User Guide

Model 78T Captioning Phone

CaptionCall®

Life is Calling

Model 78T

Captioning Phone from CaptionCall®

Contents

Welcome 5

- How CaptionCall Works 7
- Phone Features 7
- Key Parts of the CaptionCall Phone 8
- The Back of the CaptionCall Phone 10
- Touchscreen 12

Phone Basics 15

- Captions 16
- Turn Captions On Manually 16
- Turn Captions On Automatically 17
- Make Captioned Calls 18
- Answer Calls 18
- Dial From a Recent Call 19
- Adjust Handset/Speaker Volume 20
- Volume Boost 22
- Call Options Menu 23
- Mute a Call 25
- Side Navigation 26
- Back Button 26

Recent Calls 27

- View Recent Calls 29
- Call Detail 30
- Edit the Recent Call List 32
- Save a Conversation 33

Contacts 35

View Contacts 36
Add a Contact 37
Call a Contact 39
Create a Favorites List 40
Edit a Contact 41
Delete a Contact 41
Add a Contact Online 42

Messages 47

Choose the CaptionCall Answering Machine as Your Default 49
Choose Provider Voicemail as Your Default 52
Choose Standalone Answering Machine as Your Default 53

Settings 55

Call Defaults 56
Display Settings 57
Adjust the Ringer 59
Amplification Settings 60
Wired Network Settings 61
Wireless Network Settings 62
Bluetooth™ 64
Diagnostics 66
Voice Messages 66
Time Zone 67
About 67

Troubleshooting 69

Technical Specifications 71
Copyright & Trademarks 73
Important Safety Instructions 73

Welcome

(221) 555-1212
get together this Saturday afternoon - Wow, you're already finished with the book! Well, I'm still working on the last few chapters but I can't wait to talk to you about it this weekend -

Welcome to the CaptionCall® phone. This phone features a large, easy-to-read screen that displays written captions of what callers say to reinforce anything you might miss. The CaptionCall phone is also amplified, allowing you to increase the decibels to a level you are comfortable hearing.

How CaptionCall Works

Similar to captioned television, but only available to people with hearing loss, CaptionCall uses advanced technology and a Captioning Agent to quickly provide written captions of what callers say on a large, easy-to-read screen. It works like a regular telephone: simply dial and answer calls as usual and speak and listen using a phone handset or speakerphone.

Phone Features

The CaptionCall phone combines regular telephone features with a touchscreen display. The touchscreen display is a unique and powerful feature of the CaptionCall phone. The most important use of the display is to show the text of your captioned telephone calls. Other uses for the display are:

- To show you a list of your recent and missed calls
- To allow you to create and manage a list of contacts
- To display your saved calls
- To caption your voicemail and/or answering machine messages
- To allow you to change the phone's settings

The CaptionCall phone also features a speakerphone, Voice Messages button, volume control and a large, lighted keypad.

Key Parts of The CaptionCall Phone

Switch Hook Button
Press to hang up a call.

Speaker
For use with the speakerphone feature.

Voice Messages Button
Easily access voice messages and return calls.

Touchscreen Display

Shows captions and lets you interact with the phone interface.

Speakerphone Button

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

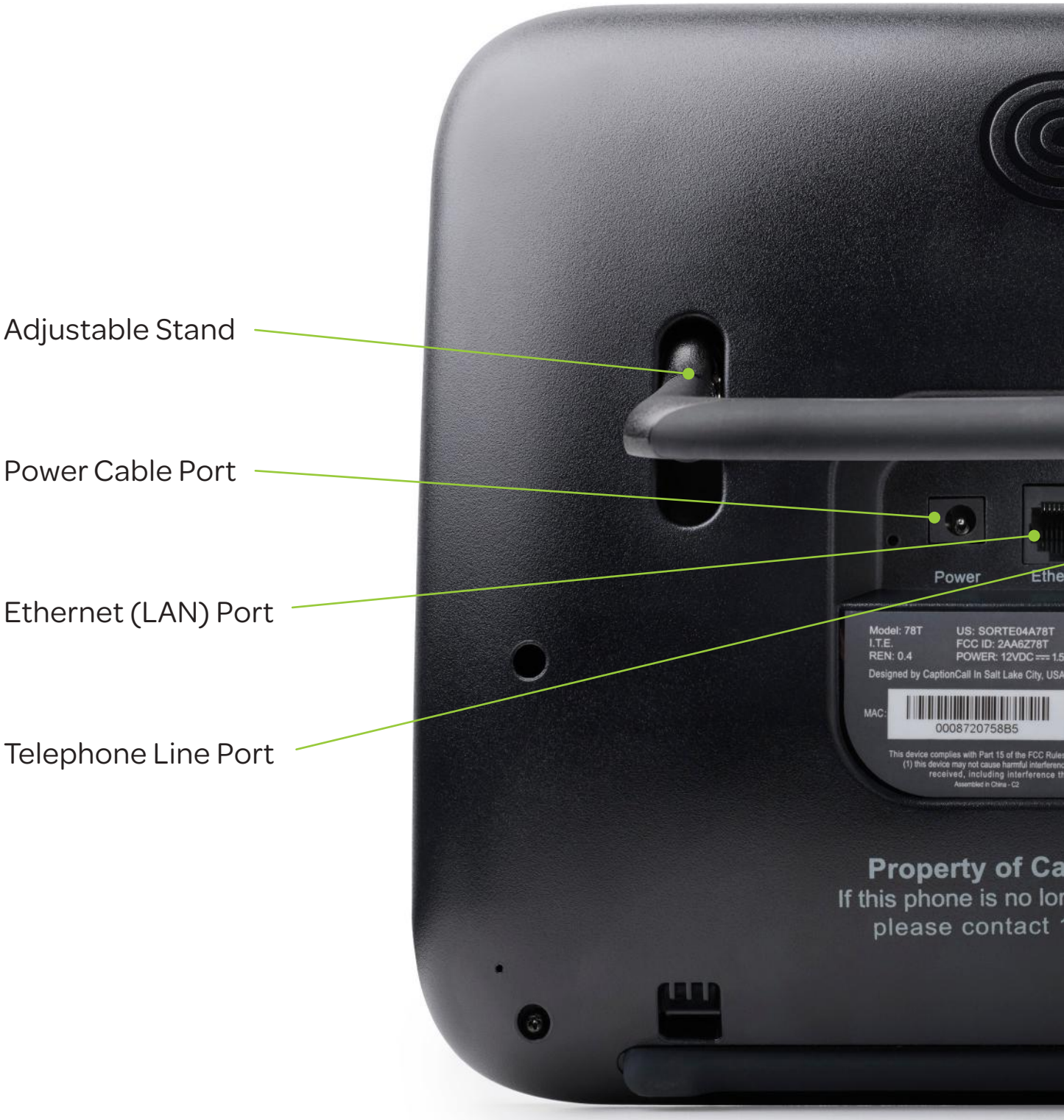
Volume Control Knob

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

Telephone Keypad

Allows you to dial manually.

The Back of The CaptionCall Phone



Phone
CaptionCall®
www.CaptionCall.com
Property of CaptionCall
Not for resale
HAC
To return, call 1-877-557-2227.
CaptionCall Phone Identification and Return Information
Handset Port

Touchscreen Phone Menu

Gives you access to all of the phone's features.

