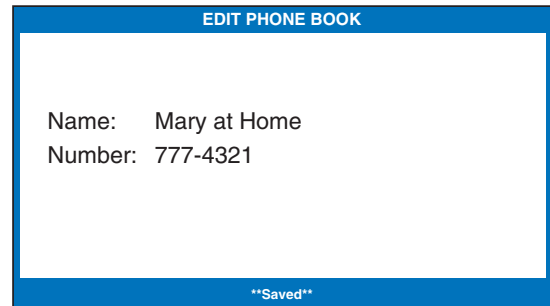
<table>
<tr><td colspan="2">**EDIT PHONE BOOK**</td></tr>
<tr><td></td><td></td></tr>
<tr><td>Name:</td><td>Mary at Home</td></tr>
<tr><td>Number:</td><td>555-1234_</td></tr>
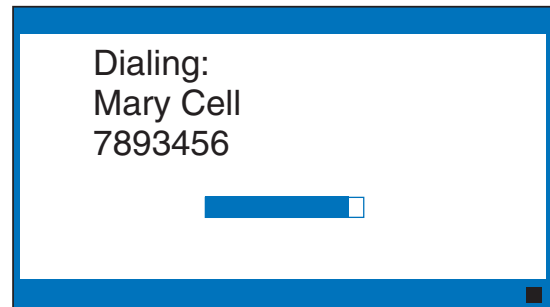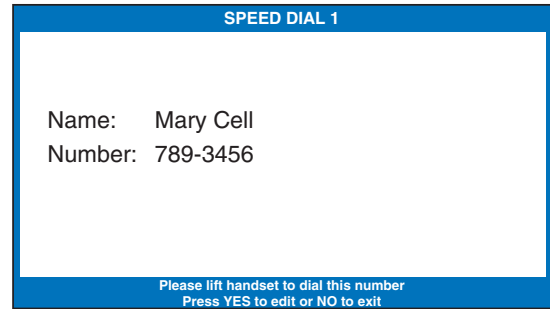<tr><td colspan="2">**Press YES to accept or NO to exit**
▼ **for Backspace,** ▲ **for 2 second delay**</td></tr>
</table>

NOTE: *If a dialing prefix is required to get an outside line, enter in the dialing prefix first, then the phone number.*

<table>
<tr><td colspan="2">**EDIT PHONE BOOK**</td></tr>
<tr><td></td><td></td></tr>
<tr><td>Name:</td><td>Mary at Home</td></tr>
<tr><td>Number:</td><td>777-4321</td></tr>
<tr><td colspan="2">****Saved****</td></tr>
</table>

8. When you are done editing the phone number, press the **YES** button to save your changes.

9. Press the **YES** button to edit more contacts in your Phone Book, or press the **NO** button repeatedly to exit the menu system.

Removing a Contact from your Phone Book

To remove a contact from your Phone Book:

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

2. Press the **DOWN** arrow button repeatedly until **Edit Phone Book** is highlighted. Press the **YES** button to select.

3. Press the **DOWN** arrow button repeatedly until **Remove a Contact** is highlighted. Press the **YES** button to select.

4. The display screen will show you the first listing in your Phone Book. Use the **UP** and **DOWN** arrow buttons to move through the various contacts in your Phone Book until you see the contact listing you wish to delete.

5. Press the **YES** button to remove the contact listing. The name and phone number of the contact person will be deleted from the Phone Book.

6. Press the **NO** button repeatedly to exit out of the Options menu.

OPTIONS
Dial from Phone Book
Answering Machine
Call History
Edit Phone Book
Conversations
Settings
Press YES to select or press NO to exit Options

PHONE BOOK
Edit Existing Contact
Add a New Contact
Remove a Contact
Press YES to select or press NO to exit

PHONE BOOK (1 of 7)

UP

Name: Mary
Number: 555-1234

DOWN

Press YES to edit name or NO to exit
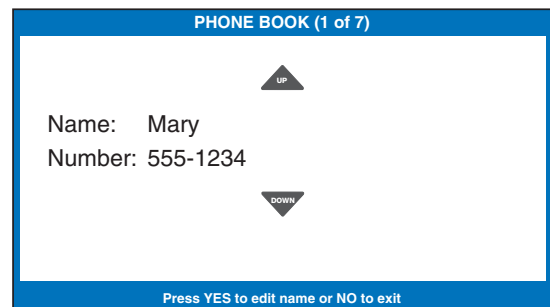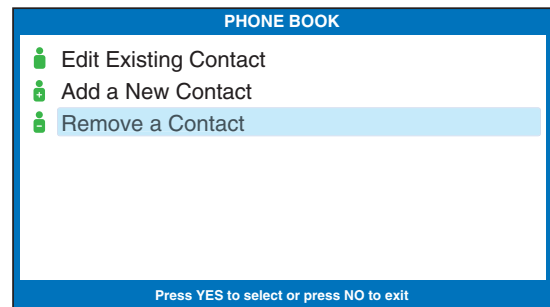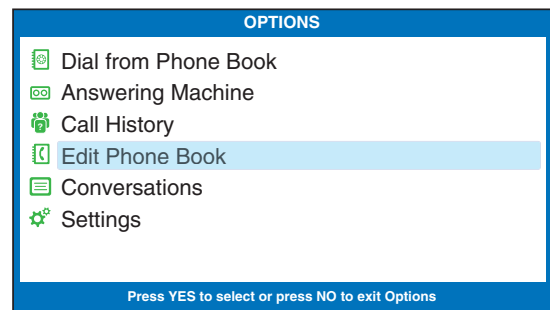
Using Speed Dial Buttons

This section tells you how to set up and use the three Speed Dial buttons on your CapTel phone.

TOPICS:

- **About the Speed Dial Buttons**
- **Saving Phone Numbers in the Speed Dial Buttons**
- **Editing Phone Numbers in the Speed Dial Buttons**
- **Dialing with the Speed Dial Buttons**

About the Speed Dial Buttons

You can set up three speed dial buttons on your *CapTel* phone to easily dial your most frequently-called phone numbers. You may want to use these buttons for emergency speed dial buttons to call the fire department or police, or to quickly reach the phone numbers you call most often.

Saving Phone Numbers in the Speed Dial Buttons

SPEED DIAL

1

1. With the handset hung up, press the **SPEED DIAL** button you want to program.

YES

2. Press the **YES** button to edit.

3. Use the dialing pad to enter the letters of the name of the person you wish to add. Use the letters on the number keys to know which key to press.

Example: To enter the name "Mary", press the 6 key for the letter "M", the 2 key for the letter "a", the 7 key three times for the letter "r", then the 9 key three times for the letter "y". You may need to wait for the cursor to change from | to _ when entering letters that are on the same number key.

YES

4. Press the **YES** button to advance the selection to the Number section.

5. Enter in the phone number by using the dialing pad. *(Note: If a dialing prefix is required to get an outside line, enter in the dialing prefix then the numbers.)* Use the **DOWN** arrow button to backspace. Use the **UP** arrow button to insert a 2-second delay. *CapTel* will automatically insert a hyphen as you enter the phone number.

YES

6. Press the **YES** button to save it.

SPEED DIAL 3

Name:
Number:

Press YES to edit or NO to exit

EDIT SPEED DIAL

Name: _
Number:

Press YES to edit number or NO to exit
▲ for Shift, ▼ for Backspace, # for Space

EDIT SPEED DIAL

Name: Mary
Number: _

Press YES to accept or NO to exit
▼ for Backspace, ▲ for 2 second delay

Editing Phone Numbers in the Speed Dial Buttons

SPEED DIAL

1

1. Press the **SPEED DIAL** button you wish to edit.

YES

2. Press the **YES** button to edit the name.

DOWN

YES

3. Use the **DOWN** arrow button to backspace/erase letters in the current name. Use the number pad keys to enter a new letter or name. Press the **YES** button when you are done editing the name.

