

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



## Emergency Dialing Instructions:

With *CapTel* 840i, calls to 111 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 (during Captioning Service operating hours). General instructions for dialing 111 are listed below. For detailed instructions about your phone service and 111, please check with your telephone service provider.

### To Dial 111:

1. Pick up handset and dial 111. Your call will be directly connected to the Initial Call Answering Platform to extend to the relevant Emergency Service Organisation for your local area.
2. Make sure the Caption button is on. If not, press the Caption button to turn the captions on. During Captioning Service hours, you will receive captions of everything the 111 Emergency Service Operator says.
3. When 111 answers, state your emergency and confirm your location.

If you turn captions on in the middle of a call to 111, there will be a brief delay before the captions begin while the *CapTel* phone connects to the Captioning Service. During that time the 111 Emergency Service Operator will be able to hear everything you say. If necessary, tell the 111 operator you are reading captions.

**IMPORTANT NOTICE:** *Under power failure conditions, this telephone does not operate. Please ensure that a separate telephone, not dependent on local power, is available for emergency use.*

**WARNING:** *The grant of a Telepermit for any item of terminal equipment indicates only that Telecom has accepted that the item complies with minimum conditions for connection to its network. It indicates no endorsement of the product by Telecom, nor does it provide any sort of warranty. Above all, it provides no assurance that any item will work correctly in all respects with another item of Telepermitted equipment of a different make or model, nor does it imply that any product is compatible with all of Telecom's network services.*

# 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. As you use your new phone, we welcome your questions and comments. If we can help, please call!






Thanks again for choosing *CapTel*.






Sincerely,

*CapTel* Customer Service  
Freephone: 0800 4 715 715 (voice)  
Online: [www.CapTel.co.nz](http://www.CapTel.co.nz)  
Email: [helpdesk@captel.co.nz](mailto:helpdesk@captel.co.nz)

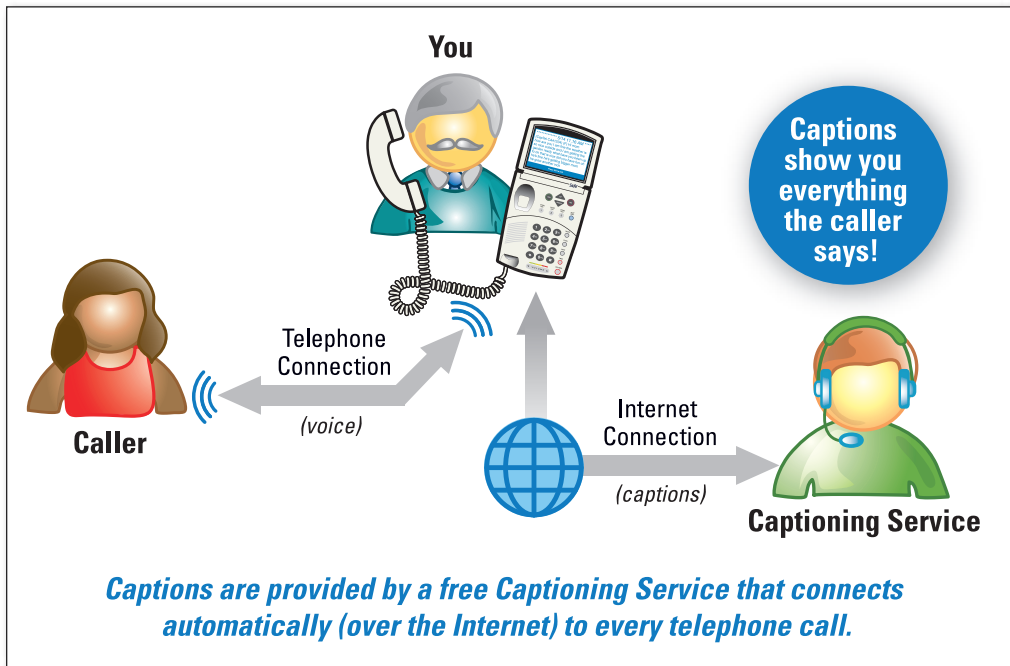
**NOTE:** *The CapTel phone is intended for use by people with hearing loss. People who do not need captioning support should only use CapTel with the CAPTIONS featured turned off.*

# T A B L E O F C O N T E N T S

	<b>Overview – How <i>CapTel</i> Works</b> .....	<b>4</b>
	<b>Section 1: Getting Started</b> .....	<b>5</b>
	What is in the box.....	5
	Overview of <i>CapTel</i> 840i phone .....	6
	Using a headset or neckloop (optional).....	11
	Setting up your <i>CapTel</i> 840i .....	12
	Getting help .....	20
	<b>Section 2: Making and Answering Calls</b> .....	<b>21</b>
	Dialing a phone number directly.....	22
	Calling using the Speed Dial buttons .....	23
	Calling a number in the Phone Book.....	24
	Answering an incoming call .....	25
	Turning captions on/off during a call .....	26
	Adjusting the volume.....	26
	Adjusting the sound – TONE .....	27
	Knowing what sounds are on the line.....	28
	<b>Section 3: Viewing Captions</b> .....	<b>29</b>
	Turning captions on/off during a call .....	30
	Viewing corrections .....	30
	Reviewing captions during a call .....	31
	Changing the caption font size.....	32
	Setting the colour of the captions.....	34
	Setting how captions scroll across the Display Screen .....	36
	Adjusting the brightness of the Display Screen .....	38
	<b>Section 4: Call History</b> .....	<b>40</b>
	Using Call History to see recent calls.....	41
	Clearing all Caller ID entries .....	43

	<b>Section 5: Using the Answering Machine .....</b>	<b>44</b>
	Turning Answering Machine on/off.....	45
	Playing your Answering Machine messages .....	46
	Clearing all messages.....	49
	Recording a personal greeting message.....	50
	Setting the number of rings before answering.....	52
	Making incoming messages audible/silent.....	53
	<b>Section 6: Using the Phone Book .....</b>	<b>54</b>
	Adding a new contact to your Phone Book.....	55
	Dialing a phone number from the Phone Book.....	57
	Editing an existing contact in the Phone Book .....	58
	Removing a contact from your Phone Book .....	60
	<b>Section 7: Using Speed Dial Buttons.....</b>	<b>61</b>
	About the Speed Dial buttons.....	61
	Saving phone numbers in the Speed Dial buttons .....	62
	Editing phone numbers in the Speed Dial buttons .....	63
	Dialing with the Speed Dial buttons .....	64
	<b>Section 8: Settings .....</b>	<b>65</b>
	Setting the Captions button to on/off .....	66
	Adjusting the volume of the Ringer .....	68
	Setting the pitch of the Ringer .....	69
	Turning keypad lights on/off.....	70
	Saving the captions volume .....	72
	Setting your <i>CapTel</i> phone for Tone/Pulse dialing .....	74
	Changing the network settings.....	75
	Removing saved networks.....	77
	Editing saved networks .....	78
	Setting the Time and Date .....	81
	Using Call Waiting .....	82
	Dialing 111 with your <i>CapTel</i> 840i .....	83
	Updating your <i>CapTel</i> phone .....	84
	<b>Problem Solving .....</b>	<b>85</b>
	<b>Care &amp; Maintenance/Safety Instructions .....</b>	<b>86</b>
	<b>Index .....</b>	<b>89</b>

# 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.*

# 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



# 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 Arrow 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 during a call 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 Arrow 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.

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 1 first.

**NOTE:** *Help materials are also available online at [www.CapTel.co.nz](http://www.CapTel.co.nz)*

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 (Recall) Button

Some telephone service features like Call Waiting require a “hook flash” or Recall. 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.

The Recall facility of *CapTel* 840i may not always operate correctly on some parts of the Telecom network or on some PABXs available on the market. If this is the case, then “Recall” can be activated by “flashing” the switch-hook or repeat use of the FLASH button.

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.



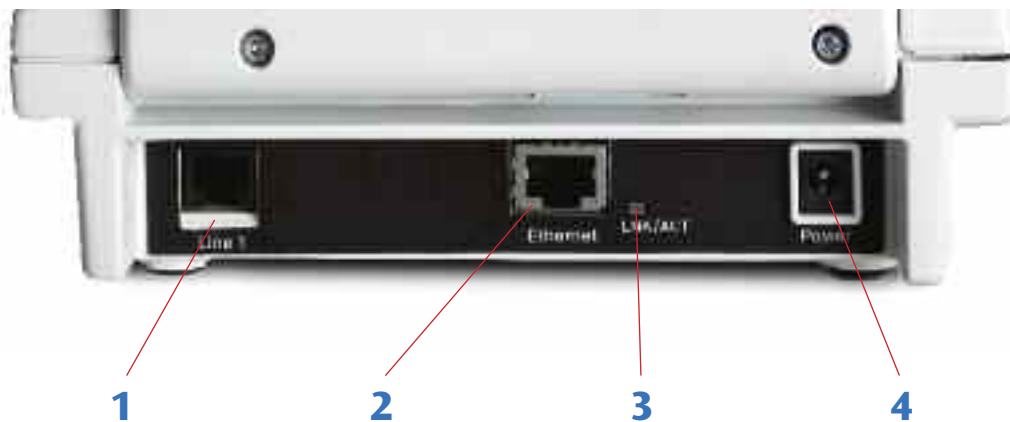
## 14. VOLUME Bar

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 during every captioned call, see “Saving the Captions Volume” on page 72.

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



### Features

#### 1. Telephone Line

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

#### 2. Ethernet Jack

Plug the 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

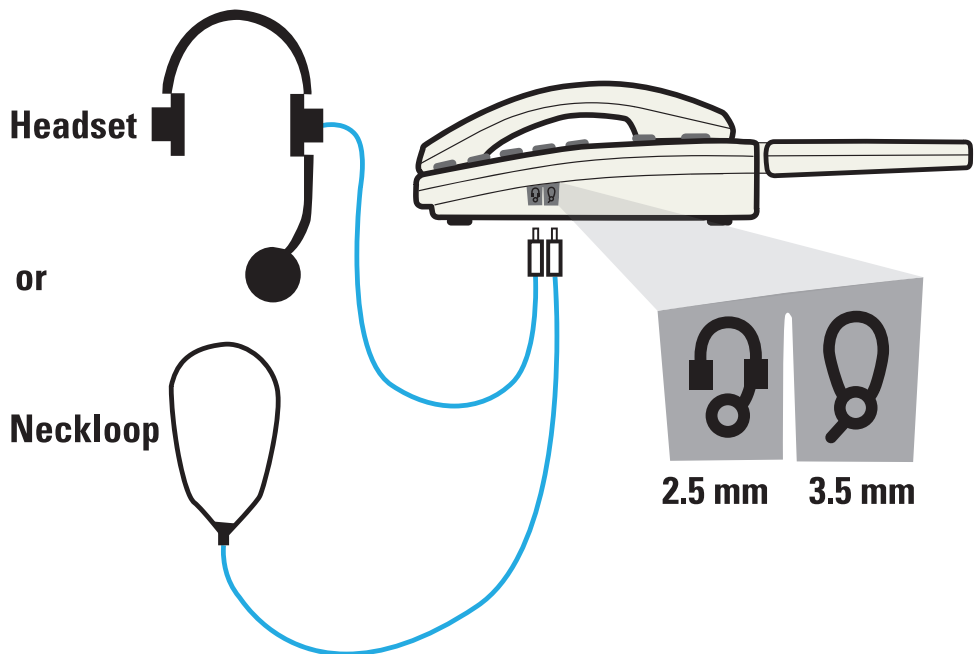
Plug the AC power adapter here. Use only the AC power adapter that came with your *CapTel* phone.

