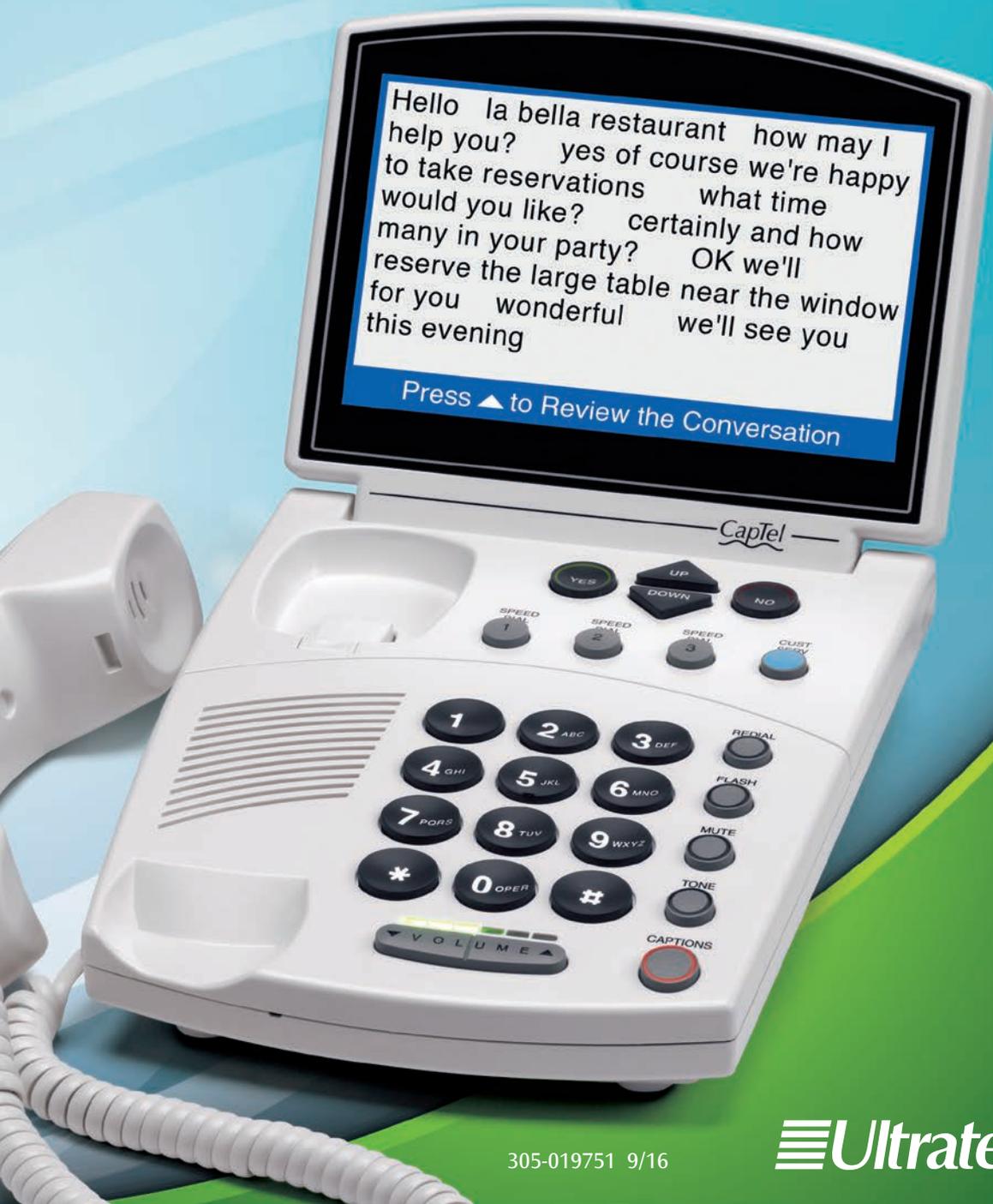


Hello la bella restaurant how may I help you? yes of course we're happy to take reservations what time would you like? certainly and how many in your party? OK we'll reserve the large table near the window for you wonderful we'll see you this evening

Press ▲ to Review the Conversation



IMPORTANT! Dialing 911 in an Emergency

To reach help as quickly as possible in an emergency, *CapTel* 840 PLUS calls placed to 911 connect directly to Emergency 911 Services. 911 calls are not routed through the Captioning Service. This means:

- Emergency 911 calls are not captioned in the same manner as regular *CapTel* calls.
- Emergency 911 calls are treated as Voice Carry Over (VCO) calls during which the 911 call-taker can hear everything you say, and then types his/her response which appears on the *CapTel* display screen.
- You speak directly into the handset, as you would with any other *CapTel* call. The 911 call-taker will hear everything you say. You may not be able to hear the call-taker, but he/she can type instructions to you, which will appear on the *CapTel* display screen.
- Watch the *CapTel* display screen for information.

▲ *Please familiarize yourself with Dialing 911 in an Emergency on page 29.*

***CapTel* Acceptable Use Policy:**

The *CapTel* phone is intended for use by people with hearing loss. People who do not need captioning support should only use *CapTel* with the CAPTIONS feature turned off.

Congratulations on Choosing *CapTel*!

Welcome to the Captioned Telephone – *CapTel*! With *CapTel*, you can see captions of everything people say over the phone, helping you to 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!

Sincerely,

CapTel Customer Service • 1-888-269-7477 • www.CapTel.com

Toll-Free Captioning Service Voice Number

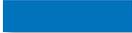
Give people who call you the appropriate Captioning Service Voice Number in order to get captions when they call you. See directions on page 23 to get captions on incoming calls.

Captioning Service Voice Number 1-877-243-2823

Exceptions:

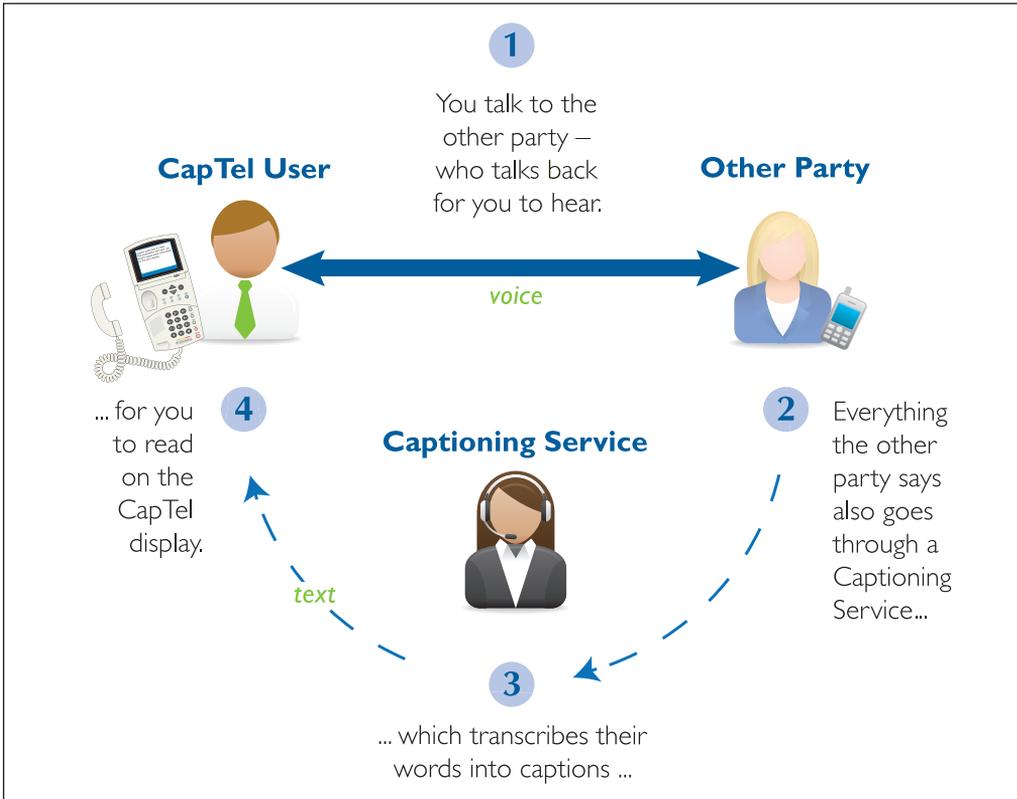
Federal Relay <i>CapTel</i> Calls	1-888-801-7210
Spanish-to-Spanish Captioning Calls	1-866-217-3362
California Residents Only (Non-Federal)	1-866-399-9050
California Spanish-to-Spanish Only	1-866-399-9090
Texas Residents Only (Non-Federal)	1-800-933-5129
Texas Spanish-to-Spanish Only	1-800-933-5417

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How *CapTel* Works



CapTel works like any other telephone, with one important difference: it also displays written captions during your call. The captions are provided by a free service that connects to your calls. The service transcribes everything the other party says into captions for you to read on the *CapTel* display. Captions are treated with absolute confidentiality.

NOTE: *The CapTel 840 PLUS phone does not generate captions by itself. The phone works with the Captioning Service to display captions during your call.*

Getting Started

This section explains how to start using your new CapTel 840 PLUS phone.

TOPICS:

- **What is in the Box**
- **Overview of *CapTel* 840 PLUS Phone**
- **Using a Headset or Neckloop (Optional)**
- **Setting up your *CapTel* 840 PLUS**
- **Getting Help**

What is in the Box?

Your *CapTel* 840 PLUS includes the following parts:



- *CapTel* 840 PLUS Phone
- Telephone Cord



- Power Adapter – to plug into a wall outlet

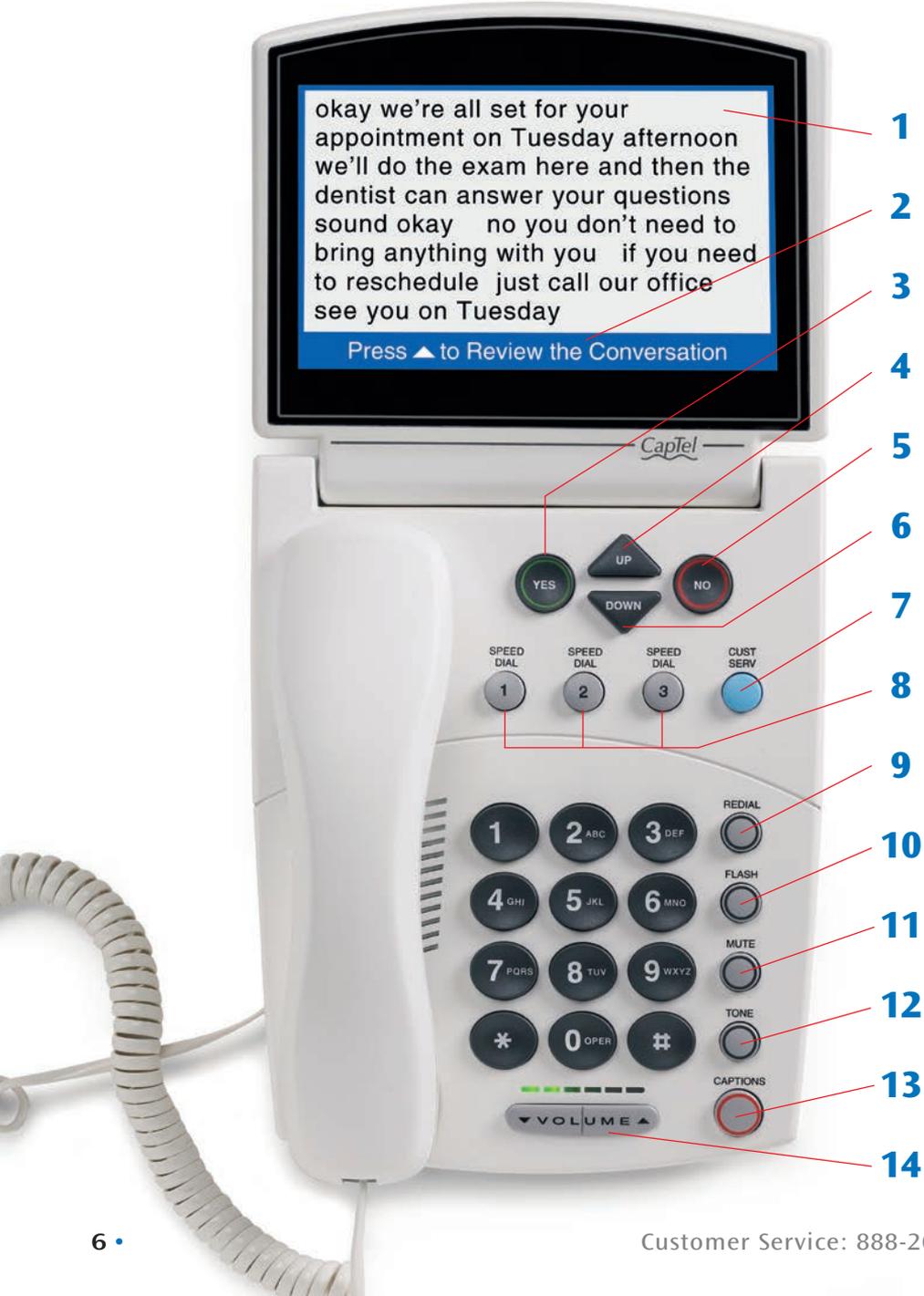


- *CapTel* How-to Guide and *CapTel* Quick Start Guide



Important! Use only the power adapter that came in the box with your CapTel 840 PLUS

Overview of CapTel 840 PLUS Phone



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 menu, 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.



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 menu and move through entries in your Phone Book, Answering Machine messages, or Call History. Also lets you scroll down through captions when reviewing calls.

CUST
SERV



7. CUSTOMER SERVICE Button

Our helpful customer service team is happy to help you set up and use your *CapTel* 840 PLUS telephone – we're only a button push away. Pressing the CUST SERV button will automatically dial the *CapTel* help line.

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*

SPEED
DIAL



8. SPEED DIAL Buttons

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

REDIAL



9. REDIAL Button

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.

FLASH



10. FLASH Button

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.

MUTE



11. MUTE Button

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).

PHONE



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.

PHONE



13. CAPTIONS Button

To see captions during your call, make sure the red light around the CAPTIONS button is on. Your outgoing calls will automatically be directed through the free service that provides the captions.