DOWN

4. The cursor moves to the Number entry. Use the **DOWN** arrow button to backspace/erase numbers in the current listing. Use the number pad key to change/enter a new phone number. Use the **UP** arrow button to insert a 2-second delay.

YES

5. When you are finished making changes, press the **YES** button to accept.

SPEED DIAL 1

Name: Mary
Number: 555-1234

Please lift handset to dial this number
Press YES to edit or NO to exit

EDIT SPEED DIAL

Name: Mary Cell_
Number: 555-1234

Press YES to edit number or NO to exit
▲ for Shift, ▼ for Backspace, # for Space

EDIT SPEED DIAL

Name: Mary Cell
Number: 789-3456_

Press YES to accept or NO to exit
▼ for Backspace, ▲ for 2 second delay

Dialing with the Speed Dial Buttons

CAPTIONS

1. Make sure that the **CAPTIONS** button is on (red light on).

SPEED DIAL

1

2. Press the **SPEED DIAL** key with the number that you want to call.

3. Lift the handset. Your *CapTel* phone will dial the phone number for you automatically.

4. Listen or watch the signal meter to know when someone answers. Watch the display screen for captions. Begin your conversation as you normally would.

When you are done with your call, hang up the handset.

SPEED DIAL 1

Name: Mary Cell
Number: 789-3456

Please lift handset to dial this number
Press YES to edit or NO to exit

Dialing:
Mary Cell
7893456

(CapTel CA# 1234) (F) Hello this is Mary   Oh hi Mom how are you

Press ▲ to Review the Conversation

Settings

This section explains how to adjust settings on your phone to fit your preferences.

Setting the Captions Button to On/Off

You can change the default setting of your *CapTel* 880i to always have the CAPTIONS button set to ON or to always have the CAPTIONS button set to OFF. Your *CapTel* 880i comes with the Captions button default set to ON.

NOTE: *No matter how you set the Captions button default, you can always turn the captions ON or OFF by pressing the CAPTIONS button at any point in the conversation.*
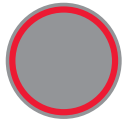
Captions Button Default On

When the Captions button default is set to ON, every call (incoming or outgoing) is automatically connected to the Captioning Service. The light around the **CAPTIONS** button remains lit. You will receive captions on every call. You can still turn the captions off by pressing the **CAPTIONS** button at any time during the call.

Captions Button Default Off

When the Captions button default is set to OFF, calls are not automatically connected to the Captioning Service. The light around the **CAPTIONS** button stays off. Calls are treated exactly like any regular telephone call, with you and the other party talking over the telephone line and no captions involved. Even with the Captions button default set to off, you can turn captions on by pressing the **CAPTIONS** button at any time during the call.

To change the Captions button setting:

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

2. Press the **DOWN** arrow button repeatedly to highlight **Settings**.

3. Press the **YES** button to select.

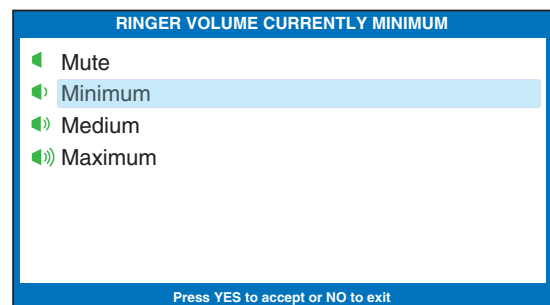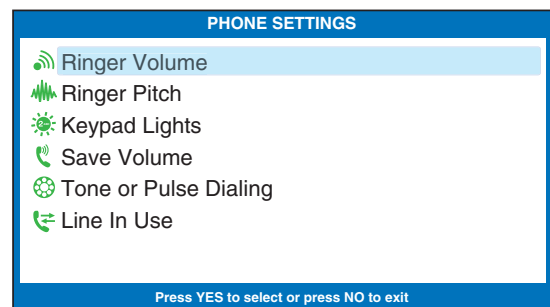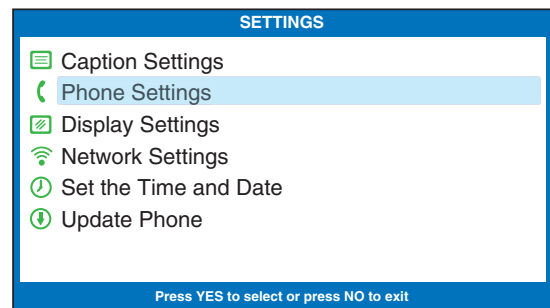4. Check that **Caption Settings** is highlighted. Press the **YES** button to select.

5. Check that **Captions Button** is highlighted. Press the **YES** button to select.

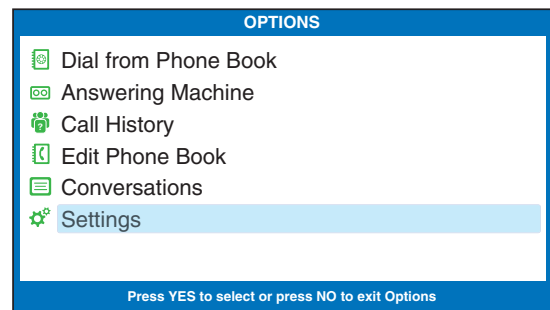6. Press the **UP** or **DOWN** arrow button to select **Captions On** or **Captions Off**.

Captions On: Captions will automatically be on every call.

Captions Off: You will need to press the Captions button to turn the Captions feature on and off for each call.

6. Press the **YES** button to accept.

7. Press the **NO** button repeatedly to exit out of the Options menu.

OPTIONS
Dial from Phone Book
Answering Machine
Call History
Edit Phone Book
Conversations
Settings
Press YES to select or press NO to exit Options

SETTINGS
Caption Settings
Phone Settings
Display Settings
Network Settings
Set the Time and Date
Update Phone
Press YES to select or press NO to exit

CAPTION SETTINGS
Captions Button
Spanish Captions
Press YES to select or press NO to exit

CAPTIONS BUTTON CURRENTLY ON
Captions On
Captions Off
Press YES to accept or NO to exit

Turning Spanish Captions On/Off

Your *CapTel* 880i phone can display captions in Spanish for Spanish-to-Spanish conversations. Setting the captions to Spanish language also changes the Options menu to display in Spanish.

NOTE: *Spanish captioning is available for Spanish-to-Spanish conversations only. The CapTel 880i phone does not translate from English conversations to Spanish captions.*

To turn Spanish captions on:

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

OPTIONS
Dial from Phone Book
Answering Machine
Call History
Edit Phone Book
Conversations
Settings
Press YES to select or press NO to exit Options

2. Press the **DOWN** arrow button repeatedly until **Settings** is highlighted. Press the **YES** button to select.

3. Check that **Caption Settings** is highlighted. Press the **YES** button to select.

SETTINGS
Caption Settings
Phone Settings
Display Settings
Network Settings
Set the Time and Date
Update Phone
Press YES to select or press NO to exit

4. Press the **DOWN** arrow button until **Spanish Captions** is highlighted. Press the **YES** button to select.

CAPTION SETTINGS
Captions Button
Spanish Captions
Press YES to select or press NO to exit
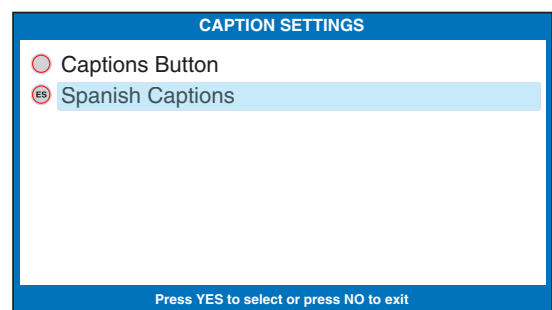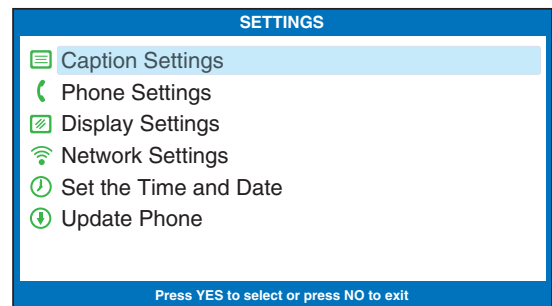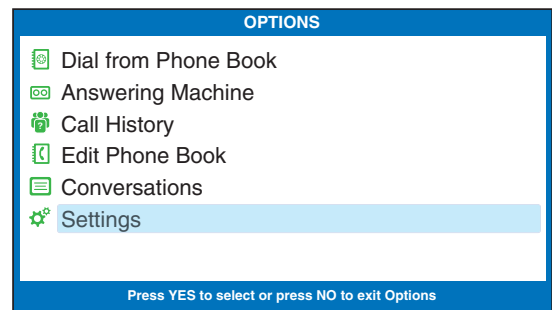
5. Press the **UP** or **DOWN** arrow button to select **Spanish Captions On** or **Spanish Captions Off**.