Recent Calls
View calls made and received on the CaptionCall phone.

Contacts
Save and store contacts.

Settings
Controls for the CaptionCall phone.

Scroll Buttons

Scrolling can be performed by either sliding your finger up and down the screen or by touching these buttons

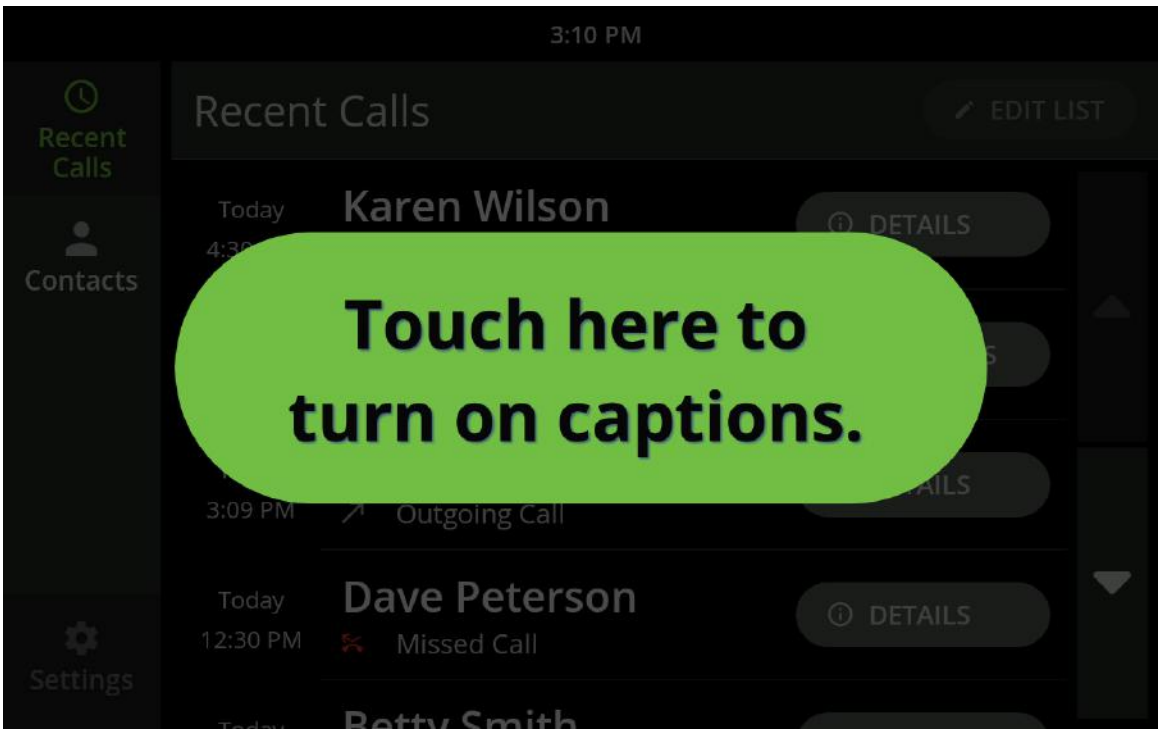
Phone Basics

Captions

You can set the phone to caption all calls automatically, or you can turn captions on manually for each call when you want them.

Turn Captions On Manually

If you choose to turn captions on manually, simply touch the large green button on the CaptionCall screen to turn on captions during your call.



When answering calls:

1. Touch the "Turn On Captions" prompt on the touchscreen.
2. Pick up the handset to answer the incoming call.

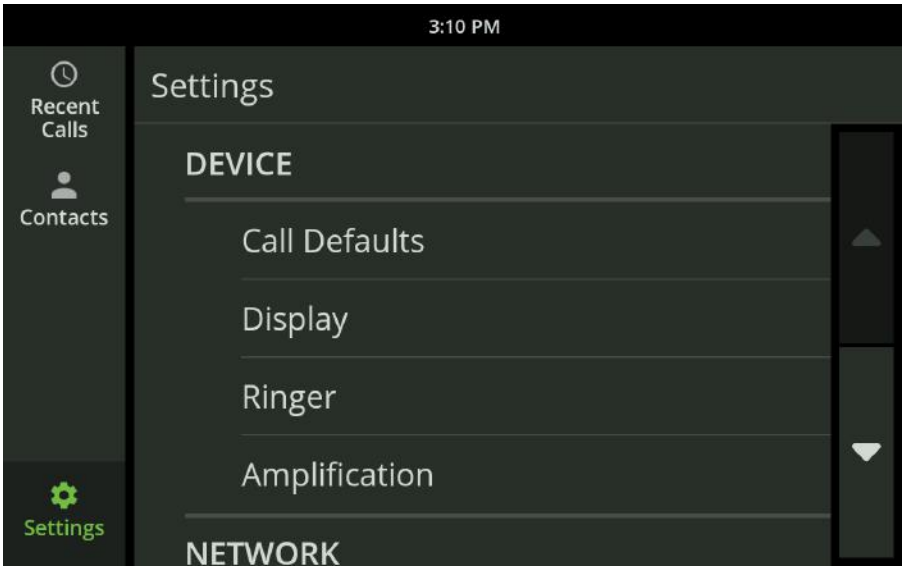
When making calls:

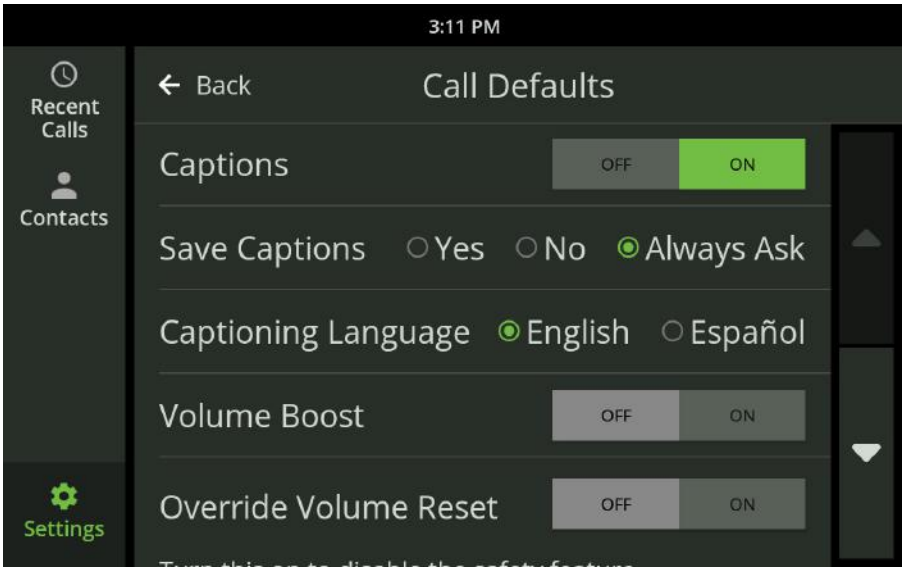
1. Pick up the handset.
2. Touch the "Turn On Captions" prompt on the touchscreen.
3. Place your call.