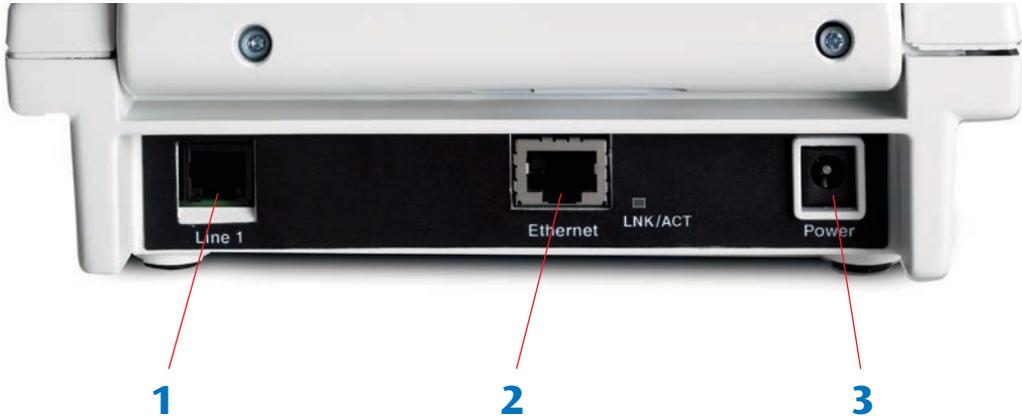
14. VOLUME Bar

Lets you adjust the volume to a comfortable level, up to a 40 dB gain from min/max for captioned calls. 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 on captioned calls is extremely 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 save your volume setting so that it will be used during every captioned call, see “Saving the Captions Volume” on page 93.

Back (top) edge view of *CapTel* 840 PLUS



Features

1. Telephone Line

Plug the telephone cord here (RJ11 jack). The phone line must be analog. DSL service with an appropriate filter is also supported. *CapTel* does not work with a PBX system unless an analog port is available.

2. Ethernet Jack

This jack is not used with standard *CapTel* 840 PLUS.

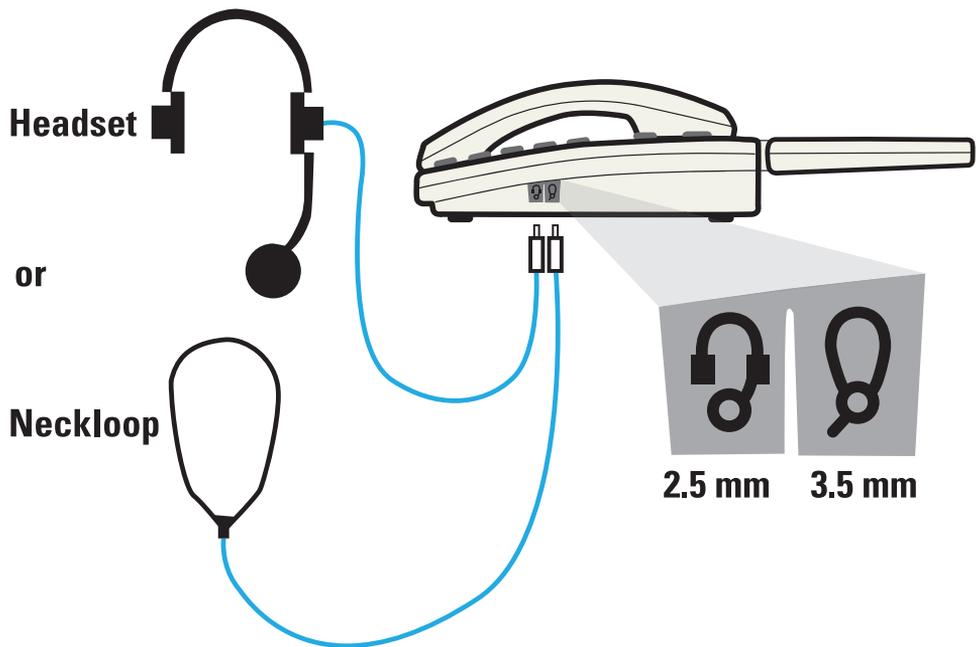
3. Power Jack

Plug 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* 840 PLUS 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* 840 PLUS phone. Open the protective cover to reach the jacks.



Setting up Your *CapTel* 840 PLUS

Requirements

1. Analog telephone line(s) or DSL service with filter.

NOTE: *CapTel* is not compatible with PBX office systems unless an analog port is available.

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

STEP 1 – Select a Location

Set up the *CapTel* 840 PLUS in a place where:

- There is a telephone jack nearby (must be an analog line or DSL service with a filter).
- 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.

STEP 2 – Connect to a Power Outlet

1. Plug the power adapter in the power socket labeled “Power” located on the back (top) edge of the *CapTel* 840 PLUS.
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.

CAUTION! USE ONLY THE ADAPTER THAT CAME WITH YOUR *CAPTEL* 840 PLUS. USING ANY OTHER AC ADAPTER MAY DAMAGE THE *CAPTEL* AND VOID THE WARRANTY.

TIP: Plug your power adapter into an electrical power surge protector to protect your *CapTel* 840 PLUS from damage caused by unspecified electrical voltage or lightning.

STEP 3 – Select a Language

You can set *CapTel* 840 PLUS 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.

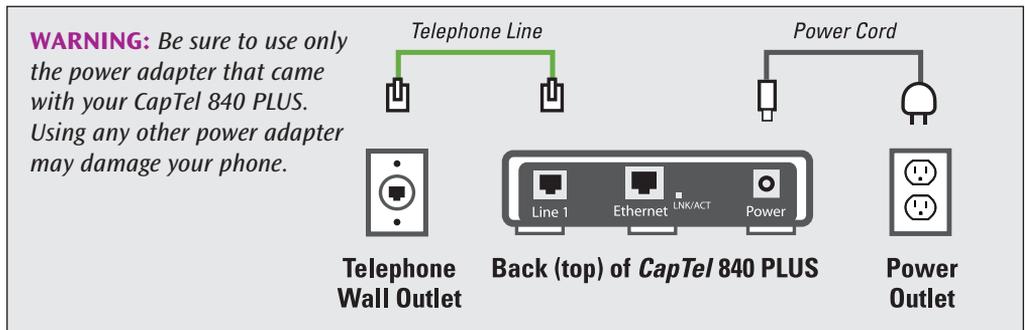


2. Press the **YES** button to accept.



STEP 4 – 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* 840 PLUS. (Use the telephone cord included with your new *CapTel* 840 PLUS phone.)
2. Plug the other end of the telephone cord into a telephone wall outlet.



NOTE: To use *CapTel* at the same telephone wall jack as a signaler or life line device, please see page 102 for special set up instructions.

STEP 5 – Enter a Dialing Prefix

In some office settings, you may need to dial a 9 or other number to get an outside line. This number must be entered in the Dialing Prefix menu in order for captions to work properly.



If you do NOT need a dialing prefix, press the **NO** button.

If you enter a Dialing Prefix, your *CapTel* phone will automatically enter the number for you at the start of every captioned call.



1. If you need a Dial Prefix, press the **YES** button.
2. Use the dialing keypad to enter the number you need to get an outside line. Use the **DOWN** arrow button to backspace and press the **UP** arrow button to add 2-second delay, which will appear as a comma (,).



3. When the number is entered, press the **YES** button to save.

SETUP - DIAL PREFIX

Do you need to dial a number to access an outside line?

Press YES to enter a Dial Prefix

Press YES to select or press NO to exit

Edit Dialing Prefix

Dialing Prefix:

–

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

Edit Dialing Prefix

Dialing Prefix:

9,

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

STEP 6 – Phone Mode Check

Your *CapTel* 840 PLUS checks which MODE your phone is operating in, either analog or IP mode.

If the Mode setting is correct, the display screen indicates No Mode Change Needed.

If a Mode Change is required, your *CapTel* phone will automatically switch to the correct mode. Watch the display for directions.



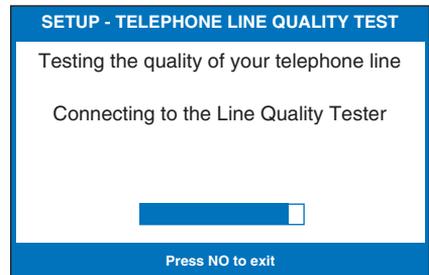
STEP 7 – Telephone Line Quality Test

CapTel conducts a test to check the quality of your telephone line connection. A high quality connection helps ensure that captions will not be interrupted during your calls.

To test the line quality, *CapTel* dials in to a special testing program. The *CapTel* screen indicates the test results.

If the test indicates poor line quality, you may still be able to make/receive calls, but you might experience problems with the captions.

If you have questions about the line quality, please contact *CapTel* Customer Service for assistance.



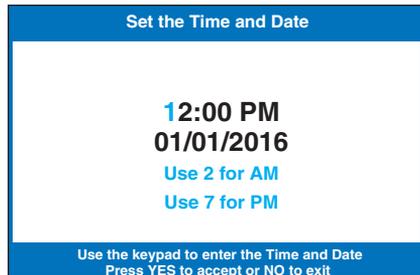
STEP 8 – Set the Time and Date

Your *CapTel* phone checks to see if the clock needs to be set. You only need to set the time and date the first time you set up your *CapTel* phone (or after a power outage).



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

2. 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.

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

3. When you have set the time and date, press the **YES** key to save.

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

NOTE: You can also change the Time and Date any time through the *CapTel* Options Menu. See page 96 for instructions.

STEP 9 – Do you have Call Waiting service? If yes, please see “Setting a Call Waiting Block” on page 87.

STEP 10 – Register Your Long Distance Provider

If you plan to make long distance captioned calls with your new *CapTel* phone, please let *CapTel* Customer Service know what long distance company you want your charges to be billed under, so that it appears correctly on your phone bill under your existing long distance service or calling plan.

If you do not inform *CapTel* Customer Service which long distance service should be used, long distance captioned calls placed on your *CapTel* phone will be billed under the same long distance service/company that your state uses for Relay calls (varies by state).

Registering your Long Distance service only affects long distance calls that are captioned. Local calls and calls to toll-free numbers are not affected. You are never charged a fee for using the *CapTel* captioning service.

To Indicate Your Preferred Long Distance Carrier: (Select One)



- Register online: www.CapTel.com
- Email: CapTel@CapTel.com



- Call toll-free: 1-888-269-7477 (V/TTY)
- Fax to Customer Service: 1-608-204-6167



- Fill out and mail the blue Long Distance registration card that came in your *CapTel* box.

NOTE: *If people call your CapTel phone via long distance, encourage them to register their long distance service/calling plan with CapTel Customer Service, too. This will ensure their long distance captioned calls to you are billed correctly on their phone bill under their existing long distance company/calling plan.*

Getting Help

If you have any questions or comments as you use your new *CapTel* 840 Plus, 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 a number, such as “9”, to reach an outside line 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 a week)*

En Español: 1-866-670-9134

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)

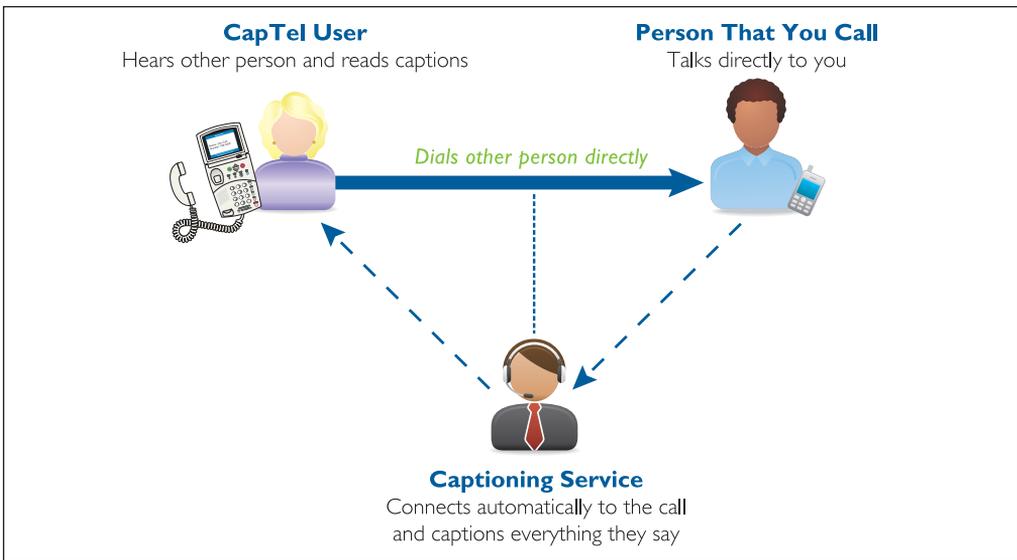
Making and Answering Calls

This section explains how to place outgoing calls and how to answer incoming calls with your CapTel 840 PLUS.

TOPICS:

- **Placing a Call with Captions**
- **Placing a Call without Captions**
- **Answering a Call with Captions**
- **Answering a Call without Captions**
- **Adjusting the Volume**
- **Adjusting the Sound – TONE**
- **Knowing What Sounds are on the Line**
- **Dialing 911**

Placing a Call with Captions



You place a call on your *CapTel* 840 PLUS the same way as with any other telephone. As you dial, your *CapTel* phone automatically connects to the Captioning Service to show you captions during the call.

NOTE: If you are in an office setting, please see “Dialing a Number to Get an Outside Line” on page 85. If you have Call Waiting, please see page 87 for special instructions.

To place a call with captions:

CAPTIONS



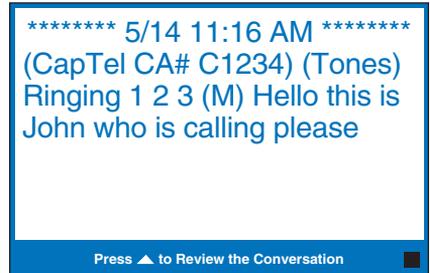
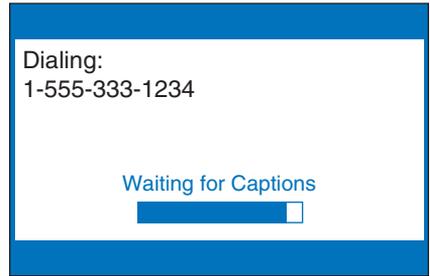
Before you dial, check that the red light around the **CAPTIONS** button is on. The Captions feature must be on before you place a call in order for you to get captions. If the light is off, press the **CAPTIONS** button to turn it on.

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

Dial a Number
or Press Speed Dial

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.
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.



↑
**Signal
Meter**

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

TIP: You may want to let the person you are calling know you are using a Captioned Telephone, or you may choose not to mention it. The choice is yours.