6. Press the **YES** button to accept.

7. Press the **NO** button to exit out of the Options menu.

You are now ready to make and receive calls with captions in Spanish. To make a call with Spanish-language captions, lift the handset and dial the number you want to call.

SPANISH CAPTIONS CURRENTLY OFF

- Ⓔ Spanish Captions On
- Ⓔ Spanish Captions Off

Press YES to accept or NO to exit

PROGRAMACIÓN DE SUBTÍTULOS

- Ⓔ Botón de Subtítulos
- Ⓔ Subtítulos en Español

Presione YES para seleccionar o presione NO para salir

OPCIONES

- Marcar Desde Contactos
- Contestador Automático
- Historial de Llamadas
- Editar Libreta de Contactos
- Conversaciones
- Programación

Presione YES para seleccionar o presione NO para salir

NOTE: *Spanish captions must be turned on in order for you to receive captions in Spanish. If Spanish captions are turned off and a Spanish-speaking person calls you, their captions will not appear in Spanish. You will need to ask them to call you back in a few minutes, after you've had a chance to turn Spanish captions on.*

Spanish-to-Spanish captioning available every day from 7:00 a.m. – 11:00 p.m. CST
For Spanish-language Customer Support: 1-866-670-9134

Adjusting the Volume of the Ringer

You can set the volume of the *CapTel* 880i ringer to the volume that you hear best: Choose from minimum volume (105 dB), medium volume (111 dB), maximum volume (117 dB), or Mute (turns Ringer off).

To set the Ringer volume:

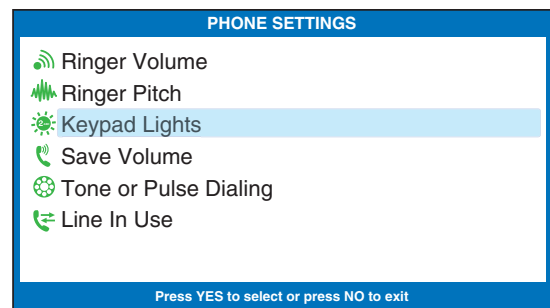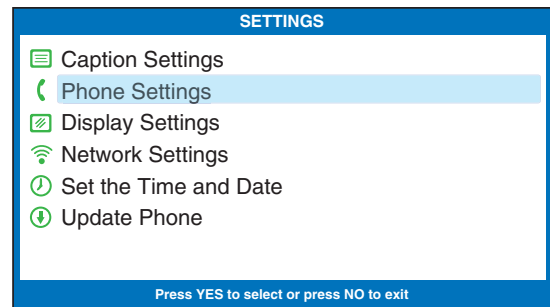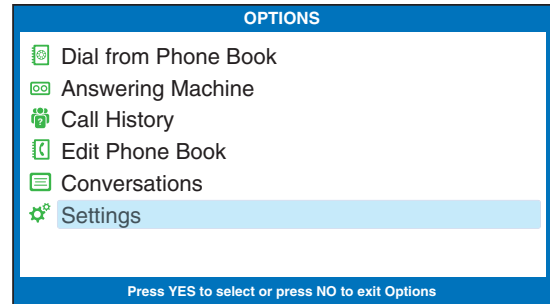1. With the handset hung up, press the **YES** button to see the Options menu.

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

3. Press the **DOWN** arrow button to highlight **Phone Settings**. Press the **YES** button to select.

4. Check that **Ringer Volume** is highlighted.

5. Press the **YES** button to select.

6. Press the **UP** or **DOWN** arrow button to select your desired Ringer Volume level. To turn the Ringer off entirely, select Mute.

7. When the volume setting you want is highlighted, press the **YES** button to accept.

8. Press the **NO** button repeatedly to exit out of the Options menu.

OPTIONS

- Dial from Phone Book
- Answering Machine
- Call History
- Edit Phone Book
- Conversations
- Settings

Press YES to select or press NO to exit Options

SETTINGS

- Caption Settings
- Phone Settings
- Display Settings
- Network Settings
- Set the Time and Date
- Update Phone

Press YES to select or press NO to exit

PHONE SETTINGS

- Ringer Volume
- Ringer Pitch
- Keypad Lights
- Save Volume
- Tone or Pulse Dialing
- Line In Use

Press YES to select or press NO to exit

RINGER VOLUME CURRENTLY MINIMUM

- Mute
- Minimum
- Medium
- Maximum

Press YES to accept or NO to exit

Customer Service: 888-269-7477

Setting the Pitch of the Ringer

You can select the Ringer Pitch that helps you hear best, selecting from Low, Medium, or High frequency pitch.

To set the Ringer pitch:

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

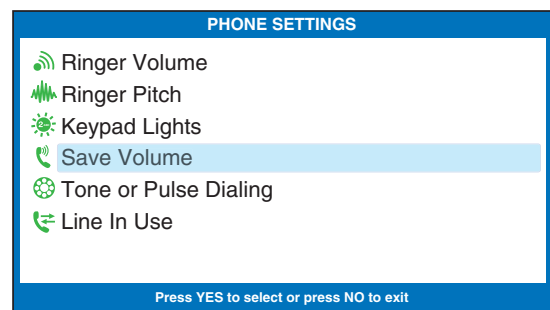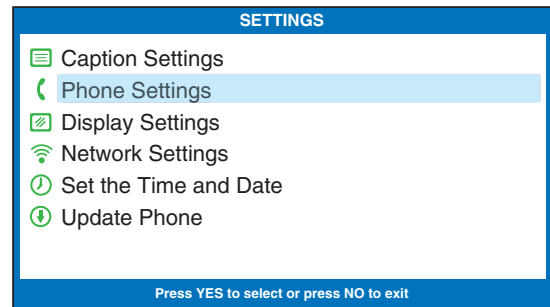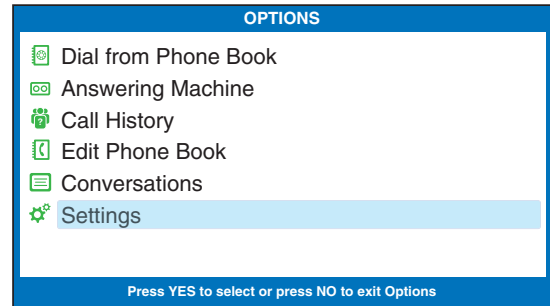| OPTIONS |
| --- |
| Dial from Phone Book |
| Answering Machine |
| Call History |
| Edit Phone Book |
| Conversations |
| Settings |
| **Press YES to select or press NO to exit Options** |

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

3. Press the **DOWN** arrow button to highlight **Phone Settings**. Press the **YES** button to select.

SETTINGS
Caption Settings
Phone Settings
Display Settings
Network Settings
Set the Time and Date
Update Phone
Press YES to select or press NO to exit

4. Press the **DOWN** arrow button until **Ringer Pitch** is highlighted. Press the **YES** button to select.

5. Press the **UP** or **DOWN** arrow button to select your desired Ringer Pitch level. The ringer will ring briefly as you switch levels.