Turn Captions On Automatically

If you are using captions for most of your calls, you may prefer to have captions start automatically.

You can manage the caption default options in the Settings menu under Captions. To enable captions for all calls automatically, visit the Settings section of the CaptionCall phone and select Call Defaults, then touch "ON" next to Captions.





Make Captioned Calls

1. Pick up the handset OR press the Speakerphone button. If using the speakerphone, the Speakerphone button will light up in green and a dial tone will sound.
2. If captions are set to turn on automatically, captions will begin once the call is connected. If captions are not set to start automatically and you want captions for your call, touch the "Turn On Captions" prompt that displays.
3. Dial the number you want to call using the keypad, Recent Calls list or Contacts.

Your call will now be captioned.

Answer Calls

When the phone rings:

1. If captions are set to turn on automatically, captions will begin once the call is connected. If captions are not set to start automatically and you want captions for your call, touch the "Turn On Captions" prompt that displays.
2. Pick up the handset OR press the Speakerphone button.
3. Speak into the handset OR near the speaker and listen as normal.

Helpful Hints

You can start captions manually at any time during the call.

Other ways to make captioned calls:

- Return a call using the Recent Calls (see "View Recent Calls" on page 29)
- Call someone using Contacts (see "Call a Contact" on page 39)

Dial From a Recent Call

1. Touch the CaptionCall phone screen to wake the phone or touch the Recent Calls button.
2. A list of your Recent Calls will display.
3. Touch the call that you want to return. The call will be immediately made. You can use the speakerphone or pick up the handset.
4. If captions are set to turn on automatically, captions will begin once the call is connected. If captions are not set to start automatically and you want captions for your call, touch the "Turn on Captions" prompt that displays.

Helpful Hints

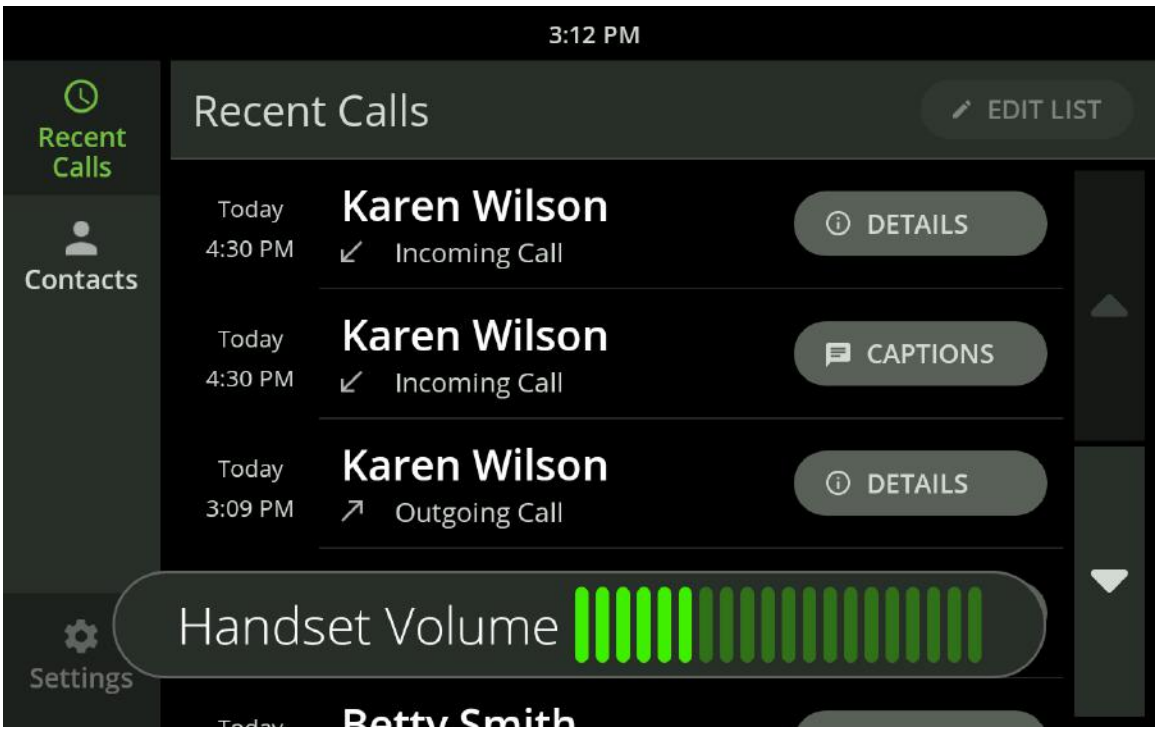
Use your finger to swipe up and down the list as needed to view all recent calls.

Adjust Handset/Speaker Volume

While in a call, you can adjust the volume on your handset or speakerphone to a level you are comfortable hearing.

1. Pick up the handset or press the Speakerphone button.
2. Turn the Volume knob to adjust call volume.
    - Clockwise increases call volume
    - Counterclockwise decreases call volume

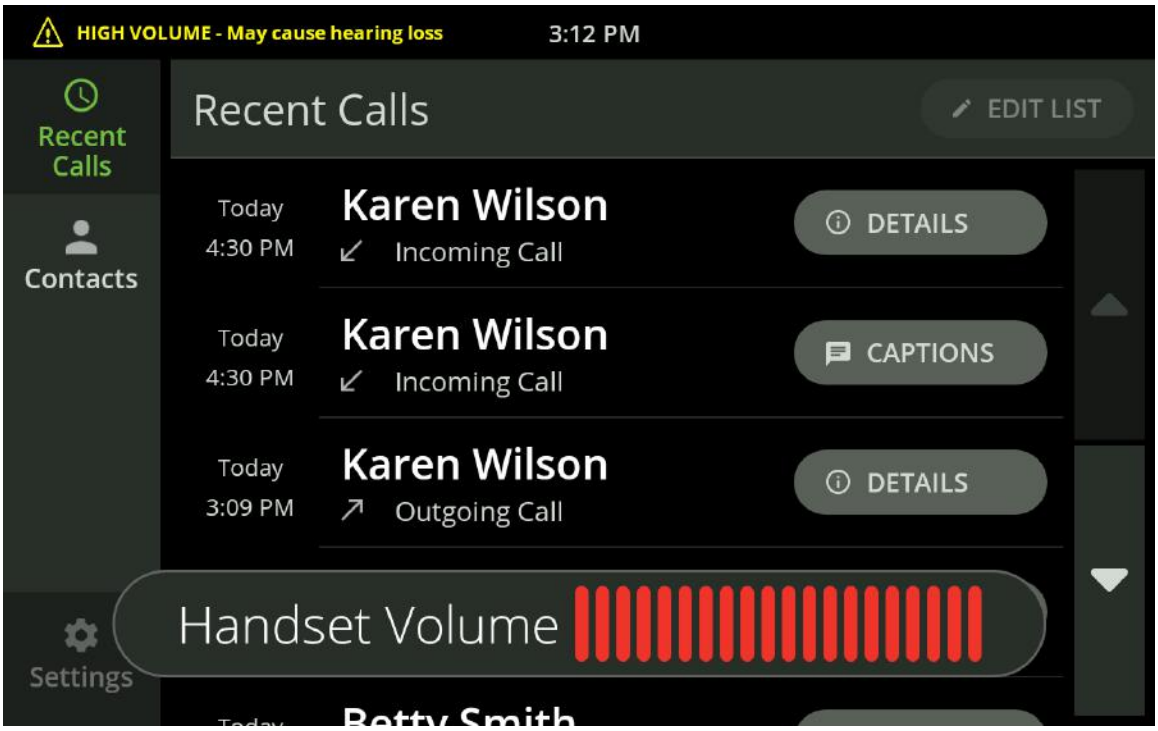
As you increase the volume level, the color of the Volume meter and the light bar above the volume knob will change from green to amber to red.