# Using a Headset or Neckloop (Optional)

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## 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

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*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 analogue 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 analogue 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 analogue 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

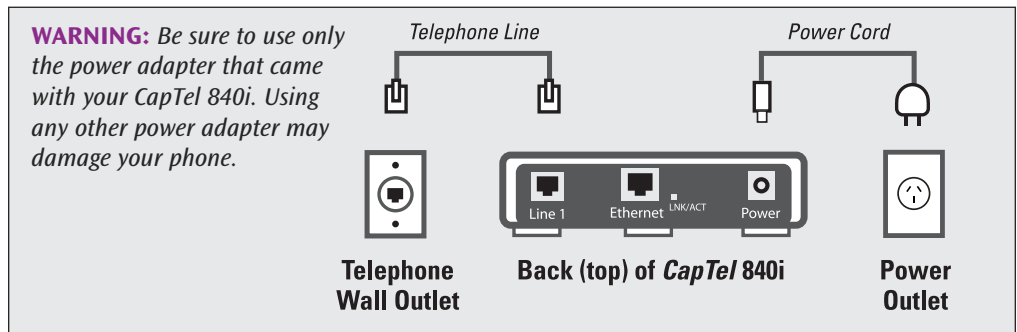
1. Plug one end of the telephone cord into the telephone jack labeled “Line 1” located on the back (top) edge of the *CapTel* 840i. Use the telephone cord included with your new *CapTel* 840i phone.
2. Plug the other end of the telephone cord into a telephone wall outlet.

**NOTE:** An ADSL filter may be required. Please see page 91 for details.

## 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. The *CapTel* display screen will light up to let you know power is connected.

**NOTE:** Under power failure conditions, the *CapTel* 840i will not operate.



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 16.

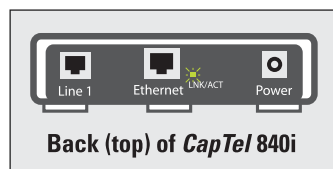
### For Wired Installations

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.*

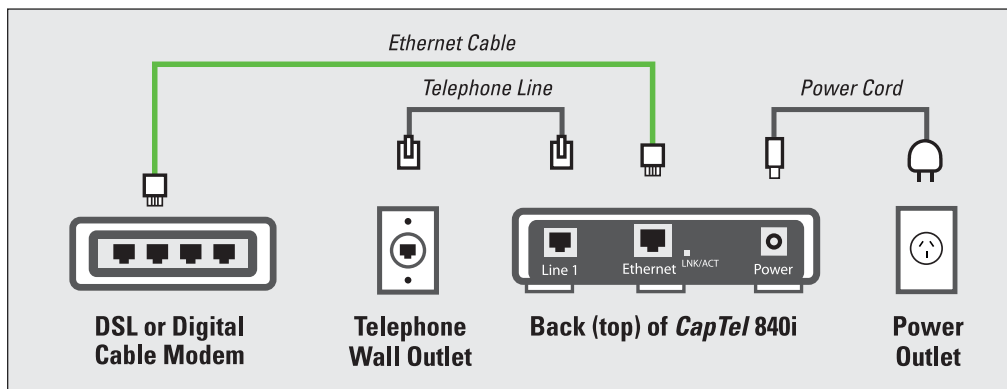


Use the examples on the following pages to match your setting with the correct installation method.

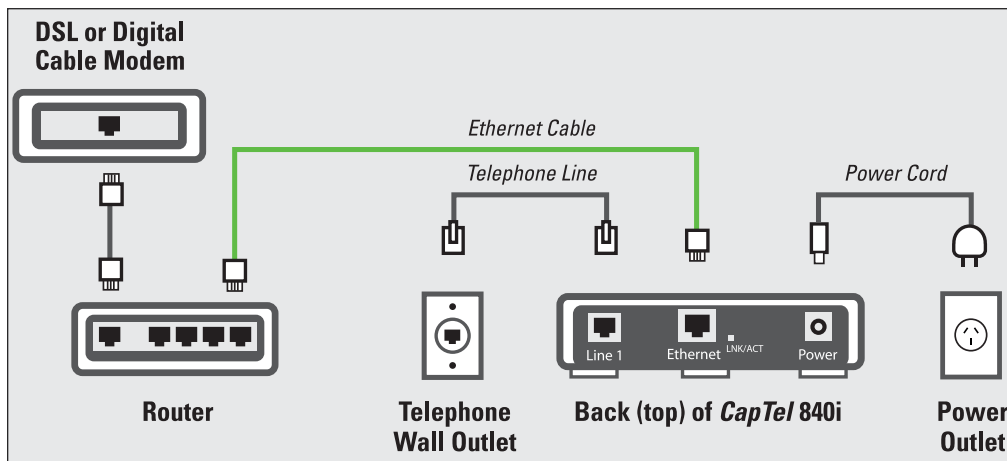


## All Outlets Located Together (Wired Setup)

**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.



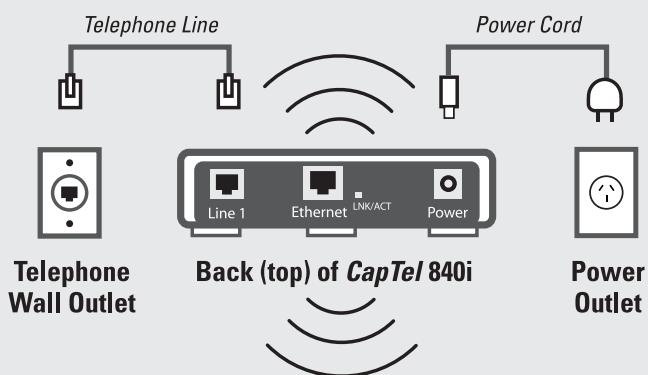
If your Internet outlet is in a different room from where you plan to use *CapTel*, see the Setup Guide for instructions.

## For Wireless/WiFi Installations

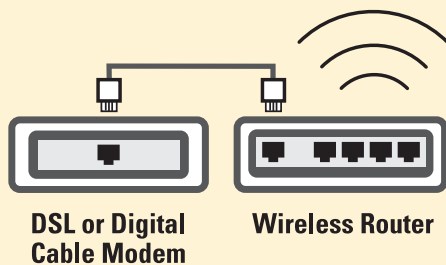
If you have a wireless (“WiFi”) network in your home or office, your *CapTel* phone can connect to the Internet using the WiFi network. You do not need to plug in an Ethernet cable.

To set up your *CapTel* for WiFi use, you will need to know the name of your wireless network (*also called the SSID [Service Set Identifier]*) 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.

### In the room with *CapTel* 840i...



### In the room with Internet connection...



**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:



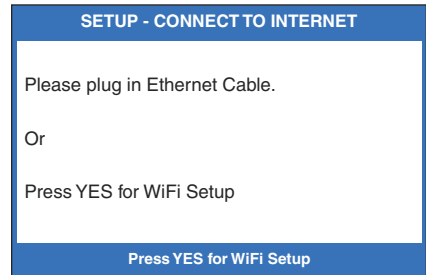
1. The display asks, **Press YES for WiFi Setup.**  
Press the **YES** button.
2. Your *CapTel* checks if any wireless networks have been used previously and are already saved in memory. If no previous networks are detected, *CapTel* scans for available networks in your location.



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** (Service Set Identifier) 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	Ch.	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. For special characters (i.e., %, &, #) press the 1 key repeatedly.



**TIP:** *Some passwords are case-sensitive. Press the UP arrow button to shift lock for capital letters. Press the UP arrow 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 87 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.

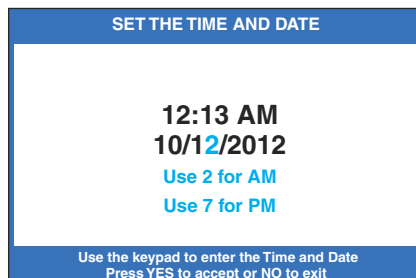
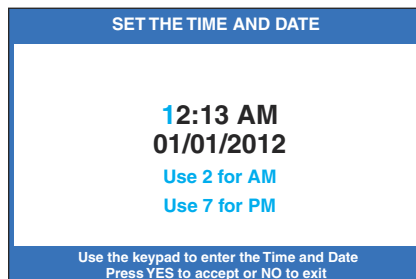
## Set Time and Date



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



**TIP:** To change the time from AM to PM, make sure the AM/PM section is highlighted, then press the 2 key for “AM” and the 7 key for “PM”.

**Note:** When you enter the date setting, only the last two numbers in the year can be changed.

3. When you have set the time and date, press the **YES** key to save.

**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 a number such as “1” first to get an outside line first and then press the **CUST SERV** button.

Help materials are also available online at our website.



Freephone: 0800 4 715 715 (voice)

Fax: 0800 4 329 697



Address: P O Box 106900, Auckland 1143



Helpdesk Email: [helpdesk@captel.co.nz](mailto:helpdesk@captel.co.nz)

Website: [www.captel.co.nz](http://www.captel.co.nz)

# Making and Answering Calls

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

## TOPICS:

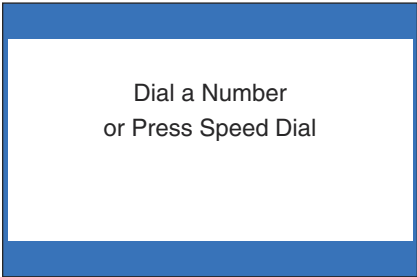
- **Dialing a Phone Number Directly**
- **Calling Using the Speed Dial Buttons**
- **Calling a Number in the Phone Book**
- **Answering an Incoming Call**
- **Turning Captions On/Off During a Call**
- **Adjusting the Volume**
- **Adjusting the Sound – TONE**
- **Knowing What Sounds are on the Line**

# Dialing a Phone Number Directly

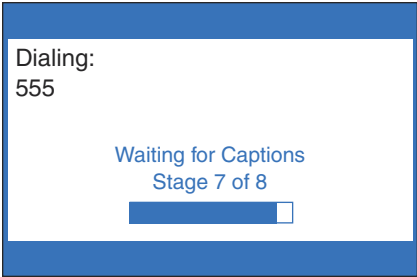
**CAPTIONS** Before you dial, check whether the **CAPTIONS** button is on (red light on). You can turn captions on/off at any time during your call by pressing the **CAPTIONS** button.



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

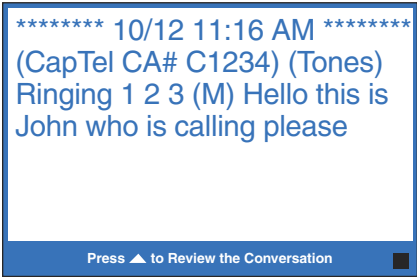


- 3. As you dial, the display screen shows the status as your *CapTel* phone connects to the captioning service, letting you know when captions are ready.