PHONE SETTINGS
Ringer Volume
Ringer Pitch
Keypad Lights
Save Volume
Tone or Pulse Dialing
Line In Use
Press YES to select or press NO to exit

6. When the **Ringer Pitch** level that you want is highlighted, press the **YES** button to accept.

7. Press the **NO** button repeatedly to exit out of the Options menu.

RINGER PITCH CURRENTLY LOW
Low
Medium
High
Press YES to accept or NO to exit
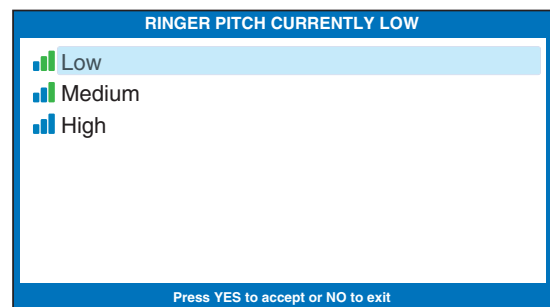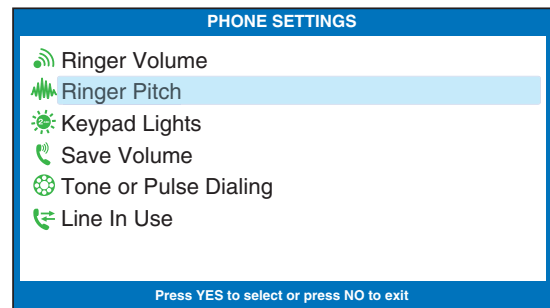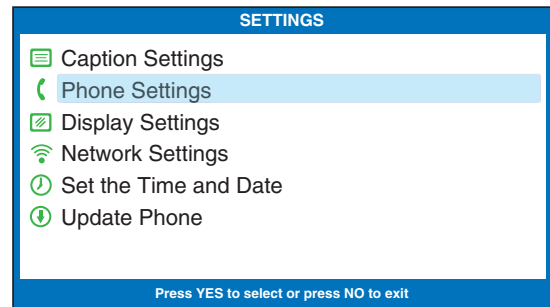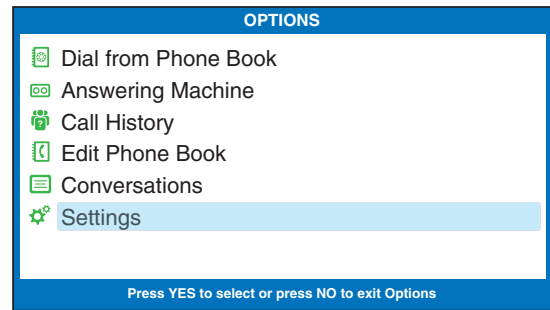
Turning Keypad Lights On/Off

The *CapTel* 880i dialing keypad is lit to make it easier to see the number keys. The lights on the number keypad can be turned off in the *CapTel* Options menu. When Keypad Lights Timeout is selected, the lights on the number keypad go off automatically after approximately 60 seconds of non-use.

To turn the lights on the number keypad off:

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

OPTIONS
Dial from Phone Book
Answering Machine
Call History
Edit Phone Book
Conversations
Settings
Press YES to select or press NO to exit Options

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

3. Press the **DOWN** arrow button to highlight **Phone Settings**. Press the **YES** button to select.

SETTINGS
Caption Settings
Phone Settings
Display Settings
Network Settings
Set the Time and Date
Update Phone
Press YES to select or press NO to exit

4. Press the **DOWN** arrow button repeatedly until **Keypad Lights** is highlighted. Press the **YES** button to select.

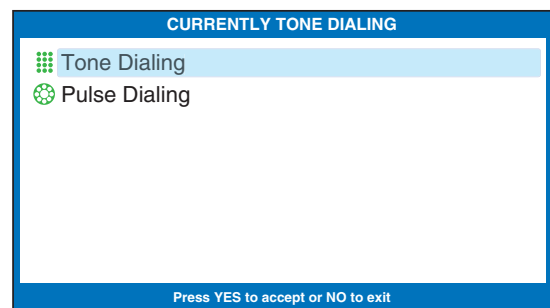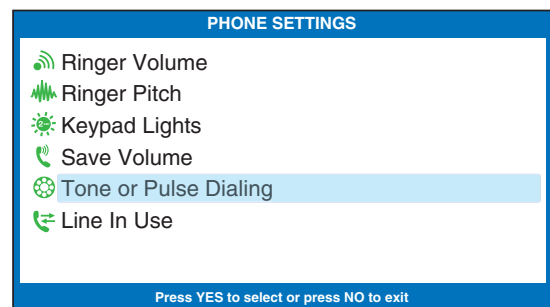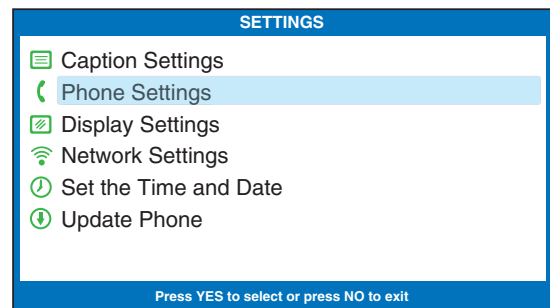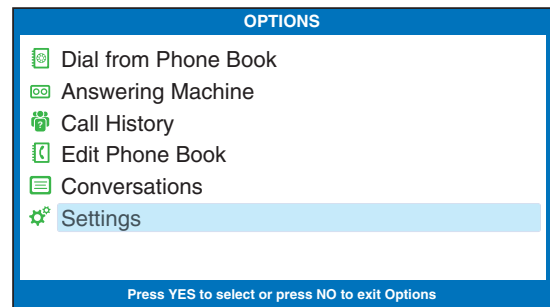| PHONE SETTINGS |
|---|
| Ringer Volume |
| Ringer Pitch |
| Keypad Lights |
| Save Volume |
| Tone or Pulse Dialing |
| Line In Use |
| **Press YES to select or press NO to exit** |

Customer Service: 888-269-7477

5. Press the **UP** or **DOWN** arrow button to turn Keypad Lights Always On or Keypad Lights Timeout.

NOTE: *When Keypad Lights Timeout is selected, the dialing keypad lights will go off whenever the display is blank (after approximately 60 seconds of non-use). The lights will remain on when the phone is in use.*

6. Press the **YES** button to select your option, or press the **NO** button to exit.

7. Press the **NO** button repeatedly to exit out of the Options menu.

NOTE: *The CapTel display screen typically stays on whenever you have new answering machine messages that have not been reviewed. If you set Keypad Light Timeout, however, the CapTel display screen will also turn off after approximately 60 seconds of non-use.*

KEYPAD LIGHTS CURRENTLY TIMEOUT
☀ Keypad Lights Always On
☻ Keypad Lights Timeout
Press YES to accept or NO to exit
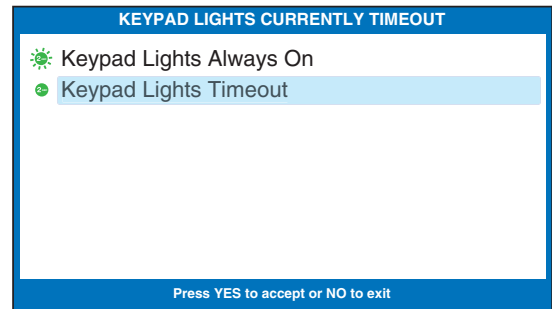
Saving the Volume

The volume level automatically returns to a mid-range setting each time you hang up the *CapTel* phone. You can set the *CapTel* to remember and use your preferred volume level on new calls, so that you don't have to re-set the volume level each time.