NOTE: If the Caption feature is turned off when you dial, the Captioning Service will not be connected and you will not receive captions. You cannot turn on captions manually in the middle of a call with. If you would like captions, hang up, turn on the Caption feature, and place the call again.

Placing a Call Without Captions

When the Captions feature is turned off, *CapTel* works exactly like any other telephone. If you don't need captions, turn off the feature by pressing the **CAPTIONS** button before picking up the handset:

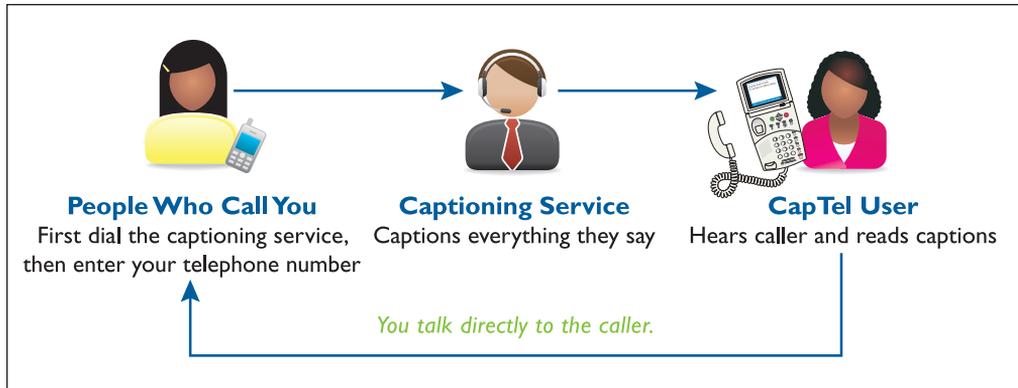
CAPTIONS



1. Press the **CAPTIONS** button to turn off the Caption feature. Verify that the red light is off.
2. Pick up the handset.
3. Dial the number of the person you are calling.

NOTE: *When the CAPTIONS button is off, if you need a special number to get an outside line, you must enter that number before dialing the phone number. The automatic dialing prefix saved in the CapTel menu only works when the CAPTIONS button is on.*

Answering a Call with Captions



Because the captions are provided by a Captioning Service, the person calling you must first connect with the service in order for you to receive captions during the call. Give your callers the appropriate toll-free Captioning Service Voice Number (see page 1).

1. The person calling you first dials the toll-free Captioning Service Voice Number (see page 1).
2. The caller will hear a recorded greeting that asks for your telephone number. The caller should enter your phone number and press pound (#), example: xxx-xxxx #.

Recorded greeting: "Thank you for calling the Captioned Telephone Service. For long distance calls, be sure to register your preferred long distance provider. For additional information, press pound (#). Please enter the area code and phone number of the person you are calling followed by the pound (#) sign."

3. When your *CapTel* rings, the display lights up and flashes **RING!**.

NOTE: *If you have Caller ID service, you will see the name/phone number of the caller on the CapTel display.*

CAPTIONS



4. Pick up the handset. If the caller is connected through the Captioning Service, there is a pause while the service connects to your *CapTel* phone. The red light around the **CAPTIONS** button turns on and the display reads **Waiting for Captions**.

During the pause, the person calling you hears the recorded message *“Please hold, the person you have called will be with you shortly.”* During this message, the caller will not be able to hear you speak.

5. Watch the display. You may begin speaking as soon as you see that the call has connected.



NOTE: *If the call was not placed through the Captioning Service, the call will not be captioned. You cannot turn on captions manually in the middle of a call. The light around the CAPTIONS button will turn off when the receiver is lifted. If you would like captions, ask the person to hang up and call you again through the Captioning Service using the toll-free Voice Number (see page 1). Once you hang up, the light around the CAPTIONS button will turn on again if the default setting for captions is “On”.*

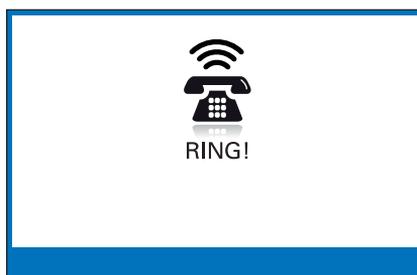
TIP: If you answer an incoming call on a phone other than the *CapTel* and you hear a beep that reoccurs throughout the call, the person who called you dialed through the *CapTel* Captioning Service. Pick up your *CapTel* phone. It will detect the beep signal and begin showing you captions. Hang up the extension phone right away and continue the call using your *CapTel* phone. There is a 1-2 minute time limit for the *CapTel* phone to be picked up when the call is answered on another extension phone. Otherwise, the call will be disconnected.

Answering a Call Without Captions

CAPTIONS



When your *CapTel* rings, the display lights up and flashes **RING**. Pick up the handset and begin speaking. The Caption light remains off. The display remains blank unless Caller ID information is present.



Adjusting the Volume

You can increase the volume of the person's voice coming through the handset, up to a 40 dB gain from min/max on captioned calls (when the Captions button is off, the maximum amplification is 18 dB gain). 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.

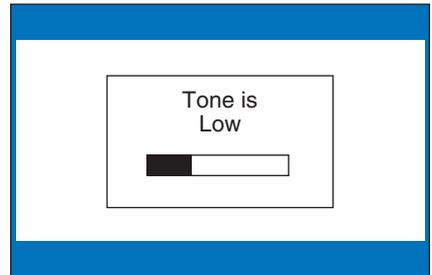
WARNING: *The maximum volume setting on captioned calls is extremely loud. People who do not need amplification should not use the phone at its highest volume setting. The volume level automatically returns to a mid-range setting whenever the phone is hung up.*

To save your volume setting so that it will be used during every captioned call, see Saving the Captions Volume on page 93.

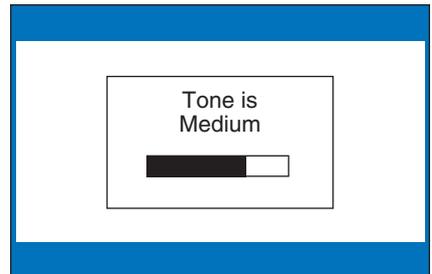
Adjusting the Sound – TONE

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.

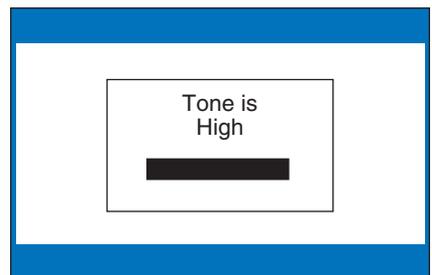
TONE  If you hear low-frequency tones better, press the **TONE** button repeatedly until you see “Tone is Low” on the display screen.



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



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



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.



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.



Outgoing
Volume
Meter

NOTE: *If the Outgoing Volume Meter is filling completely or consistently turns red, you may be speaking too loudly or have the mouthpiece of the receiver too close to your mouth.*

Dialing 911

To reach help as quickly as possible in an emergency, *CapTel* calls placed to 911 connect directly to Emergency 911 Services. 911 calls are not routed through the captioning service. This means:

- Emergency 911 calls are not captioned in the same manner as regular *CapTel* calls.
- Emergency 911 calls are treated as Voice Carry Over (VCO) calls during which the 911 call-taker can hear everything you say, and then types his/her response which appears on the *CapTel* display screen.
- You speak directly into the handset, as you would with any other *CapTel* call. The 911 call-taker will hear everything you say. You will not be able to hear the call-taker, but he/she can type instructions to you, which will appear on the *CapTel* display screen.
- Watch the *CapTel* display screen for information.

To dial 911 for assistance:

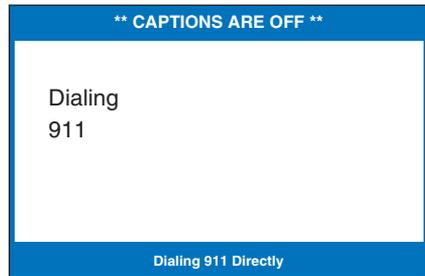
1. Pick up the handset and dial 911 on the keypad.

CAPTIONS



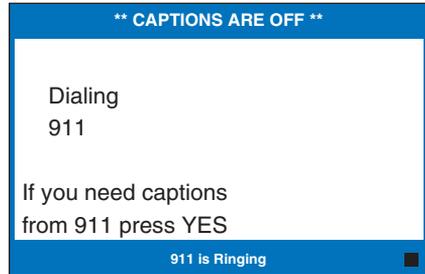
2. The light around the CAPTIONS button will go off. Watch the screen for instructions.

3. When the 911 call-taker answers, you may hear them or see the Signal Meter flicker. Talk directly to the 911 call-taker through the *CapTel* handset as you would with any other call.



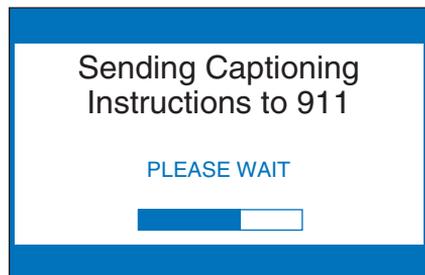
4. If you need captions from 911, press the **YES** button.

This puts your *CapTel* phone into VCO (or Voice Carry Over) mode. VCO allows you to speak directly to the 911 call-taker and read their typed instructions.



↑
**Signal
Meter**

5. Your *CapTel* phone sends a text message that tells 911 personnel that you need captions.



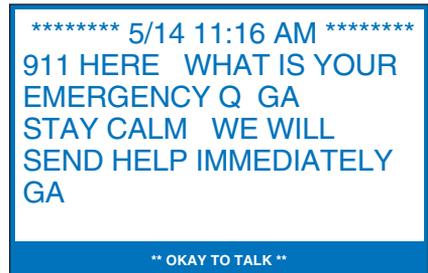
6. 911 messages will appear on your *CapTel* display screen. Answer directly by talking into the *CapTel* handset. The 911 call-taker will be able to hear everything you say, and then will type messages back for you to read.

While the 911 call taker is typing, they will not be able to hear you (and you will not hear them) until they have finished typing. The *CapTel* display screen says “DO NOT TALK” to remind you while the call-taker is typing. You will see their instructions on your *CapTel* display screen.

NOTE: *The 911 call-taker may type “GA” or “Go Ahead” to let you know when it is your turn to talk. “Q” means the 911 call-taker is asking a Question.*



↑
**Signal
Meter**

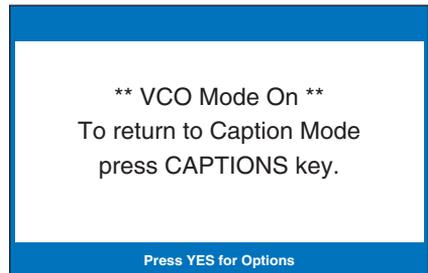


7. After you hang up, your *CapTel* phone will stay in VCO mode in case 911 needs to call you back.

CAPTIONS



8. To turn off VCO mode, press the **CAPTIONS** button. The light around the CAPTIONS button will go on.



Viewing Captions

This section explains how to adjust and review conversation captions.

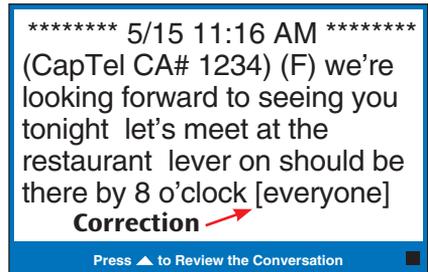
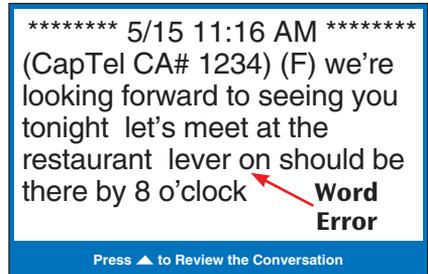
TOPICS:

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

Viewing Corrections

On occasion, word errors may appear in the captions due to the voice recognition system the Captioning Service uses. The Captioning Service will try to correct any word errors as they occur. The corrected word appears in [brackets] slightly after the word error has occurred, 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.



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.



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 500 lines of captions in conversation memory. If the conversation memory fills up entirely, older captions will be erased as newer captions come in.*

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.



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 captions of your conversations, with the most recent call on the bottom of the screen. Previous conversations may appear further up the display screen.



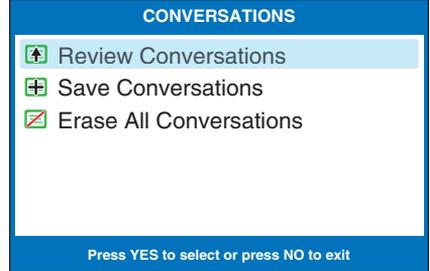
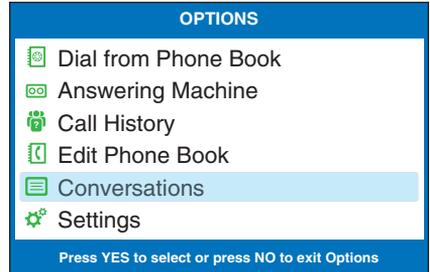
4. Press **UP** or **DOWN** arrow button to scroll through the saved conversations.



5. When you are done, press **NO** to exit.



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



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 36. 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 500 lines of conversation captions. 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.



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

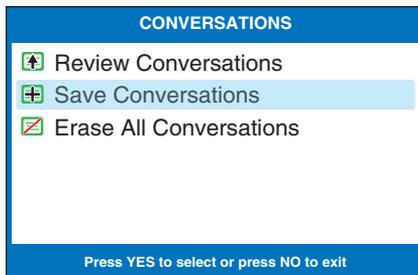
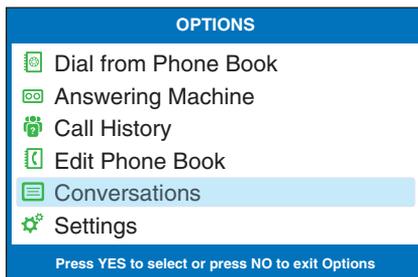


4. Press **UP** or **DOWN** arrow button to turn **SAVE CONVERSATIONS** on or off.



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.





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



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 500 lines of captions in conversation memory. If the conversation memory fills up entirely, older captions will be erased as newer captions come in. If the power is interrupted to your CapTel phone, conversations stored in memory will be erased.*

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.