- 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 have finished with your call, hang up the handset.





# 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 62 for directions.

CAPTIONS

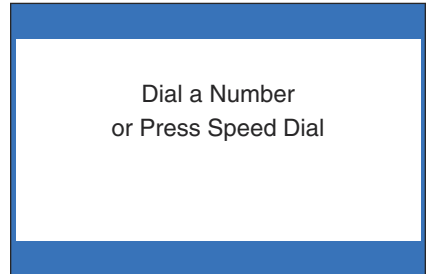


1. Make sure that the **CAPTIONS** button is on (red light on).

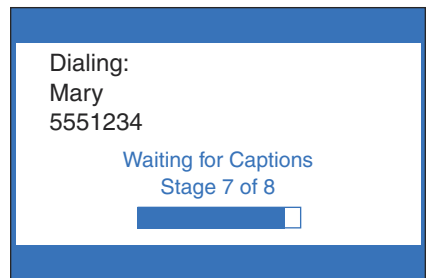
SPEED  
DIAL



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

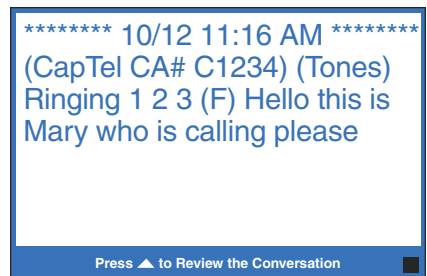


3. Lift the handset. Your *CapTel* phone will dial the phone number for you automatically. As you dial, the display screen shows the status as your *CapTel* phone connects to the captioning service, letting you know when captions are ready.



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 have finished with your call, hang up the handset.



↑  
Signal  
Meter

# 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 55 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 the Options menu.

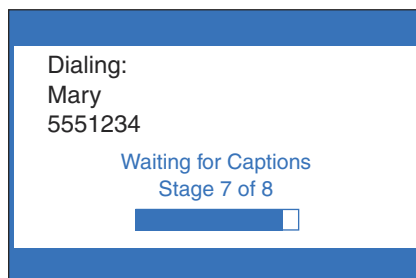
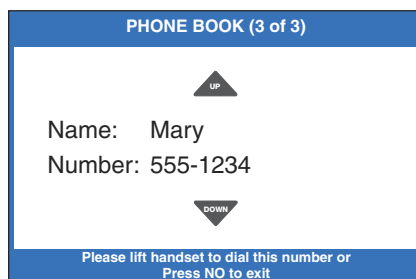
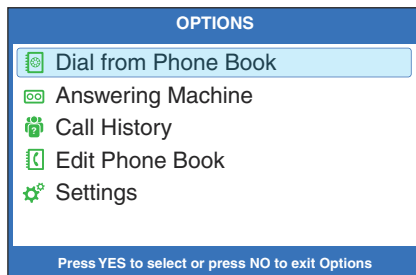
3. Check that **Dial from Phone Book** is highlighted. Press the **YES** button to select.

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.

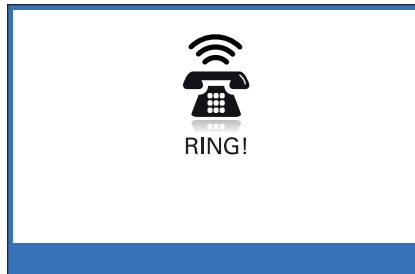
When you have finished with your call, hang up the handset.



# 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.

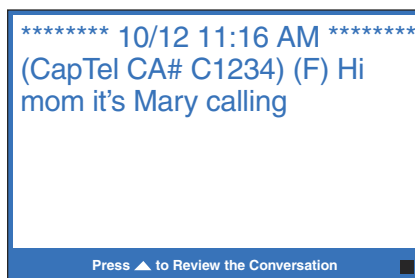
CAPTIONS



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.

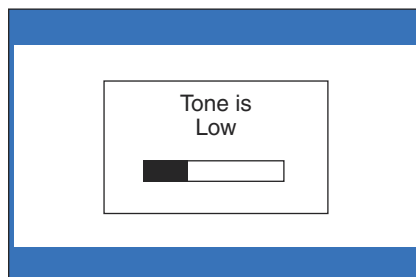
**WARNING:** *The maximum volume setting on captioned calls is extremely loud. People who do not need amplification should not use the phone at its highest volume setting. The volume level automatically returns to a mid-range setting whenever the phone is hung up.*

To save your volume setting so that it will be used during every captioned call, see Saving the Captions Volume on page 72.

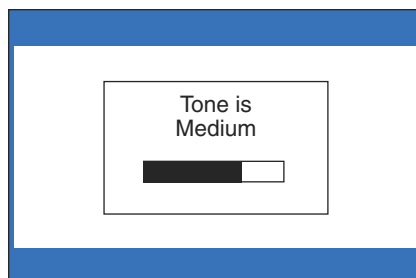
# Adjusting the Sound – TONE

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.

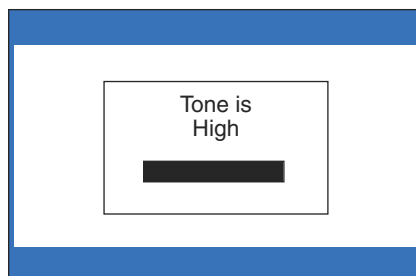
**TONE** If you hear low-frequency tones better, press the **TONE** button repeatedly until you see “Tone is Low” on the display screen.



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



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



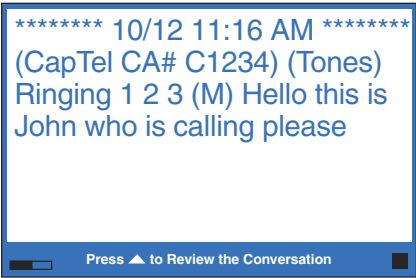
**NOTE:** *You can also use a headset or neckloop to enhance the sound quality. Please see page 11 for instructions.*

# 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

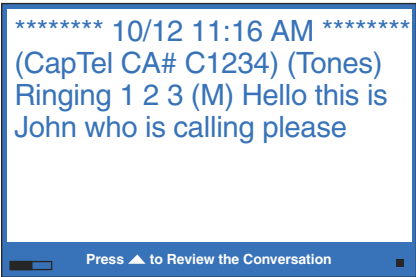
This helpful meter lights up to indicate sounds on the handset, such as the caller's voice or a busy signal. It shows whenever a sound is coming through the handset, even if the sound is not loud enough for you to hear. The size of this meter expands and contracts with the volume of the sound. Very loud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

# 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**
- **Changing the Caption Font Size**
- **Setting the Colour of the Captions**
- **Setting how Captions Scroll Across the 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 colour 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 colour of the captions and corrections in the “Set Conversation Colors” option in the CapTel menu.

\*\*\*\*\* 10/12 11:16 AM \*\*\*\*\*  
(CapTel CA# 1234) (F) we're  
looking forward to seeing you  
tonight let's meet at the  
restaurant lever on should be  
there by 8 o'clock **Word  
Error**  
Press ▲ to Review the Conversation

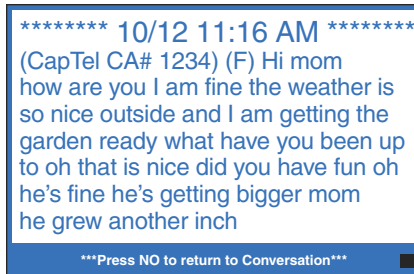
\*\*\*\*\* 10/12 11:16 AM \*\*\*\*\*  
(CapTel CA# 1234) (F) we're  
looking forward to seeing you  
tonight let's meet at the  
restaurant everyone should be  
there by 8 o'clock **Correction**  
Press ▲ to Review the Conversation



# Reviewing Captions During a Call



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

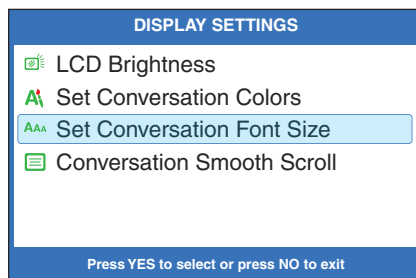
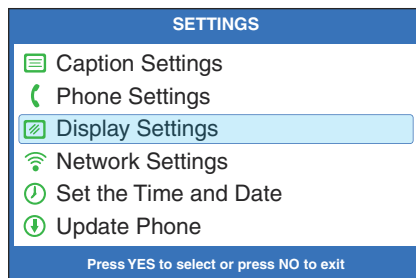
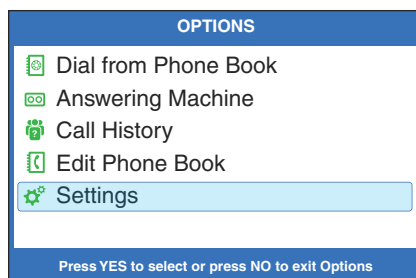
# Changing the Caption Font Size

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 Options menu always remains the same.*

To change the caption font size:

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

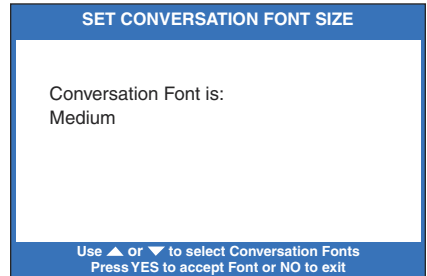
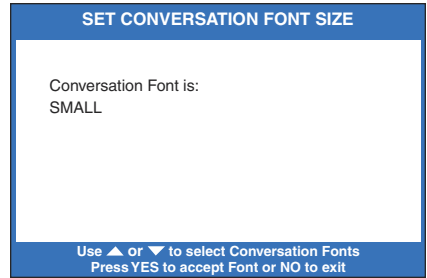


7. Once you've selected the font size, press the **YES** button to accept or press the **NO** button to exit.



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.*



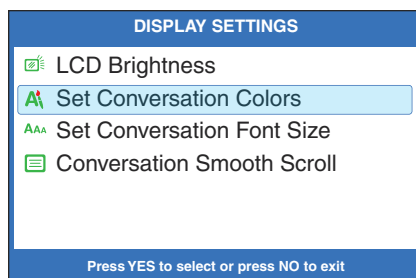
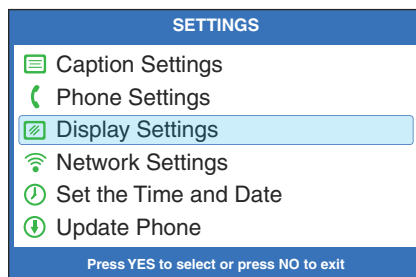
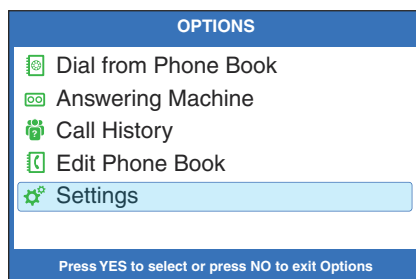
# Setting the Colour of the Captions

You can change the colour of the caption font, corrections, and the background colour on the display screen to a colour combination that you prefer. You need to set the conversation colours before or after a call. You cannot change the caption colours during a live captioned call. Color choices include: WHITE, RED, GREEN, BLUE, CYAN, MAGENTA, GRAY, BLACK, ORANGE or YELLOW.

