CaptionCall®

Model 67TB Captioning Phone display:

6:07 PM
Hi mom. Happy birthday. Oh, hold on. Kate wants to talk to you. (New voice)
Hi grandpa. Happy Birthday. I love you. When are you going to come visit me? I made you a present. Okay. Bye.

User Guide

Model 67TB Captioning Phone

www.CaptionCall.com

Hello! Welcome to CaptionCall®! You're about to experience phone calls in a richer, more positive way. The CaptionCall phone and service can help you understand conversations better. This guide will show you how.

Before you get started, review the important information on the next few pages:

- **User Agreement.** Understand who is authorized to use the CaptionCall phone and service and where you can access your complete user agreement.
- **CaptionCall Mobile.** Get captions on your mobile phone—and understand how emergency calls work with mobile captioning.
- **Refer friends.** If you love CaptionCall (and we think you will!) please tell someone else who needs phone captioning service. This explains how to share this important, no-cost program.
- **About captioning.** Learn how CaptionCall works and why the CaptionCall service and phone are available at no cost.

User agreement:
Who can use this service

Because CaptionCall's captioning service is funded through a federal program, only qualified individuals may utilize the CaptionCall service. Anyone using captions on this phone must have hearing loss that necessitates the use of this captioning service. Other people may use the phone when the captioning service is turned OFF.

To learn more and to read the full User Agreement, please visit CaptionCall.com/user-agreement.

Acuerdo del Usuario:
Quién puede utlizar este servicio

Debido a que el teléfono CaptionCall y el servicio de subtítulos se financian a través de un programa federal, sólo las personas calificadas pueden utilizar el servicio CaptionCall. Cualquier persona que utilice subtítulos en este teléfono debe tener pérdida auditiva que requiera el uso de este servicio de subtítulos. Otras personas pueden usarel teléfono cuando el servicio de subtítulos esté desactivado.
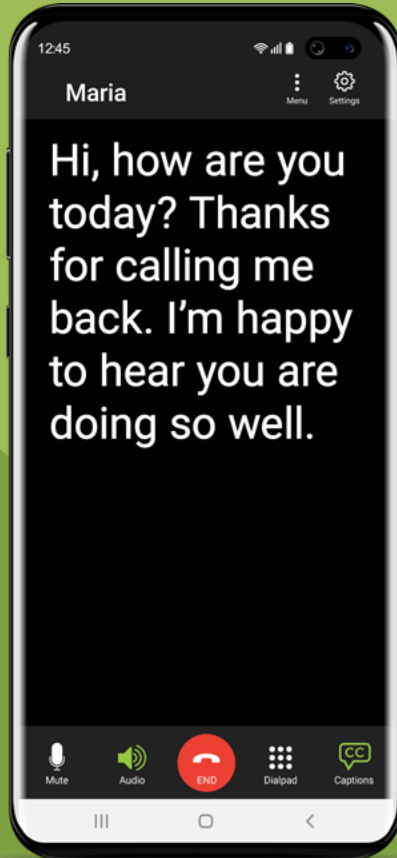
Para obtener más información y leer el Acuerdo de usuario completo, visite CaptionCall.com/user-agreement.

CUSTOMER SUPPORT
Email: support@captioncall.com
Phone: 1-877-557-2227

Do you use a mobile phone?

You can caption those conversations, too! Download the no-cost CaptionCall Mobile App. Find it at the Apple App Store or Google Play for Android. Call 1-877-557-2227 for assistance.

Download on the **App Store**

GET IT ON **Google Play**

IMPORTANT: E911 calls on the CaptionCall Mobile App

We hope you'll enjoy captioning on your mobile phone—and we hope you understand an important limitation.

Enhanced 911 (E911) associates an address with your phone number to help emergency responders locate you when you are using CaptionCall Mobile. If you are not at that address during an emergency, you must give your location when you call 911.

Sticks on your phone. Sticks in your memory.

Attach the E911 sticker to your mobile phone to remind you to:

* *Update your E911 address. When you activated the CaptionCall Mobile App, you provided CaptionCall with your Emergency Calling Service address. If you call 911 using CaptionCall Mobile, this is the address that will be transmitted to emergency services. To update, go to Settings in the app, touch Emergency Address, then Edit.*
* *Tell 911 your current location. If you are NOT at the address registered with Emergency Calling Services, tell 911 dispatch where you are.*
* *Know the limitations of E911. E911 service on CaptionCall Mobile may be limited or unavailable if there is a lack of data coverage by your mobile carrier, if your phone battery is low or dead, or if internet service is unavailable.*

* *Use 911 without captions, if needed. If you can't reach 911 using the CaptionCall Mobile App, you may be able to connect using your standard mobile phone service. E911 may be able to locate your phone, but you will not be able to communicate using captions.*

Need help? We'd be happy to verify or update your emergency address and answer any questions. **1-877-557-2227 or support@captioncall.com**
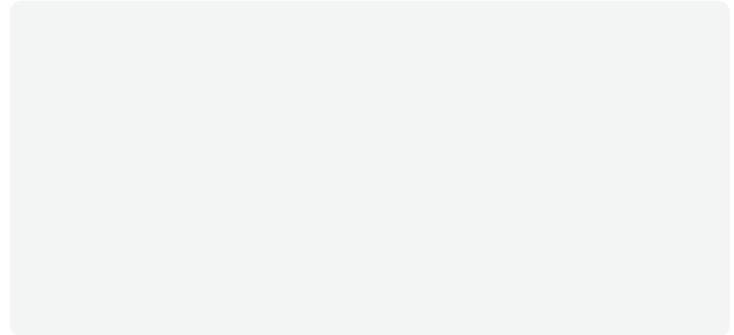
Tell a friend!

If you know someone who needs captioned telephone service, share the love. User referrals are an important way to educate eligible users about this no-cost,* federally funded program. Here's what you can do to help someone you know qualify for CaptionCall:

1. Visit www.CaptionCall.com and click the Order Now button.
2. Enter the person's contact information. This does NOT obligate or qualify someone to receive the service or phone. It does allow us to send information and answer questions. You can do it, or send your friend or family member to the web page.

*To be eligible for CaptionCall, a user must have hearing loss that requires them to use captions to use the phone effectively.

How does CaptionCall work?

The CaptionCall phone works just like any other phone. But our captioning service makes all the difference. When you dial or answer a call, the CaptionCall telephone directs the call to a specially trained agent. Using cutting-edge technology, the captioning agent hears only your caller and transcribes their words into text. That side of the conversation appears on your CaptionCall screen. Let's show you how to get started.

PHONE USER

CAPTIONED TEXT

CAPTIONING AGENT

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Phone: 1-877-557-2227

How can there be no cost for CaptionCall service?

CaptionCall is fully funded thanks to the Americans with Disabilities Act (ADA), which requires that all people be able to communicate effectively by telephone, regardless of hearing ability. CaptionCall is an effective telephone solution for eligible people with hearing loss.

The ADA requires telephone companies to support the cost of telephone relays that make captioning possible. The expense for Internet Protocol Captioned Telephone Service (IP-CTS) is typically passed on by telephone companies to their users as a surcharge from the telephone companies and collected in the Telecommunications Relay Services (TRS) Fund. This TRS Fund is supervised by the Federal Communications Commission (FCC) and pays for multiple relay services, including CaptionCall.

The FCC compensates CaptionCall for providing its captioning service. CaptionCall chooses to distribute captioning phones at no cost to eligible people so they can access captioning service. There is no customer cost for the phone and captioning service from CaptionCall.

Who may use CaptionCall?

The CaptionCall service is available only to individuals who have a hearing disability that necessitates the use of telephone captioning. People who have hearing loss but do not need captioning service and can easily communicate on a standard phone are not eligible for the service.

All calls using the CaptionCall service must include the registered user of the captioning service. People who do not need captions to utilize the phone fully, are prohibited from using captioning. Users who do not need captioning are instructed to not turn on captions or to use a different telephone.

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Meet the CaptionCall phone

High Volume Alert
Displays when phone volume could be harmful to your hearing.

Switch hook button
Press to hang up a call.

Touchscreen display
Shows captions and lets you interact with the phone interface.

Speaker
Audio output for the speakerphone.

Missed Call button
Press to view missed calls.

Telephone keypad
Dial a call manually.

Speakerphone button
Press to turn on speakerphone, even when the handset is still in the cradle.

Volume dial
Controls both call volume and ringer volume. Rotate clockwise to increase volume and counterclockwise to decrease volume. Dial light bar will change from green to amber to red as volume increases.

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Meet the CaptionCall phone

Adjustable stand

Button to adjust stand

CaptionCall Phone model number and return information

Ethernet port (LAN)

Phone port

Power cable port

Handset port

Safety instructions
Use these basic safety precautions with the CaptionCall phone (and any phone) to reduce the risk of fire, electric shock, and injury.