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



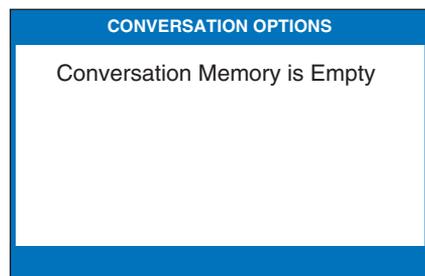
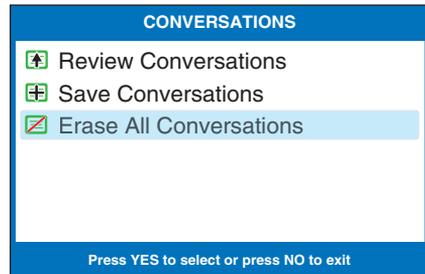
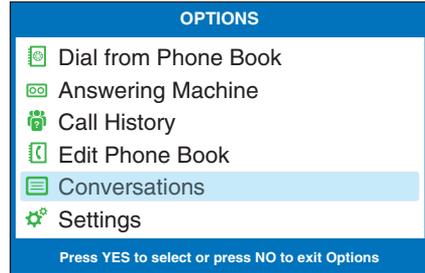
3. Press the **DOWN** arrow button until **Erase All Conversations** is highlighted. Press the **YES** button to accept.



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.



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



Changing the Caption 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 840 PLUS menu Options always remains the same.*

To change the caption font size:



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



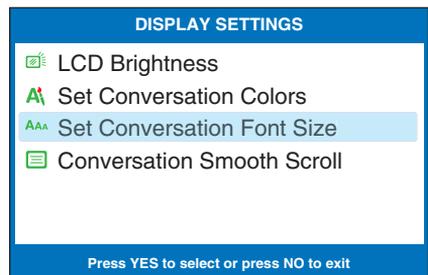
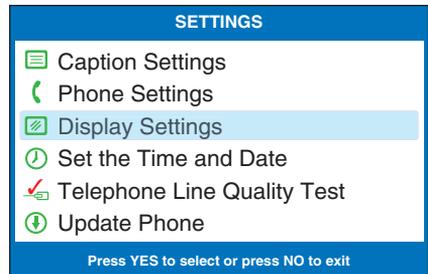
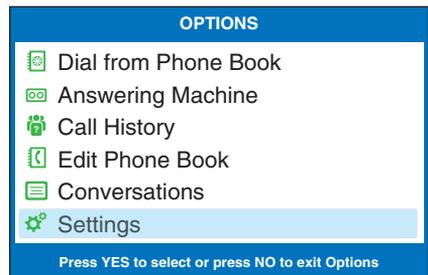
2. Press the **DOWN** arrow button repeatedly until **Settings** is highlighted. Press the **YES** button to select.



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.



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.



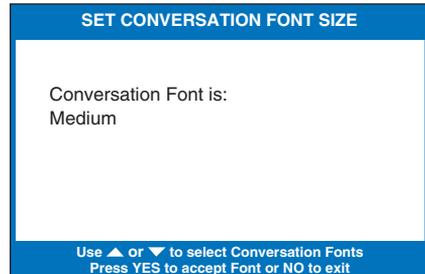
7. Once you've selected the font size, press the **YES** button to accept or press the **NO** button to exit.



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



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



WARNING: *Changing the font size will delete all previously saved conversations.*

Setting the Color of the Captions

You can change the color of the caption font and the background color 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 840 PLUS menu Options always remains the same.*

To change the caption font or background color:



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



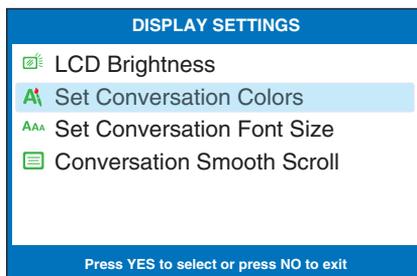
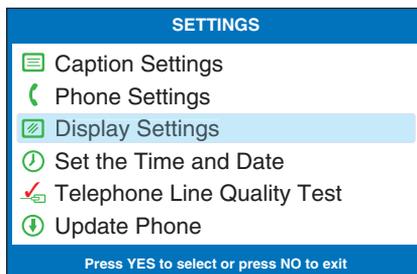
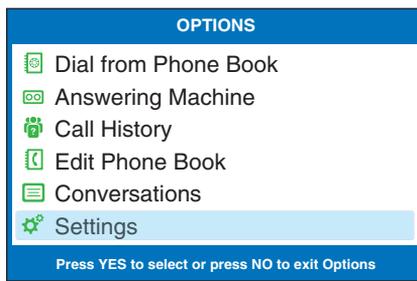
2. Press the **DOWN** arrow button repeatedly until **Settings** is highlighted. Press the **YES** button to select.



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



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





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



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.



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.



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

NOTE: *Whichever color you select for text 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 smooth scrolling:



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



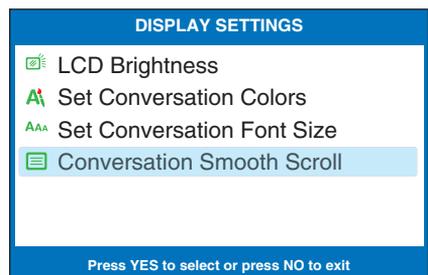
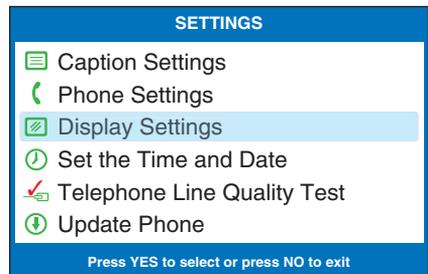
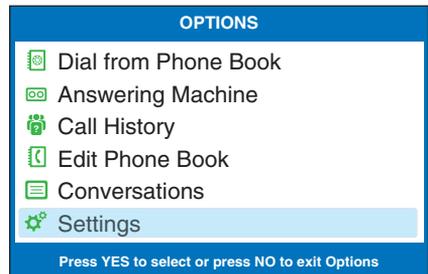
2. Press the **DOWN** arrow button repeatedly until **Settings** is highlighted. Press the **YES** button to select.



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



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





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.*

Adjusting the Brightness of the Display Screen

You can adjust the brightness of your *CapTel* 840 PLUS 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.



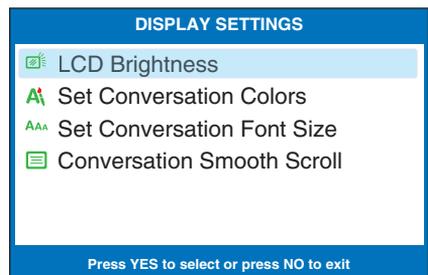
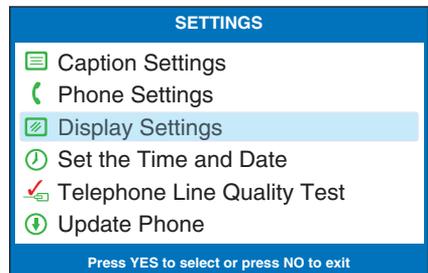
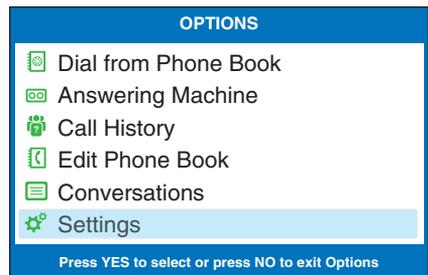
2. Press the **DOWN** arrow button repeatedly until **Settings** is highlighted. Press the **YES** button to select.



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



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





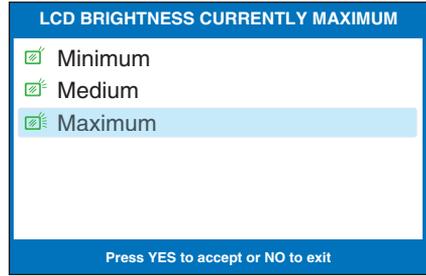
5. The display screen shows what the current brightness level is set to: Minimum, Medium, or Maximum. Use the **UP** and **DOWN** arrows to highlight the level of brightness you would like. Press the **YES** button to select.



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.



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 840 PLUS.*

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* 840 PLUS phone keeps a list of the most recent incoming phone calls including calls you may have missed. There is a maximum of 99 incoming phone calls stored.

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

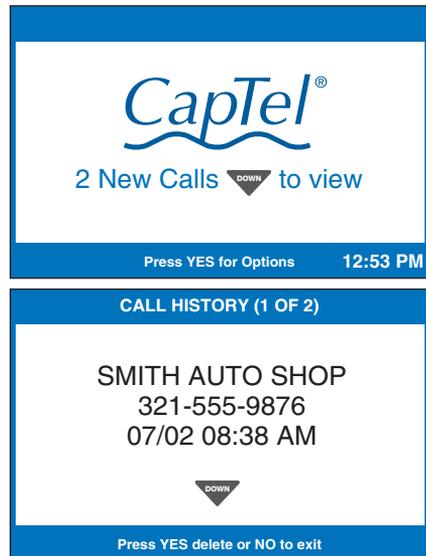
Any unanswered calls appear as New Calls in the display screen.



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.



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* 840 Plus, listing the most recent call first and going back in chronological order.

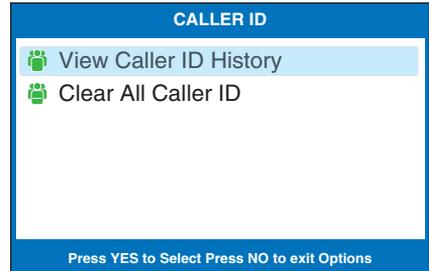
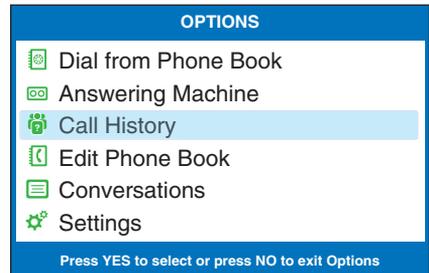


5. Use the **UP** and **DOWN** arrow buttons to move backward and forward through previous call listings.

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*.



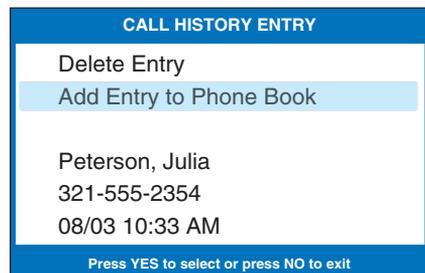
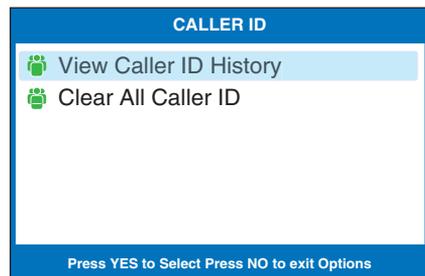
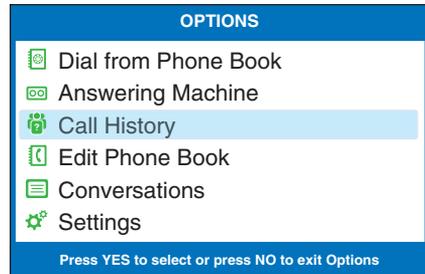
TIP: You can delete *Call History* entries individually as you review them. When you see the entry you want to delete, press the **Yes** button for more options. Make sure **Delete Entry** is highlighted, then press **Yes** to accept.

Adding a Call History Entry to the Phone Book

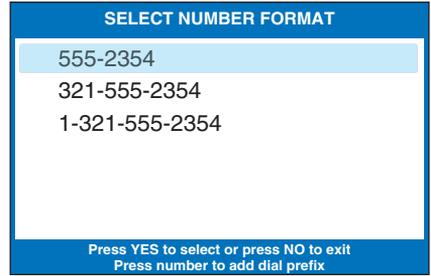
You can add the phone number and contact information from a Call History entry to your *CapTel* Phone Book, letting you save that caller's information to dial easily.

To add a Call History entry 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 **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* 840 Plus, 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. Press the **YES** button for more options.
6. Press the **DOWN** arrow button to highlight **Add Entry to Phone Book**. Press the **YES** button to select.

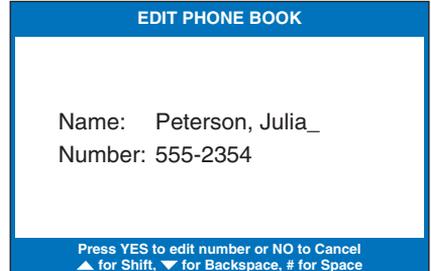


7. The display shows different options for the telephone number format to save. For example, if the phone number is local, you do not need to save the area code with the phone number. If the phone number is long distance, you may need to save “1” plus the area code with the phone number.



Use the **UP** and **DOWN** arrow buttons to highlight the correct telephone number format. Press the **YES** button to accept.

8. 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.



9. 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.



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

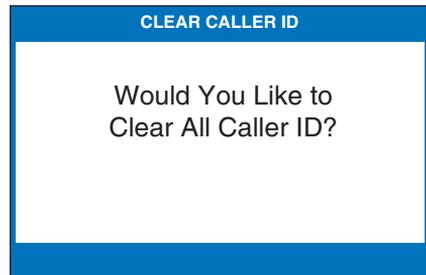
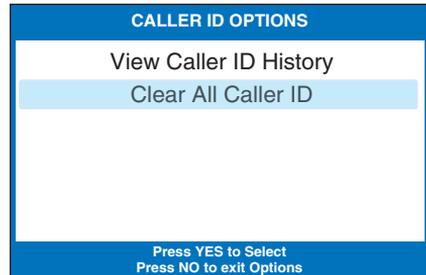
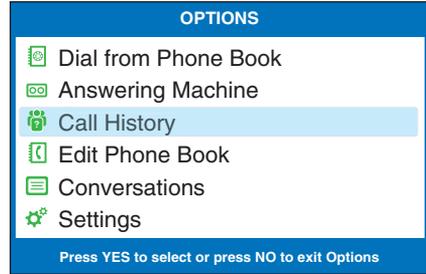


Clearing All Caller ID Entries

You can delete individual Caller ID entries as you review them (see page 49) or you can erase all Caller ID records 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 Records**. 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.



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. You can also get captions of messages left on your voice mail service or on an external answering machine.

