

okay we're all set for your appointment on Tuesday afternoon we'll do the exam here and then the dentist can answer your questions sound okay no you don't need to bring anything with you if you need to reschedule just call our office see you on Tuesday

Press ▲ to Review the Conversation



CapTel 840i Specifications

Physical Dimensions

Size: 9" x 6.5" x 7.5"

Weight: 2 lb. 10 oz.

Power

AC Adapter: 6 VDC, 1670 mA

(barrel is negative)

Adapter is UL listed.

Dial Pad

Large Keys: 0.75" x 0.70"

Display

7" Backlit, graphical LCD

color display

840 x 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 colors for

background, font, and

corrections

Connections

Telephone line: requires RJ11

connection (can be standard

analog line, VOIP, DSL with

filter, FIOS. Does not support

digital PBX system unless

analog port available).

3.5 mm Neckloop/Headset

2.5 mm Headset with microphone

Ethernet or WiFi wireless network

AC power

Approvals

FCC approved

FCC registration 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

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

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450 Science Drive

Madison, WI 53711

(888) 269-7477 V/TTY

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

Email: CapTel@CapTel.com

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Web: www.CapTel.com

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Congratulations on Choosing *CapTel*!

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

Please take a moment to read this guide and learn:

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

We want the *CapTel* phone to be enjoyable and convenient for you, and we welcome your questions or comments. If we can help, please call – you can even call using your new *CapTel* phone.

Thanks again for choosing *CapTel*.

Sincerely,

CapTel Customer Service

1-888-269-7477

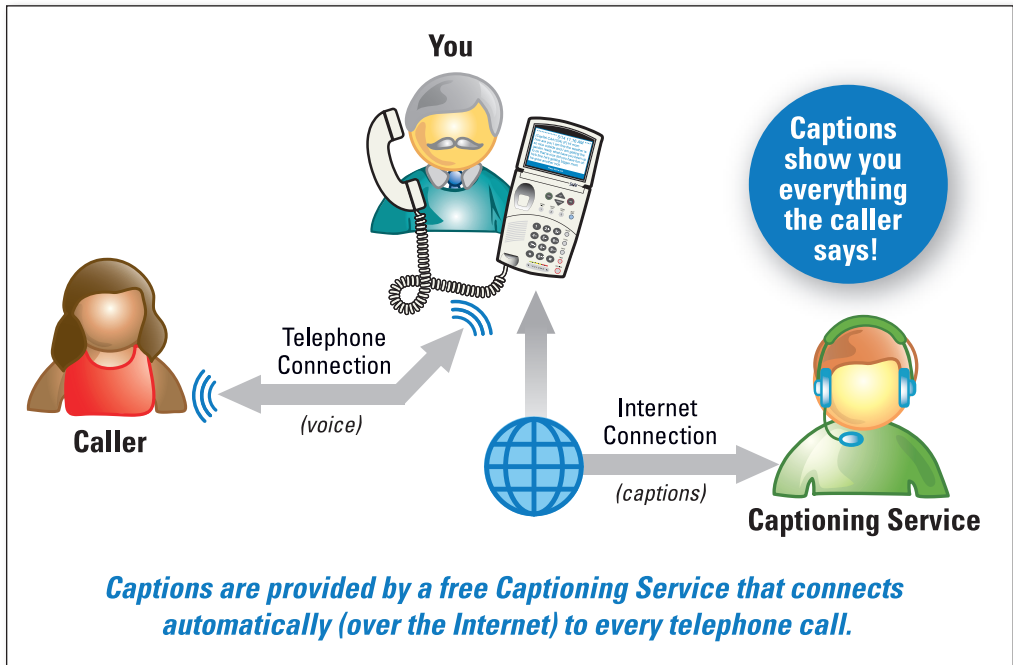
www.CapTel.com

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How *CapTel* Works



The *CapTel* 840i connects to both your telephone service and to your Internet service. Every time you make a telephone call, the phone uses the Internet connection to access a free Captioning Service. An operator at the Captioning Service uses voice recognition technology to generate captions of everything your caller says, and sends the captions back to your *CapTel* 840i phone.

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

NOTE: *The CapTel 840i phone does not generate captions of the phone call on its own. The phone works with the Captioning Service (over the Internet) to display captions during your calls.*

SECTION 1

Getting Started

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

TOPICS:

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

What is in the Box?

Your CapTel 840i includes the following parts:



- CapTel 840i Phone
- Telephone Cord



- Power Adapter – to plug into a wall outlet



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

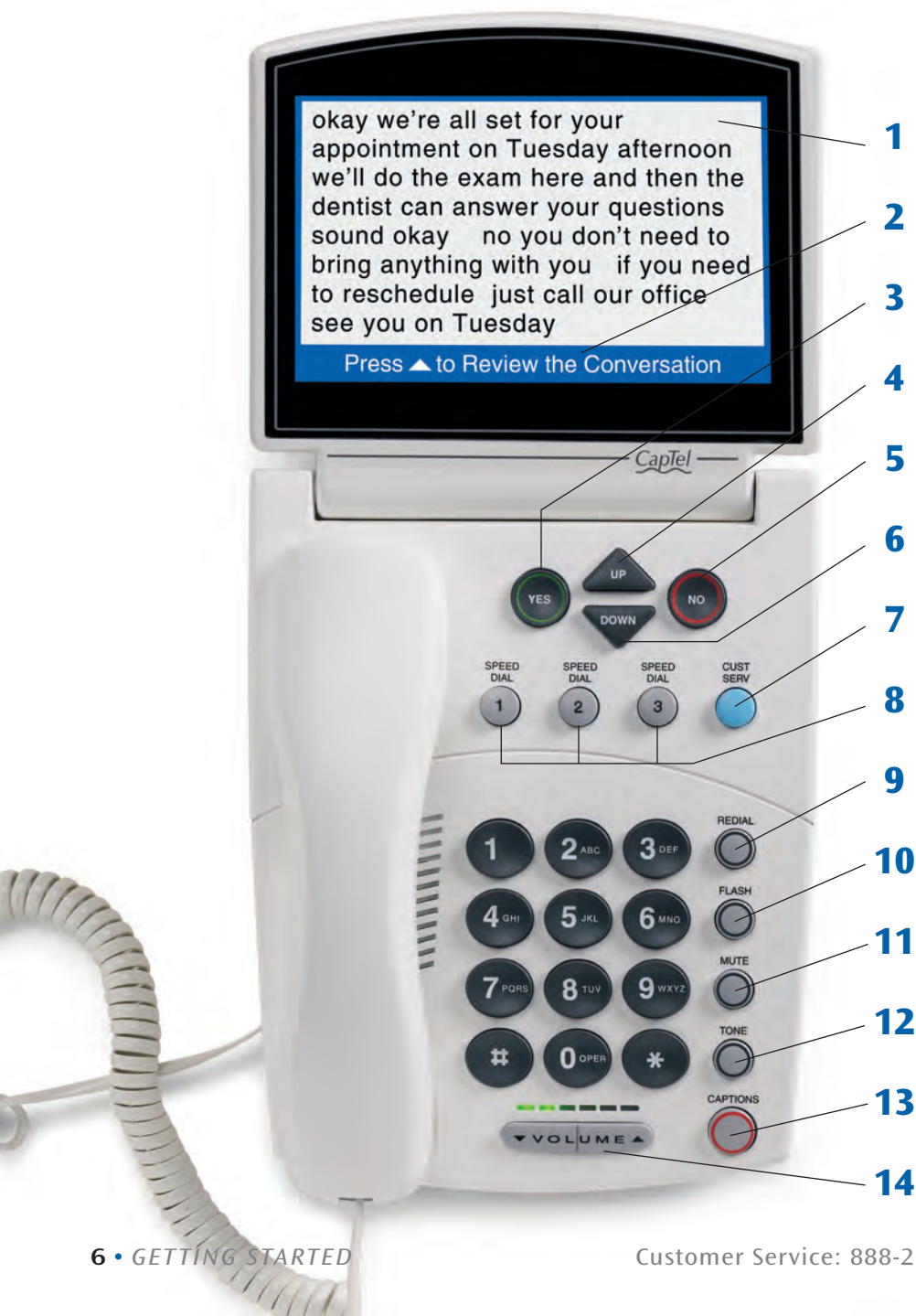
- Ethernet Cable – to connect to Internet service (not necessary for WiFi installations)



- CapTel Setup Guide and CapTel How-to Guide
- Warranty Card



Overview of *CapTel* 840i 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 list, and respond “Yes” to questions or commands on the display screen.



4. UP 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 Button

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

CUST
SERV



7. CUSTOMER SERVICE Button

Our helpful customer service team is happy to help you set up and use your *CapTel* 840i telephone – we're only a button push away. Pressing the CUST SERV button will automatically dial the *CapTel* help line. In an office, you may need to dial 9 first.

NOTE: *Help is available 24 hours a day, 7 days a week. 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).

● TONE



12. TONE Button

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

● CAPTIONS



13. CAPTIONS Button

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



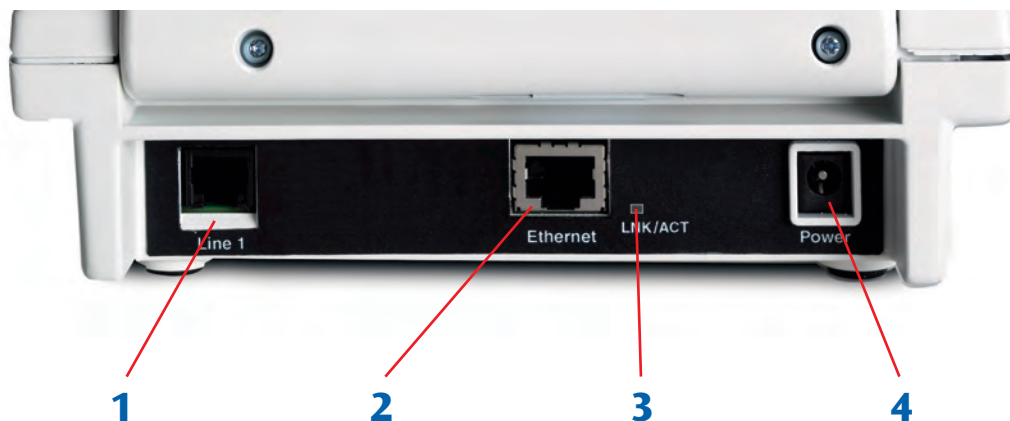
14. VOLUME Bar

Lets you adjust the volume to a comfortable level, up to a 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 for during every captioned call, see “Saving the Captions Volume” on page 78.

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



Features

1. Telephone Line

Plug the telephone cord here (RJ11 jack). Phone cord can be for analog, VOIP, FIOS, Digital Cable service, or analog with DSL service. Does not work with PBX system unless an analog port is available.

2. Ethernet Jack

Plug Ethernet cable (provided) here to connect to your Internet Service.

NOTE: *If you are connecting to the Internet using a WiFi network, you do not need to connect the Ethernet cable.*

3. Ethernet Status Light

Lets you know if your Ethernet cable is connected to the Internet and whether activity is on the line.