To save your volume setting:

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

OPTIONS
Dial from Phone Book
Answering Machine
Call History
Edit Phone Book
Conversations
Settings
Press YES to select or press NO to exit Options

2. Press the **DOWN** arrow button repeatedly until **Settings** is highlighted. Press the **YES** button to select.

3. Press the **DOWN** arrow button until **Phone Settings** is highlighted. Press the **YES** button to select.

SETTINGS
Caption Settings
Phone Settings
Display Settings
Network Settings
Set the Time and Date
Update Phone
Press YES to select or press NO to exit

4. Press the **DOWN** arrow button repeatedly until **Save Volume** is highlighted. Press the **YES** button to select.

PHONE SETTINGS
Ringer Volume
Ringer Pitch
Keypad Lights
Save Volume
Tone or Pulse Dialing
Line In Use
Press YES to select or press NO to exit

Customer Service: 888-269-7477

5. Use the **UP** or **DOWN** arrow buttons to highlight **Save Volume** or **Do Not Save Volume**. Press **YES** to select.

CURRENTLY NOT SAVING CAPTIONS VOLUME
📞 Save Volume
📵 Do Not Save Volume
Press YES to accept or NO to exit

6. Press the **NO** button repeatedly to exit.
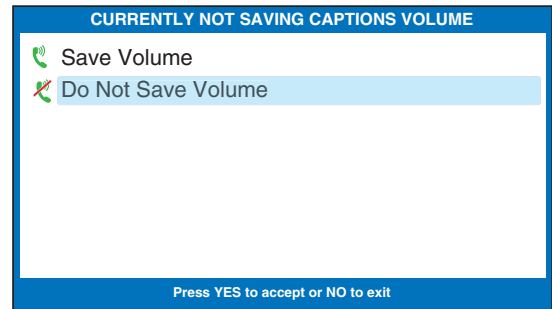
Now, during your next call, experiment with the volume button to find a level that works best for you. Whatever volume setting you choose will be saved in *CapTel* memory, and will be used for every call.

NOTE: *This setting will remain in effect until you go through the process again to select* **Do Not Save Volume***.*

Setting your *CapTel* Phone for Tone/Pulse Dialing

The dialing mode of your *CapTel* 880i phone is set to Tone dialing. To set the dialing mode to Pulse dialing:

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

2. Press the **DOWN** arrow button repeatedly until **Settings** is highlighted. Press the **YES** button to select.
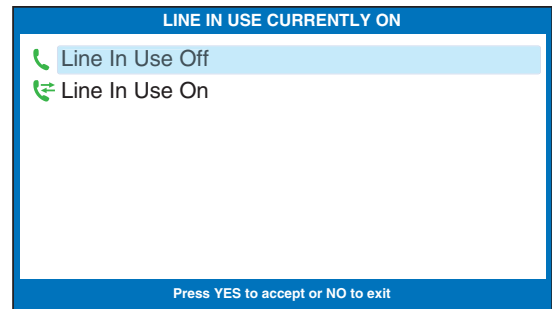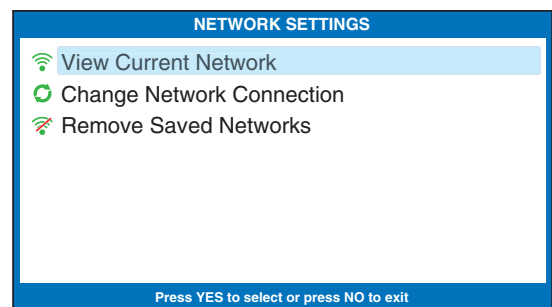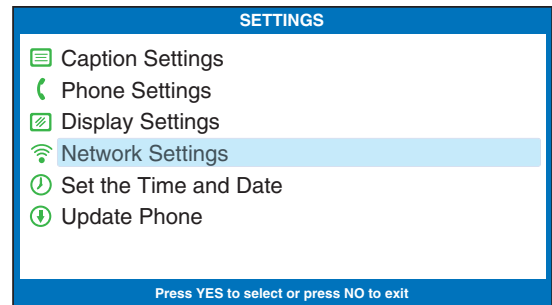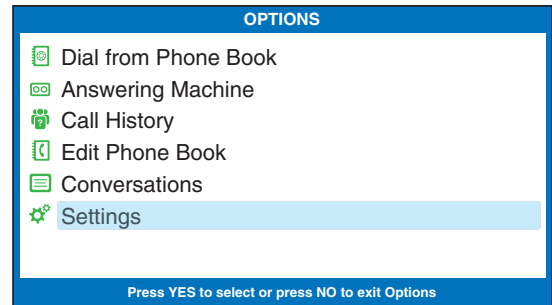
3. Press the **DOWN** arrow button to highlight **Phone Settings**. Press the **YES** button to select.

4. Press the **DOWN** arrow button repeatedly until **Tone or Pulse Dialing** is highlighted.

5. Press the **YES** button to select.

6. Press the **UP** or **DOWN** arrow button to select **Tone Dialing** or **Pulse Dialing**.

7. When the dialing mode you want is highlighted, press the **YES** button to accept.

8. Press the **NO** button to exit out of the Options menu.

OPTIONS

- Dial from Phone Book
- Answering Machine
- Call History
- Edit Phone Book
- Conversations
- Settings

Press YES to select or press NO to exit Options

SETTINGS

- Caption Settings
- Phone Settings
- Display Settings
- Network Settings
- Set the Time and Date
- Update Phone

Press YES to select or press NO to exit

PHONE SETTINGS

- Ringer Volume
- Ringer Pitch
- Keypad Lights
- Save Volume
- Tone or Pulse Dialing
- Line In Use

Press YES to select or press NO to exit

CURRENTLY TONE DIALING

- Tone Dialing
- Pulse Dialing

Press YES to accept or NO to exit

Customer Service: 888-269-7477

Knowing When the Phone Line is Already in Use

When the Line in Use feature is on, the *CapTel* display lets you know when an extension phone connected to the same telephone number is being used. This is helpful in environments where there are multiple phones on the same telephone line, to alert you so that you do not accidentally pick up and dial when a different call is already in progress. To join a call in progress, simply pick up the *CapTel* handset. The call will automatically connect to the Captioning Service, and you will see captions on the *CapTel* display. The default setting for Line in Use is ON.

To turn Line in Use OFF:

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

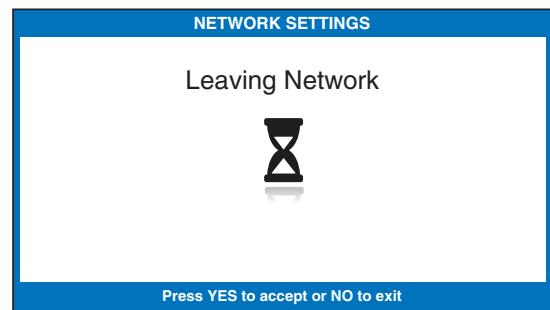2. Press the **DOWN** arrow button repeatedly until **Settings** is highlighted. Press the **YES** button to select.

3. Press the **DOWN** arrow button to highlight **Phone Settings**. Press the **YES** button to select.

4. Press the **DOWN** arrow button repeatedly until **Line in Use** is highlighted. Press the **YES** button to select.

OPTIONS

- Dial from Phone Book
- Answering Machine
- Call History
- Edit Phone Book
- Conversations
- Settings

Press YES to select or press NO to exit Options

SETTINGS

- Caption Settings
- Phone Settings
- Display Settings
- Network Settings
- Set the Time and Date
- Update Phone

Press YES to select or press NO to exit

PHONE SETTINGS

- Ringer Volume
- Ringer Pitch
- Keypad Lights
- Save Volume
- Tone or Pulse Dialing
- Line In Use

Press YES to select or press NO to exit

5. Use the **UP** arrow button to highlight **Line In Use Off**. Press the **YES** button to select.

6. Press the **NO** button to exit out of the Options menu.

LINE IN USE CURRENTLY ON

📞 Line In Use Off
📲 Line In Use On

Press YES to accept or NO to exit

NOTE: *When Line in Use is OFF, you cannot join a call in progress by simply picking up the CapTel handset. You must first press one of the dial pad keys to connect the call to the Captioning Service. Once connected, you will see captions of the call in progress.*

Customer Service: 888-269-7477

Changing the Network Settings

If you are connected to the Internet using a WiFi network and if you want to move your *CapTel* 880i to a different location, you may need to change the network settings.