- *Do not use near water. For example, do not place the phone near a bathtub, sink, or swimming pool, or in a wet basement.*

- *Avoid using any non-cordless phone during an electrical storm. There may be a remote risk of electric shock from lightning.*

- *If reporting a gas leak, do not use a telephone in the vicinity of the leak.*

- *Use only the power adaptor provided with this device.*

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Using the touchscreen

Phone Book
Touch here to see your contacts.

Saved Calls
Touch to see past calls you've saved.

Messages
Touch to access captioned voice messages.

Settings
Touch here to customize phone operations.

Help
Touch for help using phone features.

| PHONE BOOK | SAVED CALLS | MESSAGES | SETTINGS | HELP |

EDIT   **Recent Calls**   2:21 PM

TODAY

↗ Tim Duncan   3/17 ⓘ
↗ Alan Gordon   3/17 ⓘ
↖ Unknown   3/17 ⓘ
↙ Alex Morgan   3/17 ⓘ
↖ Unknown   3/17 ⓘ
↗ Alex Morgan   3/17 ⓘ
EARLIER

Using the touchscreen

Home button
Touch this icon to go back to the home screen of your Recent Calls.

Scroll buttons
Swipe your finger up or down the center of the screen to scroll through the text. Or, touch these arrows to move up and down. Try it!

HOME | ← SETTINGS | About | 6:15 PM

CaptionCall

CaptionCall is a captioned telephone service for people with hearing loss.

Username: CaptionCall User
Profile Name: Default
Phone Number: 877-557-2227
Firmware Version: 2.0.0.14
Ethernet MAC: 00:0c:29:bc:c8:aa
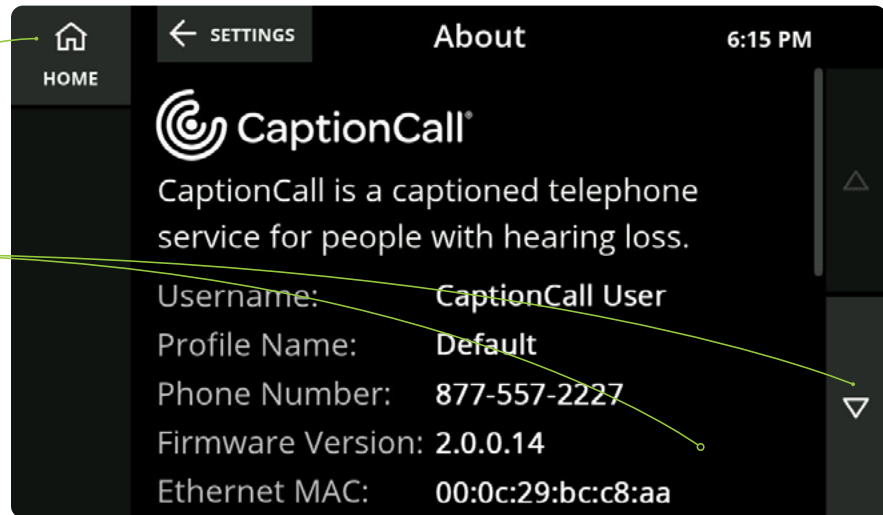
No pressure here!
The touchscreen is activated by the heat in your fingertips, not by pressure. There's no need to push hard. Instead, lightly touch or swipe along the screen. Easy!

Leave no trace
To clean fingerprints or smudges from the screen, wipe with a damp or dry cloth (a microfiber cloth works especially well). Don't spray the phone with anything; this could damage the electronics.

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Quick Start Basics
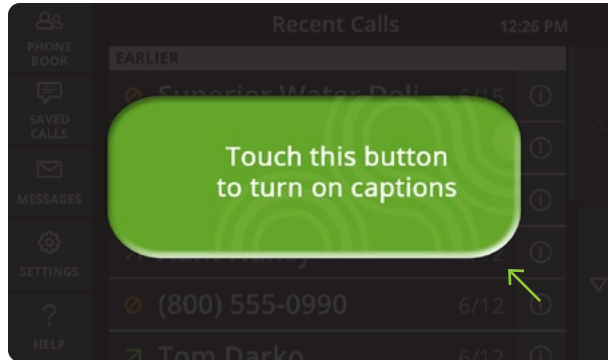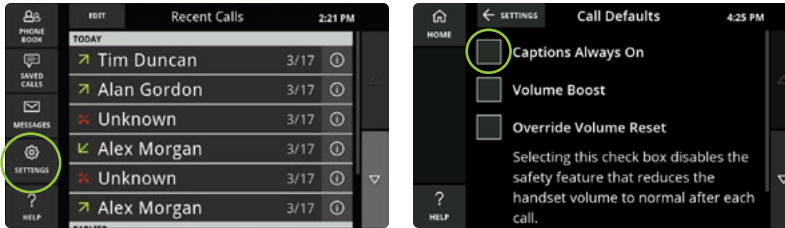
Turn on captions

Captions help reinforce what you're hearing on the phone and keep you from missing details.

If you need captions to appear automatically with each call:
1. Touch *Settings*. In the list that appears, touch *Captions* and then *Call Defaults*.
2. Touch the box next to *Captions Always On*.

If you prefer to turn on captions manually with each call as needed:
1. Answer or dial the phone as usual.
2. Touch the green button on the screen to turn on captions.
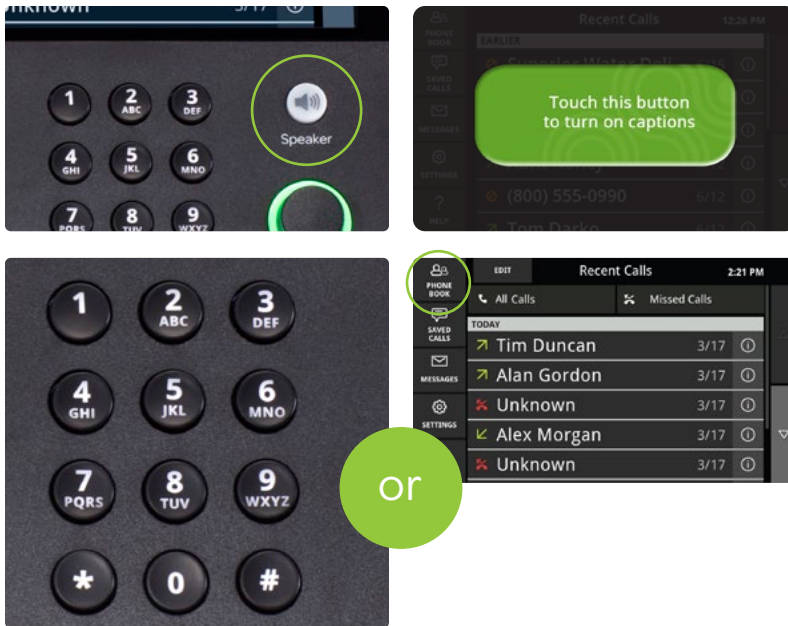
Make a call

1. Pick up the handset or press the *Speaker* button.
2. If your captions are not automatic, touch the green button on the screen to turn on captioning when needed.
3. Dial the phone number using the keypad. Or, touch the name of a recent call on the screen or touch *Phone Book* for a list.

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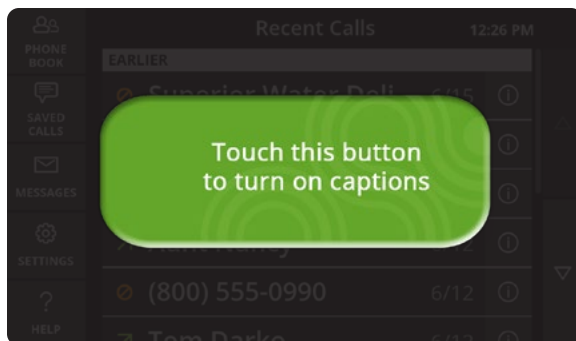
Answer a call

1. If your captions are not set to turn on automatically, a green button will appear on screen. Touch it to turn on captioning when needed.
2. Pick up the handset or press the *Speaker* button and listen as usual.

   To end the call, hang up the handset or press the *Speaker* button.
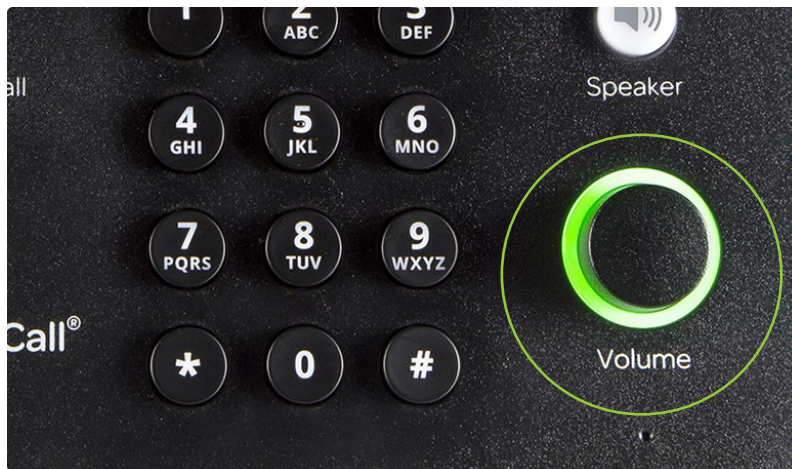
Get more volume

Use the *Volume* dial to turn the sound up or down during a call. This dial adjusts volume on the handset, on the speakerphone, and the ringer. It will reset to a default volume after each call. (To avoid the default, change your Settings. See Override volume reset on page 34.)