NOTE: *The LNK/ACT indicator does not light up when using a WiFi connection.*

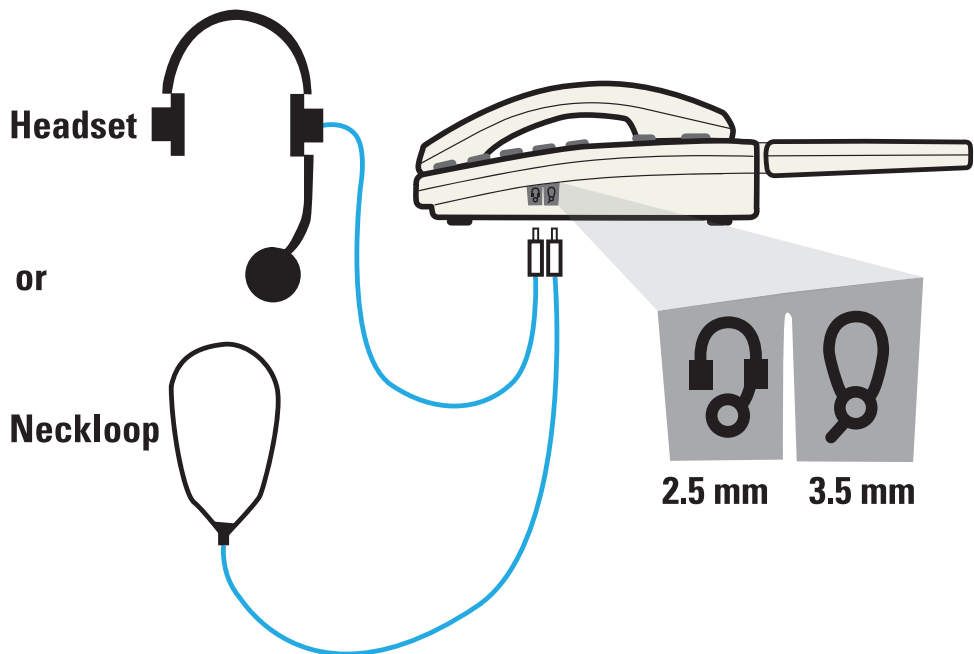
4. Power Jack

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



Setting up Your *CapTel* 840i

For complete instructions, please see the Setup Guide.

Requirements

1. High-speed Internet access using a DSL or Digital Cable modem (the *CapTel* 840i connects either via a WiFi network or with an Ethernet cable).
Depending on your Internet setup, a router may also be required to allow you to connect more than one device to your Internet service.
2. Telephone service (can be analog line, DSL with filter, VOIP, FIOS, or Digital Cable phone service). *CapTel* does not work with digital Private Branch Exchange (PBX) systems found in some office environments, residential facilities, and hotels, unless an analog port is available.
3. Standard electrical power (AC adapter plugs into standard wall outlet).

Select a location

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

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

NOTE: *The outlets for power, the phone line, and the Ethernet connection should all be located nearby, as each cord needs to plug into your CapTel 840i. If your Internet access is located in a different room than where you plan to use the CapTel 840i, a WiFi setup is recommended. Please see the Setup Guide or contact CapTel Customer Service for help setting everything up.*

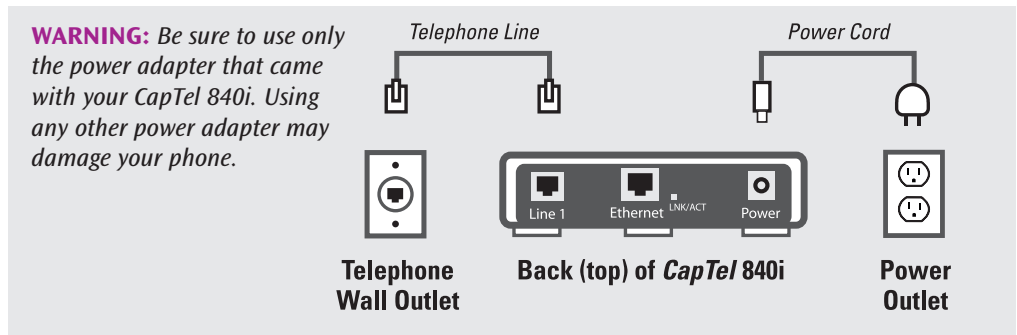
Connect to your telephone service

1. Plug one end of the telephone cord into the telephone jack labeled “Line 1” located on the back (top) edge of the *CapTel* 840i. (Use the telephone cord included with your new *CapTel* 840i phone.)
2. Plug the other end of the telephone cord into a telephone wall outlet.

Connect to a power outlet

1. Plug the power adapter cord into the socket labeled “Power” located on the back (top) edge of the *CapTel* 840i.
2. Plug the power adapter into a wall outlet or power strip. The *CapTel* display screen will light up to let you know power is connected.

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



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

Connect to your Internet service

There are two ways to connect to your Internet service:

Option 1: Wired – use an Ethernet cable to connect to the Internet.

Please follow instructions for "Wired Installations" below.

Option 2: Wireless – use your home/office WiFi network to reach the Internet. Please follow instructions for "Wireless/WiFi Installations" on page 13.

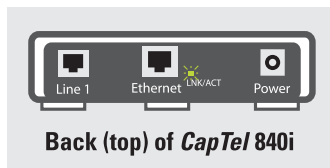
For Wired Installations

1. Plug one end of the Ethernet cable into the jack labeled "Ethernet". Located on the back (top) edge of the *CapTel* 840i. Be sure to use the Ethernet cable that came with your new *CapTel* 840i phone.
2. Connect the other end of the Ethernet cable into the jack you use to access your Internet service.

Depending on how your Internet service is set up for your home/office, you could be plugging into any of the following:

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

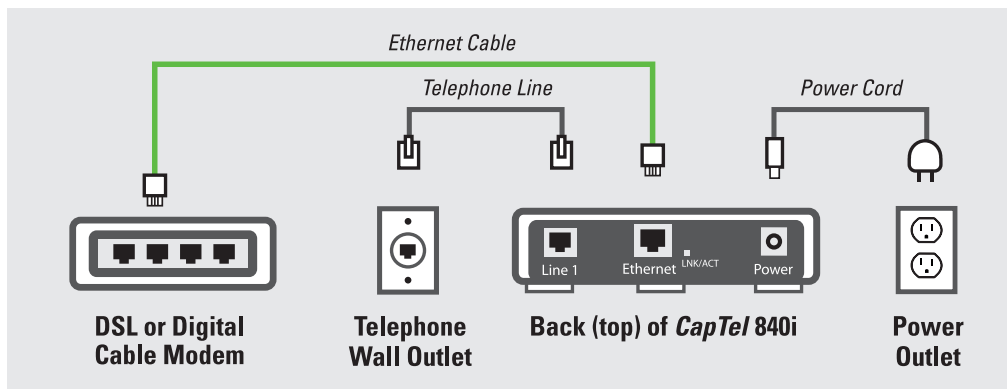
NOTE: When connected properly, LNK/ACT indicator light will glow. The LNK/ACT indicator light is located next to the Ethernet jack on the back (top) edge of the *CapTel* 840i.



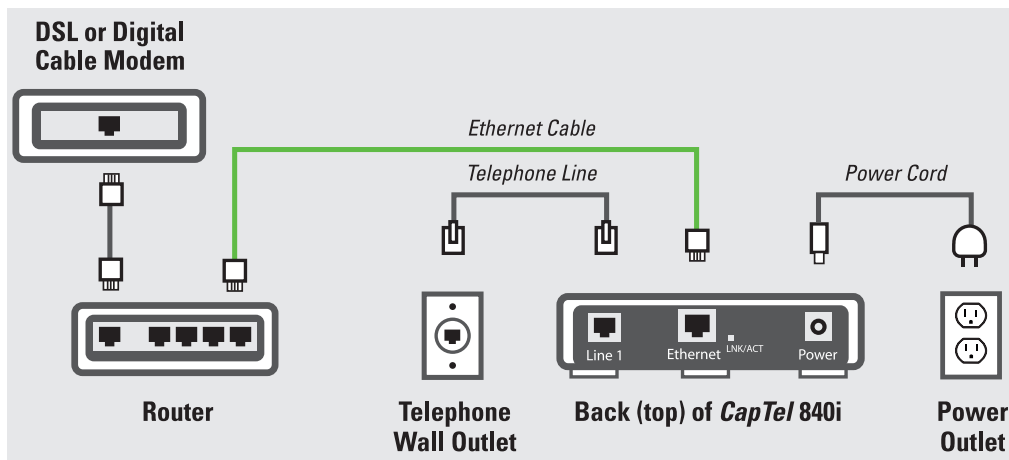
Use the examples on the following pages to match your setting with the correct installation method.

All Outlets Located Together (Wired Setup)

Example 1: All of the connection outlets (*telephone, Internet, and power*) are available in the same room that you are planning to use the *CapTel* 840i.



Example 2: If there is not an available Ethernet jack in your DSL or Cable Modem, you will need a router or switch that lets you connect more than one device to the Internet. Contact your Internet Service Provider to learn what router or switch will work with your modem. The router should support DHCP. Connect the router to your DSL/Cable Modem. Then connect the *CapTel* 840i to the router or switch using the Ethernet cable as shown below.

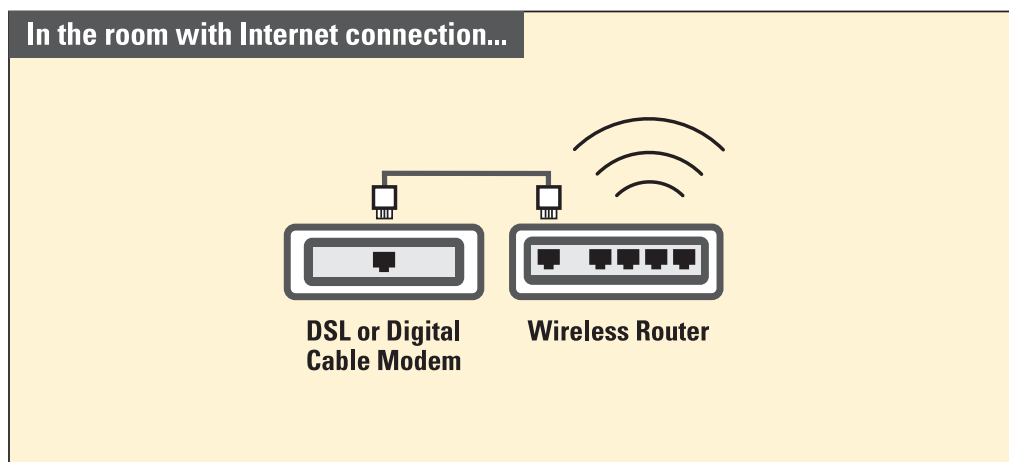
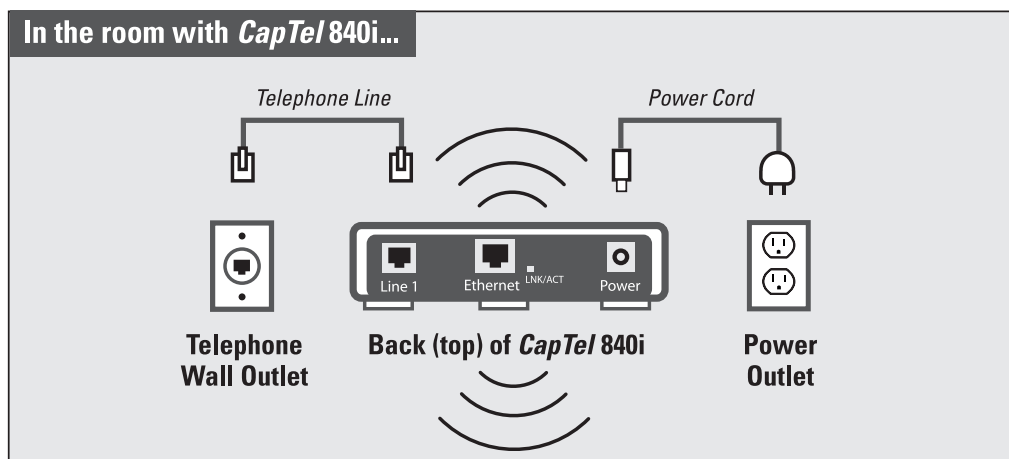


If your Internet outlet is in a different room from where you plan to use *CapTel*, see the Setup Guide for instructions.

