

# CapTel Tips & Tricks

## Getting Captions

- ❖ If you need assistance, press the blue CUST SERV button for help.
- ❖ To see captions on a 1-line CapTel phone call, press the CAPTIONS button (blue light circle around the button) before you dial, or you can adjust the menu settings to always get captions.
- ❖ To see captions on a 2-line CapTel phone call, press the CAPTIONS button (blue light circle around the button) at any time during the call. Captions will appear approximately 3 – 5 seconds after the CAPTIONS button is turned on. Alternatively, you can adjust the menu settings to always get captions.
- ❖ To see captions on an incoming 1-line CapTel phone call, incoming callers need to dial through the captioning service. Callers dial 1-866-399-9050 for English captions or 1-866-399-9090 for Spanish captions and then enter your area code and telephone number.

## Handling pauses and errors in the captions

- ❖ To avoid awkward pauses during the conversation, you may choose to inform callers about delays in the captions by using acknowledgements such as “One moment, please,” or “One moment, I’m reading captions.” You may also choose to say “Uh-huh,” “Hmm,” or “Okay” while waiting for captions to appear on the screen.
- ❖ Long delays in captions may also be avoided by asking the other party to slow down. This will give the Communications Assistant (CA) a chance to catch up with the words spoken by the other party.
- ❖ If the captions displayed do not make sense, and there are misspelled words or inaccurate phrases, ask the other party to slow down and repeat the sentence that was difficult to understand.
- ❖ If the captions displayed show misspelled proper names, places or terms, you may want to ask the other party to spell it for you. If you see “(sp)?” on the display, the CA is asking for verification of the spelling.
- ❖ If you see “(Speaker Unclear),” “(Speaker too soft),” or “(Speaker too quiet)” on your CapTel display, it means that the CA could not understand a particular word or phrase and was unable generate captions. You may ask the other party to repeat or clarify what they were saying.

## Answering Calls

- ❖ When answering an incoming CapTel call in the 1-line mode, wait for the message “Handset is muted” to disappear before speaking. The other party hears a recorded message while your handset is muted. If you speak before the message disappears, the other party will not be able to hear you.
- ❖ If you answer on an extension telephone and want to get captions, all you have to do is pick up the handset of your CapTel phone. Hang up the other phone as soon as possible

so that a connection to the Captioning Service can be established. If this is done in a timely fashion, within a minute or so after the call was first picked up on the non-CapTel phone, your captioned call should connect with no problem.

### **Difficulty reading captions**

- ❖ If you have difficulty reading the captions, you may try different color combinations to create higher contrast between the captions color and the background color.
- ❖ You can increase or decrease the size of the captions font by touching the + or – at the bottom of the display.

### **Using the built-in answering machine**

- ❖ You can “screen” incoming answering machine messages by listening to the caller and reading the captions while the message is recorded. Make sure that the answering machine speaker is set to “on”. As a new message comes in, make sure the CAPTIONS button is pressed to turn captions on. If you choose to answer the call, just pick up the handset and begin talking.
- ❖ If you are busy, you can also send an incoming call directly to the answering machine to take a message. Just touch “ignore” and the call will be sent to the answering machine.
- ❖ If you have Caller ID service, information about the caller will appear along with the message.

### **Other tips and tricks**

- ❖ CapTel includes a bright ring flasher that lights up to alert you every time a call comes in or whenever you have answering machine messages waiting. You can adjust the flash rate of the ring flasher for different indicators. For example, the ring flasher can blink evenly to indicate an answering machine message and can pulse to indicate an incoming call.
- ❖ Plug your power adapter into an electrical power surge protector to protect your CapTel from damage cause by unspecified electrical voltage or lightning.
- ❖ If you use CapTel in 2-line mode, you do not need to register your long distance provider. Any long distance captioned calls you make will be billed exactly the same way as your typical long distance calls are billed.
- ❖ Spanish captions must be turned on before the call in order for you to receive captions in Spanish or you can adjust the menu settings to always get Spanish captions.
- ❖ Captions can be only in English or Spanish. Your caller cannot switch between two different languages or you will see “(Foreign Language)” message from the CA.
- ❖ 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.
- ❖ For better clarity of what is being said, you can press “tone” to change the tone of the caller’s voice to a high, medium or low tone while on the call.