WARNING

Do not set the volume level higher than is necessary for you to hear calls. Excessive volume can cause hearing damage.

The Volume meter and light bar will turn to red when the volume exceeds a safe volume. Also, a warning will display on the screen.



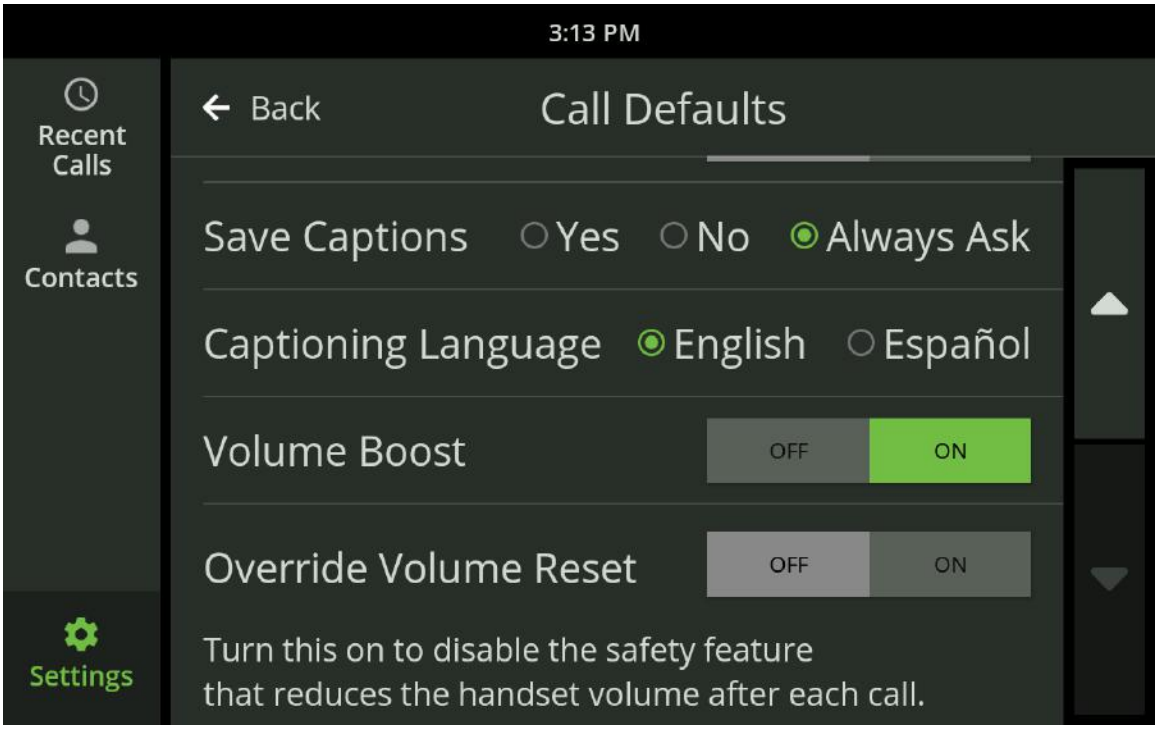
Helpful Hints

When the volume is set to high but not dangerous levels, the volume will stay the same for all subsequent calls. However, when the volume is increased to dangerous levels, the volume will return to a nominal level for the next call.

To set the volume level at the same level for all calls, use the Override Volume Reset feature on the Call Defaults screen (see ""Call Defaults" on page 56).

Volume Boost

The Volume Boost feature is designed to increase the CaptionCall phone volume for those who may need extra amplification. To enable Volume Boost, visit the Settings section of the CaptionCall phone and select Call Defaults.

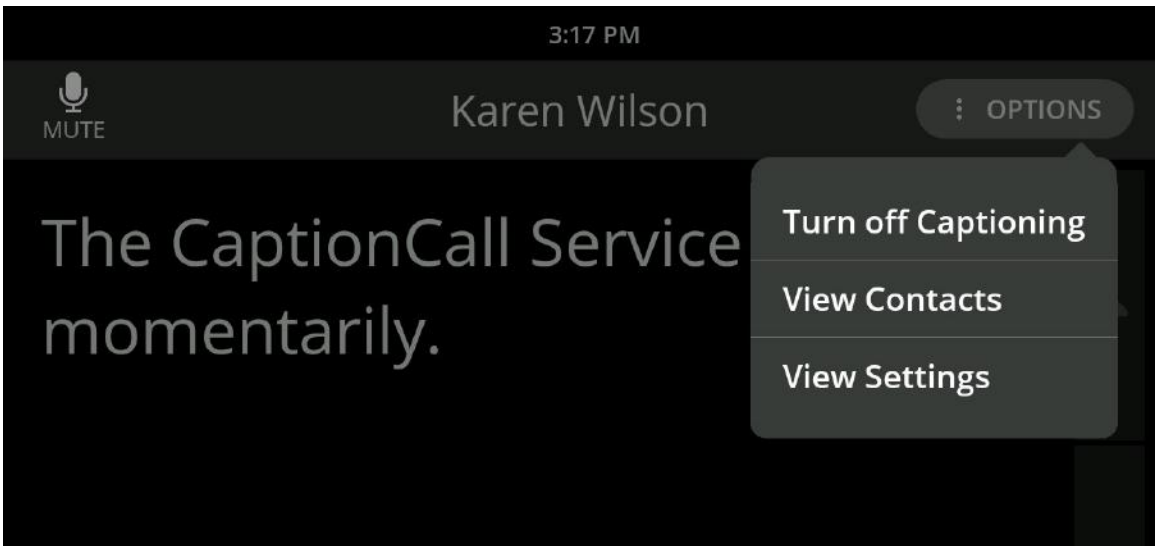


Simply select "ON" to enable the feature and accept the warning. You may want to experiment with the feature to decide if you prefer your audio with Volume Boost or without.

When Volume Boost is enabled, the CaptionCall phone meets the most advanced standard for volume amplification available.

Call Options Menu

When in a call, the Call Options menu allows you to turn off captioning, access your Contacts and adjust settings for the current call.