For Wireless/WiFi Installations

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

To set up your *CapTel* for WiFi use, you will need to know the name of your wireless network (*also called the SSID*) as well as any passwords that may be necessary to access the network. The way you access your WiFi network with *CapTel* will be very similar to how you access the network from a computer or mobile device.



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

To set up your WiFi connection:



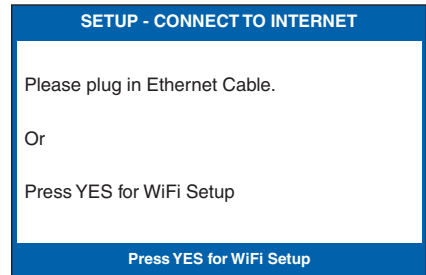
1. The display asks, **Press YES for WiFi Setup.** Press the **YES** button.
2. Your *CapTel* checks if any wireless networks have been used previously and are already saved in memory. If no previous networks are detected, *CapTel* scans for available networks in your location.



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

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

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



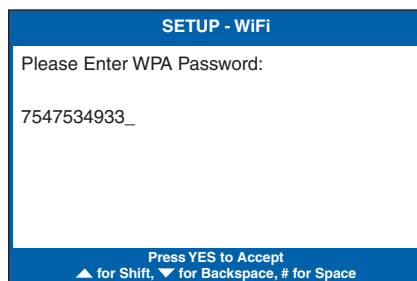
SSID	Security	Channel	Signal
2WIRE269	WPA	08	
OFFICENET	WPA	06	
ACBRDBAND	WPA	06	
NETWORK1	WPA	04	
Refresh Network List			
Enter Network Manually			

Press YES to Select a Wireless Network
Press NO To Refresh Network List

4. If required, *CapTel* asks for the password to access your WiFi network.

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

Use the dialing pad to enter the letters or numbers of your password. Look for the letters listed on the number keys to know which number key to press. For some letters/numbers, you will need to press the number key several times until the correct letter/number appears on the display screen.



TIP: *Some passwords are case-sensitive. Press the UP button to shift lock for capital letters. Press the UP button again to return to lower case.*

Example: To enter the letter “R”, press the UP arrow key to set shift-lock to capital letters, then press the number 7 key three times until you see “R” on the display screen.

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

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



5. After you have entered the password, press the **YES** button to accept. *CapTel* will save your network settings, and connect to your wireless network.

NOTE: *If you want to use your new CapTel phone at the same wall jack as a signaler, please see page 89 for instructions.*

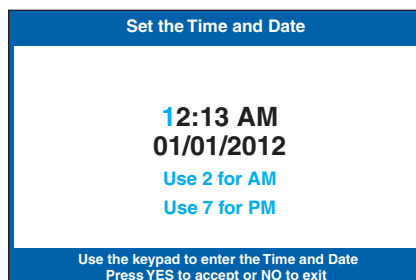
NOTE: Once your CapTel phone connects to the Internet, it automatically checks to make sure that you have the most current software version. If needed, your phone will automatically update its software over the Internet connection. Watch the display screen to follow the progress. Your CapTel phone may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

Set Time and Date



1. CapTel shows you the current time and date setting. Use the **UP/DOWN** 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.

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”.

For complete setup instructions, please see the *CapTel 840i Setup Guide*.

Getting Help

If you have any questions or comments as you use your new *CapTel* 840i, we're here to help. Use any of these ways to contact us:

CUST
SERV



CUST SERV Button

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

Help materials are also available online at our website.



Phone: 1-888-269-7477 (*Available 24 hours a day, 7 days as week*)

FAX: (608) 204-6167



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



Email: CapTel@CapTel.com

Online: www.CapTel.com

SECTION 2

Making and Answering Calls

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

TOPICS:

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

Dialing a Phone Number Directly

CAPTIONS



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

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

Dial a Number
or Press Speed Dial

Dialing:
555

Waiting for Captions
Stage 7 of 8

***** 5/14 11:16 AM ****
(CapTel CA# C1234) (Tones)
Ringing 1 2 3 (M) Hello this is
John who is calling please

Press ▲ to Review the Conversation

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

Calling Using the Speed Dial Buttons

NOTE: You must save telephone numbers in the Speed Dial buttons before they can be used to dial. Please see page 66 for directions.

CAPTIONS

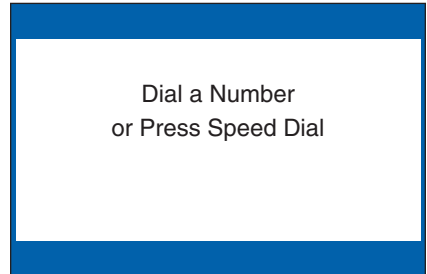


1. Make sure that the **CAPTIONS** button is on (red light on).

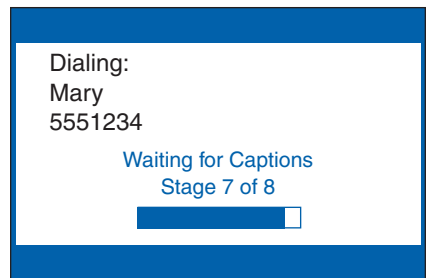
SPEED
DIAL



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. 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.



Calling a Number in the Phone Book

NOTE: Phone numbers must already be saved in the Phone Book before you can use the Phone Book to dial. Please see page 59 for directions.

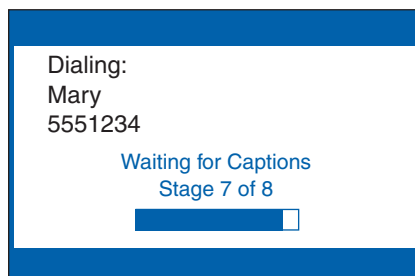
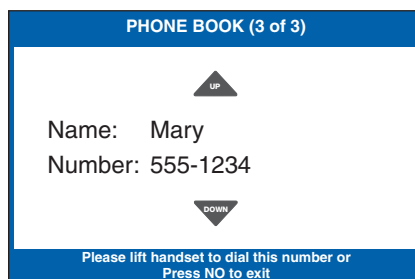
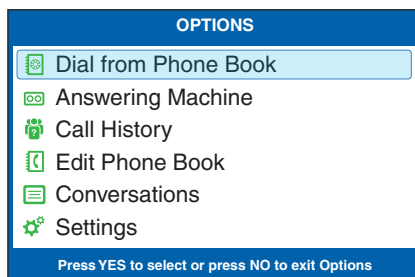
CAPTIONS



1. Make sure that the **CAPTIONS** button is on (red light on).
2. With the handset hung up, press the **YES** button to see Options.
3. Check that **Dial from Phone Book** is highlighted. Press the **YES** button to select.
4. Press the **UP** arrow or **DOWN** arrow buttons to find the person you want to call.

5. Pick up the handset. Your *CapTel* phone dials the number for you automatically.
6. Listen or watch the signal meter to know when someone answers. Watch the display screen for captions. Begin your conversation as you normally would.

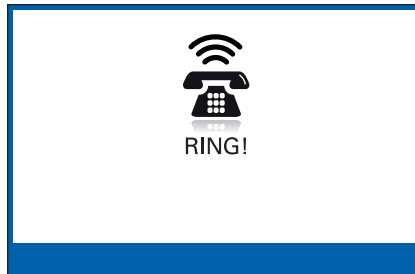
When you are done with your call, hang up the handset.



Answering an Incoming Call

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

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

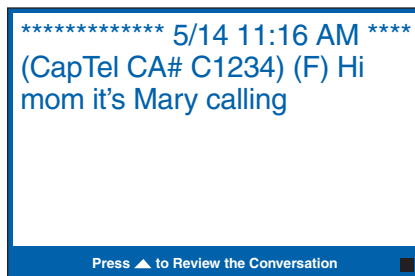


2. Pick up the handset, and answer the call as you normally would.

CAPTIONS



3. Check to make sure the **CAPTIONS** button is on (red light on) if you would like captions during the call. Press the **CAPTIONS** button to turn it on or off.
4. Listen or watch the signal meter for a response. Watch the display screen for captions.



TIP: *If you answer on an extension telephone and want to get captions, just pick up the CapTel handset and press any of the number keys. Your CapTel phone will connect to the Captioning Service, and you will be able to view captions of the call on the CapTel display screen.*

Turning Captions On/Off During a Call

CAPTIONS You can turn captions on/off at any time during your call by pressing the **CAPTIONS** button. When the red light around the **CAPTIONS** button is lit, you will see captions of everything the other party says.

CAPTIONS To turn captions off, press the **CAPTIONS** button again. The red light around the **CAPTIONS** button will go off.

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.*

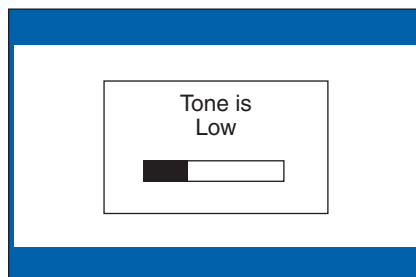
To save your volume setting so that it will be used during every captioned call, see Saving the Captions Volume on page 78.

Adjusting the Sound – TONE

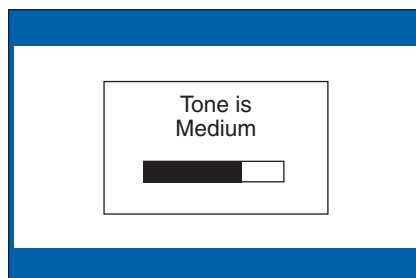
You can adjust the Tone setting to a frequency range that works best for your hearing level – to emphasize HIGH, MEDIUM, or LOW frequency sounds. The Tone setting can be adjusted during, before, or after a call. The setting will remain in effect until you change it again.



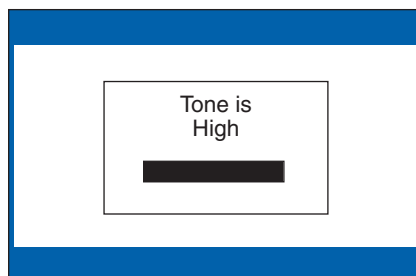
If you hear low-frequency tones better, press the **TONE** button repeatedly until you see “Tone is Low” on the display screen.



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



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



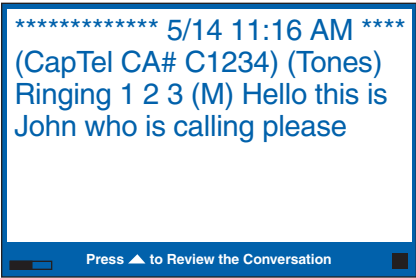
NOTE: *You can also use a headset or neckloop to enhance the sound quality. Please see page 11 for instructions.*

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

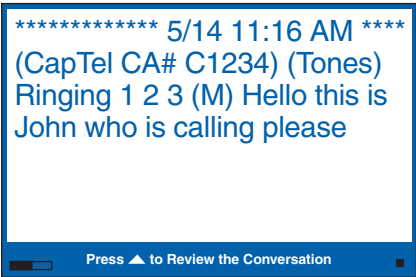
This helpful meter lights up to indicate sounds on the handset, such as the caller's voice or a busy signal. It shows whenever a sound is coming through the handset, even if the sound is not loud enough for you to hear. The size of this meter expands and contracts with the volume of the sound. Very loud 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.*

Viewing Captions

This section explains how to adjust and review conversation captions.