For some calls, increased volume may be sufficient to turn off captioning.

Ringer volume
To adjust only the ringer volume, turn the *Volume* dial while the handset is in the cradle. You will hear the ringer and can turn it up or down to the desired level.

Warning: Setting the volume too high can damage your hearing.

Mute a call

If you want to silence your side of a call, touch the *Mute* icon in the left menu. This will only mute your voice; you can still hear your caller and read their words.

To unmute, touch the *Mute* button again.

Note: A red background behind the Mute icon indicates your caller cannot hear you.
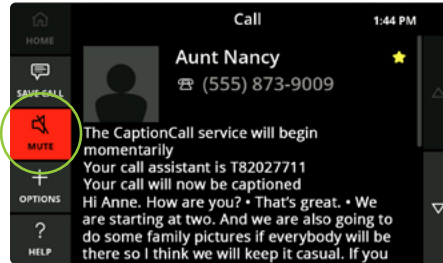
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Use the speakerphone

To talk without using the handset, use the speakerphone. You can answer a call just by pushing the *Speaker* button. End the call by pushing the *Speaker* button again.

If you're using the handset, push the *Speaker* button to switch to the speakerphone while you're talking. The *Speaker* button is green when in use.

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Save a conversation

At the end of a captioned call, touch the *SAVE CALL* icon to save the captions to read again later. Saved captions might be helpful to remember appointment details, capture a price quote, or just remember a conversation with a family member. If you choose *SAVE CALL,* the captions will be saved until you choose to delete them.

Note: Only touch *SAVE CALL* once. It should be highlighted in green before you hang up.
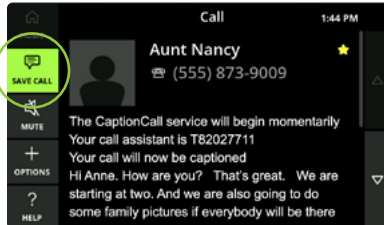
To review a saved conversation, touch the *SAVE CALL* icon from the left menu of your home screen. From the list, touch the call you want to review. To exit, touch the *HOME* button at the top left.

To delete calls, touch the *SAVE CALL* icon on the home screen, then touch the *EDIT* button. You can touch the *DELETE ALL CALLS* icon in the top left, or the ⛔ icon to the left of individual names or numbers. Touch *DELETE* to confirm.

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Handy Features and Shortcuts

Recent Calls

Your "home page" on the phone shows your recent calls for the past 30 days. Touch any name or number to call.

Calls you answered

Calls you made

Calls you missed

If you want to delete calls from this list, touch the *EDIT* button in the top left. You can *DELETE ALL CALLS* from the list by touching the top left icon. To delete individual calls, touch the ⬤ icon to the left of each name or number. Touch the red *DELETE* button to confirm

Missed Calls
To see only the calls you missed, press the Missed Call button near the phone keypad. This button is red when you have missed a call.

Use Phone Book

Touch the *PHONE BOOK* icon at any time to see your personal list of contacts. Touch a name to make a call.

Find a contact
Touch the *PHONE BOOK* icon. To look for a name, use your finger to swipe up or down the touchscreen. Your contact list is alphabetical. Favorite contacts appear at the top of the list.

Contacts are sorted alphabetically by last name. If you want to sort by first names, change your settings (see page 30).

CUSTOMER SUPPORT
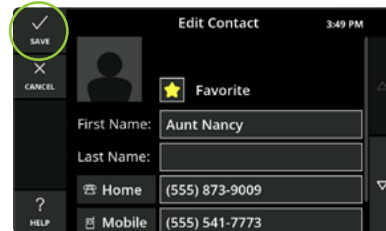Email: support@captioncall.com
Phone: 1-877-557-2227
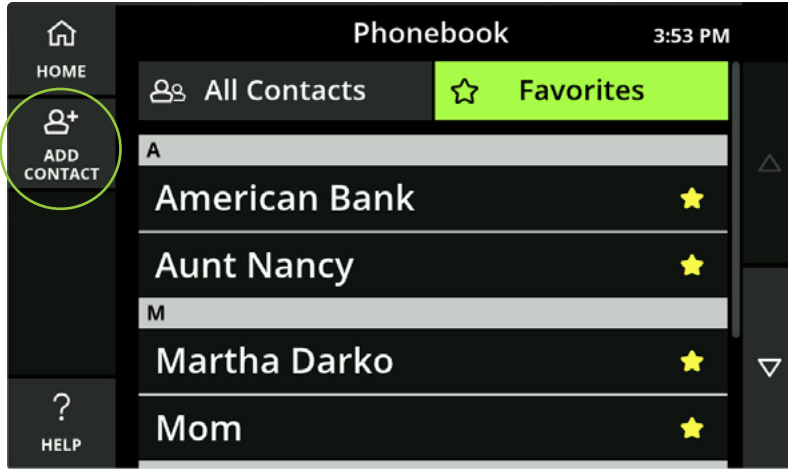
Use Phone Book (continued)

Add or edit a contact

1. Touch the *PHONE BOOK* icon.
2. To add a new name, touch *ADD CONTACT* in the left menu.
   To edit or delete a contact, touch the name on the screen, then *EDIT* or *DELETE* from the left menu.
3. Touch each field to enter your contact's name and phone number(s). For example, when you touch *First Name*, use the keyboard that appears to type in the person's first name. Touch another field to add the last name or phone number. You don't have to fill out every field.
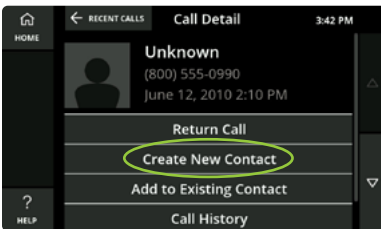4. Touch the *Save* checkmark in the top left corner to save this information to your *PHONE BOOK* list.

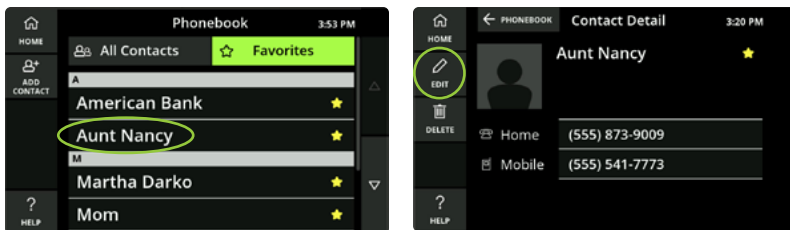## Use Phone Book (continued)

Add a Recent Call to your Contacts list

1. Your home screen displays a list of recent calls. Next to the name or number you want to add, touch the ⓘ icon to its right. This displays details about the call.
2. Touch the menu to *Create New Contact*, or *Add to Existing Contact* (for example, if this is a cell phone number you want to add to someone's name).
3. Follow the prompts and touch **Save** (see full instructions to add a contact above).
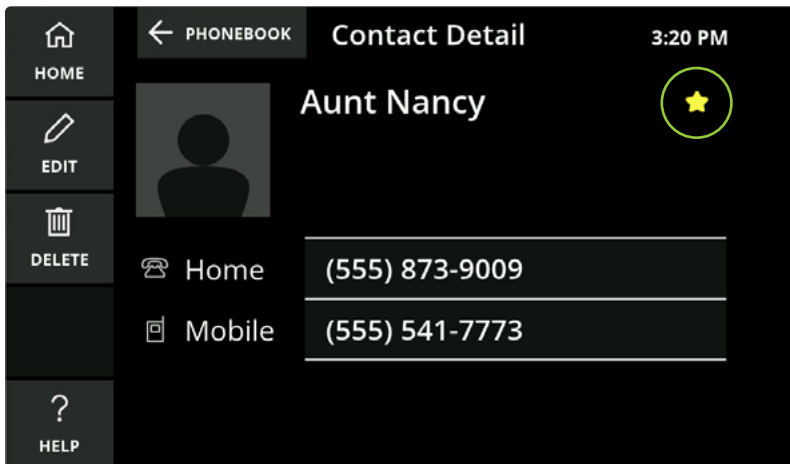
Use Phone Book (continued)

Favorite contacts

To make frequently used numbers appear at the top of your Contacts list, mark each as a Favorite.
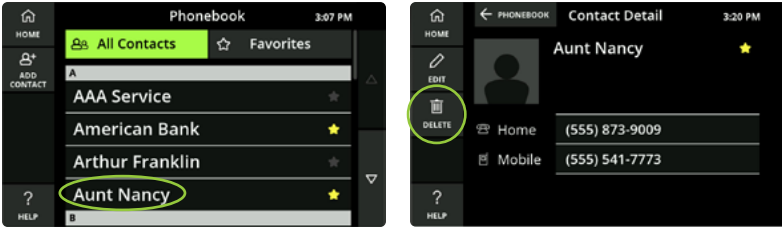
1. Touch the *PHONE BOOK* icon to go to your Contacts list.
2. Touch the name you want, then touch *EDIT* in the left menu.
3. Touch the star icon in the top right corner. This name and number will now appear at the top of your Phone Book list.