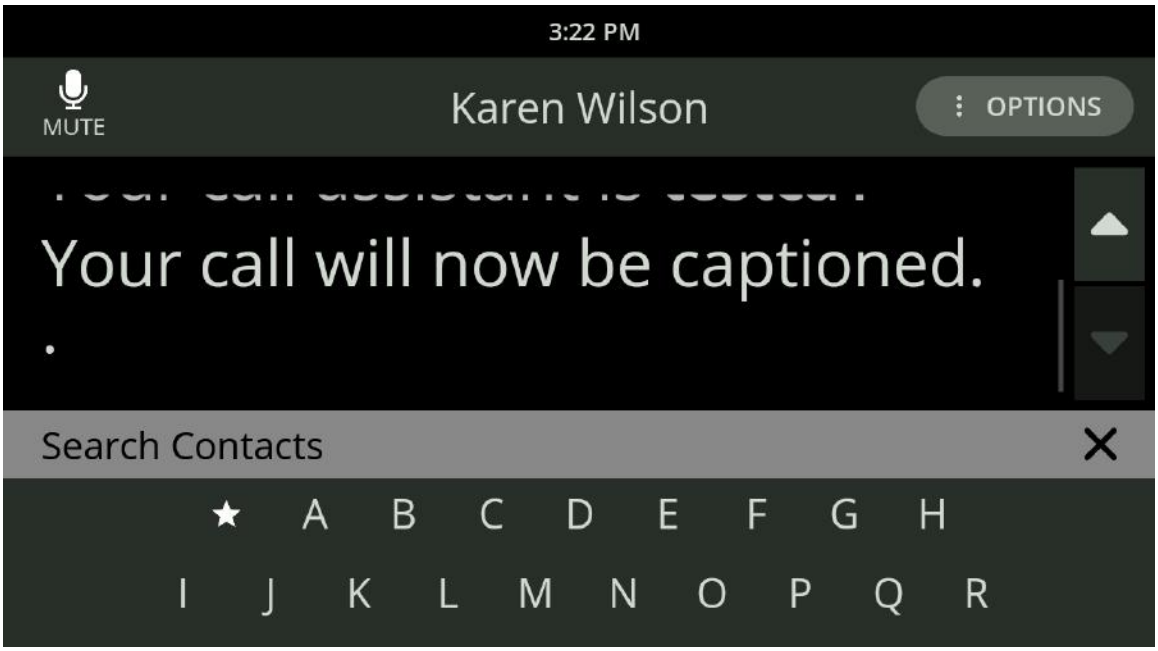


When in a call, if you need to turn off captions:

1. Select "Turn off Captioning" from the Options menu near the upper right.

When in a call, if you need to access your Contacts to look up a contact:

1. Select "View Contacts" from the Options menu near the upper right. A keypad will display.



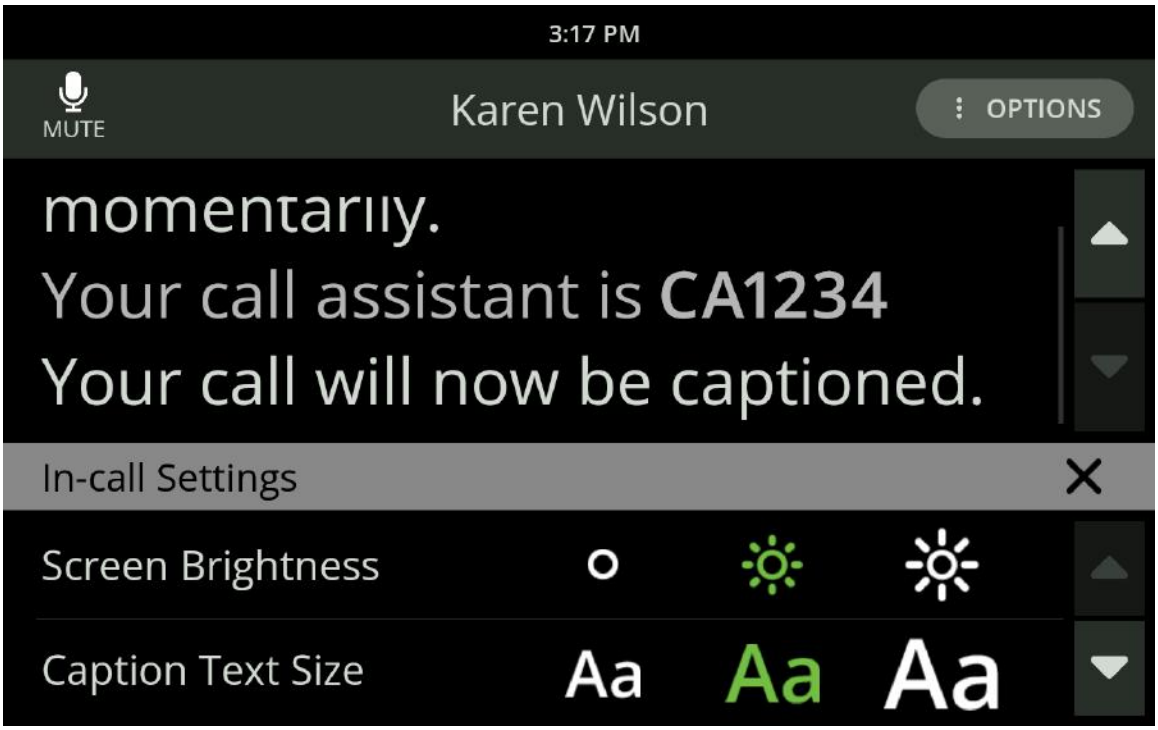
Select either the letter of the first name of the contact (last name if you've reordered your contacts by last name in Settings—see "Display Settings" on page 57) or the star to pull up your Favorites.

2. Use your finger to scroll through the contacts.

3. Select a contact to display their contact information.

When in a call, if you need to adjust the text size or screen brightness:

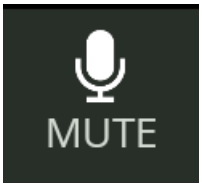
1. Select "View Settings" from the Options menu near the upper right. The available settings will display.
2. Adjust your settings as needed.



Helpful Hints

- Close the Options window by touching the X in the top right of the window
- The Options window will close after 15 seconds if it is not used

Mute a Call



When in a call, you can mute your side of a call at any time by touching the Mute button. This will only mute your voice, and your caller will still be heard and captioned.

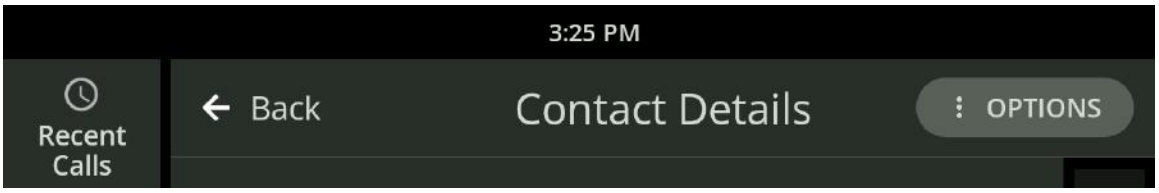
Side Navigation

The Side Navigation displays in the top left of most screens.

Touch the button to access the desired screen.