TOPICS:

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

Turning Captions On/Off During a Call

CAPTIONS



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

CAPTIONS



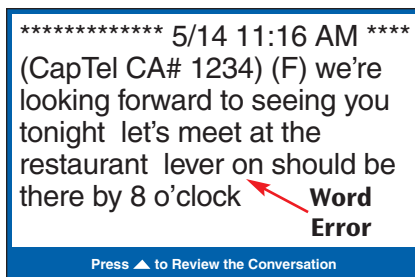
If you turn captions on in the middle of a call, there will be a brief delay as your CapTel 840i phone connects to the Captioning Service. Then, captions will begin. During this time, you may still talk/listen to the other party. You do not need to wait for captions to begin if you can hear the other party well enough to carry on the conversation. You can speak at any time even if captions are not present.

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 a different color than the rest of the captions, to let you know a correction has been made.

There may be a slight delay before the word error is corrected. If you are unclear about what was said, ask your caller to clarify.

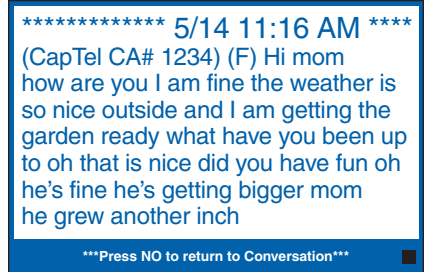
NOTE: *You can change the color of the captions and corrections in the “Set Conversation Colors” option in the CapTel menu.*



Reviewing Captions During a Call



While on a call, press the **UP** 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.

Reviewing Captions After Hanging Up

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



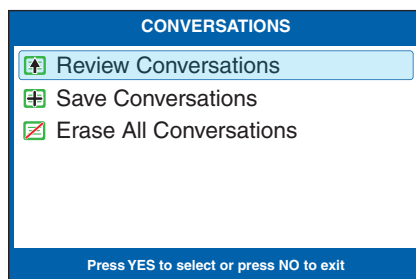
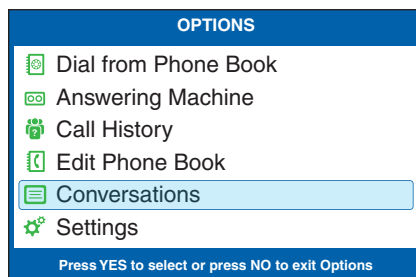
1. With the handset hung up, press the **YES** button to see Options.



2. Press the **DOWN** 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** 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 33. If you turn off the Save Conversations feature, all conversation captions will be erased every time you hang up the phone.

Saving Conversations

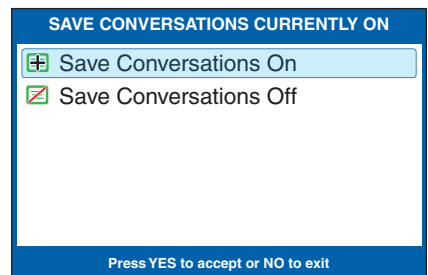
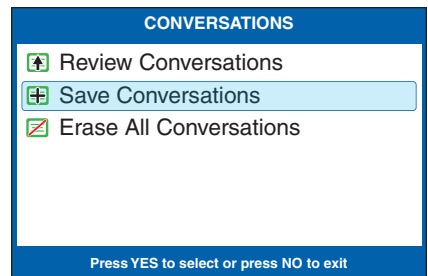
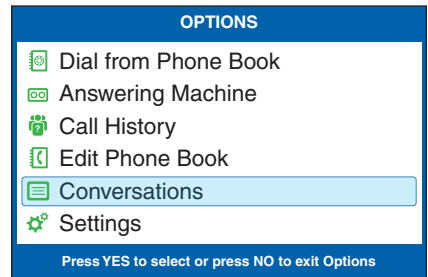
You can set your *CapTel* phone to Save Conversations after the call has ended and the phone is hung up. This allows you to go back and review what was said after you've hung up. You can review up to 500 lines of conversation captions. Or, you can have captions erased every time the phone is hung up. 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 Options.
2. Press the **DOWN** button repeatedly until **Conversations** is highlighted. Press the **YES** button to select.
3. Press the **DOWN** button until **Save Conversations** is highlighted. Press the **YES** button to select.
4. Press **UP** or **DOWN** 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.



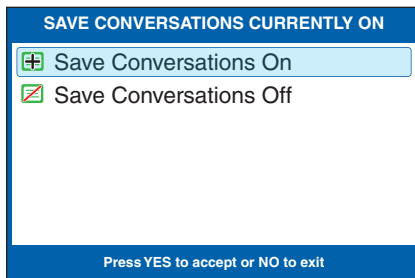


5. After you've made your selection, press the **YES** button to accept or the **NO** button to exit out of Conversation Options.



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.*



Erase 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 Options.



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



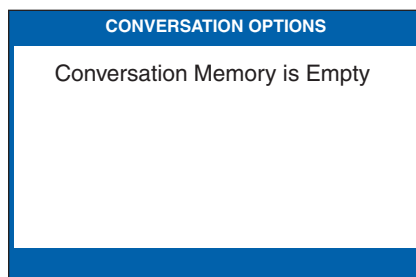
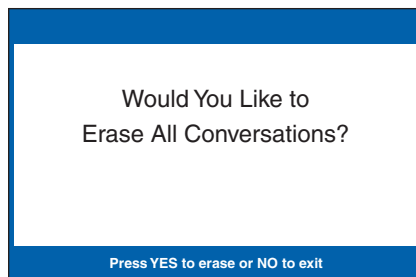
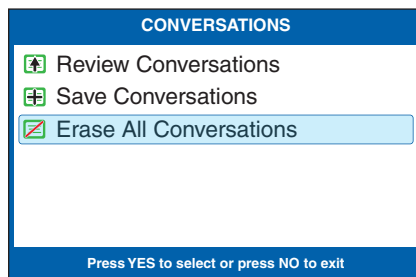
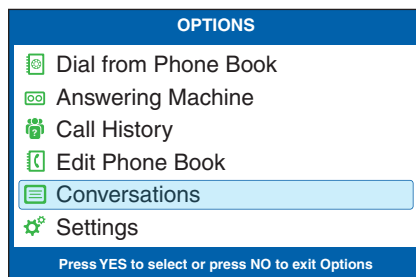
3. Press the **DOWN** button until **Erase All Conversations** is highlighted. Press the **YES** button to accept.



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.



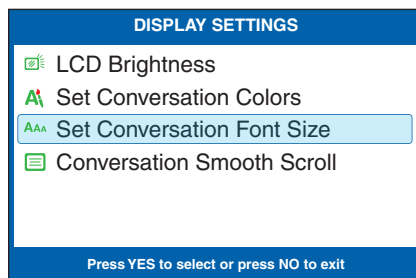
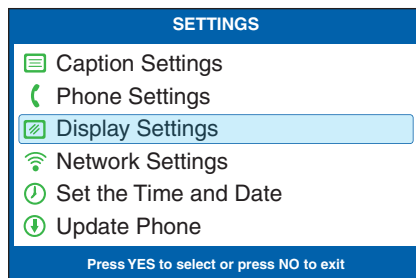
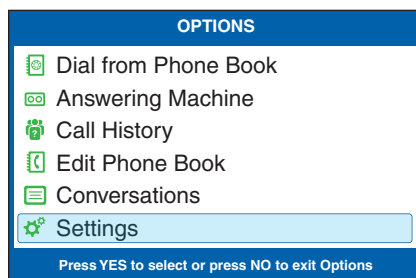
Changing the Caption Font Size

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 840i menu Options always remains the same.*

To change the caption font size:

1. With the handset hung up, press the **YES** button to see Options.
2. Press the **DOWN** button repeatedly until **Settings** is highlighted. Press the **YES** button to select.
3. Press the **DOWN** button repeatedly until **Display Settings** is highlighted. Press the **YES** button to select.
4. Press the **DOWN** 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** buttons to select the font size you want: SMALL, MEDIUM, LARGE or EXTRA LARGE.



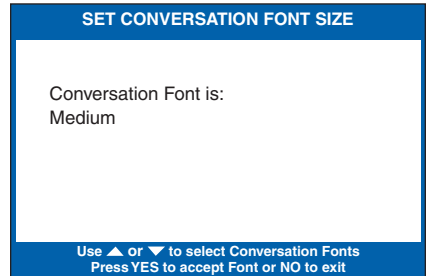
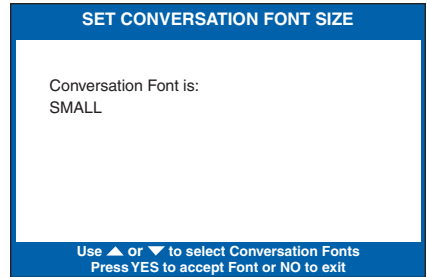
7. Once you've selected the font size, press the **YES** button to accept or press the **NO** button to exit.



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.*

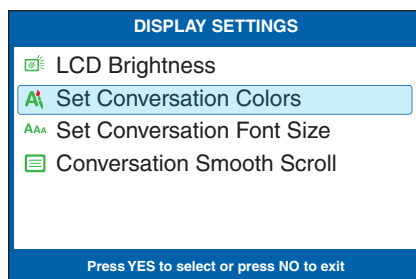
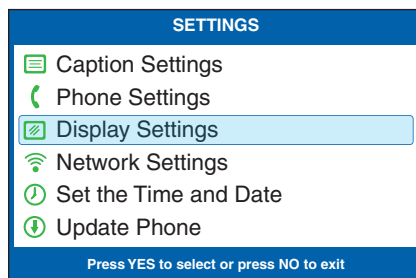
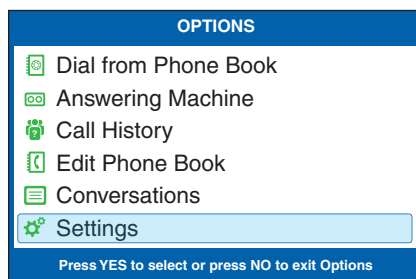
Setting the Color of the Captions

You can change the color of the caption font, corrections, 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. Color choices include: WHITE, RED, GREEN, BLUE, CYAN, MAGENTA, GRAY, BLACK, ORANGE or YELLOW.

NOTE: *Changing the font colors applies only to conversation captions. The font size and style for your CapTel 840i menu Options always remains the same.*

To change the caption font, background, or correction colors:

1. With the handset hung up, press the **YES** button to see Options.
2. Press the **DOWN** button repeatedly until **Settings** is highlighted. Press the **YES** button to select.
3. Press the **DOWN** button repeatedly until **Display Settings** is highlighted. Press the **YES** button to select.
4. Press the **DOWN** button repeatedly until **Set Conversation Colors** is highlighted. Press the **YES** button to select.





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



- 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.



- 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.



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



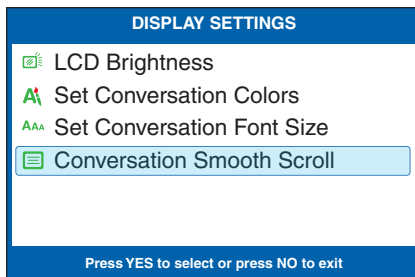
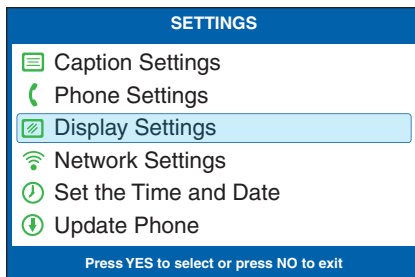
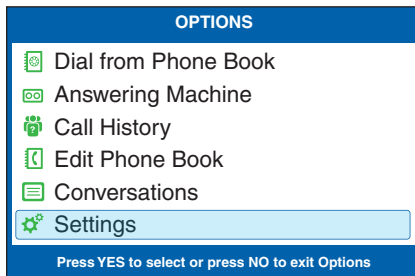
- Press the **NO** button repeatedly to exit out of the menu system.