Use Phone Book (continued)

Delete a contact
1. Touch the *PHONE BOOK* icon to go to your list of Contacts.
2. Touch the name you want to delete then touch *DELETE* in the left menu.
3. A pop-up box will ask you to confirm. Touch *Delete* to erase this name and number from your Contacts list.
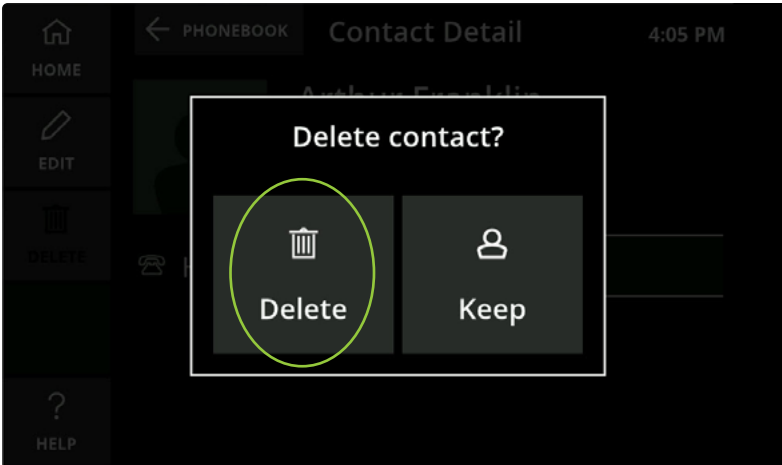
Sync mobile phone contacts

Using Bluetooth, you can view up to 1,000 contacts from an iPhone or Android device on your CaptionCall phone. First, you need to pair the CaptionCall phone with your mobile device. Follow the steps on page 26.
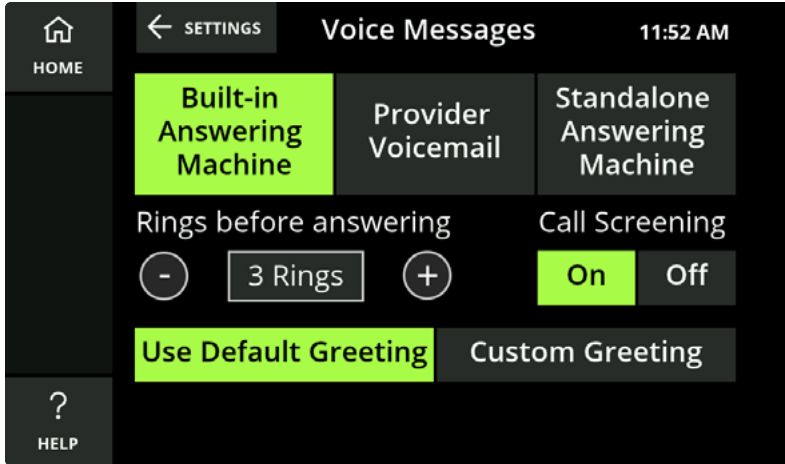
iPhone

1. On your iPhone, select **Settings** and then **Bluetooth**.
2. Find CaptionCall under *MY DEVICES* and touch the blue ⓘ icon.
3. Turn on **Sync Contacts** (it is green when activated). Under *GROUPS*, select the contacts you wish to transfer.
4. On the CaptionCall phone, touch the **SETTINGS** icon, then touch **Bluetooth**. It should read Bluetooth On (green).
5. Touch **Bluetooth Off**, then **Bluetooth On**. This triggers your iPhone to sync. If you get a *Telephone Line Problem error*, touch the x to exit that window. Confirm the setting reads **Bluetooth On** (green). It may take a few minutes to sync contacts.

Android

1. While pairing phones (see page 26), your Android device will get an access request. Check the box next to *Allow access to your contacts and call history*.
2. On the CaptionCall phone, touch the **SETTINGS** icon, then touch **Bluetooth**. It should read *Bluetooth On* (green).
3. Touch **Bluetooth Off**, then **Bluetooth On**. This triggers your Android device to sync. If you get a *Telephone Line Problem error*, touch the x to exit that window. Confirm the setting reads **Bluetooth On** (green). It may take a few minutes to sync contacts.

Note: Your mobile device contacts will only appear on the CaptionCall phone when your devices are paired. They are not saved permanently.

Note: The CaptionCall built-in voice message system cannot record an incoming message while you are using the CaptionCall phone. The caller will get a busy signal. Some people choose to use their provider voicemail for this reason.

Voice Messages

When you can't take a call, CaptionCall will caption the voice messages people leave.

Set up Voice Messages
You can choose to have the CaptionCall phone record audio and captioned messages using its built-in answering machine. You can also get captions of voice messages from your phone provider's voicemail or your own standalone answering machine. To choose your voice message system, follow these steps:
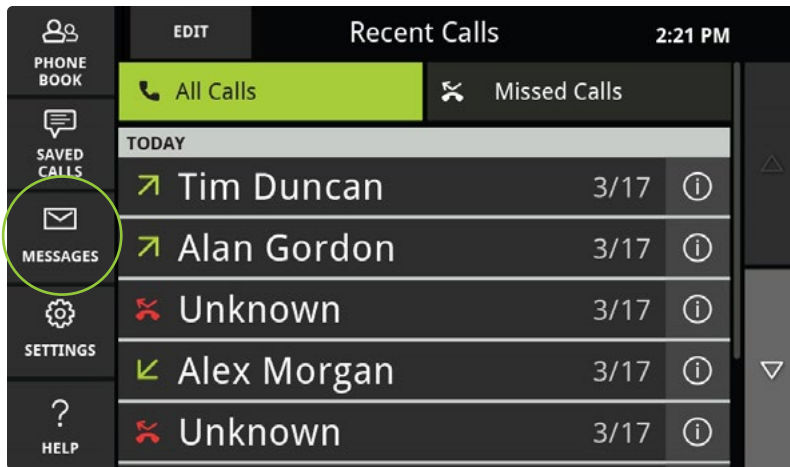
1. Touch *SETTINGS*. Scroll to touch *Voice Messages*.
2. Touch the type of voice message system you want to use.

If using Provider Voicemail, enter the access number you call to get your messages. Your own answering machine will operate as usual.

Voice Messages (continued)
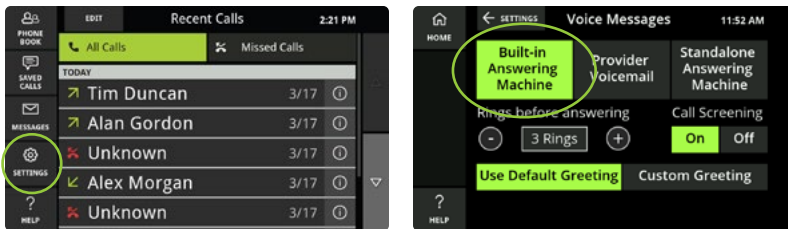
Get Voice Messages

1. Push the *Messages* icon in the left menu of your home screen.
2. Select a voice message by touching it on the list. You'll hear the message and see its captions on the touchscreen.

   If you're using your own standalone answering machine, touch the *Messages* icon, then pick up the handset and hold it next to your answering machine. Play the message on your answering machine. A captioning agent will transcribe the message onto the touchscreen. There may be a slight delay before captions begin. You can save message captions just like you would any captioned call—touch the *Save Call* icon before you hang up.
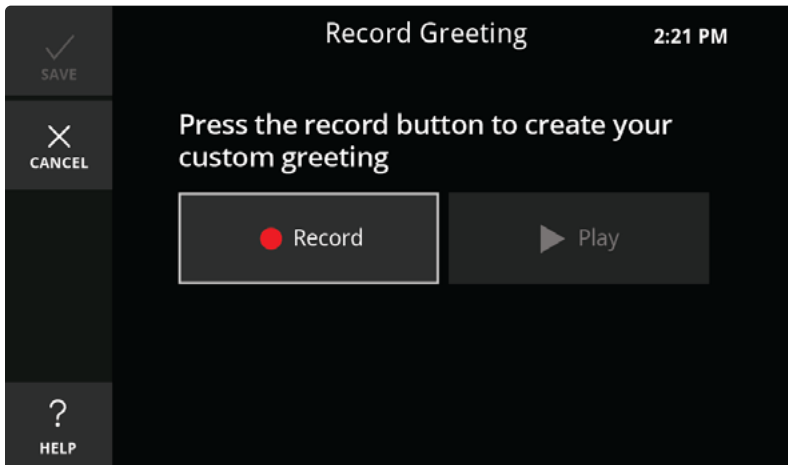
Voice Messages (continued)

Add Voice Message greeting to CaptionCall phone
If you choose to use the CaptionCall built-in answering machine, you can record your own greeting for callers to hear.