Back Button

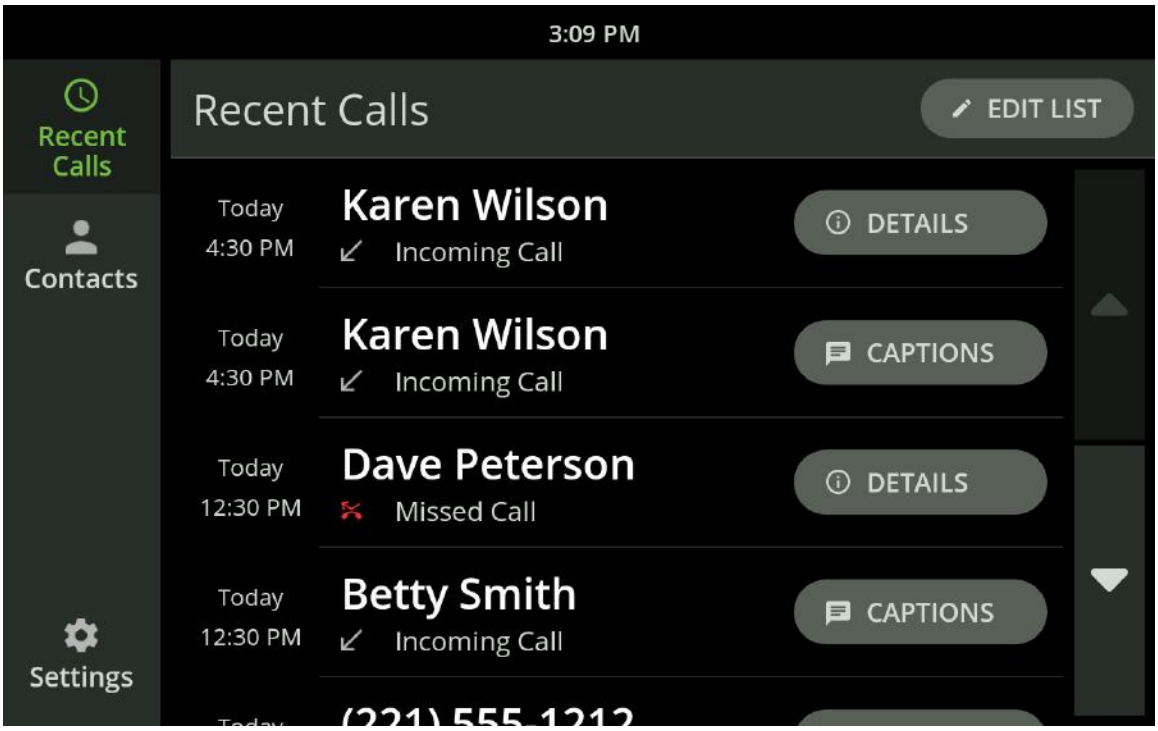
The Back button will display at the top of detail screens. The button displays an arrow pointing to the left and the name of the screen you were on previously.



Touch the Back button to return to the previous screen.

Recent Calls

Your Home screen for the CaptionCall phone is your Recent Calls screen. This screen displays your recent calls.



Calls marked with the ↙ indicate calls you answered

Calls marked with the ↗ indicate calls you made

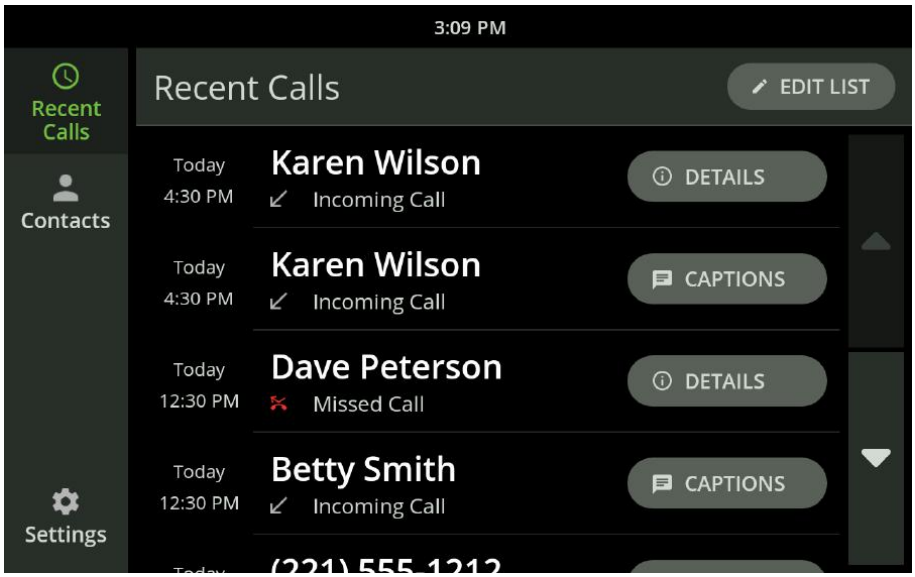
Calls marked with the ✆ indicate calls you missed

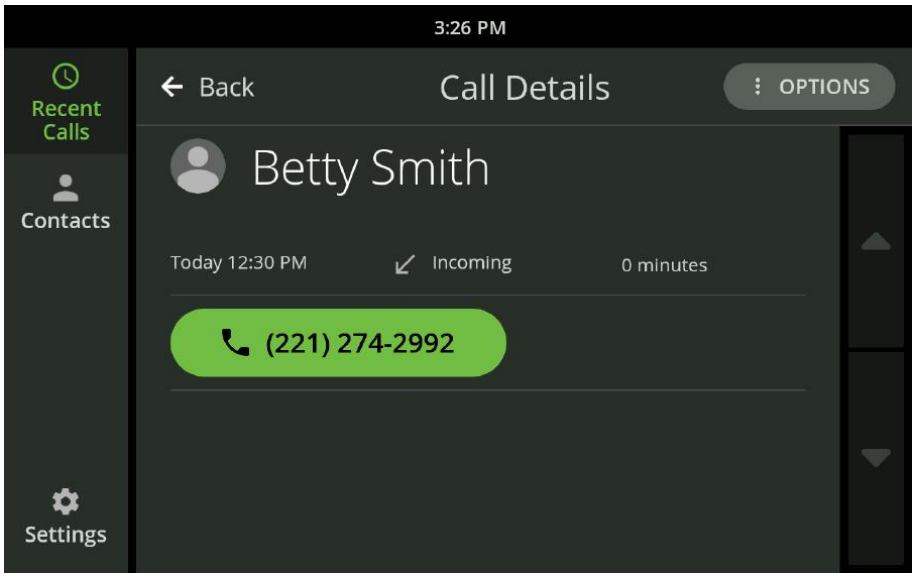
Helpful Hints

Use your finger to swipe up and down the list as needed to view all recent calls.

View Recent Calls

1. Touch the CaptionCall phone screen to wake the phone or touch the Recent Calls button.
2. The Recent Calls list is displayed.
3. To redial a call, touch the name or phone number. This will automatically redial the call. You can use the speakerphone or pick up the handset. If captions are set to turn on automatically, captions will begin once the call is connected. If captions are not set to start automatically and you want captions for your call, touch the "Turn on Captions" prompt that displays.
4. To review details, saved captions, or a voice message from a recent call, touch the button on the right of the call. The Call Detail screen will display.