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

OPTIONS
📷 Dial from Phone Book
📟 Answering Machine
📱 Call History
⟨ Edit Phone Book
▤ Conversations
⚙ Settings
Press YES to select or press NO to exit Options

2. Press the **DOWN** arrow button repeatedly until **Settings** is highlighted. Press the **YES** button to select.

3. Press the **DOWN** arrow button repeatedly until **Network Settings** is highlighted. Press the **YES** button to select.
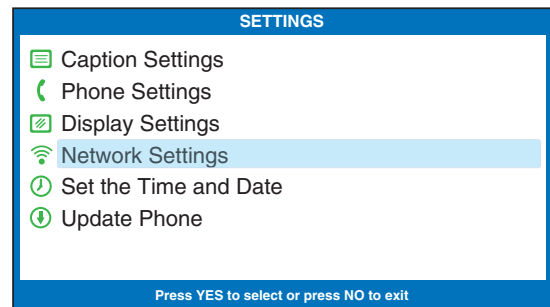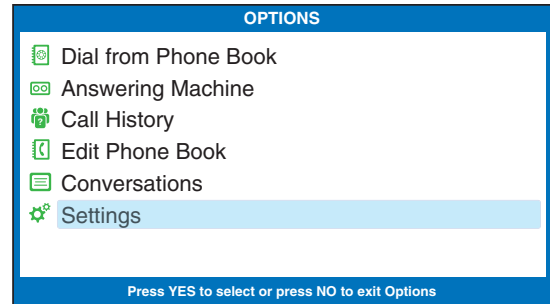
SETTINGS
▤ Caption Settings
〔 Phone Settings
▨ Display Settings
🛜 Network Settings
⏱ Set the Time and Date
⊘ Update Phone
Press YES to select or press NO to exit

4. To view your current Network Settings, check that **View Current Network** is highlighted. Press **YES** to select.

NETWORK SETTINGS
🛜 View Current Network
⟳ Change Network Connection
📡 Remove Saved Networks
Press YES to select or press NO to exit

CapTel shows you your current network configuration. Press **NO** to exit.

NOTE: *If you are connected to the Internet using an Ethernet cable instead of WiFi, the display indicates "Ethernet Connection".*

5. Press the **DOWN** arrow button to highlight **Change Network Configuration**. Press the **YES** button to select.

6. *CapTel* asks **Are You Sure You Want To Leave This Network?** Press the **YES** button to leave current network. Or, press **NO** to exit.

NOTE: *If you leave the current network setting, all saved information about your network will be erased. The CapTel will go through the Network Setup process again to re-establish a connection over the Internet. See the CapTel 880i Setup Guide for details about re-setting up a network configuration.*

CURRENT NETWORK INFORMATION

SSID: 2WIRE269
Security: WPA-PERSONAL
Channel: 8
Power: -56dBm

Press NO to exit

NETWORK SETTINGS

View Current Network
Change Network Connection
Remove Saved Networks

Press YES to select or press NO to exit

NETWORK SETTINGS

Are You Sure You Want To
Leave This Network?

Press YES to accept or NO to exit

NETWORK SETTINGS

Leaving Network

Press YES to accept or NO to exit

Customer Service: 888-269-7477

Removing Saved Networks

You can remove previously-saved WiFi networks from *CapTel* memory.

To remove saved networks:

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

2. Press the **DOWN** arrow button repeatedly until **Settings** is highlighted. Press the **YES** button to select.

3. Press the **DOWN** arrow button repeatedly until **Network Settings** is highlighted. Press the **YES** button to select.

4. Press the **DOWN** arrow button until **Edit Saved Networks** is highlighted. Press **YES** to select.

5. Use the **UP** or **DOWN** arrow buttons to highlight the network you want to remove. Press the **YES** button to select.

6. *CapTel* removes the network from memory.
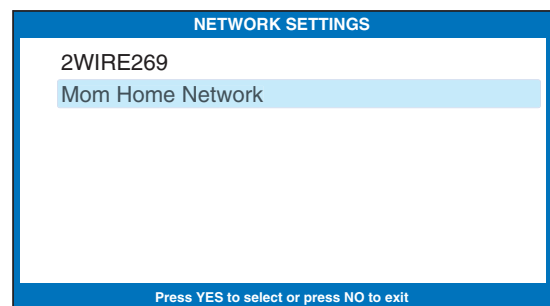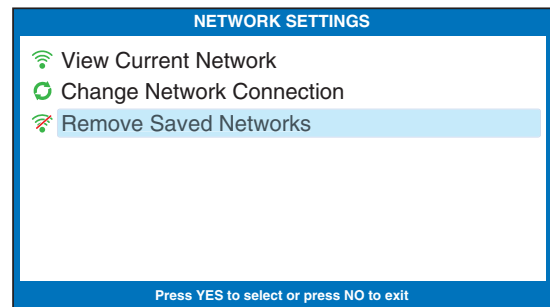
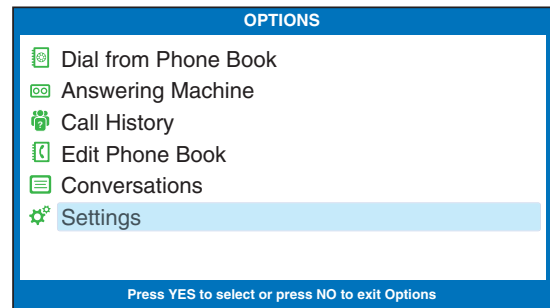**NOTE:** *You cannot remove the network connection that is currently being used by CapTel.*

OPTIONS
Dial from Phone Book
Answering Machine
Call History
Edit Phone Book
Conversations
Settings
Press YES to select or press NO to exit Options

SETTINGS
Caption Settings
Phone Settings
Display Settings
Network Settings
Set the Time and Date
Update Phone
Press YES to select or press NO to exit

NETWORK SETTINGS
View Current Network
Change Network Connection
Remove Saved Networks
Press YES to select or press NO to exit

NETWORK SETTINGS
2WIRE269
Mom Home Network
Press YES to select or press NO to exit

Setting the Time and Date

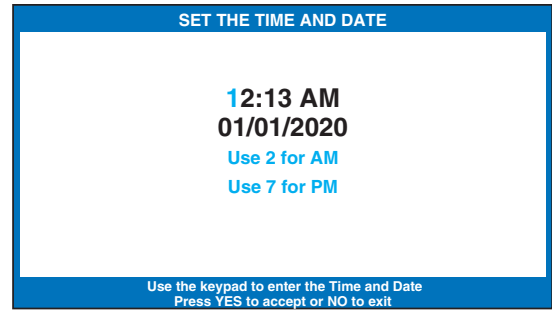To set the time and date:

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

2. Press the **DOWN** arrow button repeatedly until **Settings** is highlighted. Press the **YES** button to select.

3. Press the **DOWN** arrow button repeatedly until **Set the Time and Date** is highlighted. Press the **YES** button to select.

4. Use the **UP** or **DOWN** arrow buttons to highlight the Time Zone that your *CapTel* phone is located in. Once the correct Time Zone is highlighted, press the **YES** button to select.

5. Do you live in an area that observes Daylight Savings Time? If so press the **YES** button. If not, press the **NO** button.

OPTIONS

- Dial from Phone Book
- Answering Machine
- Call History
- Edit Phone Book
- Conversations
- Settings

Press YES to select or press NO to exit Options

SETTINGS

- Caption Settings
- Phone Settings
- Display Settings
- Network Settings
- Set the Time and Date
- Update Phone

Press YES to select or press NO to exit

SETUP - TIMEZONE

Eastern
Central
Mountain
Pacific
Alaskan
Hawaiian

Press ▼ or ▲ to Change the Selection
Press YES to Accept

SETUP - DAYLIGHT SAVINGS

Do You Observe Daylight Savings?