NOTE: *Whichever color you select for text or corrections will not be available as a background color choice. If you want to reverse the font and background colors, you may need to set a temporary color choice for the font first, before setting the background color. Then you can come back and re-adjust the font color separately.*

Setting How Captions Scroll Across the Display Screen

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

1. With the handset hung up, press the **YES** button to see Options.
2. Press the **DOWN** button repeatedly until **Settings** is highlighted. Press the **YES** button to select.
3. Press the **DOWN** button repeatedly until **Display Settings** is highlighted. Press the **YES** button to select.
4. Press the **DOWN** button repeatedly until **Conversation Smooth Scroll** is highlighted. Press the **YES** button to select.





5. Press the **UP** or **DOWN** 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 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.*

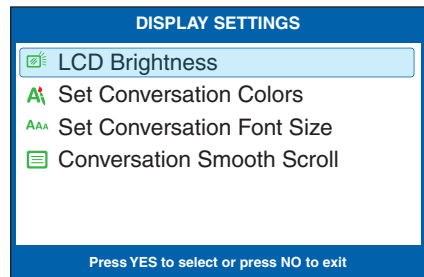
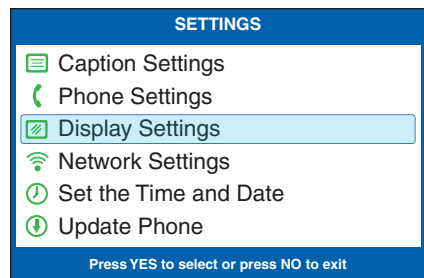
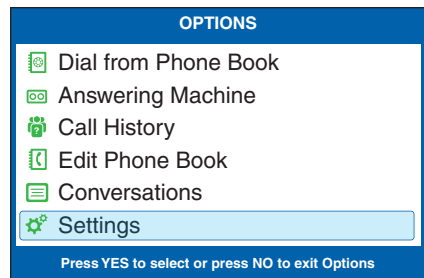
Adjusting the Brightness of the Display Screen

You can adjust the brightness of your *CapTel* 840i 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 Options.
2. Press the **DOWN** button repeatedly until **Settings** is highlighted. Press the **YES** button to select.
3. Press the **DOWN** 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.



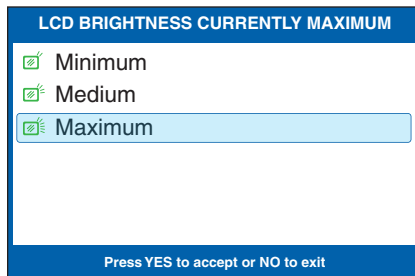


5. The display screen shows what the current brightness level is set to: Minimum, Medium, or Maximum. Use the **UP** and **DOWN** arrows to highlight the level of brightness you would like. Press the **YES** button to select.

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:

- **Using Call History to See Recent Calls**
- **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 840i.*

Using Call History to See Recent Calls

Your *CapTel* 840i phone keeps a list of the most recent incoming phone calls, including calls you may have missed.

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 button to scroll back through recently received calls.

Missed Calls

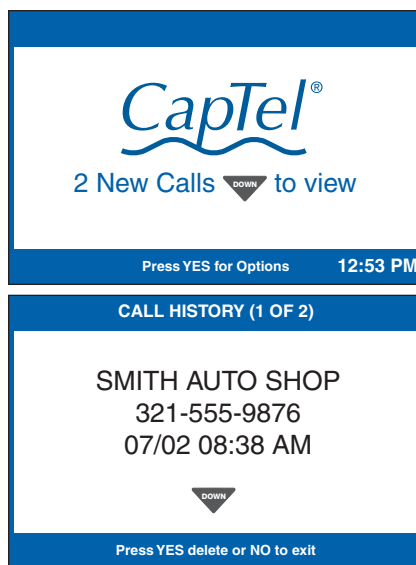
Any unanswered calls appear as New Calls in the display screen.



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 Options.



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

3. The *CapTel* display screen will show you a list of phone numbers of calls to your *CapTel* 840i, listing the most recent call first and going back in chronological order.

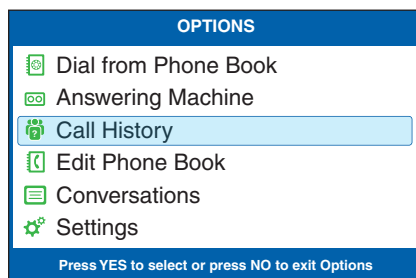


4. Use the **UP** and **DOWN** arrow buttons to move backward and forwards through previous call listings.

NOTE: *You can delete Caller ID entries as you review them by pressing the YES button.*



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



Clearing All Caller ID Entries

You can delete individual Caller ID entries as you review them (see page 39) 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 Options.



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



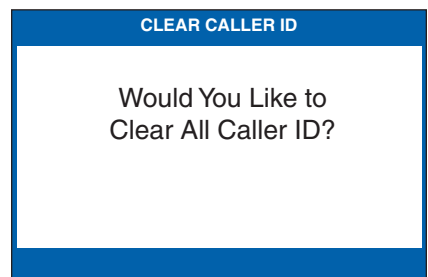
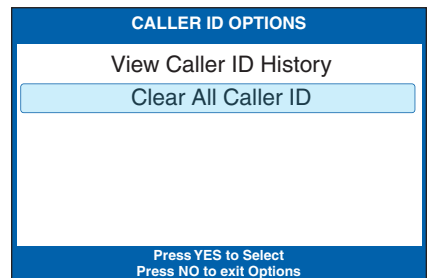
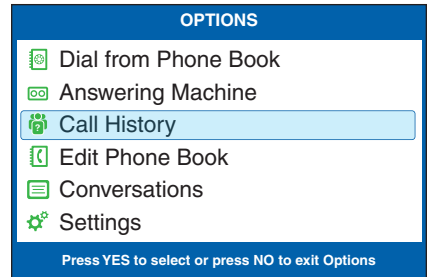
3. Use the **DOWN** button to highlight **Clear All Caller ID Records**. Press the **YES** button to select.



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.



SECTION 5

Using the Answering Machine

This section explains how to use the built-in Answering Machine to see messages that people leave for you. You can hear the voice recording and read captions of the message.

TOPICS:

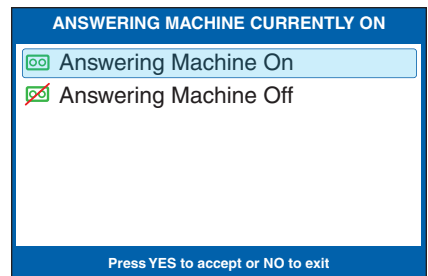
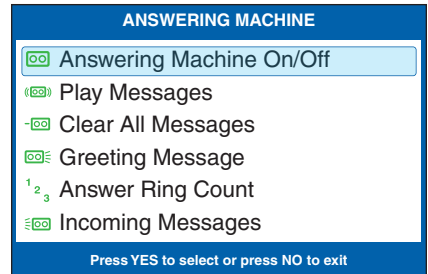
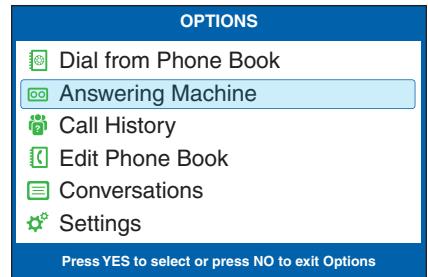
- **Turning Answering Machine On/Off**
- **Playing Your Answering Machine Messages**
- **Clearing All Messages**
- **Recording a Personal Greeting Message**
- **Setting the Number of Rings Before Answering**
- **Making Incoming Messages Audible/Silent**

Turning Answering Machine On/Off

Your *CapTel* phone comes with a built-in answering machine that will answer calls and take messages for you when you are unavailable. The Answering Machine records both the voice message and captions, so that you can listen to the message with the benefit of reading the captions. Up to 60 recordable messages can be saved, each message can be up to 2 minutes long.

To turn the Answering Machine On:

1. With the handset hung up, press the **YES** button to see Options.
2. Press the **DOWN** 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** 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

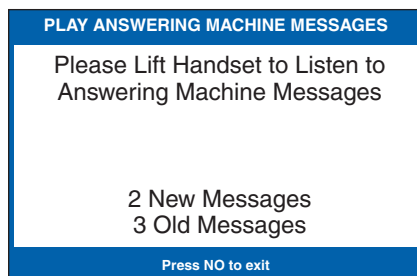


1. The *CapTel* display lets you know when there are new messages waiting for you. Press the **UP** button to listen to new messages.
2. Follow the directions on the display screen to lift the *CapTel* handset and listen to your messages. Captions of the messages will appear on the display screen while the messages are playing.

If you have Caller ID service, information about the caller will appear along with the message.

3. When you are finished listening to each message, you can:
Press **YES** to erase the message
Press **NO** to replay the current message
Press **UP** button to review previous messages
Press **DOWN** button to move to the next message
4. 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 non-use.)



Option 2: From the Options Menu



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



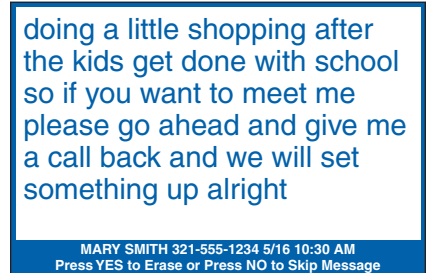
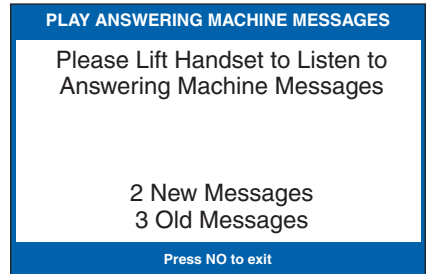
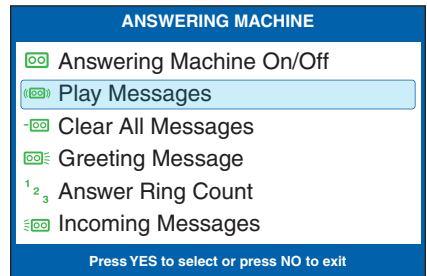
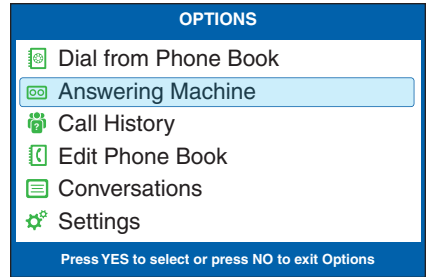
2. Press the **DOWN** button until **Answering Machine** is highlighted. Press the **YES** button to select.



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



4. Follow the directions on the display screen to lift the *CapTel* handset and listen to your messages. Captions of the messages will appear on the display screen while the messages are playing.





To erase the message after it plays, press the **YES** button. Press the **NO** button to save the message and move on to the next one.

5. When you are finished playing your messages, hang up the *CapTel* handset.

Would You Like to
Erase This Message?

Press YES to Erase or
Press NO to Listen To The Next Message

FINISHED PLAYING MESSAGES

Hang Up the Phone to Exit

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 Options.



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



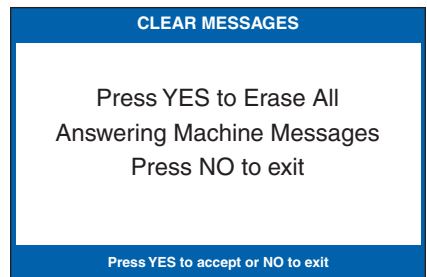
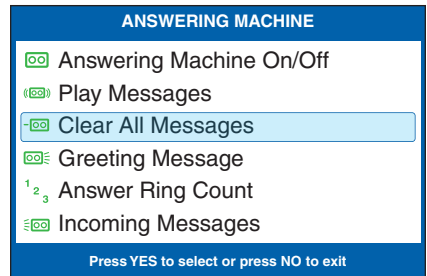
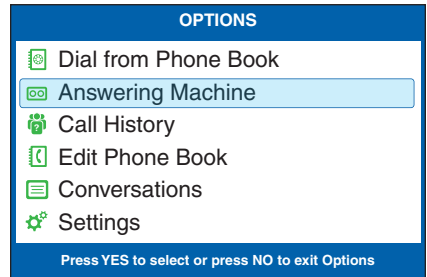
3. Press the **DOWN** button repeatedly to highlight **Clear All Messages**. Press the **YES** button to select.