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**
- **Captioning External Answering Machine Messages**
- **Seeing Captions of Your Voice Mail Messages**

Turning Answering Machine On/Off

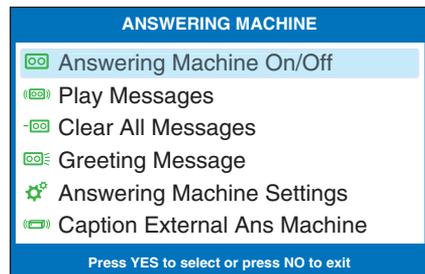
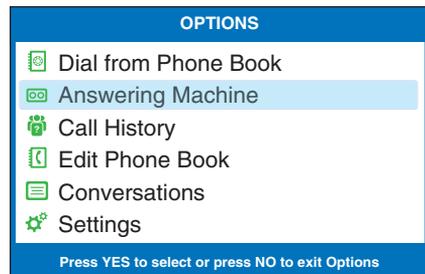
Your *CapTel* phone comes with a built-in answering machine that will answer calls and take messages for you when you are unavailable. The Answering Machine can record both the voice message and captions, so that you can listen to the message with the benefit of reading the captions.

Up to 63 recordable messages can be saved, each message can be up to 2 minutes long. If message memory becomes full, the answering machine will stop answering calls and taking messages until you can erase some of the saved messages to make room in memory.

NOTE: *If your callers dial through the Captioning Service, you will automatically get captions with your Answering Machine messages. If callers dial your number directly, the answering machine will only record the voice message at first. You can then get captions of the recorded voice message.*

To turn the Answering Machine on:

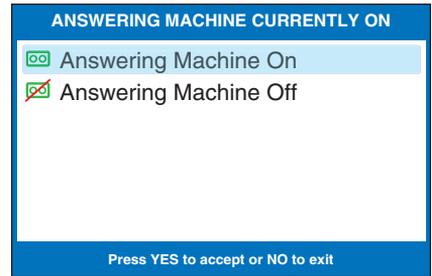
-  1. With the handset hung up, press the **YES** button to see the Options menu.
- 
 2. Press the **DOWN** arrow button until **Answering Machine** is highlighted. Press the **YES** button to select.
-  3. Check that **Answering Machine On/Off** is highlighted. Press the **YES** button to select.





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

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



The Answering Machine will stay on or off until you change this setting.

TIP: When the phone is not in use, the Answering Machine icon () appears in the CapTel display screen whenever the Answering Machine is turned on, letting you quickly check at a glance if the Answering Machine is turned on or off.

Playing your Answering Machine Messages

You can listen to your Answering Machine messages over the *CapTel* handset, while at the same time reading captions of what the messages say. There are two ways to play your Answering Machine messages:

Option 1: From *CapTel* Display Screen



1. The *CapTel* display lets you know when there are new messages waiting for you. Press the **UP** button to listen to new messages.
2. Follow the directions on the display screen to lift the *CapTel* handset and listen to your messages.
3. If your caller dialed through the Captioning Service, captions of their message will appear on the display screen.

CAPTIONS



If there are no captions with the voice message, press the **CAPTIONS** button. Captions will appear while the message plays.

4. When you are finished listening to each message, you can:
 - Press **YES** to erase the message;
 - Press **NO** to replay the current message;
 - Press **UP** arrow button to review previous messages;
 - Press **DOWN** arrow button to move to the next message;
5. Hang up the handset when you are finished playing your messages.



NOTE: *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 inactivity).*

Option 2: From the Options Menu



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



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



3. Press the **DOWN** arrow button to highlight **Play Messages**. Press the **YES** button to select.

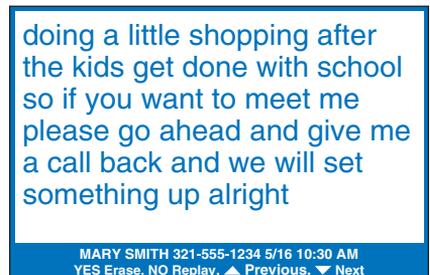
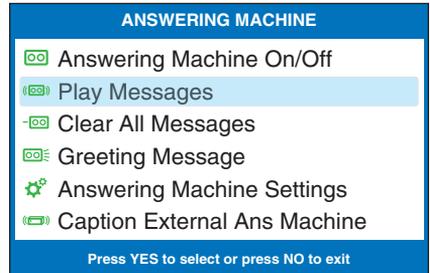
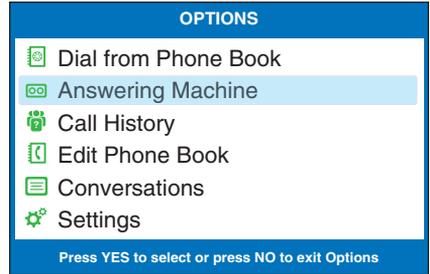


4. Follow the directions on the display screen to lift the *CapTel* handset and listen to your messages. If the caller dialed through the Captioning Service, captions of the messages will appear on the display screen while the messages are playing.

CAPTIONS



If there are no captions with the voice message, press the **CAPTIONS** button. Captions will appear while the message plays.

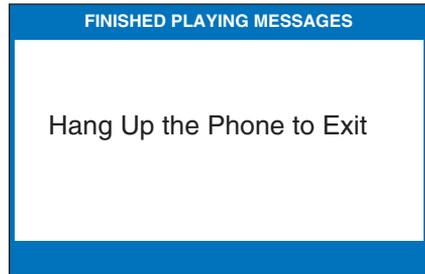


5. When you are finished listening to each message, you can:
Press **YES** to erase the message;
Press **NO** to replay the current message;
Press **UP** arrow button to review previous messages;
Press **DOWN** arrow button to move to the next message

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

6. 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.)*



Clearing All Messages

In addition to erasing messages one at a time as you play them, you can also erase all your saved Answering Machine messages at one time.

To clear all your Answering Machine messages:



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



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



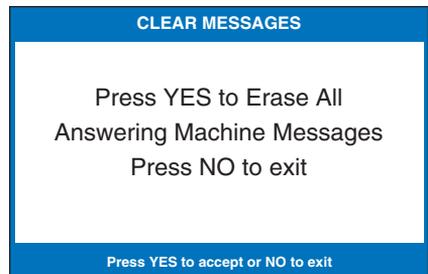
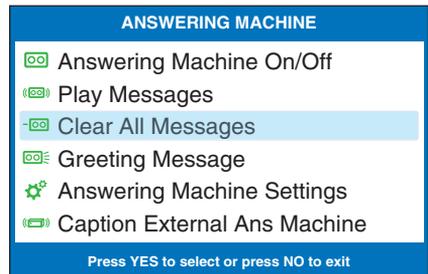
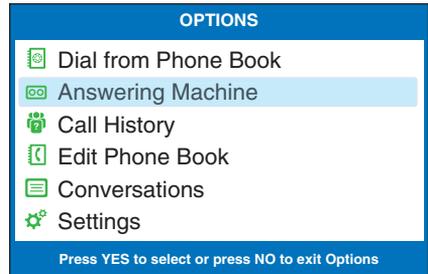
3. Press the **DOWN** arrow button repeatedly to highlight **Clear All Messages**. Press the **YES** button to select.



4. Press the **YES** button to erase all saved Answering Machine messages. If you don't want to erase all messages, press the **NO** button to exit.



5. *CapTel* confirms that your Answering Machine messages have been erased.

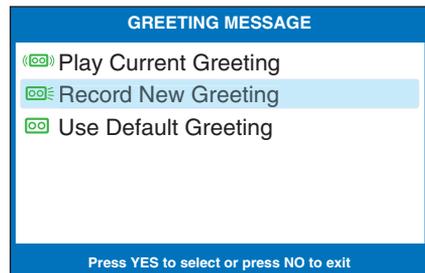
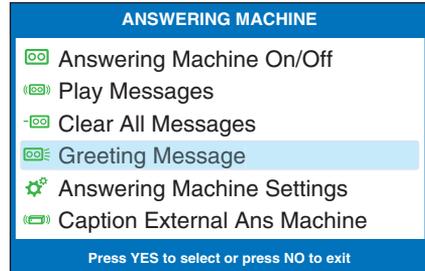
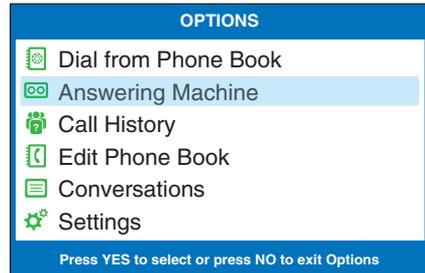


Recording a Personal Greeting Message

Before you begin making/receiving calls, you may want to record a personal greeting message for the *CapTel* 840 PLUS 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. Press the **YES** button to see the Options menu.
- 
 2. Press the **DOWN** arrow button to highlight **Answering Machine**. Press **YES** to select.
- 
 3. Press the **DOWN** arrow button to highlight **Greeting Message**. Press **YES** to select.
- 
 4. Press the **DOWN** arrow button to highlight **Record New Greeting**. Press **YES** to select.



5. Lift the *CapTel* handset and watch the display screen to know when to start speaking. When you see the **REC** message, begin speaking into the handset to record your greeting message.



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** button to begin recording again.

7. When you are satisfied with your new greeting, hang up the telephone handset. *CapTel* will send out your personal greeting whenever the Answering Machine picks up a call.



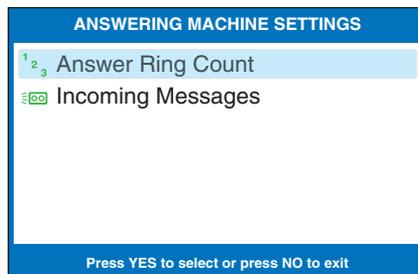
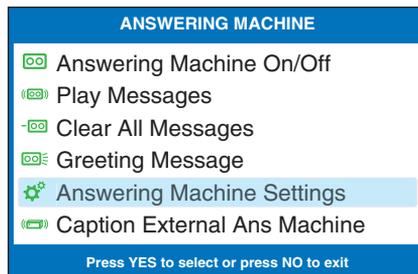
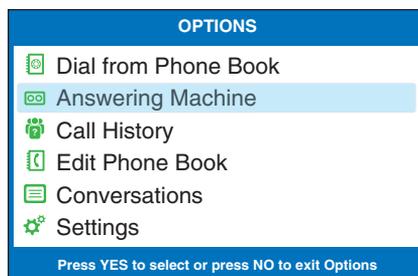
Setting the Number of Rings Before Answering

You can set the approximate number of times the *CapTel* will ring before the Answering Machine answers the call. The default setting is four (4) rings, but you can set it to be any number of rings between three and eight.

NOTE: *The ring count may be slightly different in telephone systems that use “distinctive” ring patterns. Please experiment with this setting as needed for your specific phone system.*

To set the number of rings before answering:

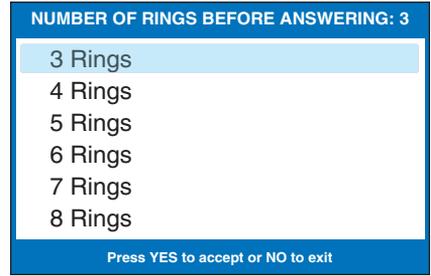
-  1. With the handset hung up, press the **YES** button to see the Options menu.
- 
 2. Press the **DOWN** arrow button until **Answering Machine** is highlighted. Press the **YES** button to select.
- 
 3. Press the **DOWN** arrow button repeatedly until **Answering Machine Settings** is highlighted. Press the **YES** button to accept.
-  4. Check that **Answer Ring Count** is highlighted. Press the **YES** button to accept.





5. Use the **UP** or **DOWN** arrow buttons to select the number of rings, from 3 rings up to 8 rings. Press the **YES** button to select.

6. Press the **NO** button repeatedly to exit.



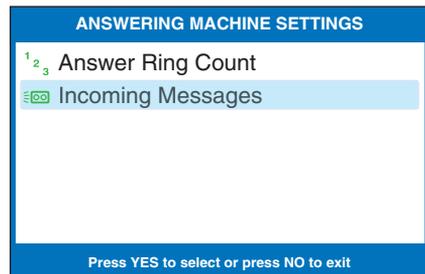
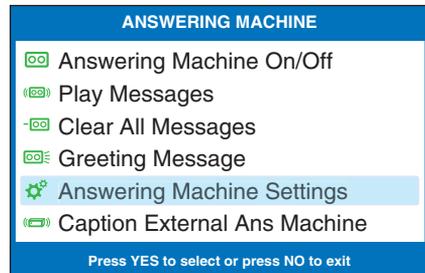
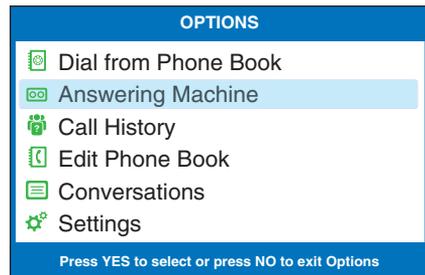
On incoming calls, your *CapTel* phone will ring this number of times before the Answering Machine picks up the call.

Making Incoming Messages Audible/Silent

Just like with other Answering Machines, you can “screen” callers by having incoming messages played aloud on the *CapTel* phone for you to hear before you answer the call. While this is a convenient feature, there may be times when you do not want incoming messages to be played aloud, but instead taken silently for you to review at a later time. The default setting is for incoming messages to be muted (silent).

To make incoming calls audible or set them to be silent:

-  1. With the handset hung up, press the **YES** button to see the Options menu.
- 
 2. Press the **DOWN** arrow button until **Answering Machine** is highlighted. Press the **YES** button to select.
- 
 3. Press the **DOWN** arrow button repeatedly until **Answering Machine Settings** is highlighted. Press the **YES** button to accept.
- 
 4. Press the **DOWN** arrow button so that **Incoming Messages** is highlighted. Press the **YES** button to accept.





5. Press the **UP** or **DOWN** arrow button to highlight **Incoming Messages Audible** or **Muted**. Press the **YES** button to accept the setting you want.



Incoming Messages Audible: will play incoming messages aloud on the *CapTel* phone as the message is being taken for you to listen to/screen as they are recorded.