**NOTE:** *Changing the font colours 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 colours:

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





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



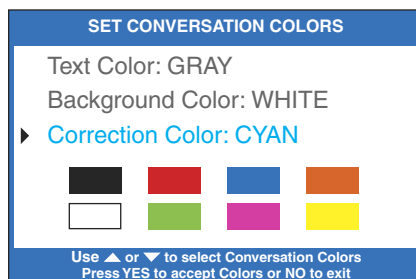
6. A colour palette appears on the bottom of the display. Use the **UP** and **DOWN** arrow keys to move through the various font colour choices. When you find a font colour you prefer, press the **YES** button to accept.



7. The display ► moves down to indicate **Background Color**. Press the **UP** and **DOWN** arrow keys to move through the various background colour choices. When you find a background colour you prefer, press the **YES** button to accept.



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



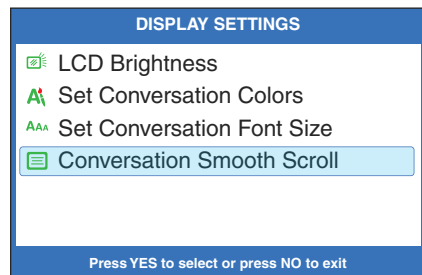
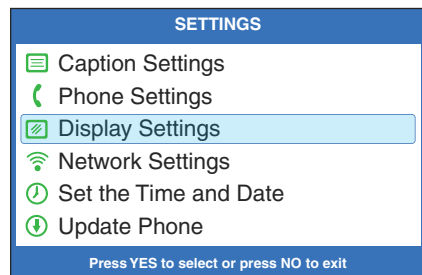
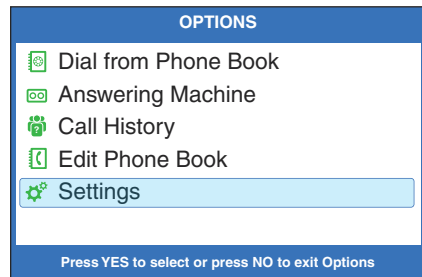
9. Press the **NO** button repeatedly to exit out of the menu system.

**NOTE:** *Whichever colour you select for text or corrections will not be available as a background colour choice.*

# 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 the Options menu.
2. Press the **DOWN** arrow button repeatedly until **Settings** is highlighted. Press the **YES** button to select.
3. Press the **DOWN** arrow button repeatedly until **Display Settings** is highlighted. Press the **YES** button to select.
4. Press the **DOWN** arrow button repeatedly until **Conversation Smooth Scroll** is highlighted. Press the **YES** button to select.





5. Press the **UP** or **DOWN** arrow 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 press 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 the Options menu.



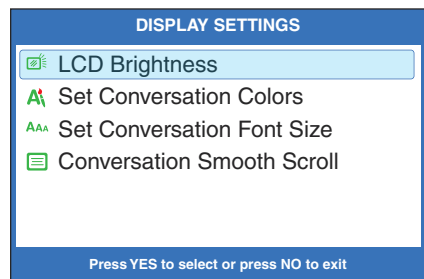
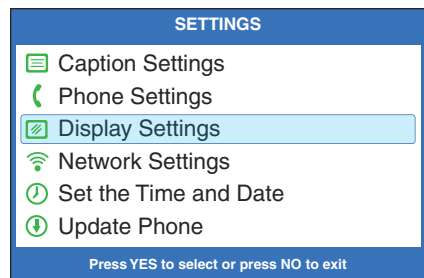
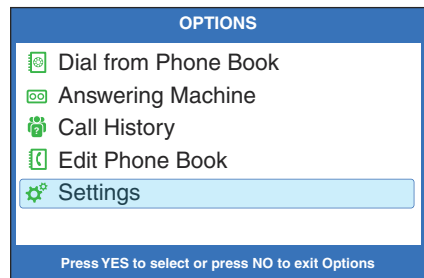
2. Press the **DOWN** arrow button repeatedly until **Settings** is highlighted. Press the **YES** button to select.



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



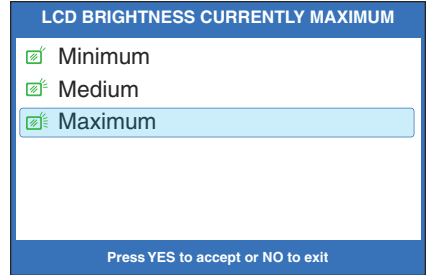
4. Check that **LCD Brightness** is highlighted. Press the **YES** button to select.







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 Telecom provider. If your telephone 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. Your CapTel phone stores up to 99 incoming phone calls.

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 arrow button to scroll back through recently received calls.

## Missed Calls

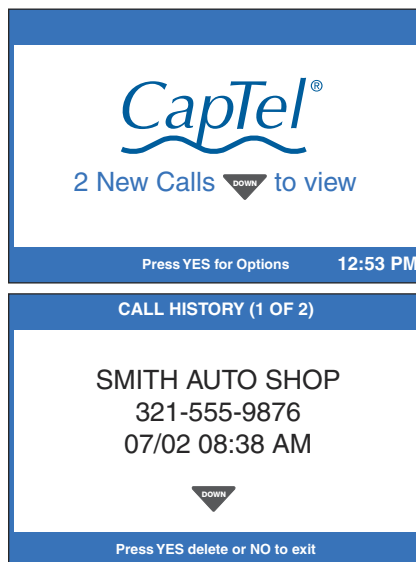
Any unanswered calls appear as New Calls in the display screen.



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 the Options menu.



2. Press the **DOWN** arrow 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.

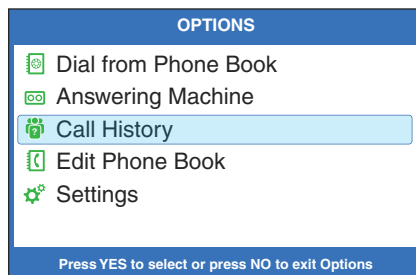


4. Use the **UP** and **DOWN** arrow buttons to move backward and forwards through previous call listings.

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



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

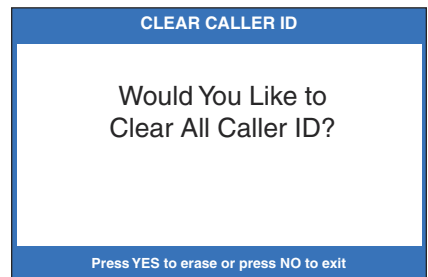
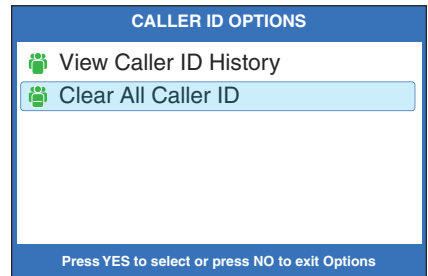
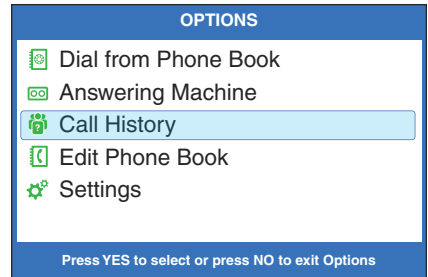


# Clearing All Caller ID Entries

You can delete individual Caller ID entries as you review them (see page 42) 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 the Options menu.
2. Press the **DOWN** arrow button repeatedly until **Call History** is highlighted. Press the **YES** button to select.
3. Use the **DOWN** arrow 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.



# 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:

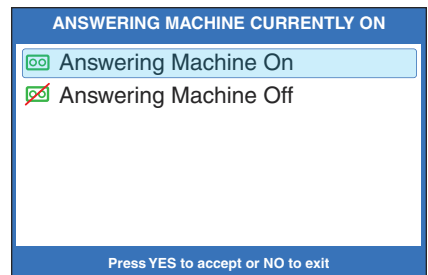
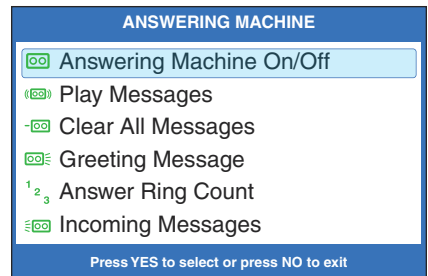
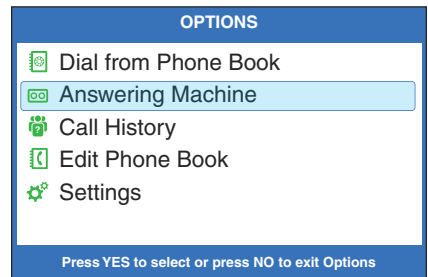
- **Turning Answering Machine On/Off**
- **Playing Your Answering Machine Messages**
- **Clearing All Messages**
- **Recording a Personal Greeting Message**
- **Setting the Number of Rings Before Answering**
- **Making Incoming Messages Audible/Silent**

# 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 63 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 the Options menu.
2. Press the **DOWN** arrow 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** arrow 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

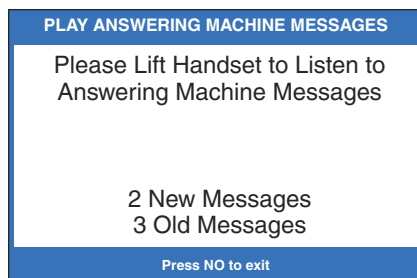
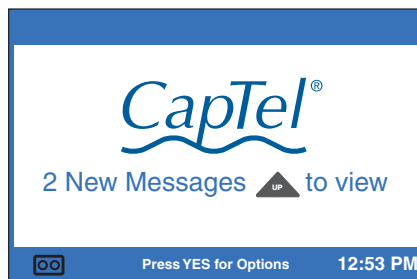


1. The *CapTel* display lets you know when there are new messages waiting for you. Press the **UP** button to listen to new messages.
2. Follow the directions on the display screen to lift the *CapTel* handset and listen to your messages. Captions of the messages will appear on the display screen while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

**TIP:** *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** arrow button to review previous messages;  
Press **DOWN** arrow 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 the Options menu.



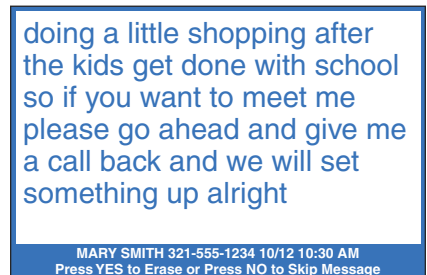
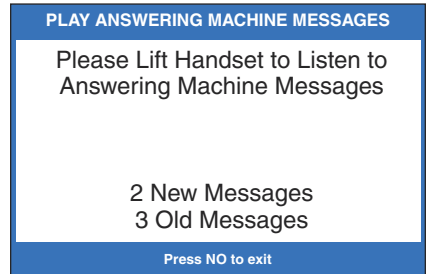
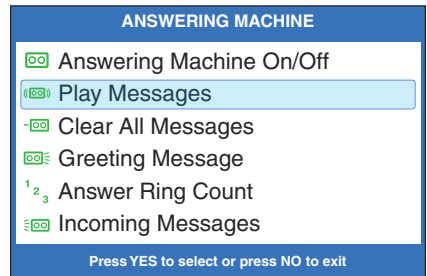
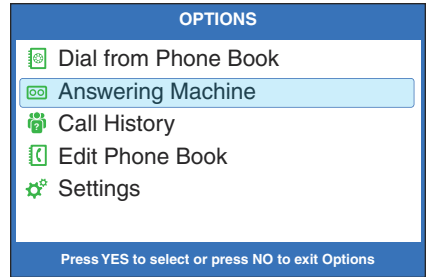
2. Press the **DOWN** arrow button until **Answering Machine** is highlighted. Press the **YES** button to select.