1. Touch *SETTINGS*. Then touch *Voice Messages*.
2. Make sure *Built-in Answering Machine* is selected at the top. At the bottom, select *Custom Greeting*.
3. Touch the *Record* button and clearly state your greeting. Touch *Stop* when finished.
4. To hear your greeting, touch *Play*. You can repeat step 3 to record again if you like.
5. Touch the *Save* checkmark in the top left to keep your greeting.

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Email: support@captioncall.com
Phone: 1-877-557-2227
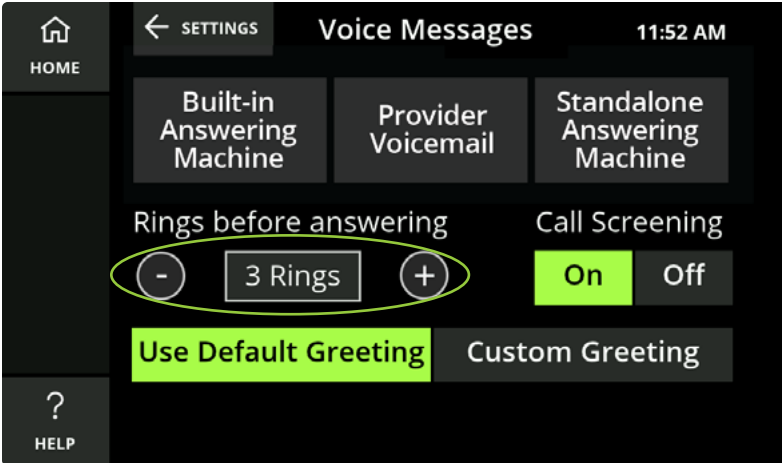
Voice Messages (continued)

**Number of rings before Voice Messages activate**
By default, the CaptionCall phone rings 3 times before going to voicemail. You can change this to give yourself more time to answer.

1. From the home screen, touch *SETTINGS*. Scroll to touch *Voice Messages*.
2. Touch the **–** or **+** buttons to decrease or increase the number of rings. You can choose between 2 and 10 rings before a call goes to voicemail.
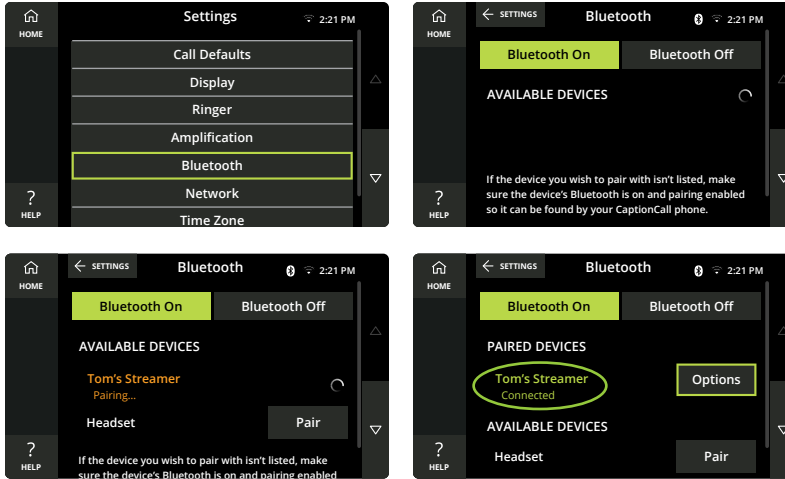
Bluetooth devices

You can pair Bluetooth devices to the CaptionCall phone. This lets you hear a call's audio through your hearing aids, streamer, headphones, or other Bluetooth-enabled wireless device.

Pair a Bluetooth device

1. Turn on your Bluetooth device and put it in pairing mode (see its manufacturer's instructions).
2. On the CaptionCall phone, touch **SETTINGS**. Scroll to *Bluetooth*.
3. Touch *Bluetooth ON* and look for a list of Bluetooth devices. The phone will search for devices that are in pairing mode.
4. Touch *Pair* next to the name of the device you want to connect. The word *Connected* will appear below the device name.

	Call	🚩 📶 2:21 PM
BLUETOOTH	The CaptionCall Service will begin momentarily. Your call assistant is 1619631f	△ ▽

	Call	🚩 📶 2:21 PM
BLUETOOTH	Hi Mom. How are you? Let's talk about getting together for Teresa's birthday. What restaurant are we meeting at?	△ ▽

(Left menu icons: BLUETOOTH, SAVE CALL, MUTE, OPTIONS, HELP)
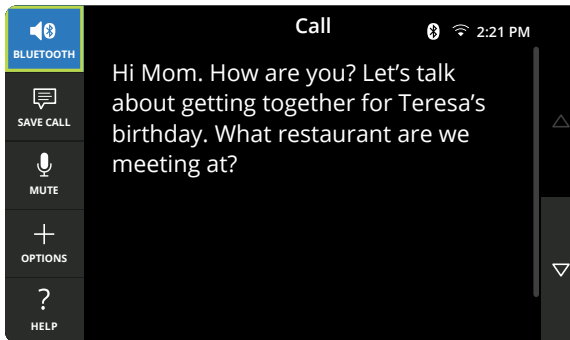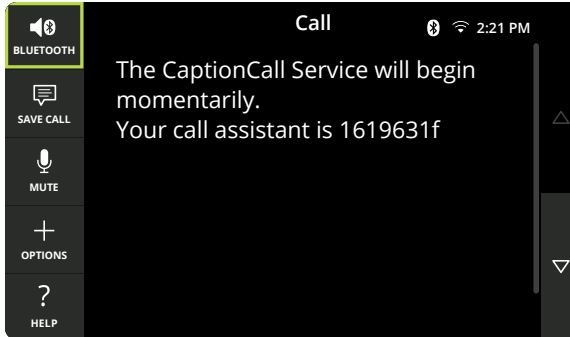
Bluetooth devices (continued)
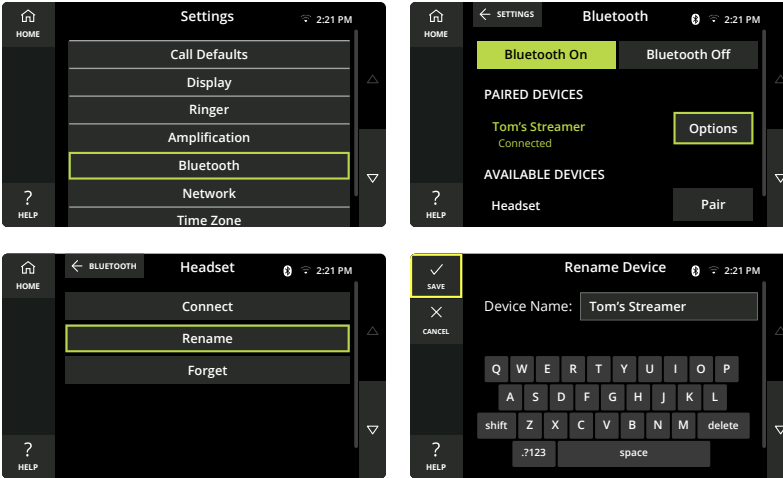
Calls using Bluetooth devices

When the CaptionCall phone is paired with a Bluetooth device, the *HOME* icon is replaced by the *BLUETOOTH* icon in the top left menu. Audio is sent to the Bluetooth device when this icon is blue.

1. You can use your Bluetooth device to answer a call.
2. If you're already using the CaptionCall phone, touch the **BLUETOOTH** icon to send audio to your Bluetooth device. Press the **BLUETOOTH** icon again to transfer audio back to the CaptionCall phone.
3. When the *BLUETOOTH* icon is activated, you must manually end a call using your Bluetooth device or the CaptionCall phone. The other party cannot end the call.