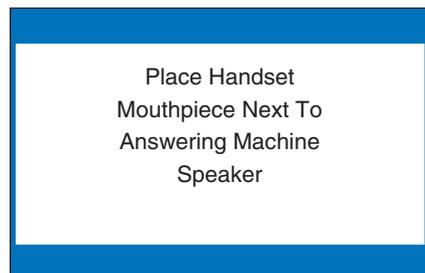
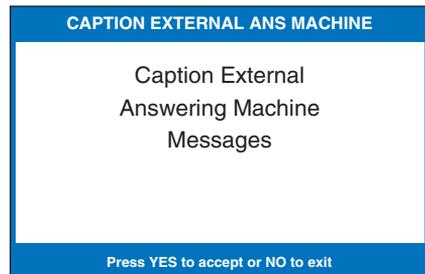
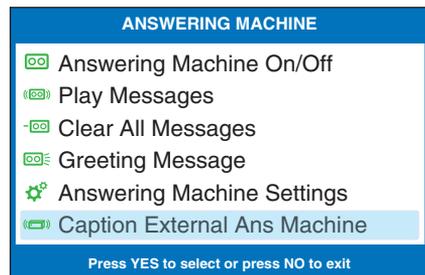
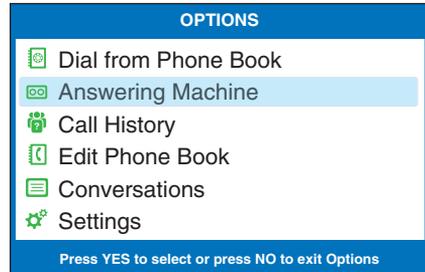
Incoming Messages Muted: will take incoming messages silently, you will not be able to hear the message as it is being taken. You will be able to listen to and review the message after it has been recorded.

Caption External Answering Machine Messages

Your *CapTel* 840 PLUS 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 the telephone line along with your *CapTel* phone. See page 102 for instructions for sharing a telephone line with *CapTel*.

To get captions of your external answering machine messages:

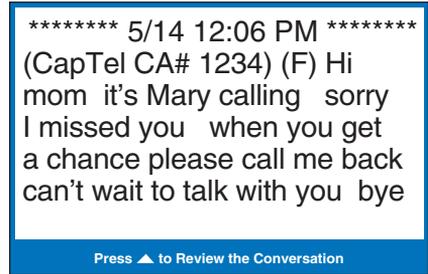
-  1. With the handset hung up, press the **YES** button to see Options.
- 
 2. Press the **DOWN** button until **Answering Machine** is highlighted. Press the **YES** button to select.
- 
 3. Press the **DOWN** button repeatedly until **Caption External Ans. Machine** is highlighted. Press the **YES** 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.



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* 840 PLUS handset.



Seeing Captions of Your Voice Mail Messages

Some voice mail services allow you to dial a remote access phone number to access your voice mail messages. You should be able to access your voice mail messages remotely using the *CapTel* 840 PLUS in the same way you would with any other telephone, with the added benefit of seeing captions. The way that you access voice mail messages depends on what kind of service you use.

To get captions on voice mail messages:

CAPTIONS



1. Check that the **CAPTIONS** button is on (red light lit).
2. Lift the handset, and dial the 7- or 10-digit telephone number that you use to access your voice mail messages remotely.
3. Listen and read captions to follow the instructions to access your voice mail messages. As the messages are played, you can read captions in your *CapTel* display screen.



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* 840 PLUS 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.



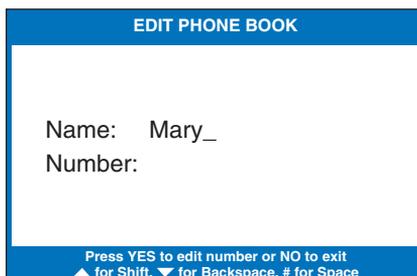
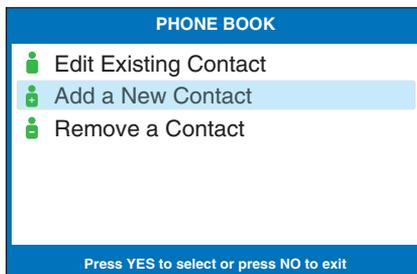
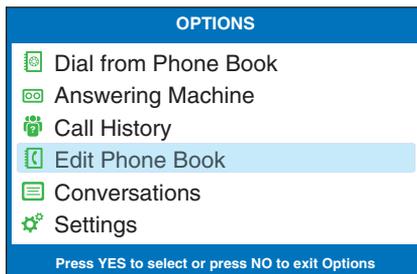
2. Press the **DOWN** arrow button repeatedly until **Edit Phone Book** is highlighted. Press the **YES** button to select.



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.



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.



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.

A screenshot of a mobile phone screen titled "EDIT PHONE BOOK". The screen has a white background with a blue header. Below the header, the text "Name: Mary" is displayed, followed by "Number: _" on the next line. At the bottom of the screen, there is a blue bar with white text that reads: "Press YES to accept or NO to exit" followed by "▼ for Backspace, ▲ for 2 second delay".A screenshot of a mobile phone screen titled "EDIT PHONE BOOK". The screen has a white background with a blue header. Below the header, the text "Name: Mary" is displayed, followed by "Number: 555-1234_" on the next line. At the bottom of the screen, there is a blue bar with white text that reads: "Press YES to accept or NO to exit" followed by "▼ for Backspace, ▲ for 2 second delay".

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

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

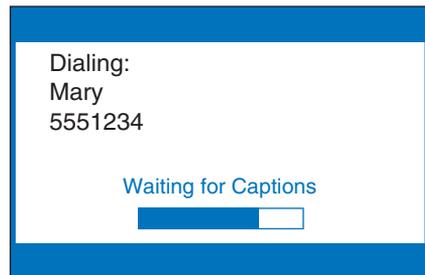
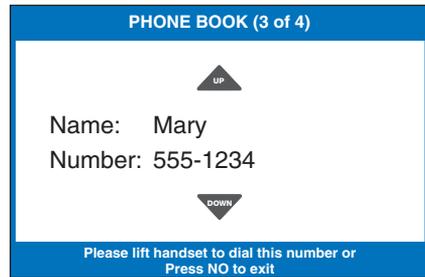
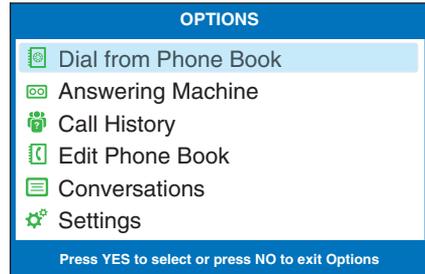


3. The display screen shows you the first contact name and number listed in your Phone Book. Use the **UP** and **DOWN** arrows to move through the contacts in your Phone Book.

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.



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.

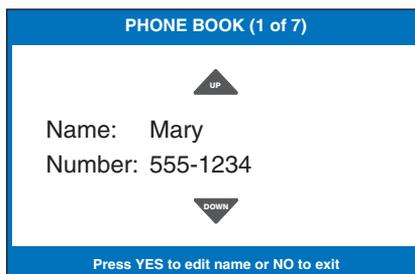
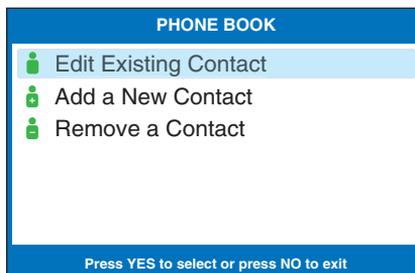
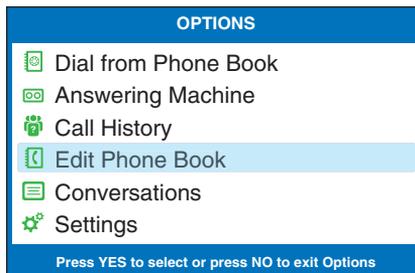


3. Check that **Edit Existing Contact** is highlighted.

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

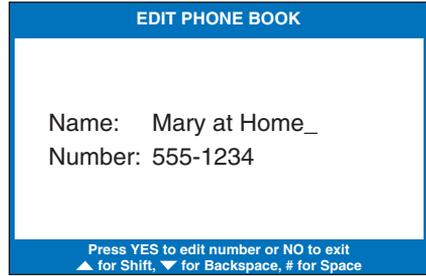


5. The display screen will show you the first listing in your Phone Book. Use the **UP** and **DOWN** arrow buttons to move through the various contacts in your Phone Book. When you find the contact you wish to change, press the **YES** button to select it.

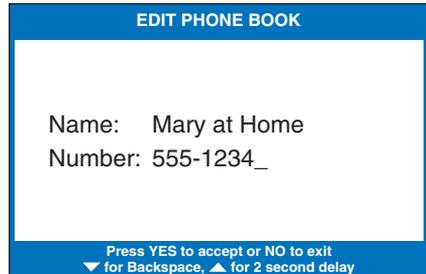




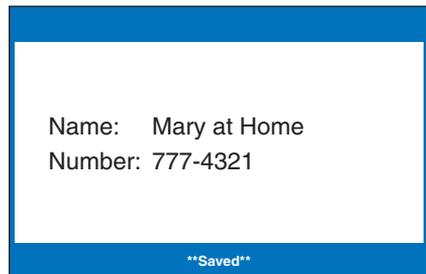
6. To edit the name, use the **DOWN** arrow button as a backspace to erase letters. You can enter new/different letters using the dialing pad. Look for the letters listed on the number keys to know which number key to press. For some letters, press the same number key several times until the correct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



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.



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.



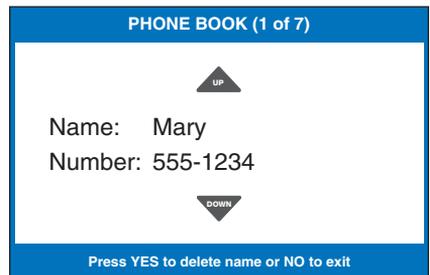
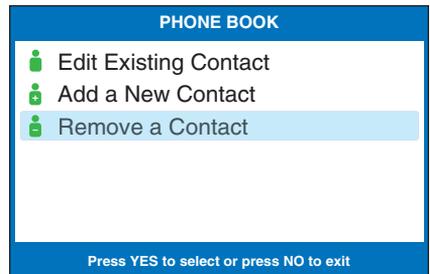
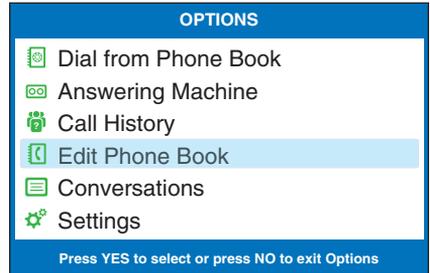
4. The display screen will show you the first listing in your Phone Book. Use the **UP** and **DOWN** arrow buttons to move through the various contacts in your Phone Book until you see the contact listing you wish to delete.



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 list.



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.



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.



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

5. Enter in the phone number by using the dialing pad. Use the **DOWN** arrow button to backspace. Use the **UP** arrow button to insert a 2-second delay.



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

-  1. Press the **SPEED DIAL** button you wish to edit.
-  2. Press the **YES** button to edit the name.
-  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.
-  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.
-  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

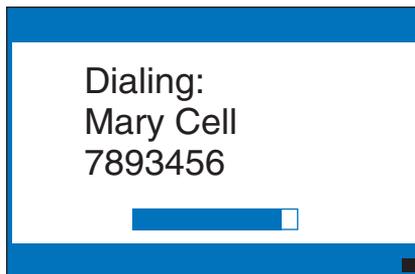
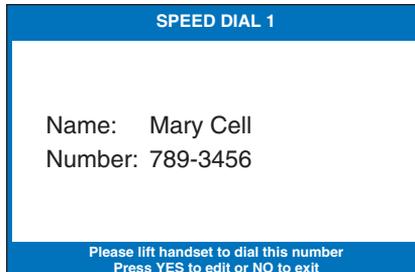


2. Press the **SPEED DIAL** button with the number that you want to call.

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

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.



Settings

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

TOPICS:

- **Setting the Captions Button Default to On/Off**
- **Turning Spanish Captions On/Off**
- **Dialing a Number to Get an Outside Line**
- **Setting a Call Waiting Block**
- **Adjusting the Volume of the Ringer**
- **Setting the Pitch of the Ringer**
- **Turning Keypad Lights On/Off**
- **Saving the Captions Volume**
- **Setting your *CapTel* Phone for Tone/Pulse Dialing**
- **Setting the Time and Date**
- **Testing the Telephone Line Quality**
- **Using VCO to call a TTY User**
- **Updating your *CapTel* Phone**

Setting the Captions Button Default to On/Off

You can change the default setting of your *CapTel* 840 PLUS to always have the Captions button set to ON or to always have the Captions button set to OFF. Your *CapTel* 840 PLUS comes with the Captions button set to ON.

CAPTIONS Captions Button – On



When the Captions button is set to ON, every outgoing call is automatically connected to the Captioning Service. The light around the **CAPTIONS** button remains lit. You will receive captions on every outgoing call.

NOTE: *The Captions button does not affect incoming calls. If an incoming call is placed through the Captioning Service, you will automatically receive captions throughout the call, even if the Captions button default is set to “Off”. Please see Toll-Free Captioning Service Voice Number on page 1 for the number to give your callers. If your caller does not dial through the Captioning Service, you will not receive captions during the call. The light around the **CAPTIONS** button will remain off.*

CAPTIONS Captions Button – Off



When the Captions Button is set to OFF, outgoing 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.

If captions are off at the beginning of a call, you will not receive captions throughout the call. You cannot turn captions on/off during a call.

NOTE: *When the **CAPTIONS** button is off (red light around the button is off) the maximum amplification level is not available.*

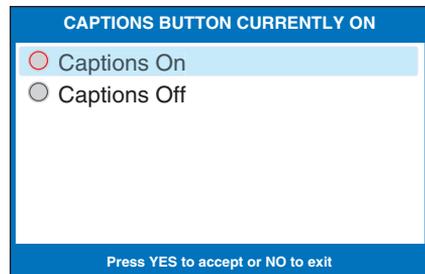
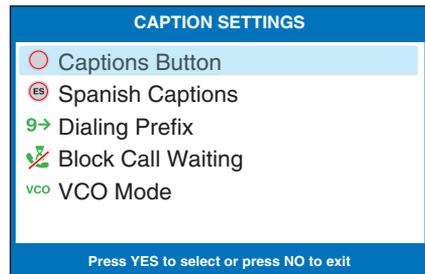
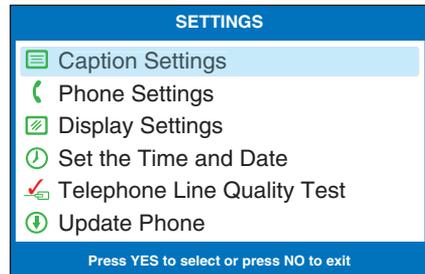
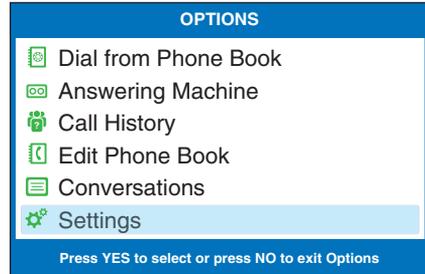
To change the Captions button setting:

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 outgoing call.