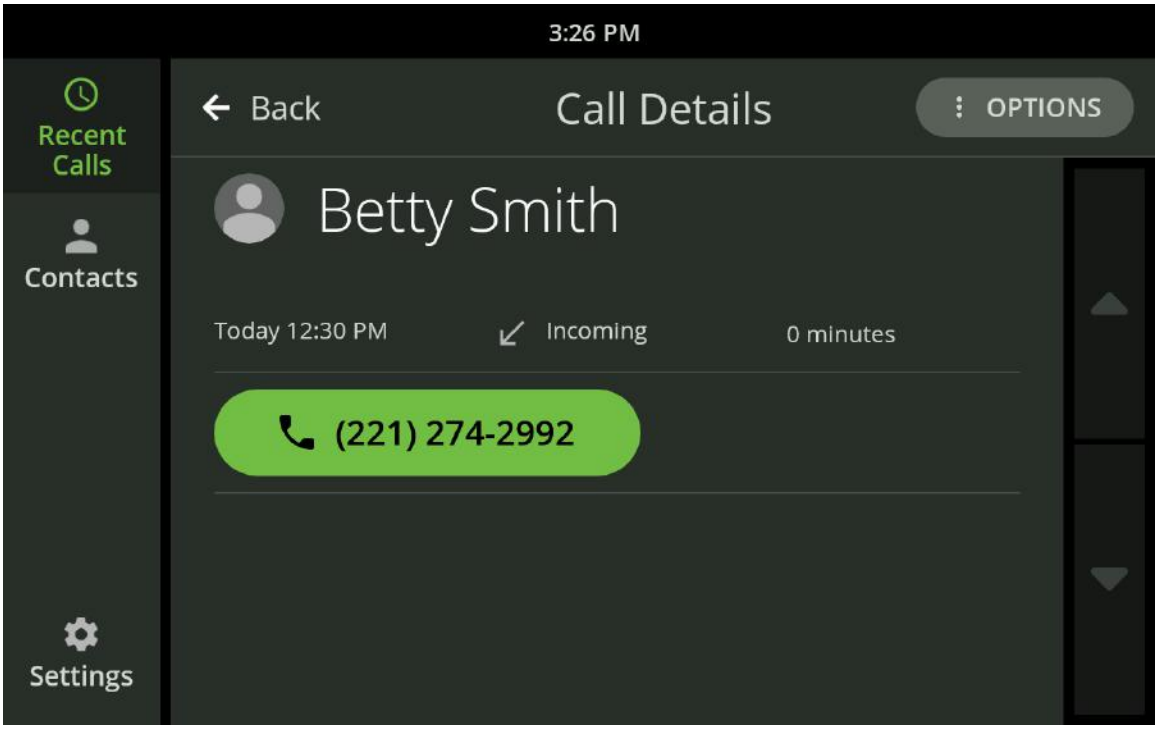


Call Details

The Call Details screen is accessed by touching the button next to a name or number in the Recent Calls list. It displays the contact information, phone number and the date and time of a recent call.

To call a contact from this screen:

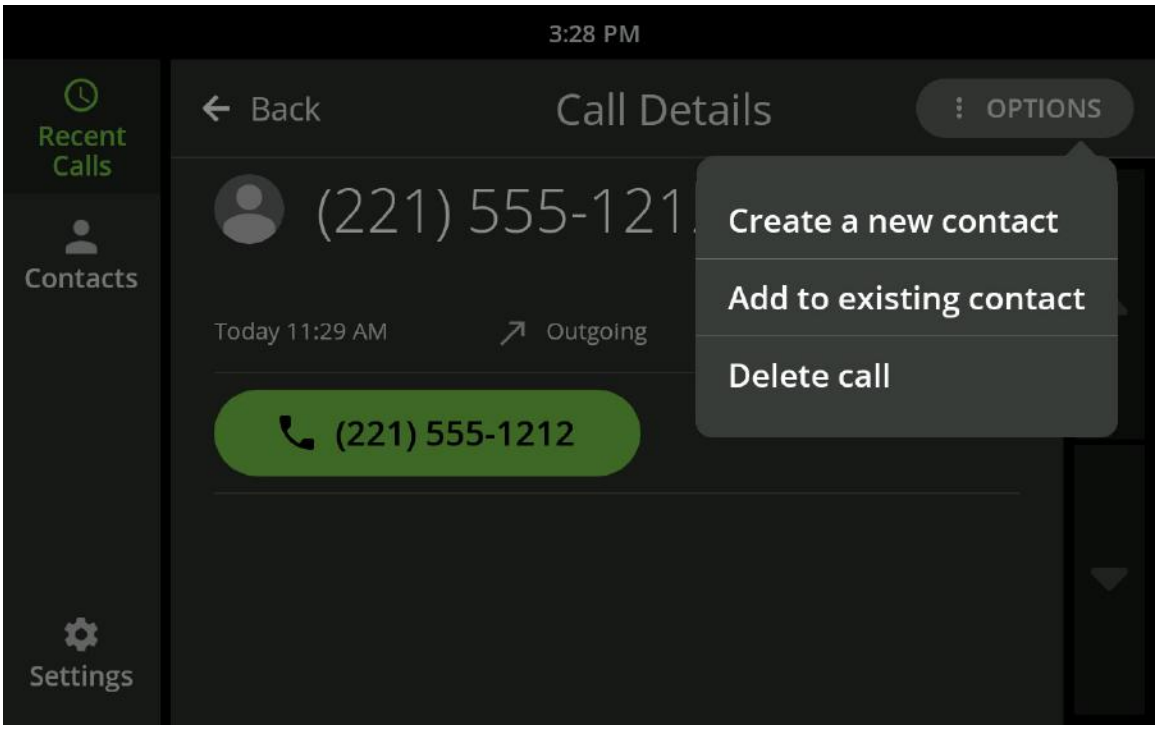
1. Touch the phone number to dial.



2. Use the speakerphone or pick up the handset.
3. If captions are set to turn on automatically, captions will begin once the call is connected. If captions are not set to start automatically and you want captions for your call, touch the "Turn on Captions" prompt that displays.

You can save the number from the recent call to your Contacts, by either adding the number to an existing contact or creating a new contact from the number.

- Touch "Create new contact" from the options button near the upper right to create a new contact for this caller in your Contacts (see "Add a Contact" on page 37).
- Touch "Add to existing contact" from the options button near the upper right to assign the phone number for this call to an existing contact in your Contacts list.



To add to an existing contact:

1. Scroll up/down your Contacts list to locate the contact to whom you would like to add the selected phone number.
2. Touch that contact to add the selected phone number. The Edit Contact screen will display with the selected phone number already added to the first available phone number field.
3. You can assign a phone type for this number in this contact to help you remember which phone type it is.