Settings screens

Settings — 2:21 PM

- Call Defaults
- Display
- Ringer
- Amplification
- **Bluetooth**
- Network
- Time Zone

Bluetooth — 2:21 PM

Bluetooth On | Bluetooth Off

PAIRED DEVICES

Tom's Streamer — Connected | **Options**

AVAILABLE DEVICES

Headset | **Pair**

Headset — 2:21 PM

- Connect
- **Rename**
- Forget

Rename Device — 2:21 PM

Device Name: Tom's Streamer

Q W E R T Y U I O P
A S D F G H J K L
shift Z X C V B N M delete
.?123 space

Bluetooth devices (continued)

Rename or delete a Bluetooth device

1. On the CaptionCall phone, touch *SETTINGS*. Scroll to and touch *Bluetooth*.
2. Find the name of the Bluetooth device and touch the *Options* button next to it.
3. Touch *Rename* to enter an easy-to-remember description (for example, "Dad's hearing aids"). Use the keyboard to delete the existing name and choose a new name.
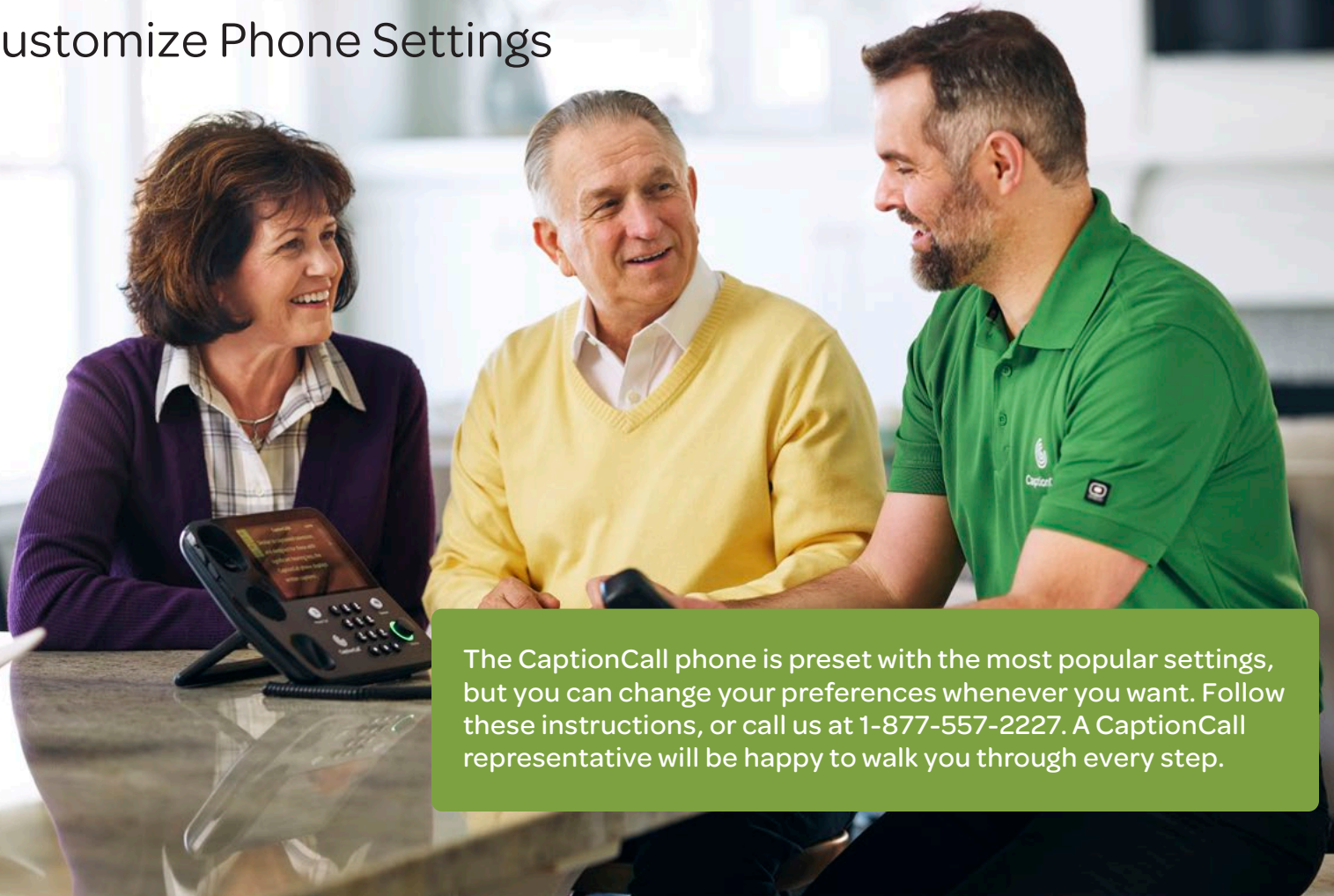
   Touch *Forget* to erase a Bluetooth device from the list. To use it again, you will need to pair it with the phone (see instructions on page 26).
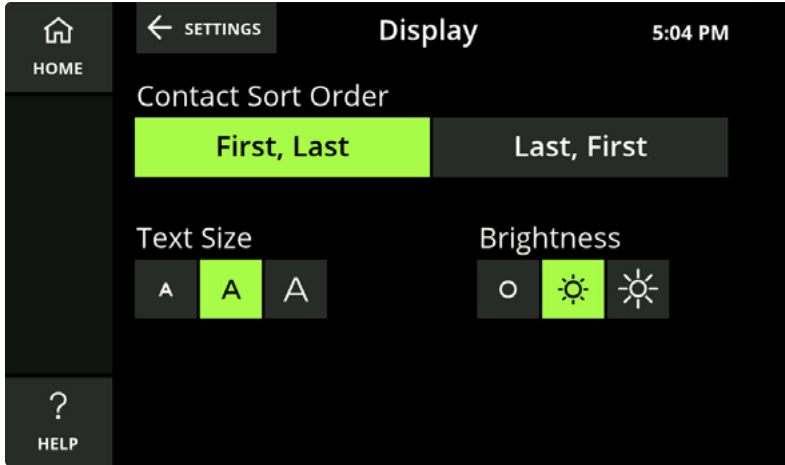
Customize Phone Settings

The CaptionCall phone is preset with the most popular settings, but you can change your preferences whenever you want. Follow these instructions, or call us at 1-877-557-2227. A CaptionCall representative will be happy to walk you through every step.

Phone display

You can change how your touchscreen appears to suit your preferences.

Contact sort order
Choose if you want your Contacts to be listed alphabetically by first name or last name.
1. Touch *SETTINGS*. Then touch *Display*.
2. Under *Contact Sort Order*, touch *First, Last* or *Last, First.*

Change the text size
You can increase or decrease the size of text on your touchscreen.
1. Touch *SETTINGS*. Then touch *Display*.
2. Under *Text Size*, touch the size of captions you'd like to read. (The size choices are shown as *A*). The size you select will highlight in green.
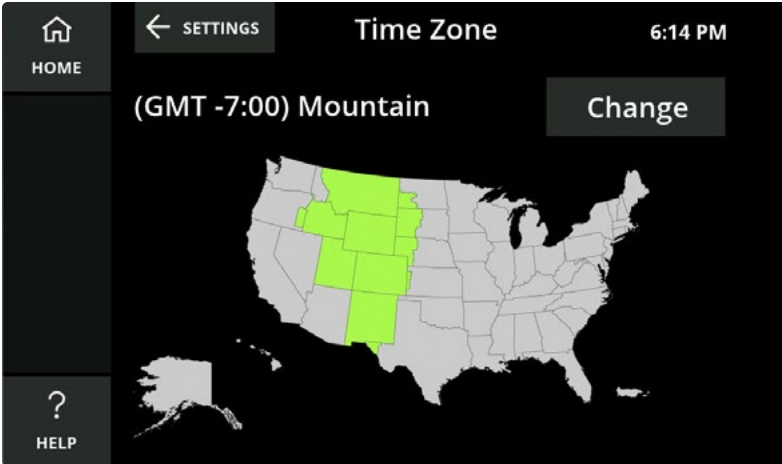
Change screen brightness
1. Touch *SETTINGS*. Then touch *Display*.
2. Under *Brightness*, touch the brightness level for your touchscreen. Your current selection is highlighted in green.
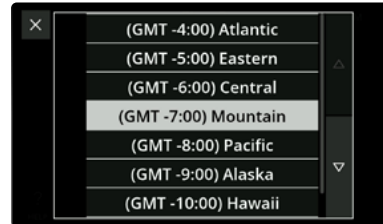
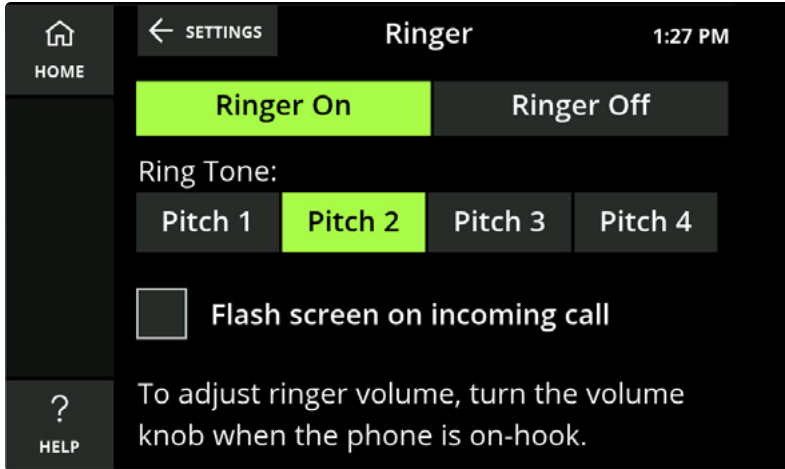# Phone display (continued)

Change time zone
1. Touch *SETTINGS*. Then touch *Time Zone*.
2. Use the scrolling menu to touch the name of your time zone. Your current selection is highlighted in green.