3. Press the **DOWN** arrow 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:

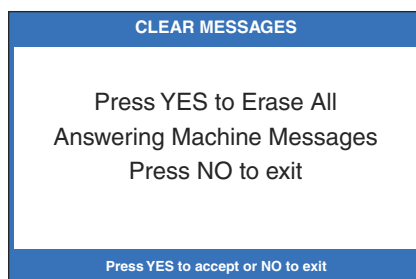
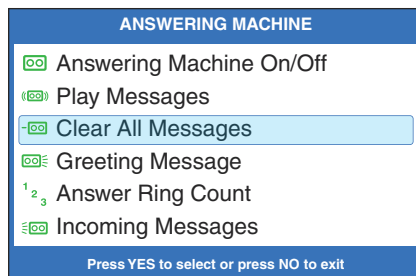
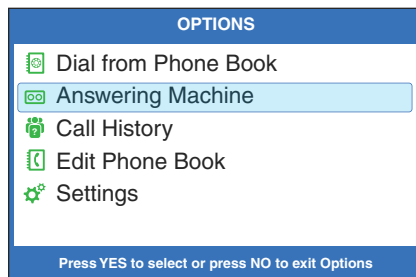
 1. With the handset hung up, press the **YES** button to see the Options menu.

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

 3. Press the **DOWN** arrow 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.

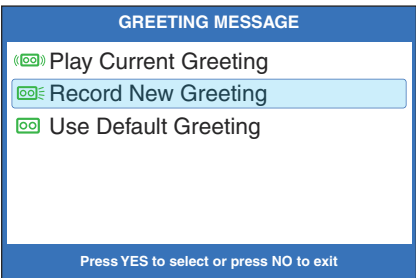
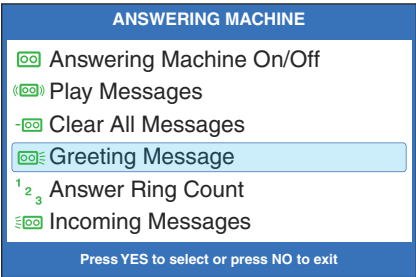
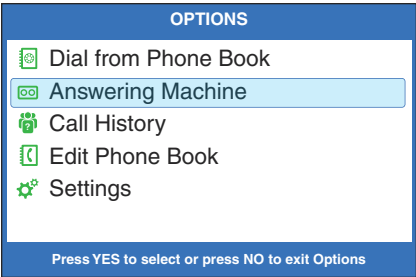


# Recording a Personal Greeting Message

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. With the handset hung up, press the **YES** button to see the Options menu.
-   
 2. Press the **DOWN** arrow button to highlight **Answering Machine**. Press **YES** to select.
-   
 3. Press the **DOWN** arrow button to highlight **Greeting Message**. Press **YES** to select.
-   
 4. Press the **DOWN** arrow 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.



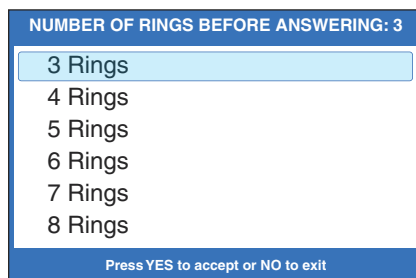
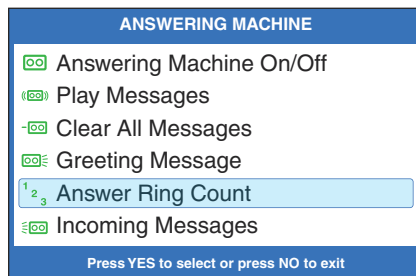
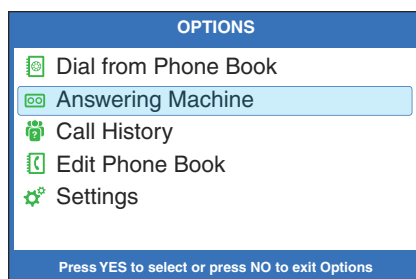
# Setting the Number of Rings Before Answering

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 the Options menu.
2. Press the **DOWN** arrow button until **Answering Machine** is highlighted. Press the **YES** button to select.
3. Press the **DOWN** arrow button repeatedly until **Answer Ring Count** is highlighted. Press the **YES** button to accept.
4. Use the **UP** or **DOWN** arrow 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.

# Making Incoming Messages Audible/Silent

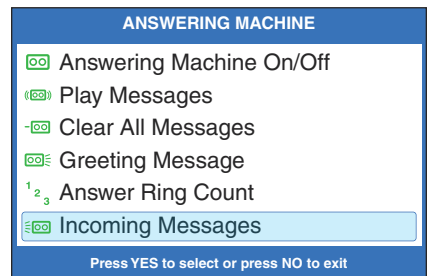
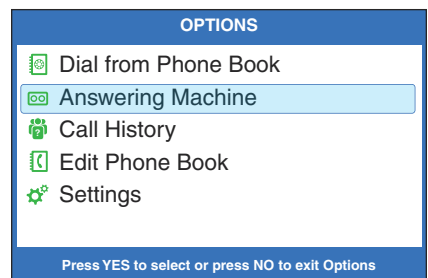
Just like with other Answering Machines, you can “screen” callers by having incoming messages played aloud on the *CapTel* phone for you to hear and read before you answer the call. While this is a convenient feature, there may be times when you do not want incoming messages to be played aloud, but instead 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 the Options menu.
-   
 2. Press the **DOWN** arrow button until **Answering Machine** is highlighted. Press the **YES** button to select.
-   
 3. Press the **DOWN** arrow button repeatedly until **Incoming Messages** is highlighted. Press the **YES** button to accept.
-   
 4. Press the **UP** or **DOWN** arrow 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 the Options menu.



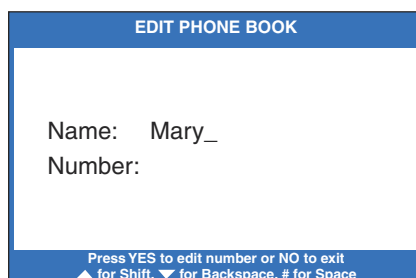
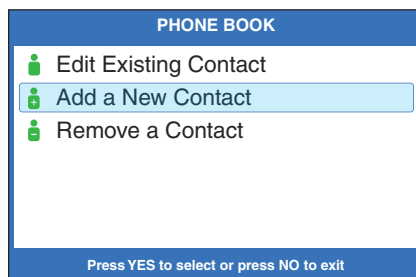
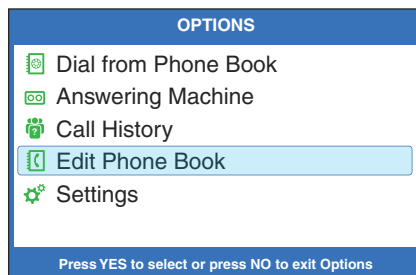
2. Press the **DOWN** arrow button repeatedly until **Edit Phone Book** is highlighted. Press the **YES** button to select.



3. Press the **DOWN** arrow 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** arrow button for a backspace. Press the # button to add a space. Press the **UP** arrow 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** arrow button to backspace. *CapTel* automatically inserts a hyphen as you enter the phone number.

EDIT PHONE BOOK	
Name:	Mary
Number:	_
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. Use the **UP** button to add a 2-second delay.



7. When you have finished 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.



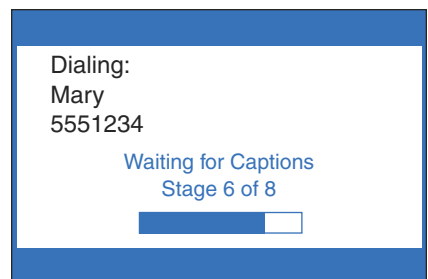
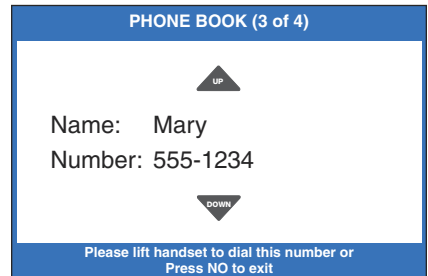
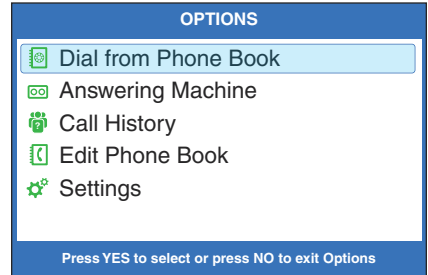
EDIT PHONE BOOK	
Name:	Mary
Number:	555-1234_
Press YES to accept or NO to exit ▼ for Backspace, ▲ for 2 second delay	

**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:

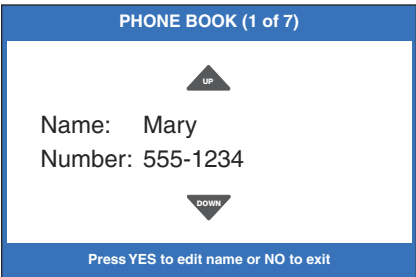
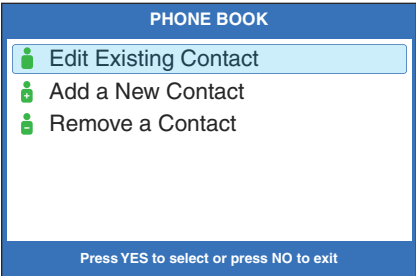
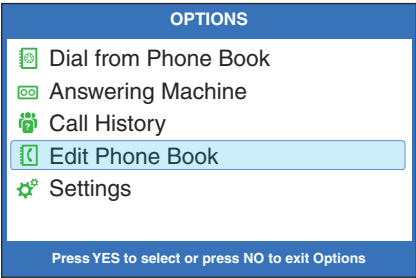
1. With the handset hung up, press the **YES** button to see the Options menu.
2. Press the **DOWN** arrow button to highlight **Dial from Phone Book**. Press the **YES** button to select.
3. The display screen shows you the first contact name and number listed in your Phone Book. Use the **UP** and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

Name: Mary at Home  
Number: 777-4321

**\*\*Saved\*\***



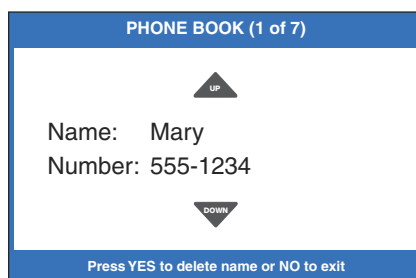
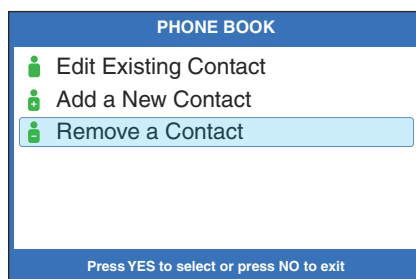
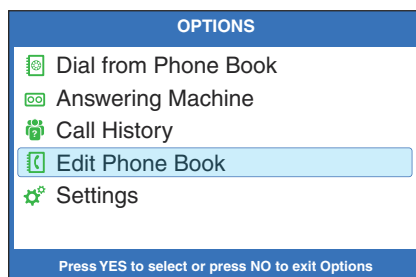
9. Press the **YES** button to edit more contacts in your Phone Book, or press the **NO** button repeatedly to exit the menu system.