Press YES or NO to answer

Customer Service: 888-269-7477

6. *CapTel* shows you the current time and date setting. Use the **UP/DOWN** arrow buttons to move the blue highlight over the number that you want to change.

7. On the dialing pad, press the key that lists the number you want to use.

SET THE TIME AND DATE
12:13 AM
01/01/2020
Use 2 for AM
Use 7 for PM
Use the keypad to enter the Time and Date Press YES to accept or NO to exit

Example: To set the time for 11:30, press the "1" key twice, then press the "3" key followed by the "0" key.

NOTE: *When setting the date, only the last two numbers in the year can be changed.*

8. When you have set the time and date, press the **YES** button to save.

TIP: *To change the time from AM to PM, press the 2 key for "AM" and the 7 key for "PM".*

9. Press the **NO** button repeatedly to exit out of the menu system.

Using Call Waiting

You can use enhanced telephone features such as Call Waiting that you may have as part of your telephone service. With the *CapTel* 880i, you will see captions during your first conversation and during the second Call Waiting conversation as well.

To use Call Waiting:

1. During a conversation, listen for the beep or see (TONES) in the captions. It may indicate an incoming call with Call Waiting.

2. Inform the party you are speaking with on the initial call that you have another call on Call Waiting and ask if they wouldn't mind holding.

FLASH

3. Press the **FLASH** button to switch to the second call (you will receive captions of this call as well).

FLASH

4. Press the **FLASH** button to return to the first call if appropriate. You can press the **FLASH** button to change between the two calls.

> I am getting the garden ready what have you been up to oh that is wonderful (TONES) did you have a chance to ask about those new seeds (TONES)
>
> **Press ▲ to Review the Conversation** ■

Customer Service: 888-269-7477
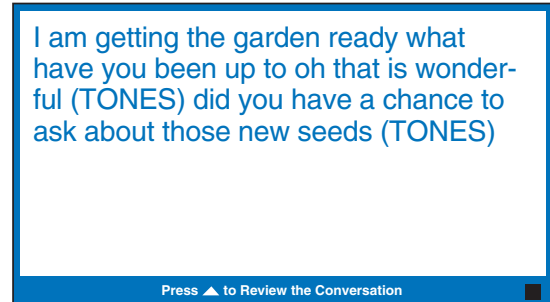
Dialing 911 with Your *CapTel* 880i

With *CapTel* 880i, calls to 911 are handled exactly the same as if you called from any other phone connected to your telephone service, plus you get captions of the call directly from the *CapTel* Captioning Service. General instructions for dialing 911 are listed below. For detailed instructions about your phone service and 911, please check with your telephone service provider.

To Dial 911:

1. Pick up handset and dial 911. Your call will be directly connected to the local emergency center for your area.

CAPTIONS

2. Make sure the Caption button is on. If not, press the Caption button to turn the captions on. You will receive captions of everything the 911 call-taker says.

3. When 911 answers, state your emergency and confirm your location.

If you turn captions on in the middle of a call to 911, there will be a brief delay before the captions begin while the *CapTel* phone connects to the Captioning Service. During that time the 911 call-taker will be able to hear everything you say. If necessary, tell the 911 call-taker you are reading captions.

Updating Your *CapTel* Phone

Occasionally, changes are made to the *CapTel* 880i software. Your phone can check whether new software is available and then perform an update as needed over the Internet connection.

NOTE: *Software downloads are encrypted for maximum security.*

To update your *CapTel* 880i software:

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

OPTIONS
⊡ Dial from Phone Book
▭ Answering Machine
▦ Call History
▯ Edit Phone Book
▤ Conversations
⚙ Settings
Press YES to select or press NO to exit Options

2. Press the **DOWN** arrow button repeatedly until **Settings** is highlighted.

   Press the **YES** button to select.

SETTINGS
▤ Caption Settings
(Phone Settings
▨ Display Settings
⤣ Network Settings
◷ Set the Time and Date
⊕ Update Phone
Press YES to select or press NO to exit

3. Press the **DOWN** arrow button repeatedly until **Update Phone** is highlighted.

   Press the **YES** button to select.

4. Press the **YES** button to begin updating your phone, or press the **NO** button to exit.

UPDATE PHONE
Press YES to Update Phone
Press NO to exit

5. The *CapTel* phone checks to make sure that your software is up to date. If a new software version is available, your *CapTel* phone updates to the most current version, then resets (reboots) itself so you are ready to make calls.

SETUP - UPDATE CAPTEL
Contacting Update Server.   OK.
Downloading Update
Press NO to exit
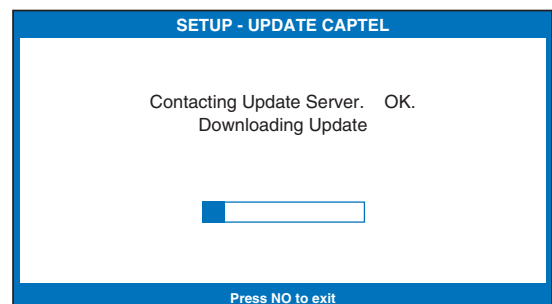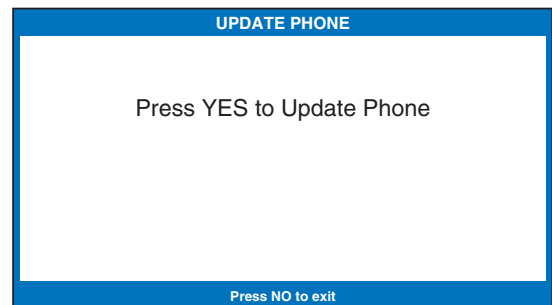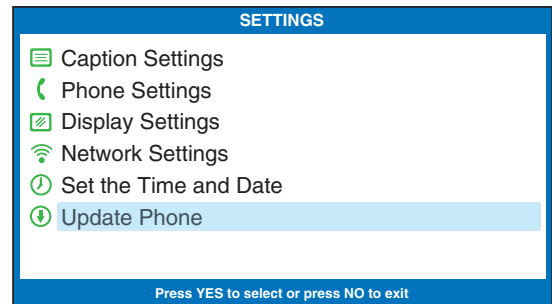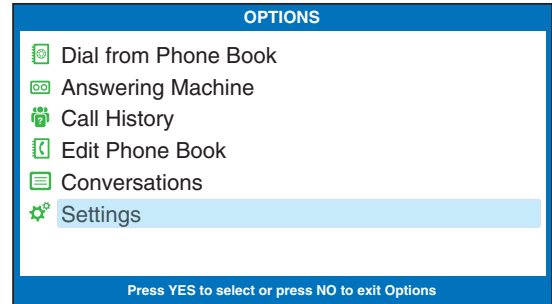
Problem Solving

My *CapTel* 880i does not ring

Check that the RINGER is not set to Mute in the Options menu. See page 90.

I want to make captioned calls at work, but I don't hear a dial tone when I pick up the handset.

If you need to dial a "9" or another number to get an outside line, then you must dial the "9" before placing your call. When programming a Speed Dial button, be sure to include the dialing prefix before the phone number.

What does "No Network Connection" prompt on my screen mean?

It means that the *CapTel* 880i is not able to send and receive data over the Internet. Check your connections again to confirm that you are connected to Internet service, and that your Internet service is working properly. If the problem persists, please contact *CapTel* Customer Service for help.

Can I use the Internet on my computer at the same time that I am on the *CapTel* 880i phone with captions?

Yes. At times, you may experience slightly slower captions. But there should be no major difficulty using both the Internet with your computer and using your *CapTel* phone at the same time.

Leaving messages on answering machines

You may begin leaving your message as soon as you see (BEEP) on the display screen or hear the recorded greeting end.

If you receive no further information, you may assume your message was recorded. If the answering machine is capable of confirming that a message was left, you will see the confirmation message on the *CapTel* display.