CUSTOMER SUPPORT
Email: support@captioncall.com
Phone: 1-877-557-2227

Ringer

You can control how the phone ringer operates.

Turn ringer on or off
1. Touch *SETTINGS,* then touch *Ringer*.
2. Touch *Ringer On* or *Ringer Off*. The current selection is highlighted in green.

Change ring tone
1. Touch *SETTINGS,* then touch *Ringer*.
2. Under *Ring Tone*, touch the different pitches to hear your options. You may prefer a certain ring tone based on the type of hearing loss you have. Your current ring tone selection is highlighted in green.
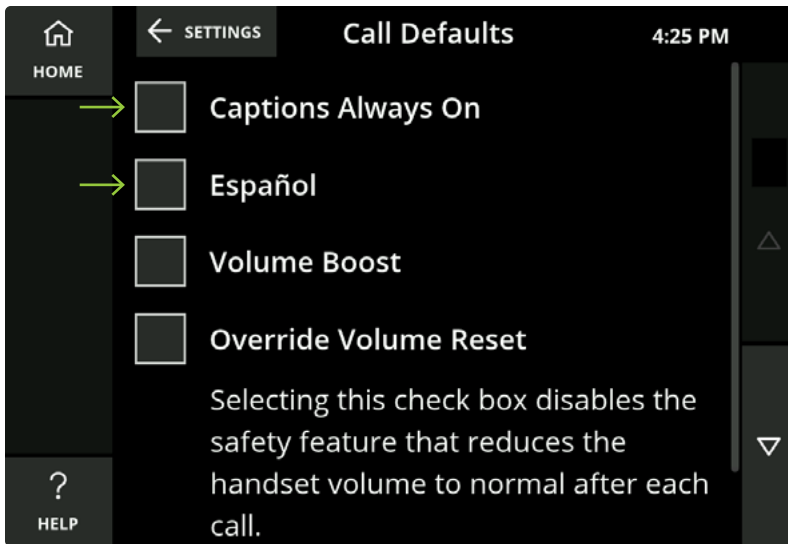
Flash screen for incoming calls
The CaptionCall touchscreen can flash to give you a visual cue of an incoming call.
1. Touch *SETTINGS,* then touch *Ringer*.
2. Check the box to activate the flashing screen. Follow the same steps to uncheck the box and turn the flash feature off.

Call defaults

You can customize settings to make the CaptionCall phone behave in certain ways.

Turn automatic captions on or off
Choose if you need captions to automatically appear with each call.
1. Touch *SETTINGS,* then touch *Call Defaults*.
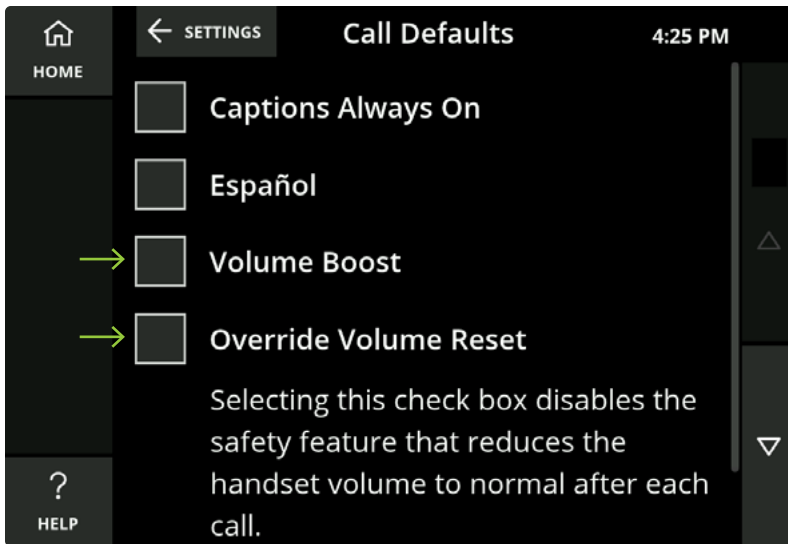2. Touch *Captions Always On* to check or uncheck the box.

Español
Touch this box to set Spanish as the default for all captioning.

Call defaults (continued)

Volume Boost
Volume Boost is different than the Volume dial near the keypad. Volume Boost is designed to increase phone volume for those who may need extra amplification.
1. Touch *SETTINGS*. Then touch *Call Defaults*.
2. Check the box to activate Volume Boost. Be aware that excessive volume can cause hearing damage.

Override Volume Reset
For hearing safety, the CaptionCall phone automatically reduces the handset volume after each call. You can override this feature by checking this box. Be aware that excessive volume can cause hearing damage.

CUSTOMER SUPPORT
Email: support@captioncall.com
Phone: 1-877-557-2227
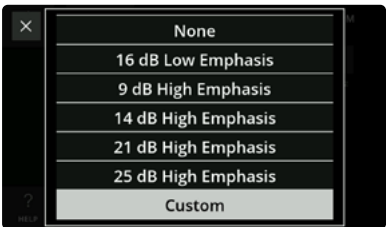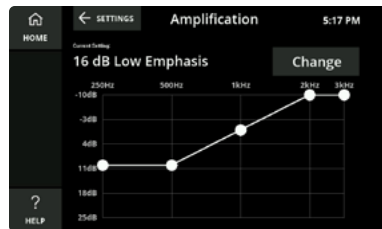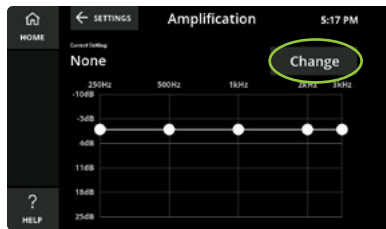
Frequency amplification

If you know the type of hearing loss you have, you can customize how different frequencies are amplified. This is best done with information from your audiologist.

1. Touch *SETTINGS*. Then touch *Amplification*. Touch the *Change* button.
2. From the drop-down menu, touch *Low Emphasis* to amplify lower frequencies or select a *High Emphasis* setting to amplify higher frequencies. Touch *Custom* to match settings from your audiogram or recommendations from your audiologist. For a custom setting, use your finger to drag each frequency point to a higher or lower amplification.

CUSTOMER SUPPORT
Email: support@captioncall.com
Phone: 1-877-557-2227
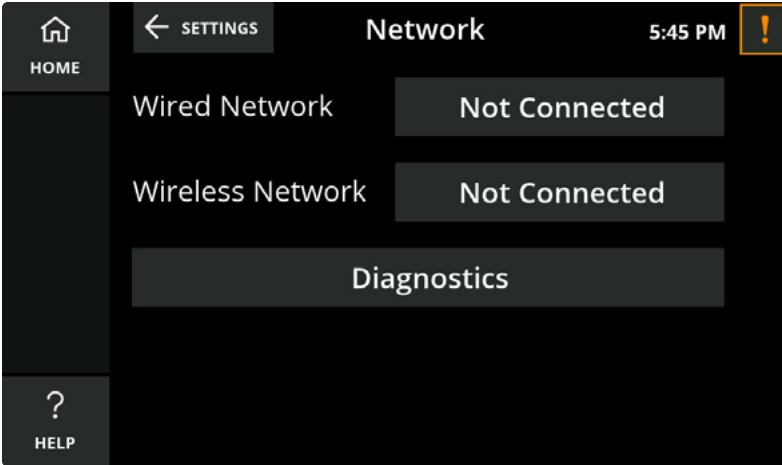
Network settings

Your CaptionCall representative connects the CaptionCall phone to a network during installation. If you get a network alert, see how to reconnect on page 41.

You should not change any network settings unless you have the technical knowledge required to do so. Instead, please call CaptionCall Support and we will walk you through each step. 1-877-557-2227.
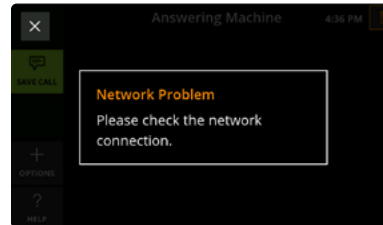
CUSTOMER SUPPORT
Email: support@captioncall.com
Phone: 1-877-557-2227

Wired Network 5:39 PM

SAVE

CANCEL

HELP

Automatic (DHCP)

IP Address: 10.0.2.15

Subnet Mask: 255.255.255.0

Default Gateway:

DNS:

Network settings (continued)

Wired network
If you have a wired network, your network settings will be automatically assigned. Do not change any of these settings without technical knowledge. Instead, check to make sure your Ethernet cable is securely attached to the Ethernet Port on the bottom of the phone. Check that the other end of the Ethernet cable is securely attached to your modem. If you still have trouble, CaptionCall Support is happy to help. Call 1-877-557-2227.

CUSTOMER SUPPORT
Email: support@captioncall.com
Phone: 1-877-557-2227

Network settings (continued)

Wireless network
If you have Wi-Fi and don't need a cable for internet, the CaptionCall phone will automatically detect your wireless network. Do not change your wireless network without technical knowledge. If you are familiar with Wi-Fi networks, you can connect your CaptionCall phone using the instructions on page 41.