# Removing a Contact from your Phone Book

To remove a contact from your Phone Book:

1. With the handset hung up, press the **YES** button to see the Options menu.
2. Press the **DOWN** arrow button repeatedly until **Edit Phone Book** is highlighted. Press the **YES** button to select.
3. Press the **DOWN** arrow 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 menu.



# 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

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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 programme.



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.



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** arrow button to backspace. Use the **UP** arrow button to insert a 2-second delay. CapTel will automatically insert a hyphen as you enter the phone number.



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

SPEED  
DIAL

1



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 have finished 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

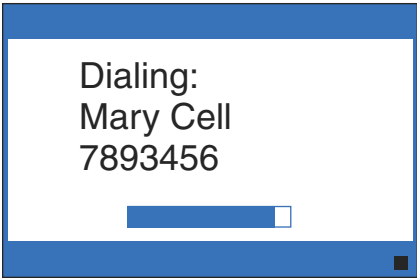
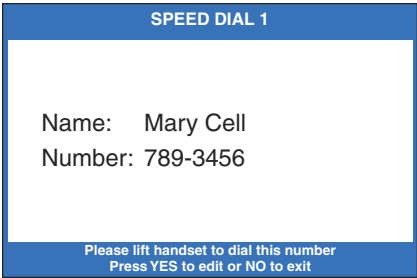


2. Press the **SPEED DIAL** key with the number that you want to call.

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 have finished 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 Button to 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**
- **Removing Saved Networks**
- **Editing Saved Networks**
- **Setting the Time and Date**
- **Using Call Waiting**
- **Dialing 111 with Your *CapTel* 840i**
- **Updating your *CapTel* Phone**

# Setting the Captions Button 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 button default set to ON.

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

CAPTIONS

## Captions Button Default On



When the Captions button 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 Button Default Off



When the Captions button 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 button 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.*

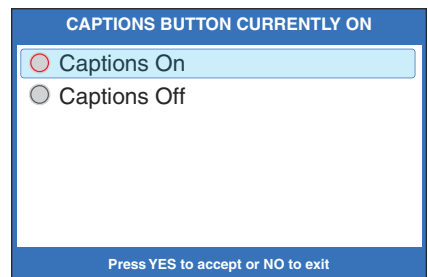
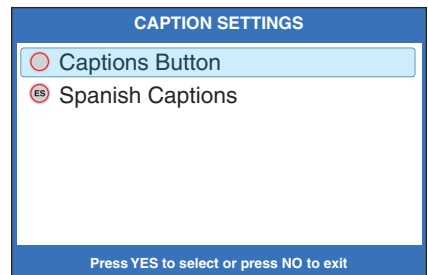
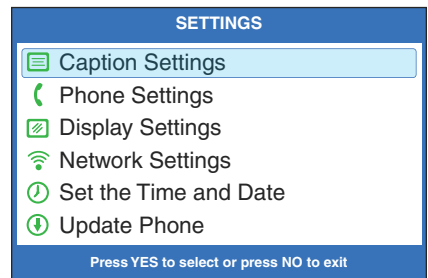
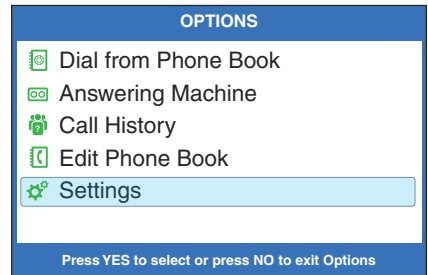
To change the Captions button setting:

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

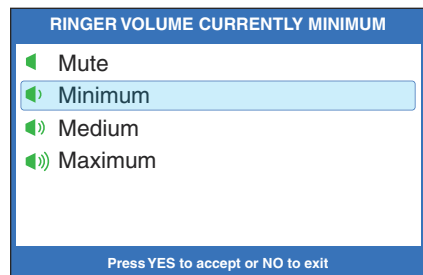
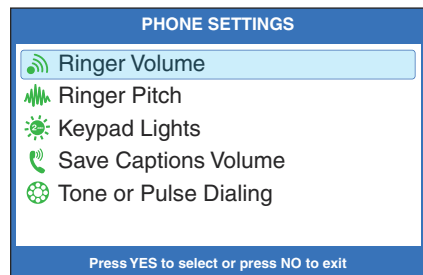
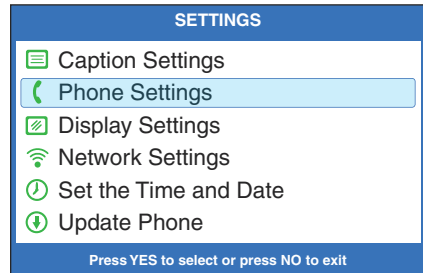
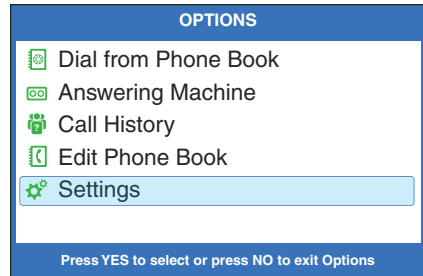


# Adjusting the Volume of the Ringer

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. With the handset hung up, press the **YES** button to see the Options menu.
2. Press the **DOWN** arrow button until **Settings** is highlighted. Press the **YES** button to select.
3. Press the **DOWN** arrow 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** arrow 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.

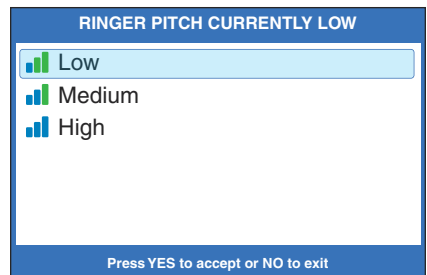
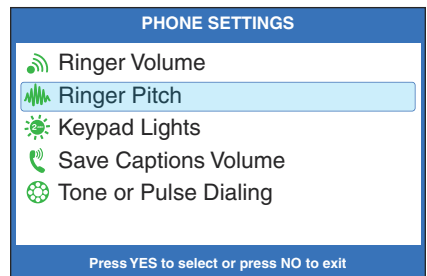
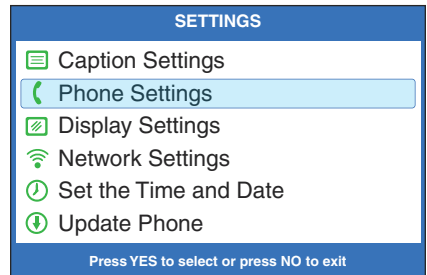
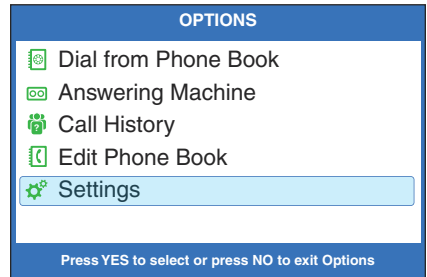


# Setting the Pitch of the Ringer

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

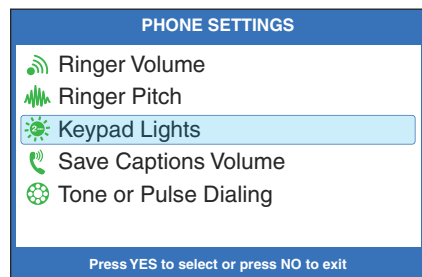
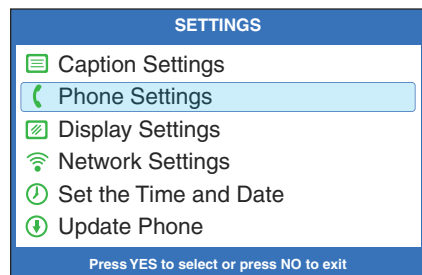
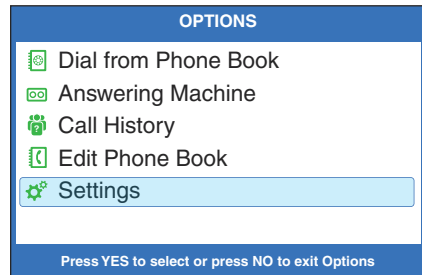


# Turning Keypad Lights On/Off

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 after approximately 60 seconds of non-use.

To turn the lights on the number keypad off:

1. With the handset hung up, press the **YES** button to see the Options menu.
2. Press the **DOWN** arrow button until **Settings** is highlighted. Press the **YES** button to select.
3. Press the **DOWN** arrow button to highlight **Phone Settings**. Press the **YES** button to select.
4. Press the **DOWN** arrow button repeatedly until **Keypad Lights** is highlighted. Press the **YES** button to select.







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

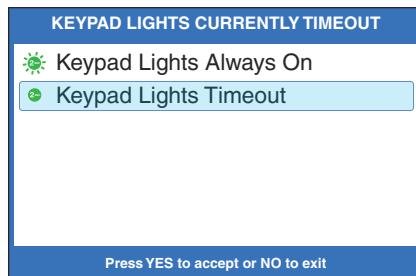


5. Press the **YES** button to select your option, or press the **NO** button to exit.



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.*

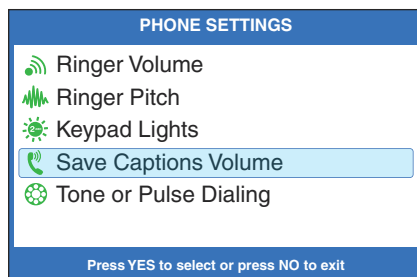
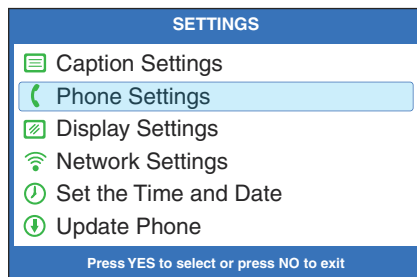
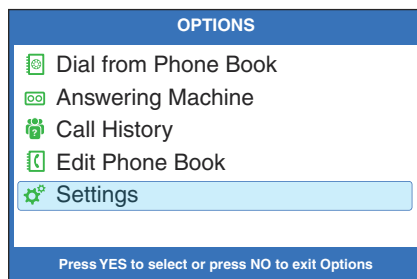


# Saving the Captions Volume

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

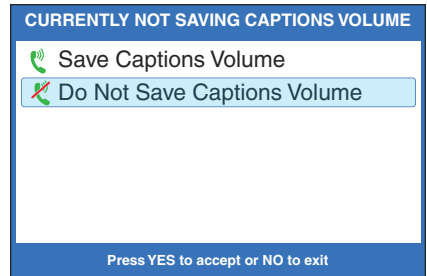




5. Use the **UP** or **DOWN** arrow buttons to highlight **Save Captions Volume** or **Do Not Save Captions Volume**. Press **YES** to select.



