



questions

CapTel Relay Service

and

CapTel Captioned Telephone

If someone calls me long distance via CapTel Relay Service, who gets charged for the call?

The caller who dials **1-877-243-2823** to place a long distance call to a CapTel user will be charged for the call from the moment they connect to the CapTel user.

Where can I go to learn how to use my CapTel?

You can contact the Regional Resource Center for the Deaf and Hard of Hearing in your area. To find the Resource Center closest to you call (toll free) **1-919-773-2965** tty/voice. You may also contact the Account Manager, toll free at **1-866-545-4012** voice/CapTel.

What type of telephone lines are required?

Telephone lines for CapTel must be analog, the same type of line that is used by a standard telephone or a stand-alone fax machine.

Does CapTel work with a digital line?

No. Digital lines are not compatible with the CapTel and may damage the phone. If you are installing CapTel in an office setting, check with the telephone system administrator to ensure an analog port is available. A digital subscriber line (DSL) may be used if an appropriate analog filter is installed.

Can I call 911 using CapTel?

Yes. Use the menu bar to switch the phone to "Voice Carry-Over mode" (see your instruction manual).

Where can I get my CapTel phone repaired?

Ultratec will repair your CapTel.

- **1-888-269-7477** (toll free) voice/CapTel
- **1 800 482 2424** (toll free) tty
- **captel@ultratec.com** email

What can I do if my phone call keeps disconnecting?

If you have Call Waiting on your phone line, it needs to be shut off for the CapTel phone to function correctly. To deactivate Call Waiting using the CapTel phone menu bar refer to your instruction manual.

Call disconnect can also occur if someone picks up another extension in your location during a CapTel call.

Why do I hear an echo on the line?

The CapTel handset mouthpiece may "pick up" amplified sounds coming out of the handset's own earpiece causing an echo effect. To correct this, try holding the handset mouthpiece further away from your face.

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CapTel FAQ *continued*

When people call me, why don't I get any captions on my screen?

Calls made **from** the *CapTel* phone automatically connect with the captioning center. This is not the case for incoming calls. For you to receive captions, your callers must follow these steps

- ▶ Dial the captioning center toll free at **1-877-243-2823**.
- ▶ A recording will prompt the caller to enter your phone number, followed by the # sign.
- ▶ You will begin receiving captions when the incoming call is connected to your phone line.

How do I call another *CapTel* user from my *CapTel* phone?

- ▶ Dial **1-877-243-2823** from your *CapTel* phone.
- ▶ You will hear, "Thank you for calling the captioned telephone service. Please enter the area code and phone number of the person you wish to call followed by the pound sign (#)".
- ▶ Enter the phone number as instructed.
- ▶ Both parties will receive captions during the call.