If you are having trouble, CaptionCall Support is happy to help. Call 1-877-557-2227. You will need to know the name of your wireless network and its password (also called its Network Key). See instructions on page 41 to troubleshoot a Network Connection Error.
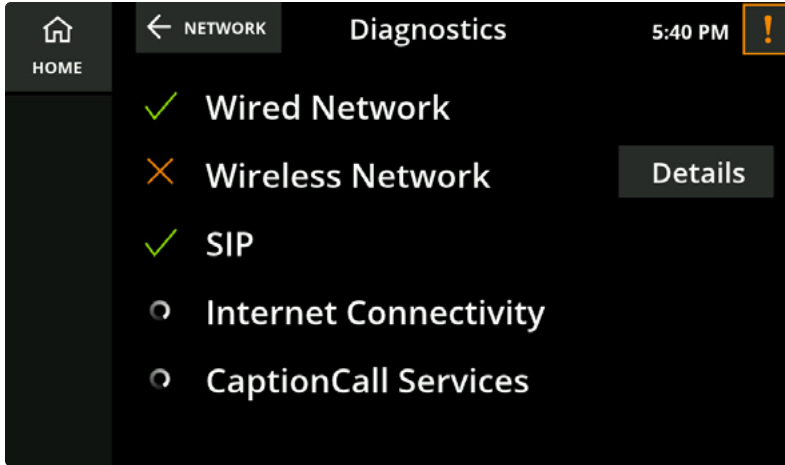
Network settings (continued)

Diagnostics screen

If you have technical knowledge or assistance, you will find helpful network information on the Diagnostics screen.

1. Touch *SETTINGS*. Then touch *Diagnostics*.
2. You will see the current network status of the phone. An X indicates a failure. Touch the *DETAILS* button for more information. If you are not sure what to do, CaptionCall Support is happy to help. Call 1-877-557-2227.

CUSTOMER SUPPORT

Email: support@captioncall.com

Phone: 1-877-557-2227

Troubleshooting

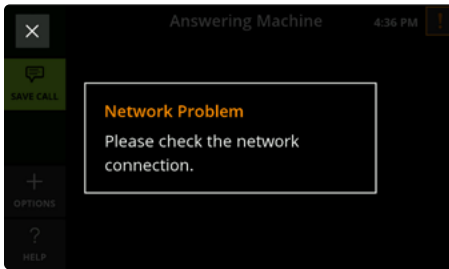The CaptionCall phone will show an alert if it has a problem with your network or CaptionCall account. There are three common alerts: Network Connection Error, Telephone Line Problem, and Account Error.

Network Connection Error

This is the most common alert and often the simplest to fix.

1. Locate the thin black cord labeled *Power* on the back on your phone. Unplug for one FULL minute.
2. Plug the power cord back into the phone. The phone screen should display the CaptionCall logo. Wait one FULL minute after the logo disappears to see if the correct time is displayed at the top of the screen.

If the correct time is displayed, you are connected to the network. Use phone as usual. If the time does NOT update, go on to these steps:

3. Close any error messages (like Network Problem) by touching the *X* in the upper corner.
4. Touch the *SETTINGS* icon, then touch then scroll to touch *Network*.
5. If you have a wired network, have already completed steps 1 and 2, and see a *Not Connected* button next to *Wired Network*, contact Customer Support. If you are connected to a wireless network, the network name will be displayed in green. If not, touch the *Not Connected* button next to Wireless Network.
6. Touch the Enable Wireless box so it has a checkmark. You will see a list of wireless network names. Scroll to find your home Wi-Fi network name. It should have a

strong signal icon next to it. Touch the name or your wireless network.

7. A new screen will request your *Network Key*. In the empty box enter your network password. Remember that passwords are case sensitive, so they require the correct combination of upper and lowercase letters. You can delete an old password that appears by pressing the delete button on the screen keypad.
8. Touch *Save*. The phone will try to reconnect to the network. Wait one FULL minute for the correct time to appear at the top of the screen.

If the correct time still does not update, or if you get an error message, please contact Customer Support: 1-877-557-2227. We are happy to help you Monday through Friday, 7am–8pm MT, Saturday and Sunday, 8am–5pm MT.

CUSTOMER SUPPORT

Email: support@captioncall.com

Phone: 1-877-557-2227
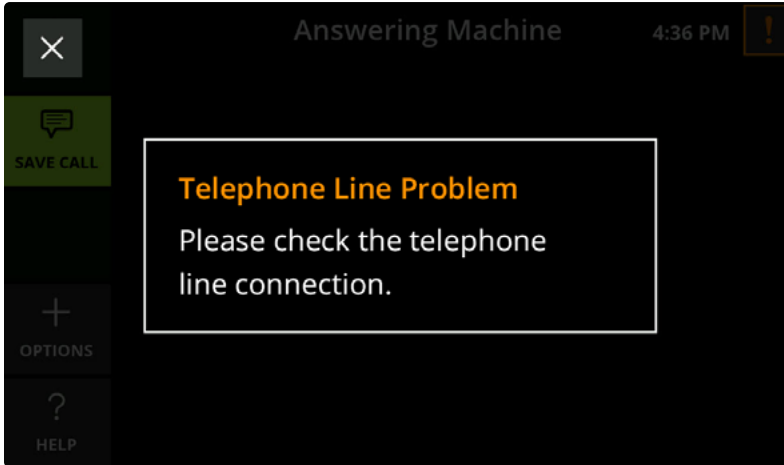
Telephone Line Problem

You will see a Telephone Line Problem when the CaptionCall phone is not connected to the telephone line.

1. Check to make sure the telephone line is securely connected to the Phone Port on the back of the phone as well as your phone jack on the wall.
2. If this alert continues to appear, there may be a problem with your telephone line or service. Contact your telephone provider.

Account Error

If you see an alert about an Account Error, CaptionCall Support can help you resolve any issues. Call 1-877-557-2227.

CUSTOMER SUPPORT
Email: support@captioncall.com
Phone: 1-877-557-2227

Technical specifications

If you have trouble, CaptionCall Support may need to know the technical details of your phone. You can find the **model number** on the bottom of the phone. See page 4.

Other technical specifications are found on the *About* screen.

1. Touch *SETTINGS*. Scroll down and touch *About*.
2. This screen displays your CaptionCall account information and important system information about the phone.

CUSTOMER SUPPORT
Email: support@captioncall.com
Phone: 1-877-557-2227

Legal information

FCC operation specifications
The CaptionCall phone complies with Part 15 of the FCC rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. Any changes or modifications not expressly approved by the manufacturer could void the user's authority to operate the equipment.

IMPORTANT! Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

This equipment has been tested and found to comply with the limits 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, uses, and can radiate 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 equipment and receiver.
• Connect the equipment into 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. On the base of this equipment is a label that contains, among other information, a product identifier in the format US:AAAEQ##TXXXX. If requested, this number must be provided to the telephone company.

This telephone connects to the telephone network using an RJ11 connector. 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 number of devices that may be connected to a telephone line. Excessive RENs on a telephone 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

Legal information (continued)

the total RENs, contact the local telephone company. The REN for this product is part of the produce identifier that has the forma US:AAAEQ##TTXXXX. The digits represented by ## are the REN without a decimal point (e.g., 03 is a REN of 0.3).

Telephone network information

If this CaptionCall phone 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 isn't practical, the telephone company will notify the customer 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.

The telephone company may make changes in its facilities, equipment, operations, or procedures that could affect the operation of the equipment. If this happens, the telephone company will provide advance notice in order for you to make necessary modifications to maintain uninterrupted service.

Repair and other information and specifications

If trouble is experienced with the CaptionCall phone, request repair or warranty information by contacting CaptionCall LLC, 1-877-557-2227 or support@CaptionCall.com. 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.

CaptionCall does not contain any customer-serviceable components.

Connection to party-line service is subject to state tariffs. Contact the state public utility commission, public service commission, or corporation commission for information.

This equipment is hearing aid compatible.

Emergency operation information

WHEN PROGRAMMING EMERGENCY NUMBERS AND (OR) MAKING TEST CALLS TO EMERGENCY NUMBERS: Remain on the line and briefly explain to the dispatcher the reason for the call. Perform such activities in off-peak hours, such as early morning or late evening.

CaptionCall
Helping people with hearing
loss stay socially connected for
a longer, happier, healthier life!

Life is Calling®

Returning a phone

If a CaptionCall phone is no longer in use, please return it to us at no cost. This equipment can often be used again by other eligible users. It can't help anyone if it ends up in a landfill (or even a yard sale, since it can't be activated without an account). Help someone else stay connected to life!

Return by FedEx

Securely pack the phone in its original box, or use a box of your own. Use the adjacent pre-paid label and return via FedEx. To find the nearest drop-off location, call 1-800-GO-FEDEX (800-463-3339).

Return by phone

If the pre-paid label is missing or you need a box for shipping, please contact Customer Service at 1-877-557-2227 or support@captioncall.com.