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



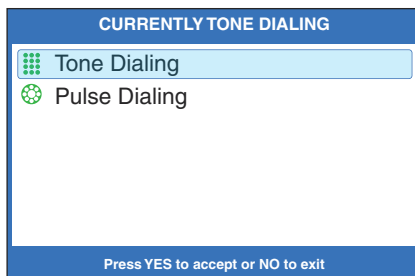
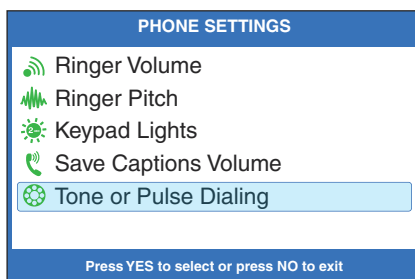
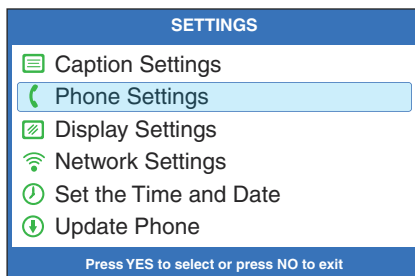
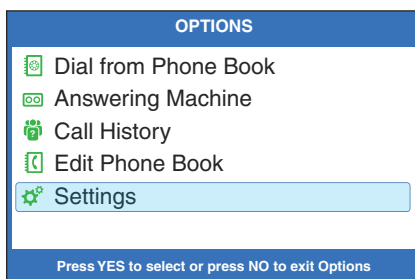
Now, during your next call with captions, experiment with the volume button to find a level that works best for you. Whatever volume setting you choose will be saved in *CapTel* memory, and will be used for every call that has the CAPTIONS button lit. During non-captioned calls (CAPTIONS button off), 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:

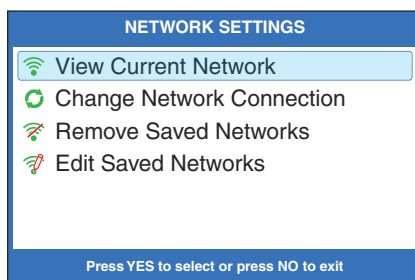
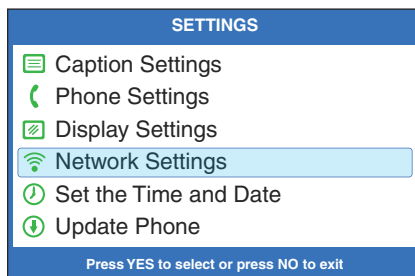
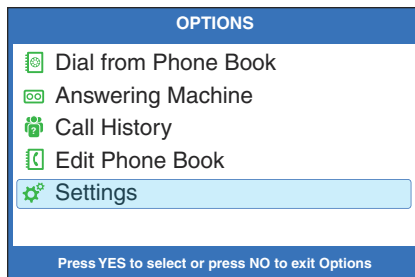
1. With the handset hung up, press the **YES** button to see the Options menu.
2. Press the **DOWN** arrow button repeatedly until **Settings** is highlighted. Press the **YES** button to select.
3. Press the **DOWN** arrow button to highlight **Phone Settings**. Press the **YES** button to select.
4. Press the **DOWN** arrow button repeatedly until **Tone or Pulse Dialing** is highlighted.
5. Press the **YES** button to select.
6. Press the **UP** or **DOWN** arrow 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 are connected to the Internet using a WiFi network and 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 the Options menu.
-   
 2. Press the **DOWN** arrow button repeatedly until **Settings** is highlighted. Press the **YES** button to select.
-   
 3. Press the **DOWN** arrow 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** arrow 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

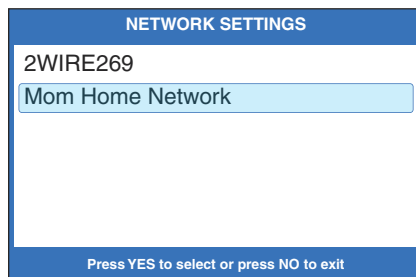
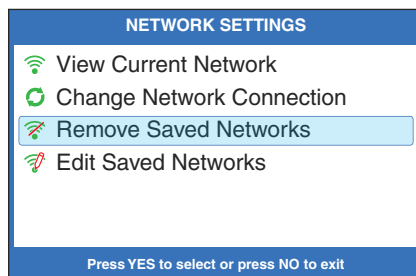
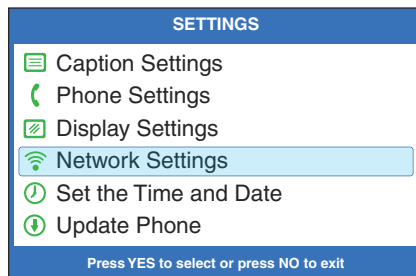
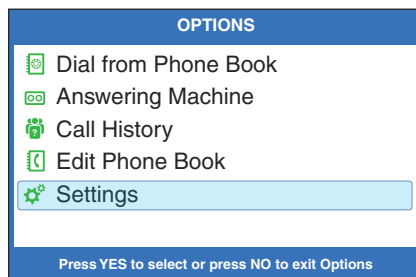
# Removing Saved Networks

You can remove previously-saved WiFi networks from *CapTel* memory.

To remove saved networks:

1. With the handset hung up, press the **YES** button to see the Options menu.
2. Press the **DOWN** arrow button repeatedly until **Settings** is highlighted. Press the **YES** button to select.
3. Press the **DOWN** arrow button repeatedly until **Network Settings** is highlighted. Press the **YES** button to select.
4. Press the **DOWN** arrow button until **Edit Saved Networks** is highlighted. Press **YES** to select.
5. Use the **UP** or **DOWN** arrow buttons to highlight the network you want to remove. Press the **YES** button to select.
6. *CapTel* removes the network from memory.

**NOTE:** You cannot remove the network connection that is currently being used by *CapTel*.

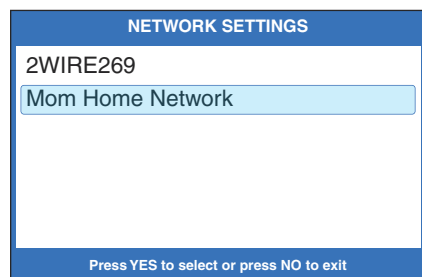
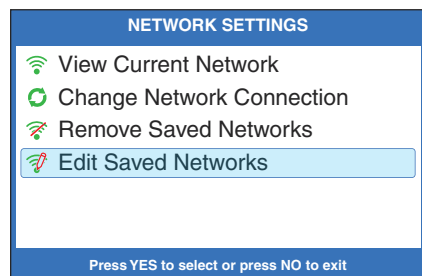
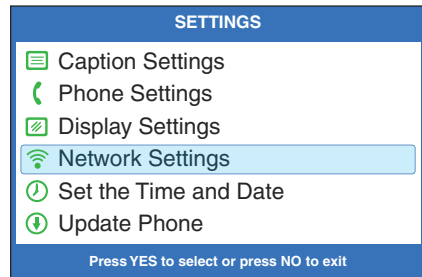
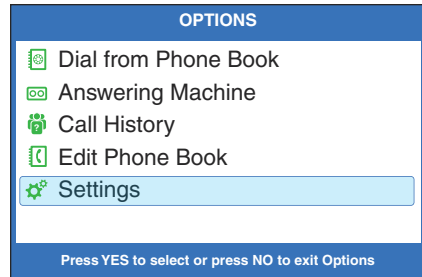


# Editing Saved Networks

You can make changes to any WiFi network configurations that are already saved in *CapTel* memory. This is helpful, for example, if your WiFi password changes and you need to edit the password in *CapTel* memory.

To edit a saved networks:

1. With the handset hung up, press the **YES** button to see the Options menu.
2. Press the **DOWN** arrow button repeatedly until **Settings** is highlighted. Press the **YES** button to select.
3. Press the **DOWN** arrow button repeatedly until **Network Settings** is highlighted. Press the **YES** button to select.
4. Press the **DOWN** arrow button until **Edit Saved Networks** is highlighted. Press **YES** to select.
5. Use the **UP** or **DOWN** arrow buttons to highlight the network you want to change. Press the **YES** button to select.







6. *CapTel* shows you the current SSID (Service Set Identifier). To edit the SSID name, use the **DOWN** arrow button as a backspace to erase letters in the current name.

Use the dialing pad to enter the letters or numbers you want for your SSID (Service Set Identifier). Use the # key to insert a space. Use the 1 key for special characters (such as %, \$, or @).

SETUP - WiFi

Please Enter the SSID:

2WIRE269\_

Press YES to Accept  
▲ for Shift, ▼ for Backspace, # for Space

**TIP:** Please see the helpful tips for entering names/passwords on page 18.



When the SSID (Service Set Identifier) is correct, press the **YES** button to accept.



7. *CapTel* shows you the network Security options. Use the **UP** or **DOWN** arrow buttons to highlight the security setting you want. Press the **YES** button to select.

**NOTE:** WPA/WPA2 is recommended for best security.

SETUP - WiFi

No Security  
WPA/WPA2 Security  
WEP Security

Press YES to select or press NO to exit



8. If a password is required, *CapTel* shows you the current password saved with this network. To change the password, use the **DOWN** arrow button as a backspace to erase letters in the current password. Then use the number keys (as described above) to enter the new password. When the password is entered, press **YES** to select.

SETUP - WiFi

Please Enter WPA Password:

7547534933\_

Press YES to Accept  
▲ for Shift, ▼ for Backspace, # for Space

**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.

9. *CapTel* saves your new network settings, then re-sets up your WiFi connection using your new changes.

**NETWORK SETTINGS**

2WIRE269  
7547534933

\*\* Saved \*\*

**SETUP - WiFi**

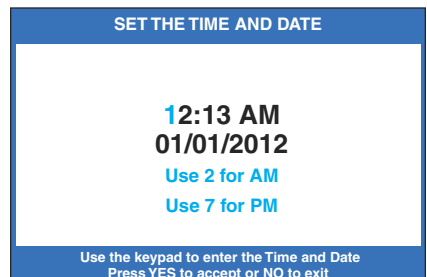
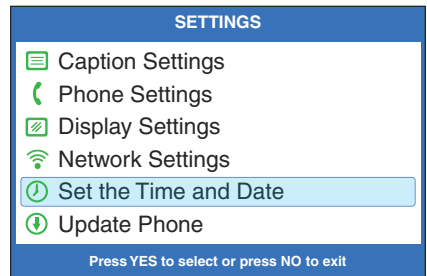
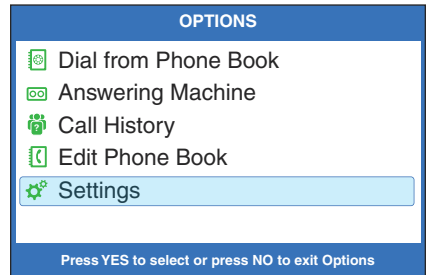
Checking Previous Saved Network  
2WIRE269

Connecting to WiFi Network...OK  
Getting DHCP Information...OK  
Resolving Caption via DNS...