Using automated (touchtone) systems

With *CapTel*, you can easily navigate through automated phone menu systems (example: press "1" for sales, press "2" for shipping, etc.). You can press number buttons at any time during a call to make selections. You do not need to wait for captions prior to pressing your selection. The captioning service continuously transcribes anything that is said over the phone, regardless of what you are saying or which buttons you press.

NOTE: *Some automated systems have very short response times which may disconnect you. If this happens, simply hang up and try the call again.*

Difficulty hearing over the *CapTel* 880i handset

• Try adjusting the volume setting by pressing the VOLUME bar. To increase the volume, press and hold the right side of the bar. Watch the status lights above the VOLUME bar to know what the setting is. See page 30.

• Try adjusting the TONE setting to enhance different frequency sounds. Press the TONE key to emphasize HIGH, MEDIUM, or LOW frequency sounds. See page 31 for details.

Display screen seems to be "stuck" at Waiting for Captions status bar. Nothing seems to be happening.

• Press the CAPTIONS button off and then on again.

• Hang up your *CapTel* 880i phone and try to place the call again.

• If you are still experiencing the problem, unplug your *CapTel* 880i from the power adapter, wait 10 seconds, then plug the power back in again. This "resets" the *CapTel* 880i, in the same way you might "reset" your computer. Try making the call again.

• Try unplugging the *CapTel* AC adapter, then turning off the Router and the Internet modem. Wait a few seconds, then turn on the modem (make sure it's fully reset, with lights going steady). Next, turn on the Router, making sure it is fully reset. Then plug in the *CapTel* 880i AC adapter, all in that order. Wait for the logo screen to appear.

• If the problem still persists, please contact *CapTel* Customer Service for help.

I sometimes see a word in blue in the middle of the captions. Why is the word a different color than the rest of the captions?

At times, the captioning service may correct word errors that occur in the captions. The corrected word appears in a different color to let you know a correction has been made. There may be a slight delay before the word error is corrected. If you are unclear about what was said, ask your caller to clarify.

Using a Signaler with *CapTel*

To use an optional signaler light (sold separately) with *CapTel*, plug the device into an unused telephone extension jack. If you only have the one jack that is being used by your *CapTel*, you can use a "Y-jack (also called a "duplex jack"). Plug both the *CapTel* and the other device into the Y-jack and then plug the Y-jack in at the wall. You can purchase Y-jacks at any store that sells telephones.

Sharing a Telephone Line Jack

Devices such as signalers or life line devices often have to be hooked up to the same telephone line as your *CapTel* phone. If a separate, unused telephone extension is not available/close by, you can use a "Y-jack" (also called a "duplex jack") to connect the *CapTel* to the phone line. Plug both the *CapTel* and the other device into the Y-jack and plug the Y-jack in at the wall (see illustration). If you need to connect more than two devices at the same phone jack, please contact *CapTel* Customer Service for assistance. You can purchase a Y-Jack at any store that sells telephones.

INDEX

CARE & MAINTENANCE

Cleaning

Never use liquid or aerosol cleaners. Unplug the *CapTel* and wipe with a damp cloth. If necessary, use a small amount of mild soap such as dishwashing soap on the cloth.

SAFETY INSTRUCTIONS

When using your *CapTel*, basic safety precautions should always be followed to reduce the risk of fire, electric shock, and injury to persons.

1. Read and understand all instructions.
2. Follow all warnings and instructions on the *CapTel*.
3. Unplug the *CapTel* from the wall outlet before cleaning. Do not use liquid or aerosol cleaners. Use a damp cloth for cleaning.
4. Do not use the *CapTel* near water, for example, near a bath tub, wash bowl, kitchen sink, laundry tub, in a wet basement or near a swimming pool.
5. Do not place the *CapTel* on an unstable cart, stand or table. The *CapTel* may fall, causing serious damage to the phone.
6. The *CapTel* should be operated only from the type of power source indicated on the marking label. If you are not sure of the type of power supply to your home, consult your dealer or local power company.
7. Do not allow anything to rest on the power cord. Do not locate the *CapTel* where people can walk on the cord.
8. Do not overload wall outlets and extension cords. This overloading can result in a fire or electric shock.
9. To reduce the risk of electric shock, do not disassemble the *CapTel*, but take it to a qualified service person when service or repair work is required. Opening or removing covers may expose you to dangerous voltages or other risks.

Incorrect re-assembly can cause electric shock when the *CapTel* is subsequently used.

10. Avoid using a telephone (other than a cordless type) during an electrical storm. There is a remote risk of electric shock from lightning.
11. Pressing the volume button may subject the user to dangerous volume levels.
12. Unplug the *CapTel* from the wall outlet and refer servicing to qualified service personnel under the following conditions:
    a. When the power supply cord or plug is damaged or frayed.
    b. If liquid has been spilled into the telephone.
    c. If the telephone has been exposed to rain or water.
    d. If the telephone does not operate normally by following the operating instructions. Adjust only those controls that are covered by the operating instructions. Improper adjustment of other controls may result in damage and will often require extensive work by a qualified technician to restore the telephone to normal operation.
    e. If the telephone has been dropped and/or damaged.
    f. If the telephone exhibits a distinct change in performance.
13. Do not use the telephone to report a gas leak in the vicinity of the leak.

FCC Information

The *CapTel* has been tested and found to comply with the specifications for a Class B digital device pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates and uses radio frequency energy and if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:
- Reorient or relocate the receiving antenna.
- Increase the separation between the *CapTel* and the receiver.
- Connect the *CapTel* to an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This equipment complies with Part 68 of the FCC rules and the requirements adopted by the ACTA. A label is located on the underside of the *CapTel* containing, among other information, an ACTA Product-Labeling Number, US:D8KTE00BCAPTEL840. If requested, this number must be provided to the telephone company.

A plug and jack used to connect this equipment to the premises wiring and telephone network must comply with the applicable FCC Part 68 rules and requirements adopted by the ACTA. A compliant telephone cord and modular plug is provided with this product. It is designed to be connected to a compatible modular jack that is also compliant. See installation instructions for details.

The REN is used to determine the quantity of devices which may be connected to the telephone line. Excessive RENs on the line may result in the devices not ringing in response to an incoming call. In most, but not all, areas the sum of RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to a line, as determined by the total RENs, contact the local telephone company. The REN for this product is 0.0B.

Should you experience trouble with this telephone equipment, please contact:

CapTel Customer Service
450 Science Drive
Madison, WI 53711
Phone: 888-269-7477 V/TTY
Email: CapTel@CapTel.com

For repair or warranty information, please contact *CapTel* Customer Service at 1-888-269-7477 (V/TTY). If the equipment is causing harm to the telephone network, the telephone company may request that you disconnect the equipment until the problem is resolved.

This equipment cannot be used on public coin phone service provided by the telephone company. Connection to party line service is subject to state tariffs.

If the *CapTel* causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. But, if advance notice is not practical, the telephone company will notify you as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

Occasionally, your telephone company may make changes in its facilities, equipment, operation, or procedures that could affect the operation of your equipment. If so, you will be given advance notice of the change to give you an opportunity to maintain uninterrupted service.

If your home has specially wired alarm equipment connected to the telephone line, ensure the installation of the *CapTel* does not disable it. If you have questions about what will disable alarm equipment, consult your telephone company or a qualified installer.

The *CapTel* telephone does not have any user-serviceable parts. Modification or changes to the *CapTel* not expressly approved by Ultratec, Inc. can void your authority to operate the equipment.

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 to the *CapTel* user for using the service.

Getting Help

If you have any questions, comments, or concerns as you use your new *CapTel* 880i, we're here to help. Use any of these ways to contact us:
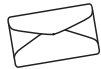
CUST
SERV

CUST SERV Button

Pick up the handset and press the **CUST SERV** button to automatically speed dial directly to our helpful Customer Service team. If you are in an office setting, you may need to dial "9" first and then press the **CUST SERV** button. (*Available 24 hours a day, 7 days a week. 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 as week*)
FAX: (608) 204-6167

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

Email: CapTel@CapTel.com
Online: www.CapTel.com
        (Live Chat help available at our website)

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