Captions Off: You will need to press the Captions button before your outgoing call to turn the Captions feature on.

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



Turning Spanish Captions On/Off

Your *CapTel* 840 PLUS 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 840 PLUS 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.



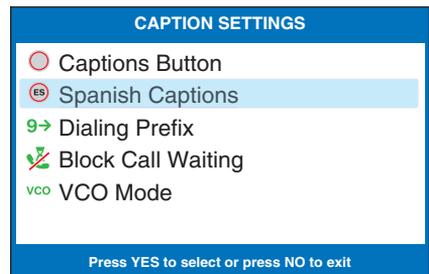
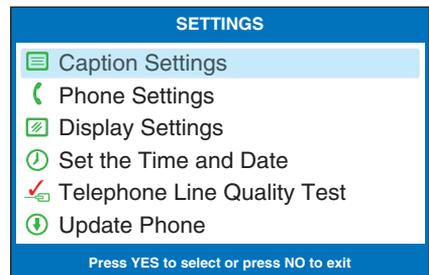
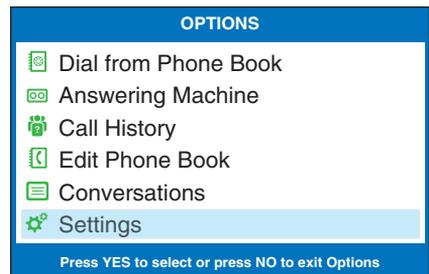
2. Press the **DOWN** arrow button repeatedly until **Settings** is highlighted. Press the **YES** button to select.



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

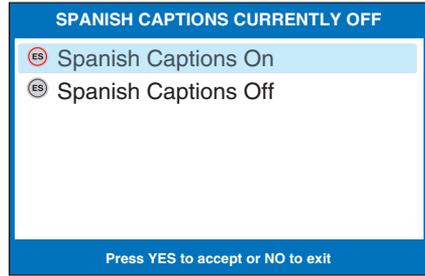


4. Press the **DOWN** arrow button until **Spanish Captions** is highlighted. Press the **YES** button to select.





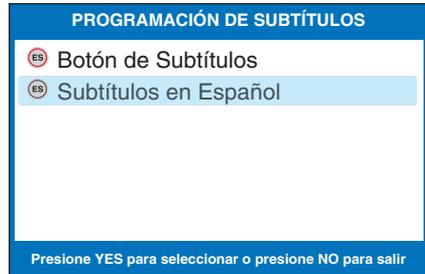
5. Press the **UP** or **DOWN** arrow button to select **Spanish Captions On** or **Spanish Captions Off**.



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



8. 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.

NOTE: *Spanish captions must be turned on before the call in order for you to receive captions in Spanish.*

Spanish-speaking callers should dial the dedicated Spanish-to-Spanish captioning number first, then enter your phone number in order for you to receive captions in Spanish.

Spanish-to-Spanish captioning available every day from 7:00 a.m. – 11:00 p.m. CST

Spanish-to-Spanish Captioning Calls	1-866-217-3362
California Spanish-to-Spanish Only	1-866-399-9090
Texas Spanish-to-Spanish Only	1-800-933-5417
International Spanish-to-Spanish Captioning.....	1-608-204-2795
Spanish CapTel Customer Service	1-866-670-9134
California Spanish Customer Service.....	1-877-330-0156

Dialing a Number to Get an Outside Line

Is a number required to get an “outside line” before you can place a call? In some office settings, for example, you may need to dial a 9 or other number to get an outside line. This number must be entered in the Dialing Prefix menu in order for captions to work properly.

Your *CapTel* phone automatically enters the Dialing Prefix for you at the start of every captioned call. If the Caption feature is OFF, you will need to dial the Dialing Prefix manually before you place a call.



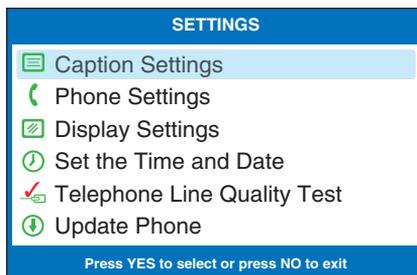
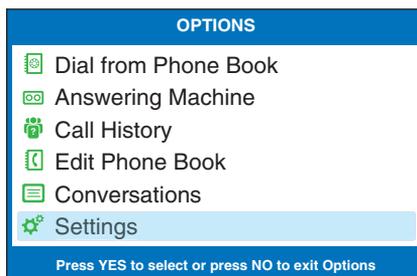
1. With the handset hung up, press the **YES** button to see the Options menu.



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



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





4. Press the **DOWN** arrow button repeatedly until **Dialing Prefix** is highlighted. Press the **YES** button to select.

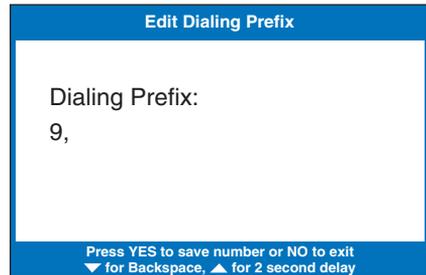
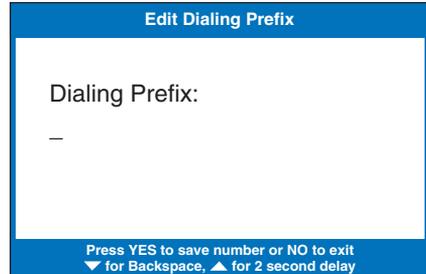
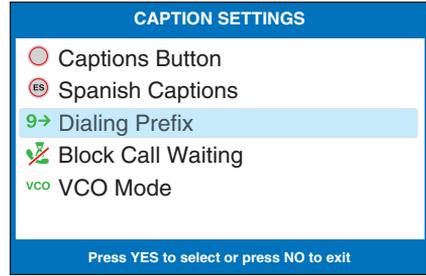
5. Using the dialing keypad to enter the number you need to get an outside line. Use the **DOWN** arrow button to backspace and press the **UP** arrow button to add 2-second delay, which will appear as a comma (,).



6. When the number is entered, press the **YES** button to save.



7. Press the **NO** button repeatedly to exit.



Setting a Call Waiting Block

Do you have Call Waiting as part of your telephone service? Call Waiting is not supported, as it may disrupt your captions. If you have Call Waiting service, you need to set a Call Waiting Block in the *CapTel* menu. Setting a Call Waiting Block only affects captioned calls. You can still use Call Waiting when the Caption feature is off or on any other phones connected to your telephone lines.



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



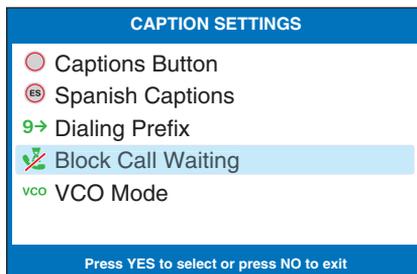
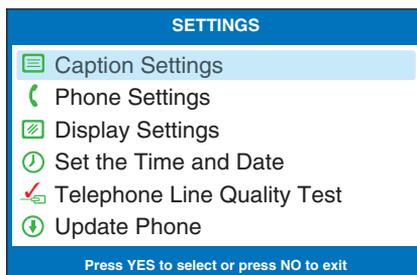
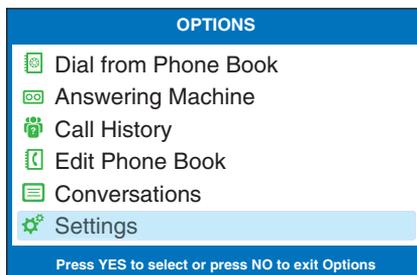
2. Press the **DOWN** arrow button repeatedly until **Settings** is highlighted. Press the **YES** button to select.



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

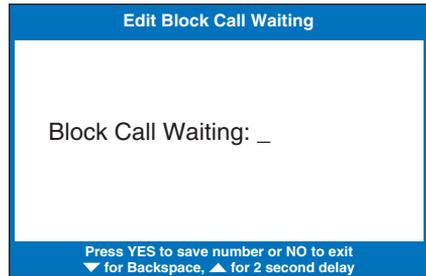


4. Press the **DOWN** arrow button repeatedly until **Block Call Waiting** is highlighted. Press the **YES** button to select.



5. Use the dialing keypad to enter the number you need to block Call Waiting. Use the **DOWN** arrow button for Backspace and the **UP** arrow button to add in a 2-second delay, which will appear as a comma (,).

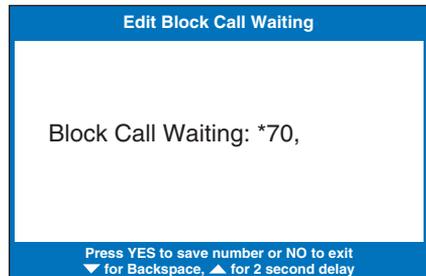
NOTE: Check with your local telephone provider for directions on blocking the Call Waiting tone in your area. Many telephone service providers use “*70” as the sequence to block the Call Waiting tone.



Edit Block Call Waiting

Block Call Waiting: _

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



Edit Block Call Waiting

Block Call Waiting: *70,

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



6. When the number is entered, press the **YES** button to save.



7. Press the **NO** button repeatedly to exit.

NOTE: If you program a Call Waiting block but you do not have Call Waiting service you will not be able to dial out with captions.

Adjusting the Volume of the Ringer

You can set the volume of the *CapTel* 840 PLUS 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. 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.



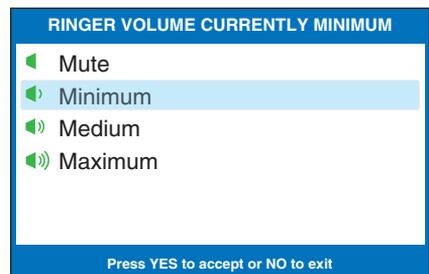
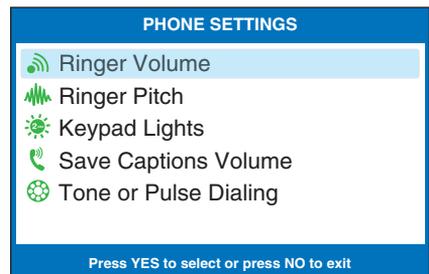
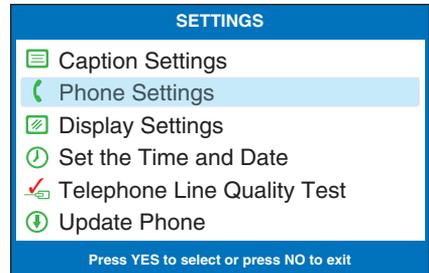
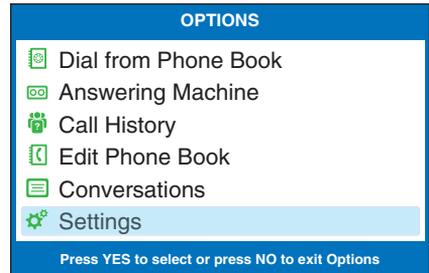
6. Press the **UP** or **DOWN** arrow button to select your desired Ringer Volume level. To turn the Ringer off entirely, select Mute.



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.

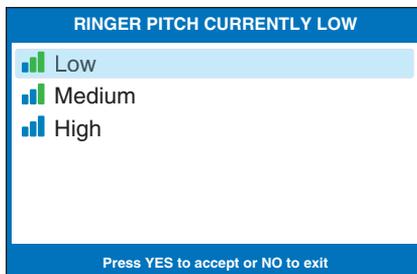
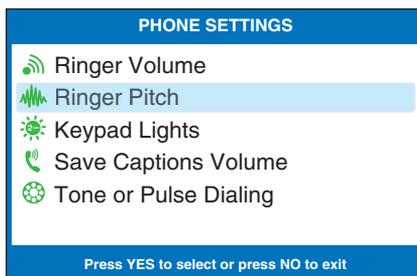
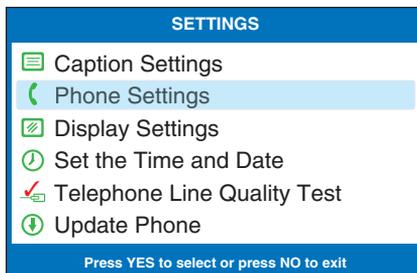
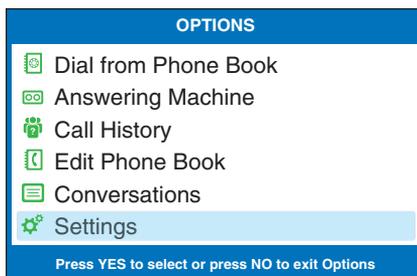


Setting the Pitch of the Ringer

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. 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. 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.
-  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.



Turning Keypad Lights On/Off

The *CapTel* 840 PLUS 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 inactivity.

To turn the lights on the number keypad off:



1. Press the **YES** button to see the Options menu.



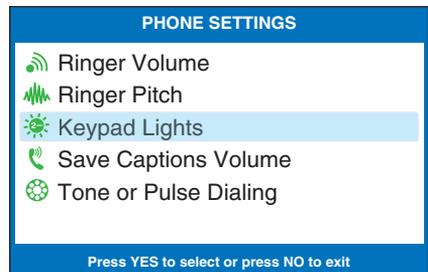
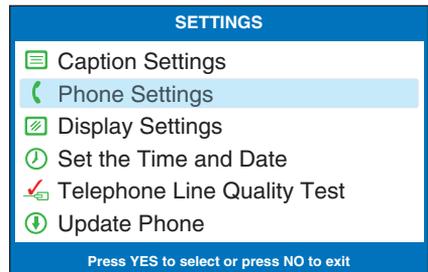
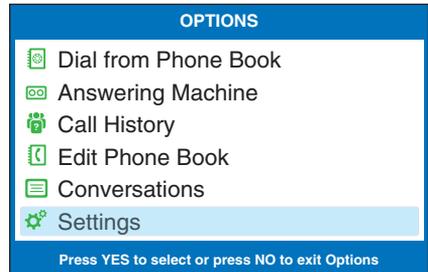
2. Press the **DOWN** arrow button until **Settings** is highlighted. Press the **YES** button to select.



