

Is your hearing getting in the way of living?

Fed up of not hearing clearly what people are saying when you speak on the phone? Struggling at work because of hearing loss? Given up on using the phone to stay in touch with friends and family? We understand your frustration.

CapTel can change all this and reconnect you with the life you love. Whether it's making a doctor's appointment, using a phone to do your job or calling your friends and family for a chat, CapTel makes it easy to maintain your freedom and independence.

Why CapTel?

Here are just a few of the reasons why you should consider CapTel:

- > It enables you to be independent and socially connected
- > It enables you to use a phone for work
- > The CapTel service is free for the user (normal toll call charges do apply)
- > CapTel is easy to use – you don't have to be a technical genius to set it up and start calling
- > Helpdesk and online support are available if you have any problems

CapTel®NZ

CapTel NZ is supported and funded by the New Zealand Government through the Ministry of Business, Innovation and Employment (MBIE). It is also endorsed by the National Foundation for the Deaf, Deaf Aotearoa New Zealand and Good Soundz Limited.



MINISTRY OF BUSINESS,
INNOVATION & EMPLOYMENT
HIKINA WHAKATUTUKI



CapTel is part of a larger range of services for the hearing impaired provided by the Crown for people with communications disabilities. MBIE funds CapTel NZ to provide equal work and lifestyle opportunities for those with hearing impairments.

CONTACT US

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CapTel®NZ

IS YOUR HEARING HOLDING YOU BACK?

CapTel keeps you connected with the life you love



Phone CapTel

Phone CapTel is a captioned telephone that connects to the internet and displays captions of your conversation while you're speaking. Just like an ordinary phone, you listen to what the other person says and respond, but with one major difference – what they say is also displayed on a screen for you to read.



FEATURES:

- > Free captioning service (all you pay is a one off cost to loan the CapTel phone for as long as you need it)
- > Large, easy-to-read captions window with adjustable font sizes and colours
- > Built-in answering machine with captions
- > Built-in amplifying feature
- > Caller-ID capable – shows you who is calling directly on display screen
- > Help desk support

TO GET STARTED YOU WILL NEED:

- > A Broadband internet connection
- > A landline
- > A CapTel phone



To apply for a CapTel phone, visit www.captel.co.nz or call 0800 captel (0800 227 835)

WebCapTel

There is also a WebCapTel option that enables you to read the captions directly from a computer screen and requires no special equipment. This option is ideal for the workplace, as it connects directly to your computer, but it can also be used at home.



FEATURES:

- > Enables users to read captions on their computer screen (but you have to be logged on to your computer to receive calls)
- > Ideal for the work environment (as long as you have a dedicated phone line and internet connection)
- > No special equipment is required to access this online service – all you need is a phone and a computer with internet connectivity
- > Mac and Windows-based PC compatible
- > Help desk support

TO GET STARTED YOU WILL NEED:

- > A computer with a web browser – either a desktop computer or laptop
- > A Broadband internet connection that is directly connected to the device you're using
- > A personal phone – landline or mobile
- > If used in the workplace, you will need a dedicated phone line and direct Broadband connection (one that is not shared by other users)

To register a user name and password for WebCapTel, visit www.captel.co.nz

"My CapTel phone is easy to use and enables me to stay in touch with my family and make my own appointments. Because everything that people say is written down on the screen, I can be sure that I got all the details right."

ALLAN DOIG, DUNEDIN



"Answering the phone confidently is part of running a business, but I couldn't hear properly and was always worried I would not get the booking details right. CapTel has given me back my freedom and confidence and I no longer have to wait for my husband to answer the phone."

ANGIE LONDON, TAUPO



"Being deaf, it's very hard for me to mix with people. This often leaves me feeling isolated. CapTel has helped me to keep in touch with people, which is vital. When I had a fall at home recently, I was able to call my daughter for help using CapTel. This is something I would not have been able to do otherwise."

JUDITH EDGELE, LOWER HUTT