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.

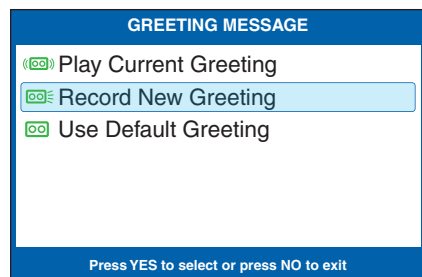
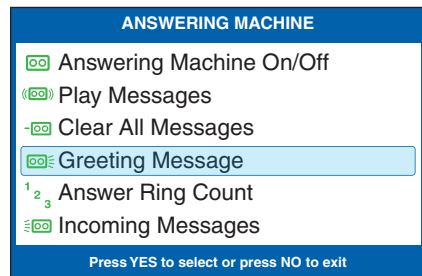
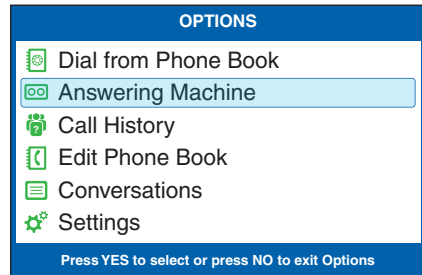


Recording a Personal Greeting Message

Before you begin making/receiving calls, you may want to record a personal greeting message for the *CapTel* 840i 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 Options.
2. Press the **DOWN** button to highlight **Answering Machine**. Press **YES** to select.
3. Press the **DOWN** button to highlight **Greeting Message**. Press **YES** to select.
4. Press the **DOWN** 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** key to begin recording again.

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



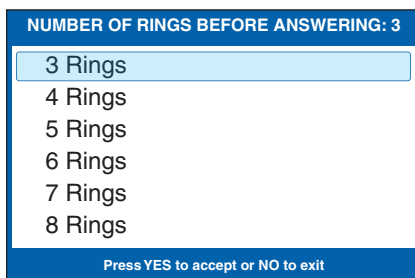
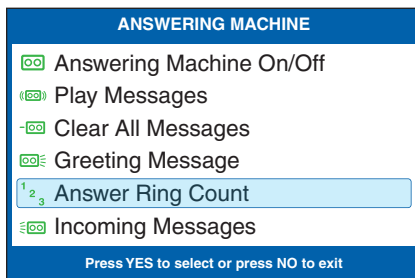
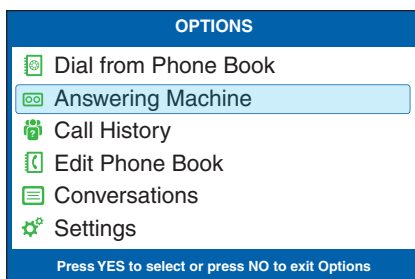
Setting the Number of Rings Before Answering

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 Options.
2. Press the **DOWN** button until **Answering Machine** is highlighted. Press the **YES** button to select.
3. Press the **DOWN** button repeatedly until **Answer Ring Count** is highlighted. Press the **YES** button to accept.
4. Use the **UP** or **DOWN** buttons to select the number of rings, from 3 rings up to 8 rings. Press the **YES** button to select.
5. 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.

Make Incoming Messages Audible/Silent

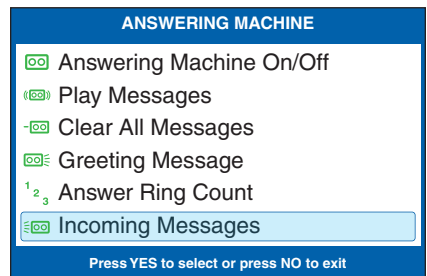
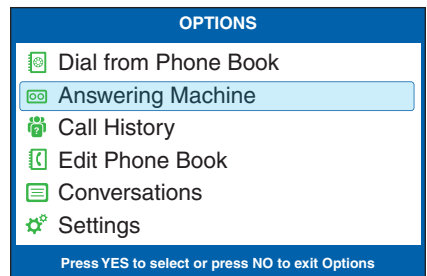
Just like with other Answering Machines, you can “screen” callers by having incoming messages played aloud on the *CapTel* phone for you to hear and read before you answer the call. While this is a convenient feature, there may be times when you do not want incoming messages to be played aloud, but instead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

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

-  1. With the handset hung up, press the **YES** button to see Options.
- 
 2. Press the **DOWN** button until **Answering Machine** is highlighted. Press the **YES** button to select.
- 
 3. Press the **DOWN** button repeatedly until **Incoming Messages** is highlighted. Press the **YES** button to accept.
- 
 4. Press the **UP** or **DOWN** button to highlight **Incoming Messages Audible** or **Muted**.

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

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



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* 840i Phone Book. To add a new contact to the Phone Book:



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



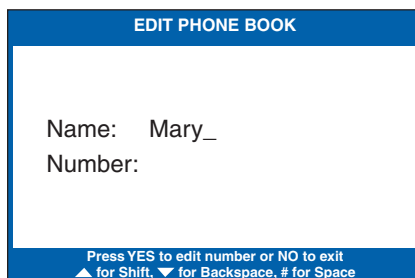
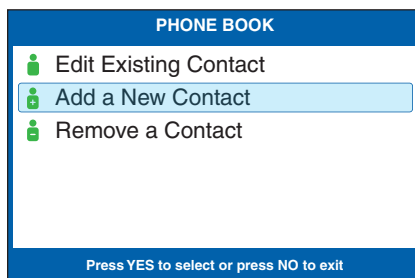
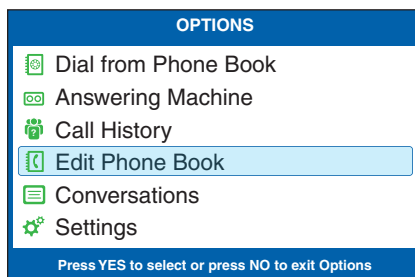
2. Press the **DOWN** button repeatedly until **Edit Phone Book** is highlighted. Press the **YES** button to select.



3. Press the **DOWN** 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 button for a backspace. Press the # button to add a space. Press the UP 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** button to backspace.

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

EDIT PHONE BOOK	
Name:	Mary
Number:	_
Press YES to accept or NO to exit ▼ for Backspace, ▲ for 2 second delay	



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



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



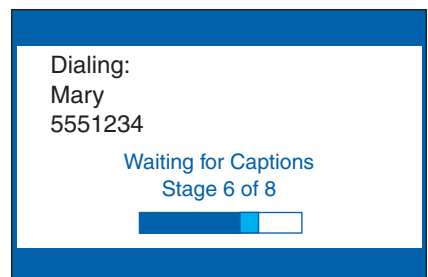
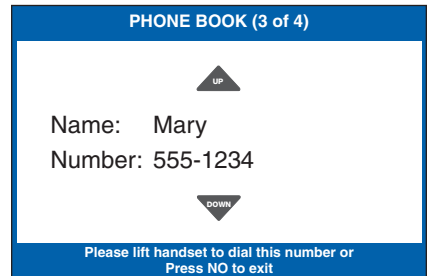
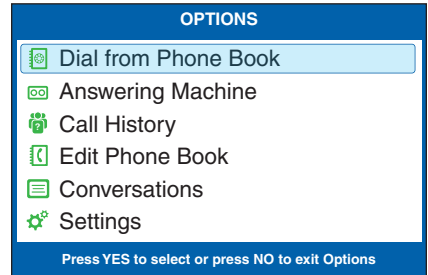
EDIT PHONE BOOK	
Name:	Mary
Number:	555-1234_
Press YES to accept or NO to exit ▼ for Backspace, ▲ for 2 second delay	

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:

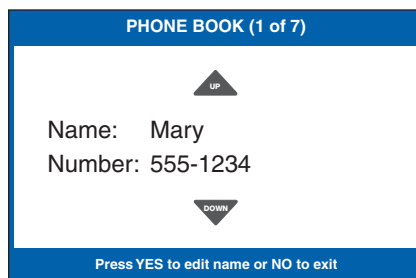
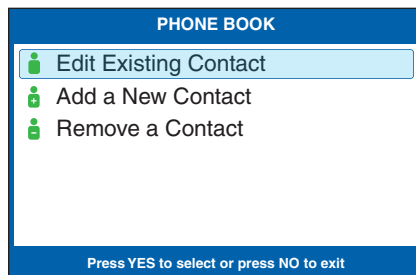
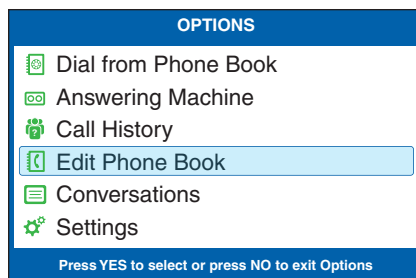
1. With the handset hung up, press the **YES** button to see Options.
2. Press the **DOWN** arrow button to highlight **Dial from Phone Book**. Press the **YES** button to select.
3. The display screen shows you the first contact name and number listed in your Phone Book. Use the **UP** and **DOWN** 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.



Editing an Existing Contact in the Phone Book

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

1. With the handset down, press the **YES** button to see Options.
2. Press the **DOWN** 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.

EDIT PHONE BOOK

Name: Mary at Home_
Number: 555-1234

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



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.

EDIT PHONE BOOK

Name: Mary at Home
Number: 555-1234_

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

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



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

Name: Mary at Home
Number: 777-4321

Saved



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 down, press the **YES** button to see Options.
- 

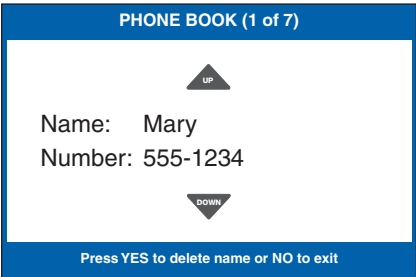
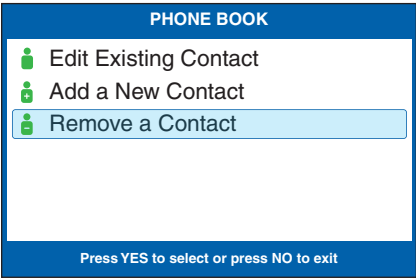
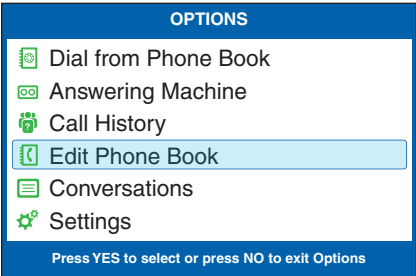
2. Press the **DOWN** button repeatedly until **Edit Phone Book** is highlighted. Press the **YES** button to select.
- 

3. Press the **DOWN** 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.

YES

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

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

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

YES

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

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

YES

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

SPEED DIAL 3

Name:
Number:

Press YES to edit or NO to exit

EDIT SPEED DIAL

Name: _
Number:

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

EDIT SPEED DIAL

Name: Mary
Number: _

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

Editing Phone Numbers in the Speed Dial Buttons

- 
- 
- 
- 
- 
- 
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

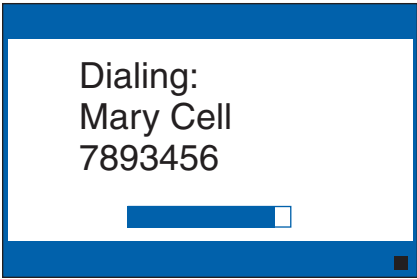
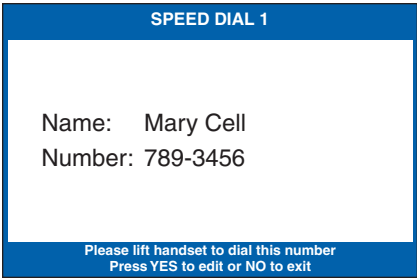


2. Press the **SPEED DIAL** key with the number that you want to call.

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

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

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



Settings

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

TOPICS:

- **Setting the Captions Default to On/Off**
- **Turning Spanish Captions On/Off**
- **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**
- **Changing the Network Settings**
- **Setting the Time and Date**
- **Using Call Waiting**
- **Dialing 911 with Your *CapTel* 840i**
- **Updating your *CapTel* Phone**

Setting the Captions Default to On/Off

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

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

CAPTIONS

Captions Default On



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

CAPTIONS

Captions Default Off



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

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

To change the Captions Default setting:

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

2. Press the **DOWN** 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.

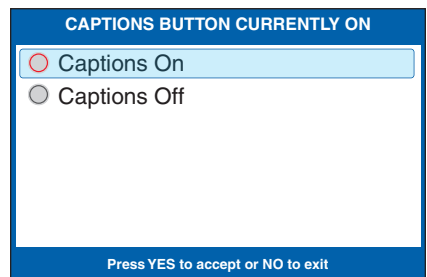
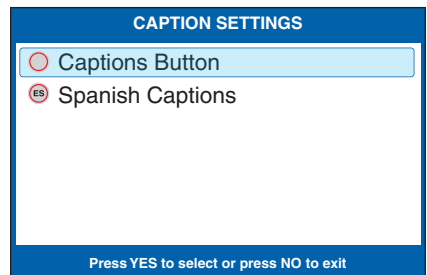
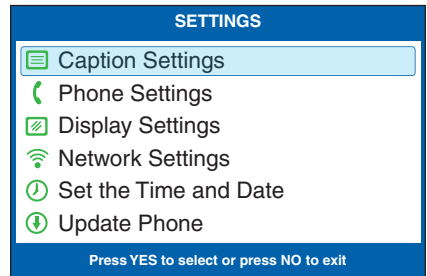
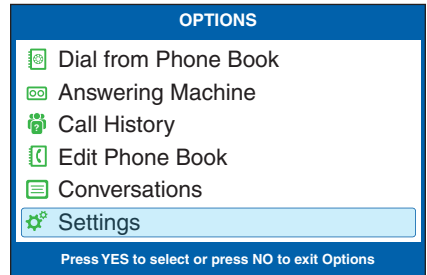
6. Press the **UP** or **DOWN** button to select **Captions On** or **Captions Off**.


Captions On: Captions will automatically be on every call.

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

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

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

Turning Spanish Captions On/Off

Your *CapTel* 840i 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 840i phone does not translate from English conversations to Spanish captions.*

To turn Spanish captions on:

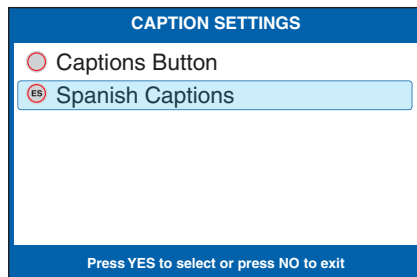
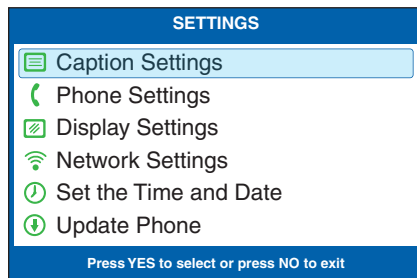
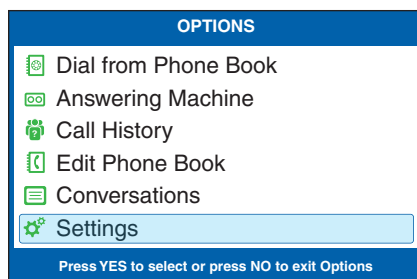
1. With the handset hung up, press the **YES** button to see Options.

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







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

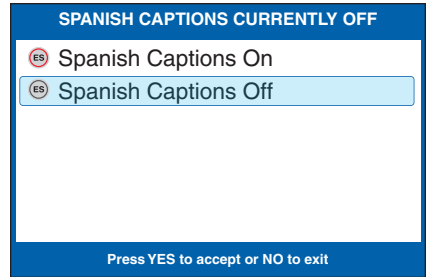


7. Press the **YES** button to accept.



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

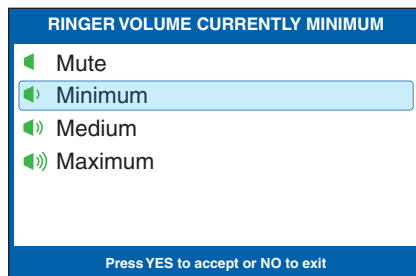
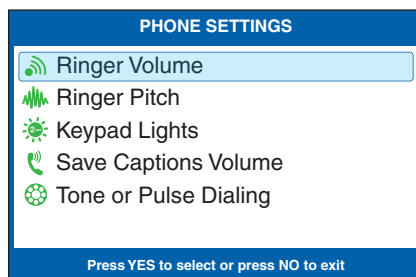
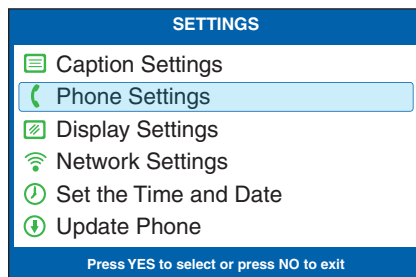
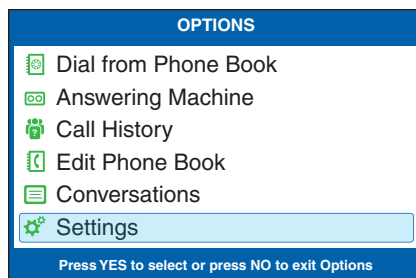
**Spanish-to-Spanish captioning available every day from
7:00 a.m. – 11:00 p.m. CST
For Spanish-language Customer Support: 1-866-670-9134**

Adjusting the Volume of the Ringer

You can set the volume of the *CapTel* 840i 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 Options.
2. Press the **DOWN** button until **Settings** is highlighted. Press the **YES** button to select.
3. Press the **DOWN** 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** 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.

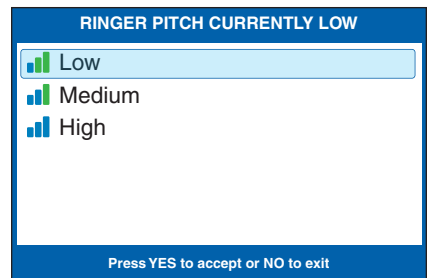
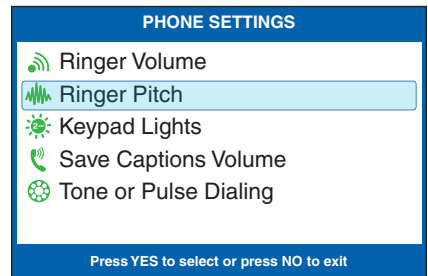
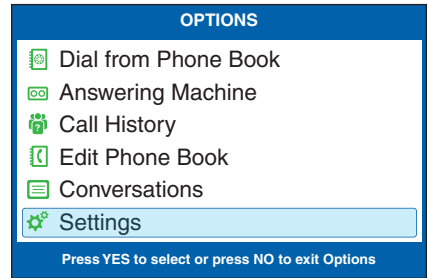


Setting the Pitch of the Ringer

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 Options.
2. Press the **DOWN** button until **Settings** is highlighted. Press the **YES** button to select.
3. Press the **DOWN** button until **Ringer Pitch** is highlighted. Press the **YES** button to select.
4. Press the **DOWN** button until **Ringer Pitch** is highlighted.
5. Press the **YES** button to select.
6. Press the **UP** or **DOWN** button to select your desired Ringer Pitch level. The ringer will ring briefly as you switch levels.
7. When the **Ringer Pitch** level that you want is highlighted, press the **YES** button to accept.
8. Press the **NO** button repeatedly to exit out of the Options menu.

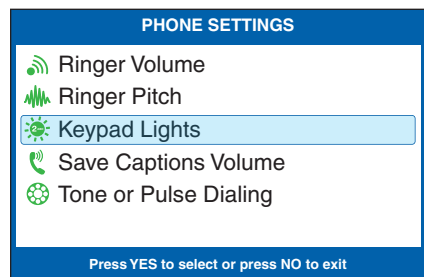
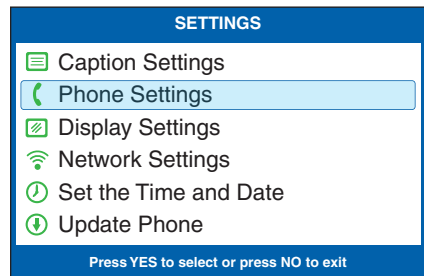
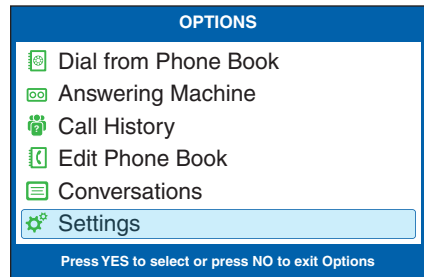


Turning Keypad Lights On/Off

The *CapTel* 840i 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 whenever the *CapTel* display screen is blank (i.e., after approximately 60 seconds of non-use).

To turn the lights on the number keypad off:

1. Press the **YES** button to see Options.
2. Press the **DOWN** button until **Settings** is highlighted. Press the **YES** button to select.
3. Press the **DOWN** button to highlight **Phone Settings**. Press the **YES** button to select.
4. Press the **DOWN** button repeatedly until **Keypad Lights** is highlighted. Press the **YES** button to select.





4. Press the **UP** or **DOWN** 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.

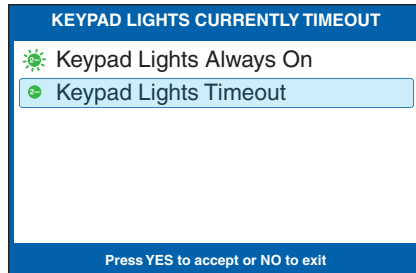


5. Press the **YES** button to select your option, or press the **NO** button to exit.



6. 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.

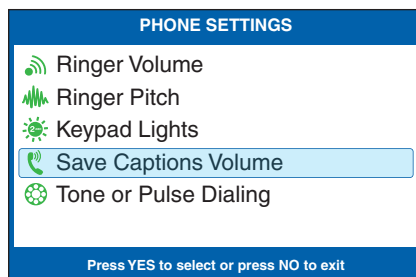
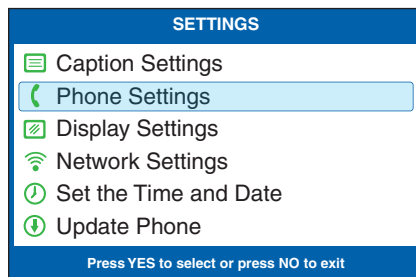
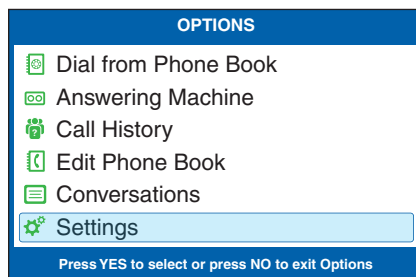


Saving Captions Volume

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 Options.
2. Press the **DOWN** button repeatedly until **Settings** is highlighted. Press the **YES** button to select.
3. Press the **DOWN** button until **Phone Settings** is highlighted. Press the **YES** button to select.
4. Press the **DOWN** button repeatedly until **Save Captions Volume** is highlighted. Press the **YES** button to select.