# Setting the Time and Date

To set the time and date:

1. With the handset hung up, press the **YES** button to see the Options menu.
2. Press the **DOWN** arrow button repeatedly until **Settings** is highlighted. Press the **YES** button to select.
3. Press the **DOWN** arrow button repeatedly until **Set the Time and Date** is highlighted. Press the **YES** button to select.
4. *CapTel* shows you the current time and date setting. Use the **UP/DOWN** arrow buttons to move the blue highlight over the number that you want to change.
5. 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.

**NOTE:** When setting the date, only the last two numbers in the year can be changed.

6. When you have set the time and date, press the **YES** button 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 from your Telecom provider 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

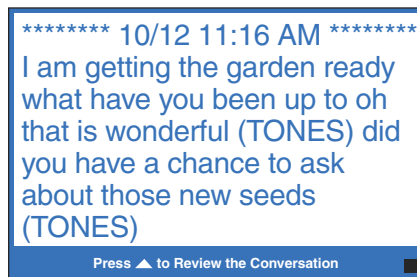


3. Press the **FLASH** button to switch to the second call (you will receive captions of this call as well).

FLASH



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



# Dialing 111 with Your *CapTel* 840i

---

With *CapTel* 840i, calls to 111 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 (during Captioning Service operating hours). General instructions for dialing 111 are listed below. For detailed instructions about your phone service and 111, please check with your telephone service provider.

## To Dial 111:

CAPTIONS



1. Pick up handset and dial 111. Your call will be directly connected to the Initial Call Answering Platform to extend to the relevant Emergency Service Organisation for your local area.
2. Make sure the Caption button is on. If not, press the Caption button to turn the captions on. During Captioning Service hours, you will receive captions of everything the 111 Emergency Service Operator says.
3. When 111 answers, state your emergency and confirm your location.

If you turn captions on in the middle of a call to 111, there will be a brief delay before the captions begin while the *CapTel* phone connects to the Captioning Service. During that time the 111 Emergency Service Operator will be able to hear everything you say. If necessary, tell the 111 operator you are reading captions.

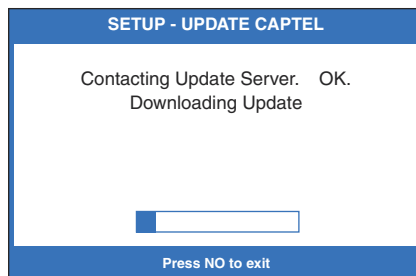
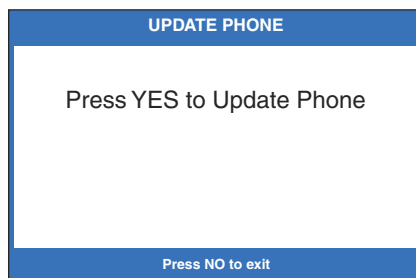
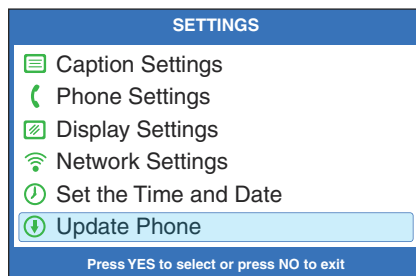
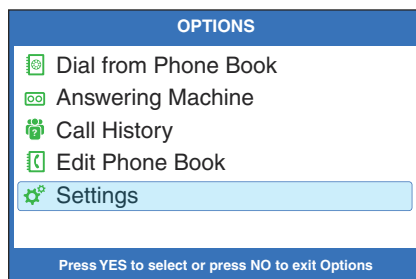
**IMPORTANT NOTICE:** *Under power failure conditions, this telephone does not operate. Please ensure that a separate telephone, not dependent on local power, is available for emergency use.*

# 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 the Options menu.
-  2. Press the **DOWN** arrow button repeatedly until **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. See page 68.

## **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 “1” or another number to get an outside line, then you must dial the “1” 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 any time 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. Warning: resetting the phone will erase any conversations saved in memory.
- 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 colour 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 colour 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.

## **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 “splitter” (also called a “duplex jack”) to connect the *CapTel* to the phone line. Plug both the *CapTel* and the other device into the splitter and plug the splitter in at the wall (see illustration). If you need to connect more than two devices at the same phone jack, please contact *CapTel* Customer Service for assistance. You can purchase a splitter 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 volume 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.

# I N D E X

Answering a call .....	25	Captions	
on an extension telephone .....	25	button.....	9, 22, 23, 24, 25, .....26, 30, 64, 66, 83
Answering Machine .....	44	changing colour of captions.....	34
clearing messages .....	49	changing size of captions .....	32
making messages audible .....	53	corrections .....	30
playing messages .....	46	reviewing captions	
record personal greeting.....	50	during a call .....	31
setting number of rings.....	52	seeing captions of answering	
turning on/off .....	45	machine messages .....	46
Assistive listening devices.....	11, 27	turning captions	
using with <i>CapTel</i> 840i .....	11, 27	On/Off.....	9, 22, 25, 26
Audio jacks.....	11	Conversations	
Buttons .....	6-9	smooth scroll .....	36
Captions.....	6, 9, 22, 23, 24, .....25, 26, 30, 64, 66, 83	Corrections .....	30
CUST SERV (Customer Service) ...	8, 20	changing colour of .....	34
Flash (Recall) .....	6, 8, 82	Customer Service	
Mute.....	6, 8	button .....	8, 20
Redial.....	6, 8	calling for help .....	8, 20
Tone .....	6, 9, 27	Dialing	
Calls .....	21	a phone number directly .....	22
Making/answering calls.....	21-26	dialing 9 in an office setting....	56, 59
Using Call History to see		from the Phone Book .....	24, 57
recent calls .....	40-42	using Speed Dial buttons.....	23, 64
Call History.....	40	Display Screen	
clearing all Caller ID entries .....	43	adjusting the brightness.....	38
deleting Caller ID entries.....	42, 43	Flash button (Recall).....	8, 82
reviewing Caller ID entries .....	41, 42	Headsets, using with <i>CapTel</i> 840i .....	11
Call Waiting .....	8, 82		

Internet	Ringer
connecting to the Internet .....14-18	adjusting pitch .....69
requirements .....12	adjusting volume .....68
using a router.....15	turning off (mute) .....68
using WiFi.....16-18	Scroll, captions on display.....36
Lights, on keypad .....70	Set up.....12
Messages, Answering Machine	help with set up .....20
clearing messages .....49	requirements .....12
making messages audible/silent ...53	using a router.....14, 15
playing messages .....46	using wireless/WiFi .....16
Mute button.....8	Sharing a telephone line .....87
Neckloop, using with.....11, 27	Speed Dial buttons
Network	adding a name/number
change settings .....75	to Speed Dial .....62
view current settings.....75	dialing with the Speed
wireless/WiFi .....16	Dial buttons .....23, 64
Phone Book	editing a name/number in
adding a new contact to the	Speed Dial .....67
phone book.....55	Telephone service requirements .....12
dialing from the phone book....24, 57	Time and date, setting .....19, 81
editing names/numbers in the	Tone
phone book.....58	adjusting for different
removing a contact from the	frequencies.....27, 86
phone book.....60	button .....27, 86
Options	Update <i>CapTel</i> software .....84
Answering Machine .....44-53	Volume
Call History.....40	adjusting the volume .....9, 26, 86
Dial from Phone Book.....24, 57	remembering on captioned calls ....72
Edit Phone Book .....58	Volume bar .....9, 26
Settings .....65	Wireless/WiFi network .....16-18, 77, 78
Redial button .....8	editing saved networks .....78
Reset (problem solving).....82	removing saved networks.....77
Reviewing Calls .....31	

## CapTel 840i Specifications

### Physical Dimensions

Size: 228.6 mm x 165.1 mm  
x 190.5 mm  
Weight: 1.19 kg

### Power

AC Adapter: 6 VDC, 1670 mA  
(barrel is negative)

**IMPORTANT NOTICE:** This equipment will be inoperable when mains power fails. Please ensure that a separate telephone, not dependent on local power, is available for emergency use.

### Dial Pad

Large Keys: 19.05 mm x 17.75 mm

### Display

7" Backlit, graphical LCD  
colour display  
840 x 480 pixels

### Function Buttons

3 Programmable Speed Dial  
1 Customer Service Speed Dial  
Redial  
Flash (Recall)  
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)  
Style: K-style  
**NOTE:** Handset includes a small  
magnet which may attract light  
metal objects

### Dialing

Phone Book (97 entries)  
Speed Dial (3 entries)  
Redial (Last 10 dialed numbers)

### Captions

4 Caption font sizes  
• Small 3.81 mm  
• Medium 5.08 mm  
• Large 6.35 mm  
• Extra Large 8.38 mm  
Adjustable colours for  
background, font, and  
corrections

### Connections

Telephone line: requires RJ11  
connection (can be standard  
analogue line, VOIP, DSL with  
filter, FIOS. Does not support  
digital PBX system unless  
analogue port available).  
**NOTE:** ADSL filter may be required  
Maximum number of telephones  
on a telephone line is 5  
RN = 0.5  
3.5 mm Neckloop/Headset  
2.5 mm Headset with microphone  
Ethernet or WiFi wireless network  
AC power

### Meets all EMC "C-tick" regulations, including:

EN55022: 2010  
AS/NZS CISPR 22: 2009  
EN 61000-3-2: 2006 + A1: 2009  
+ A2: 2009  
EN 61000-3-3: 2008

### Answering Machine

60 Recordable messages  
(2 minute max per message)  
Recordable greeting  
Selectable number of rings  
before answer

**NOTE:** CapTel 840i does not fully meet Telecom's noise requirements. Upload or Download DSL performance limitations may occur. If so, please install an ADSL filter in series with the telephone line. Telecom will accept no responsibility should difficulties arise in such circumstances.

# Getting Help

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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 a number such as “1” first to get an outside line first and then press the **CUST SERV** button.

Help materials are also available online at our website.



Freephone: 0800 4 715 715 (voice)

Fax: 0800 4 329 697



Address: P O Box 106900, Auckland 1143



Helpdesk Email: [helpdesk@captel.co.nz](mailto:helpdesk@captel.co.nz)

Website: [www.captel.co.nz](http://www.captel.co.nz)

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

CapTel NZ

PO Box 106900

Auckland 1143

Freephone: 0800 4 715 715 (voice)

Fax: 0800 4 329 697

Website: [www.captel.co.nz](http://www.captel.co.nz)

Helpdesk e-mail: [helpdesk@captel.co.nz](mailto:helpdesk@captel.co.nz)

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