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



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





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.*

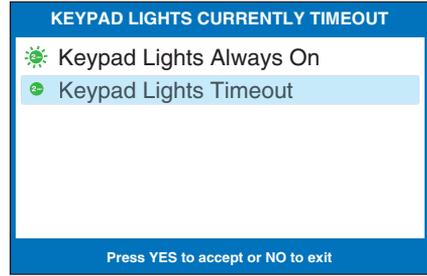


6. Press the **YES** button to select your option, or press the **NO** button to exit.



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.*



Saving the Captions 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 every captioned call. The saved volume only applies when the Captions button is on. When the Captions button is off, your *CapTel* phone will return to a mid-range volume every time you hang up.

To save your volume setting for captioned calls:



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



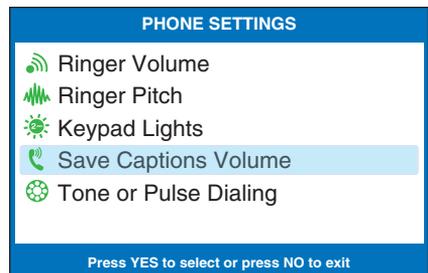
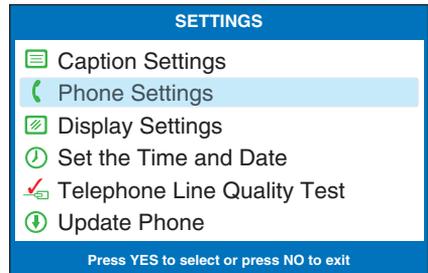
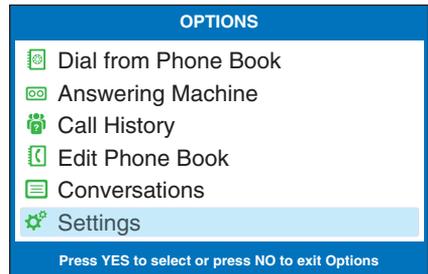
2. Press the **DOWN** arrow button repeatedly until **Settings** is highlighted. Press the **YES** button to select.



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



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

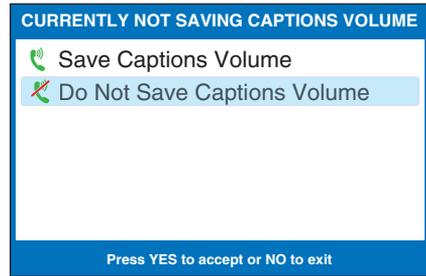




5. Use the **UP** or **DOWN** arrow buttons to highlight **Save Captions Volume** or **Do Not Save Captions Volume**. Press **YES** to select.



6. Press the **NO** button repeatedly to exit.



Now, during your next call with captions, 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 that has the Captions button lit. During non-captioned calls (Captions button off), the volume will automatically start at a mid-range setting, and will have to be adjusted manually.

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

Setting your *CapTel* Phone for Tone/Pulse Dialing

The dialing mode of your *CapTel* 840 PLUS 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.



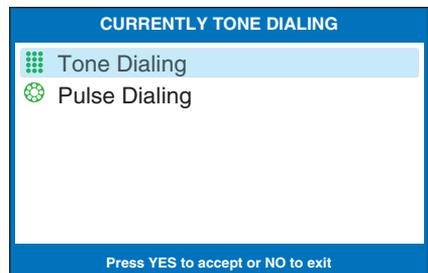
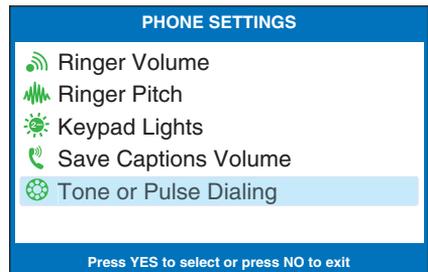
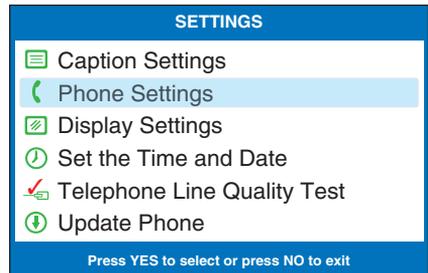
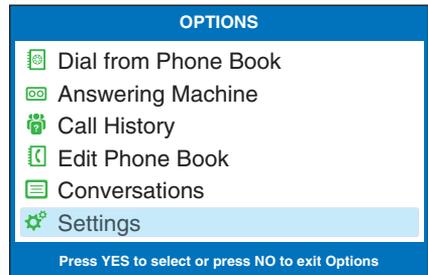
6. Press the **UP** or **DOWN** arrow button to select **Tone Dialing** or **Pulse Dialing**.



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.



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.

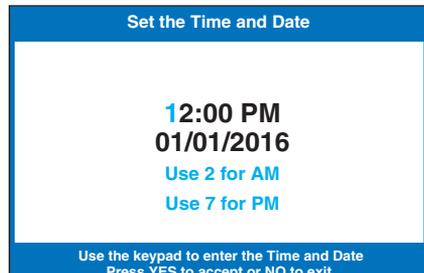
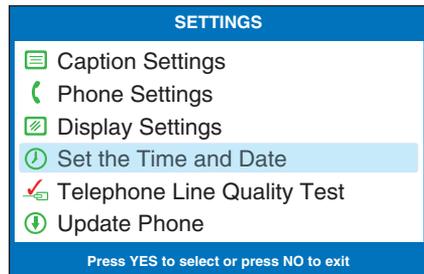
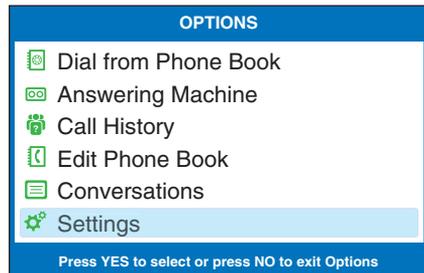


3. Press the **DOWN** arrow button repeatedly until **Set the Time and Date** is highlighted. Press the **YES** button to select.



4. *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.

5. 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.

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



6. 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”.

Testing the Telephone Line Quality

Captions of your conversation are “carried” over your telephone line, so it is important to have a high-quality connection. Some VoIP telephone connections, for example, are not reliable enough to support captions. If the quality of the connection is not adequate, your captions may be interrupted or even dropped due to interference on the line.

To ensure the highest quality connection, your *CapTel* phone can test the line quality to make sure it is adequate to provide captions.

To test the quality of your telephone line connection:



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 **Telephone Line Quality Test** is highlighted. Press the **YES** button to select.

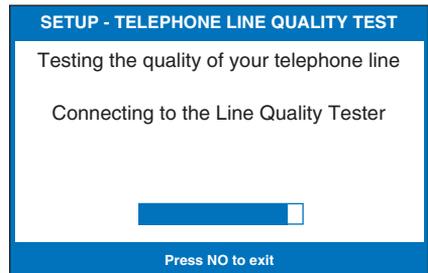
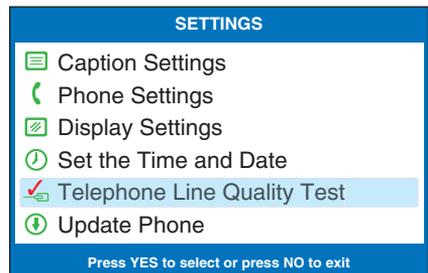
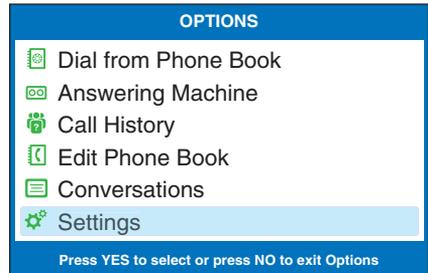


4. *CapTel* will test the quality of your telephone line. Watch the display screen for information about the test.

CUST
SERV



If the test indicates poor line quality, you may still be able to make/receive calls, but you might experience problems with the captions. Please contact *CapTel* Customer Service for assistance.



Using VCO to call a TTY User

VCO stands for Voice Carry Over, a service common in traditional relay services in which callers speak for themselves and read typed responses. If you dial 711 to call a TTY user through Relay, your *CapTel* phone will automatically convert to VCO mode. This allows the Relay Operator to type messages directly to your *CapTel* display screen.

When placing a call through Relay, tell the Relay Operator that you want to use VCO. Then, everything the TTY user types will appear as typed messages on your display screen. You speak back to the TTY user via the Relay Operator and through the *CapTel* handset, taking turns reading and speaking. When the call is completed, press the Captions button to drop out of VCO mode.

You can also turn VCO mode on/off in the Captions Settings menu.

Updating Your *CapTel* Phone

Occasionally, changes are made to the *CapTel* 840 PLUS software. Your phone can check whether new software is available and then perform an update as needed over the telephone line. This process ensures you will always have the latest technology for as long as you own your *CapTel* 840 PLUS.

To update your *CapTel* 840 PLUS software:



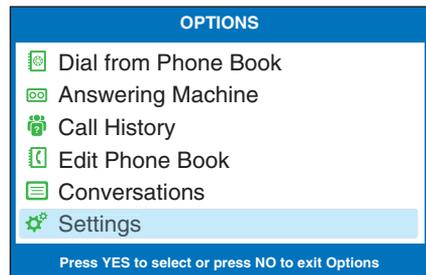
1. With the handset hung up, press the **YES** button to see the Options menu.



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 **Update Phone** is highlighted.



Press the **YES** button to select.



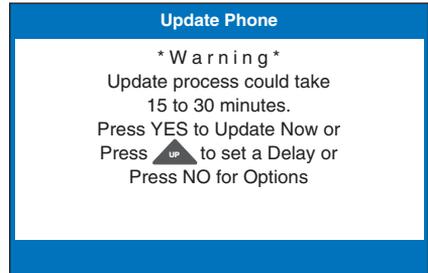
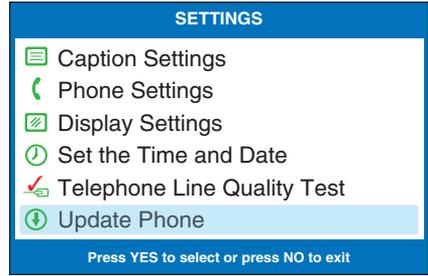
4. Press the **YES** button to begin updating your phone, or press the **NO** button to exit. You can also set a timed delay by pressing the **UP** arrow button.



NOTE: *You can set the update to begin automatically at a more convenient time. Press the UP arrow button to set up a timed delay. Select when you want the update to begin (in 1 hour, in 2 hours, etc.) using the UP and DOWN arrow buttons. Once a delay has been set, you can continue using your CapTel phone to make/answer calls. This will not disrupt the planned update process.*

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 automatically updates to the most current version, then resets itself so you are ready to make calls. If there are no updates available, the *CapTel* display screen will show “No Update Available” and revert to the main *CapTel* screen.

NOTE: *You need to reset the Time and Date after your CapTel phone updates. Please see “Setting the Time and Date” on page 96 for instructions.*



Problem Solving

My *CapTel* 840 PLUS does not ring

Check that the RINGER is not set to Mute in the Options menu. See page 89.

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 enter a dialing prefix in the *CapTel* 840 PLUS Options menu (see page 85 for instructions) before placing your call. When programming a Speed Dial button, be sure to include the dialing prefix before the phone number.

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 anytime 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* 840 PLUS 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 26.
- Try adjusting the TONE setting to enhance different frequency sounds. Press the TONE key to emphasize HIGH, MEDIUM, or LOW frequency sounds. See page 27 for details.

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

- Hang up your *CapTel* 840 PLUS phone and try to place the call again.
- If you are still experiencing the problem, unplug your *CapTel* 840 PLUS from the power adapter, wait 10 seconds, then plug the power back in again. This “resets” the *CapTel* 840 PLUS, in the same way you might “reset” your computer. Try making the call again.

NOTE: *If you reset your CapTel phone, any conversations saved in memory will be erased.*

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

I sometimes see a word in [brackets] in the middle of the captions. Why is the word in brackets?

At times, the captioning service may correct word errors that occur in the captions. The corrected word appears in [brackets] to let you know a correction has been made. There may be a slight delay between the time that the word error occurs and the time that the correction in brackets appears. If you are unclear about what was said, ask your caller to clarify.

The captions seem to be garbled (djak taaj awuop)

The quality of your telephone line connection may not be high enough to support captions. To verify, run a Telephone Line Quality Test in the *CapTel* Settings menu (see page 97 for directions).

If the test determines that the quality of the connection is inadequate, please contact *CapTel* Customer Service for assistance.

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 external answering machines, 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.



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.
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.

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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.

CapTel 840 PLUS Specifications

Physical Dimensions

Size: 9" × 6.5" × 7.5"

Weight: 2 lb. 10 oz.

Power

AC Adapter: 5.9-6V, 2Amps

(barrel is negative)

Adapter is UL listed.

Dial Pad

Large Keys: 0.75" × 0.70"

Display

7" Backlit, graphical LCD

color display

840 × 480 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

when Captions on: 0-40 dB gain

when Captions off: 0-18 dB gain

Tone

Ringer: off, low, medium, high

(0-87 dB 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 0.15"

• Medium 0.20"

• Large 0.25"

• Extra Large 0.33"

Adjustable font and

background colors

Connections

Telephone line: requires RJ11

connection (must be standard

analog line or DSL with filter).

Does not support digital PBX

system unless analog port

available.

Ethernet jack

3.5 mm Neckloop/Headset

2.5 mm Headset with microphone

AC power

Approvals

FCC approved

ACTA Product-Labeling Number:

US:D8KTE00BCAPTEL840

REN: 0.0B

Conversation Memory

500 lines of captions

Answering Machine

60 Recordable messages

(2 minute max per message)

Recordable greeting

Selectable number of rings

before answer

Ability to caption messages

from an external answering

machine

CapTel is the latest innovation from  Ultratec.

Ultratec, Inc.

450 Science Drive

Madison, WI 53711

(888) 269-7477 V/TTY

(866) 670-9134 (Spanish CapTel Customer Service)

Email: CapTel@CapTel.com

Fax: (608) 204-6167

Online: www.CapTel.com

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Getting Help

If you have any questions or comments as you use your new *CapTel* 840 Plus, 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 a number, such as "9", to reach an outside line 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 a week*)

En Español: 1-866-670-9134

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)