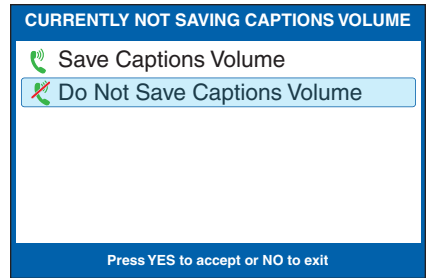




5. Use the **UP** or **DOWN** buttons to highlight **Save Captions Volume** or **Do Not Save Captions Volume**. Press **YES** to select.



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



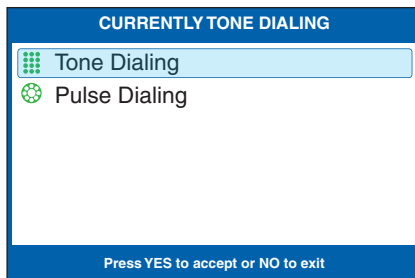
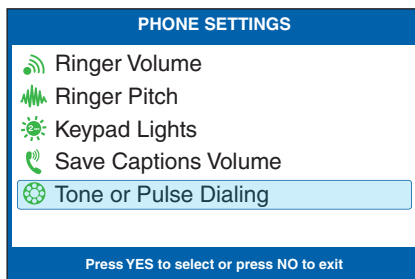
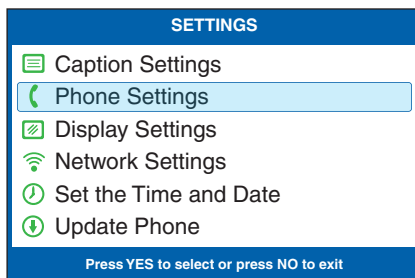
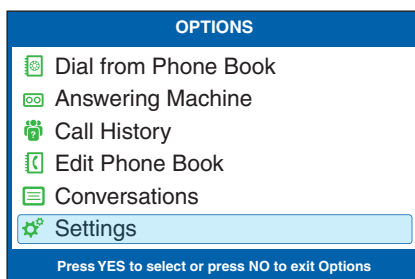
Now, during your next call with captions, experiment with the volume button to find a level that works best for you. Whatever volume setting you choose will be saved in *CapTel* memory, and will be used for every call that has the Captions button lit. During non-captioned calls (Captions button off), 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* 840i phone is set to Tone dialing. To set the dialing mode to Pulse dialing:

1. Press the **YES** button to see Options.
2. Press the **DOWN** button repeatedly until **Settings** is highlighted. Press the **YES** button to select.
3. Press the **DOWN** button to highlight **Phone Settings**. Press the **YES** button to select.
4. Press the **DOWN** button repeatedly until **Tone or Pulse Dialing** is highlighted.
5. Press the **YES** button to select.
6. Press the **UP** or **DOWN** 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.



Changing the Network Settings

If you want to move your *CapTel* 840i to a different location, you may need to change the network settings.



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



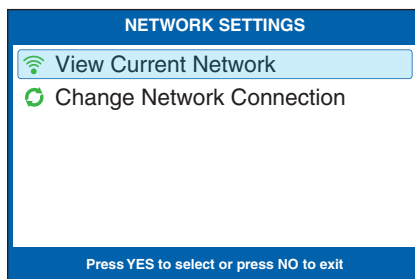
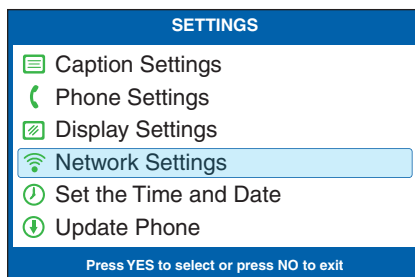
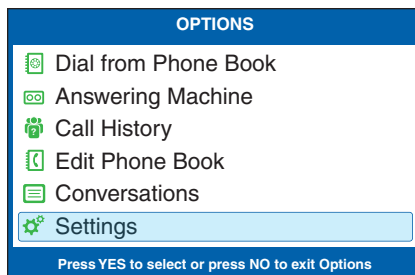
2. Press the **DOWN** button repeatedly until **Settings** is highlighted. Press the **YES** button to select.



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



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





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



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



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

NOTE: *If you leave the current network setting, all saved information about your network will be erased. The CapTel will go through the Network Setup process again to re-establish a connection over the Internet. See the CapTel 840i Setup Guide for details about re-setting up a network configuration.*

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

Press NO to exit

NETWORK SETTINGS	
	View Current Network
	Change Network Connection

Press YES to select or press NO to exit

NETWORK SETTINGS	
Are You Sure You Want To Leave This Network?	
All Saved Network Settings Will Be Erased	

Press YES to accept or NO to exit

NETWORK SETTINGS	
Leaving Network	

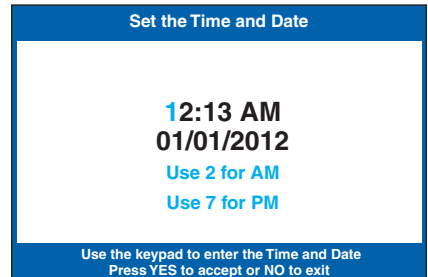
Press YES to accept or NO to exit

Setting the Time and Date

To set the time and date:



1. *CapTel* shows you the current time and date setting. Use the **UP/DOWN** keys 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.



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”.

Using Call Waiting

You can use enhanced telephone features such as Call Waiting that you may have as part of your telephone service. With the *CapTel* 840i, you will see captions during your first conversation and during the second Call Waiting conversation as well.

To use Call Waiting:

1. During a conversation, listen for the beep or see (TONES) in the captions. It may indicate an incoming call with Call Waiting.
2. Inform the party you are speaking with on the initial call that you have another call on Call Waiting and ask if they wouldn't mind holding.

FLASH

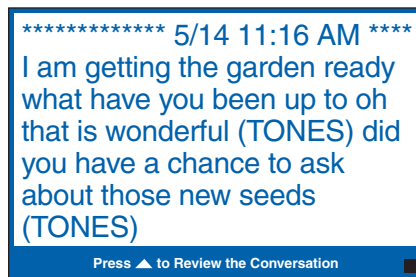


3. Press the **FLASH** button to switch to the second call (you will receive captions of this call as well).

FLASH



4. Press the **FLASH** button to return to the first call if appropriate.



Dialing 911 with Your *CapTel* 840i

With *CapTel* 840i, calls to 911 are handled exactly the same as if you called from any other phone connected to your telephone service, plus you get captions of the call directly from the *CapTel* Captioning Service. General instructions for dialing 911 are listed below. For detailed instructions about your phone service and 911, please check with your telephone service provider.

To Dial 911:

CAPTIONS



1. Pick up handset and dial 911. Your call will be directly connected to the local emergency center for your area.
2. Make sure the Caption button is on. If not, press the Caption button to turn the captions on. You will receive captions of everything the 911 call-taker says.
3. When 911 answers, state your emergency and confirm your location.

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

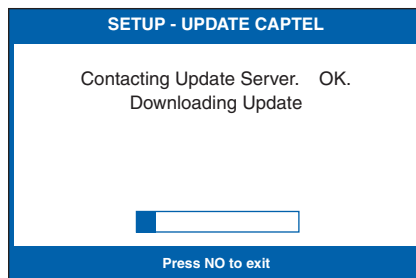
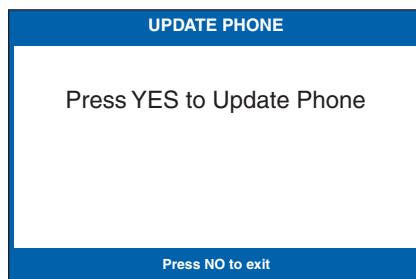
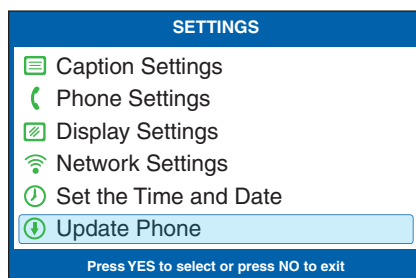
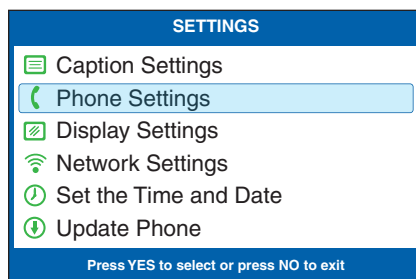
Updating Your *CapTel* Phone

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

To update your *CapTel* 840i software:

-  1. With the handset hung up, press the **YES** button to see Options.
-  2. Press the **DOWN** arrow button repeatedly until **Phone 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.

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



Problem Solving

My *CapTel* 840i does not ring

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

Too many phones and/or computer modems in your home may exceed the “ringer equivalence number” (REN) allotted by your telephone service.

Contact your telephone service provider to verify that your service is adequate for the number of phones/devices you use.

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

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

What does “No Network Connection” prompt on my screen mean?

It means that the *CapTel* 840i is not able to send and receive data over the Internet. Check your connections again to confirm that you are connected to Internet service, and that your Internet service is working properly. If the problem persists, please contact *CapTel* Customer Service for help.

Can I use the Internet on my computer at the same time that I am on the *CapTel* 840i phone with captions?

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

Leaving messages on answering machines

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

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

Using automated (touchtone) systems

With *CapTel*, you can easily navigate through automated phone menu systems (example: press “1” for sales, press “2” for shipping, etc.). You can press number buttons at 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* 840i 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.

- Press the CAPTIONS button off and then on again.
- Hang up your *CapTel* 840i phone and try to place the call again.
- If you are still experiencing the problem, unplug your *CapTel* 840i from the power adapter, wait 10 seconds, then plug the power back in again. This “resets” the *CapTel* 840i, in the same way you might “reset” your computer. Try making the call again.
- Try resetting the network connection by unplugging the *CapTel* AC adapter, then turning off the Router and the Internet modem. Wait a few seconds, then turn on the modem (make sure it’s fully reset, with lights going steady). Next, turn on the Router, making sure it is fully reset. Then plug in the *CapTel* 840i AC adapter, all in that order. Wait for the logo screen to appear.
- If the problem still persists, please contact *CapTel* Customer Service for help.

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

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

Using a Signaler with *CapTel*

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

Sharing a Telephone Line Jack

Devices such as signalers or life line devices often have to be hooked up to the same telephone line as your *CapTel* phone. If a separate, unused telephone extension is not available/close by, you can use a “Y-jack” (also called a “duplex jack”) to connect the *CapTel* to the phone line. Plug both the *CapTel* and the other device into the Y-jack and plug the Y-jack in at the wall (see illustration). Use as many Y-jacks as needed to accommodate your various devices. 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 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 FCC registration 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 0.6B.

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.

Getting Help

If you have any questions, comments, or concerns as you use your new *CapTel* 840i, we're here to help. Use any of these ways to contact us:

CUST
SERV



CUST SERV Button

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

Help materials are also available online at our website.



Phone: 1-888-269-7477 (*Available 24 hours a day, 7 days as week*)

FAX: (608) 204-6167



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



Email: CapTel@CapTel.com

Online: www.CapTel.com