Mobile Home Work

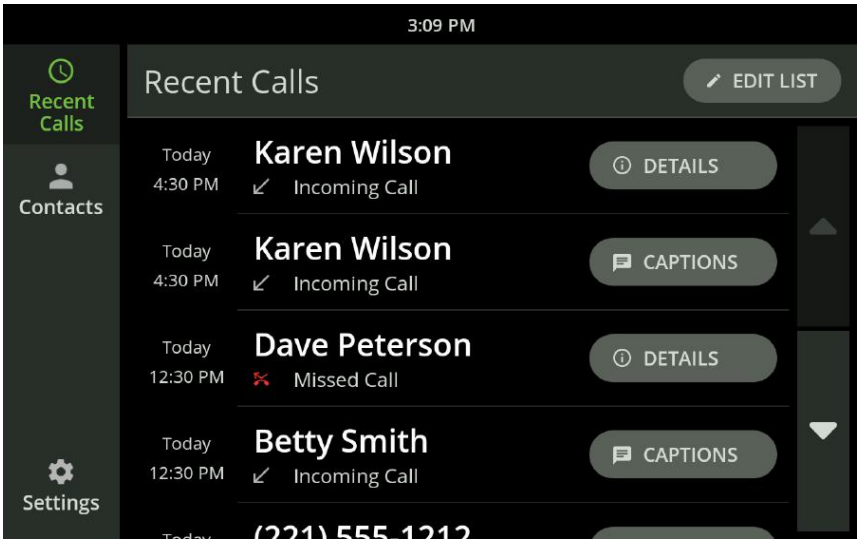
Deleting a Recent Call

Touch "Delete call" from the Options menu near the upper right to delete the call from the Recent Call list. You will be prompted to confirm you want to delete the call.

Deleting a call will not delete a saved contact from your Contacts list.

Edit the Recent Call List

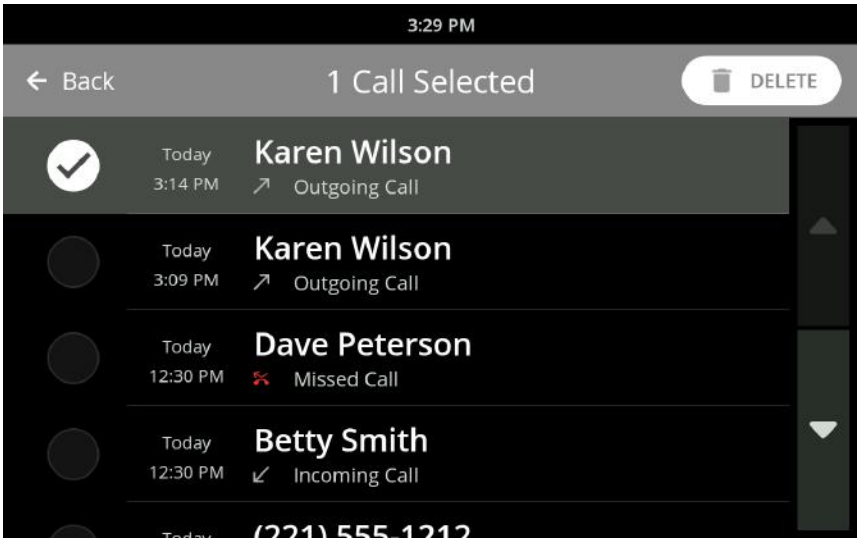
Recent Calls can be deleted individually or all at once from the Recent Calls screen.



To delete individual calls:

1. Touch the Edit List button near the upper right corner.

2. Select the item or items you want to delete by touching the circle next to the individual entry.



3. Touch the delete button that appears near the upper right corner.

To delete all calls:

1. Touch the Edit List button near the upper right corner.
2. Touch the Select All button that appears near the upper right corner.
3. Touch the delete button that appears near the upper right corner.

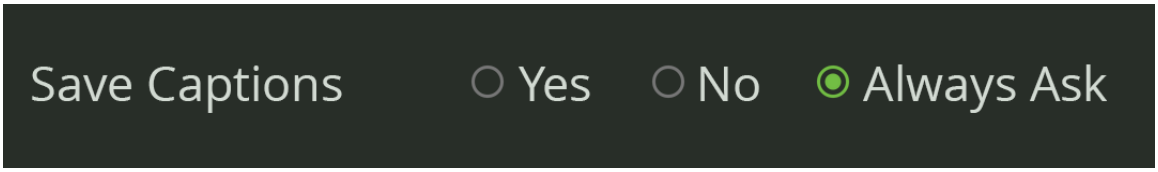
Save a Conversation

Saved conversations are any captioned calls that you choose to save on the CaptionCall phone. These conversations are saved until you choose to delete them by either deleting the saved conversation or the corresponding recent call entry. Some reasons to save captioned calls include:

- Saving an important conversation from a family member
- Capturing price quotes
- Saving doctor appointment times or instructions

Captioning must be active before you can save a conversation.

You can manage your Save Captions options in the Settings menu under Call Defaults. To enable saving captions for all calls automatically, visit the Settings section of the CaptionCall phone and select Call Defaults, then choose if you want to save captions or have the phone ask for each individual call.



Saved conversations appear in the Call Details screen per your settings. (See “Call Defaults” on page 56).

Contacts

(221) 555-1212
get together this Saturday afternoon · Wow, you're already finished with the book! Well, I'm still working on the last few chapters but I can't wait to talk to you about it this weekend ·

The Contacts feature lets you save contacts on the phone for easy dialing. You can save multiple numbers for each contact and use the CaptionCall online service to assign a photo or image for each contact.

View Contacts

1. Select the Contacts button.
2. Your list of contacts is displayed.

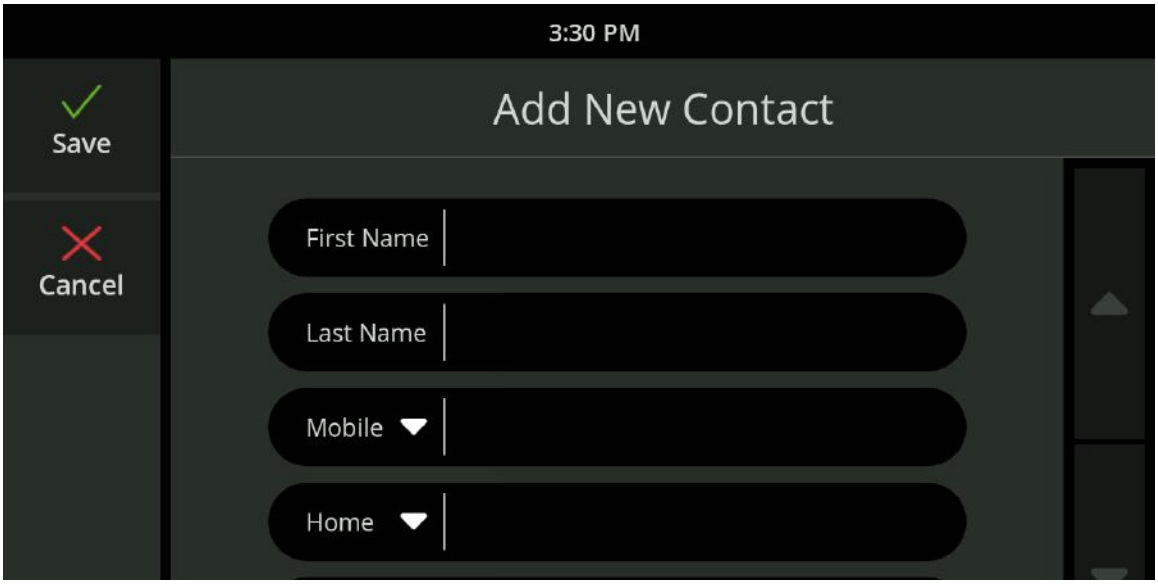
Use your finger to scroll up and down the list as needed to locate a contact.

Helpful Hints

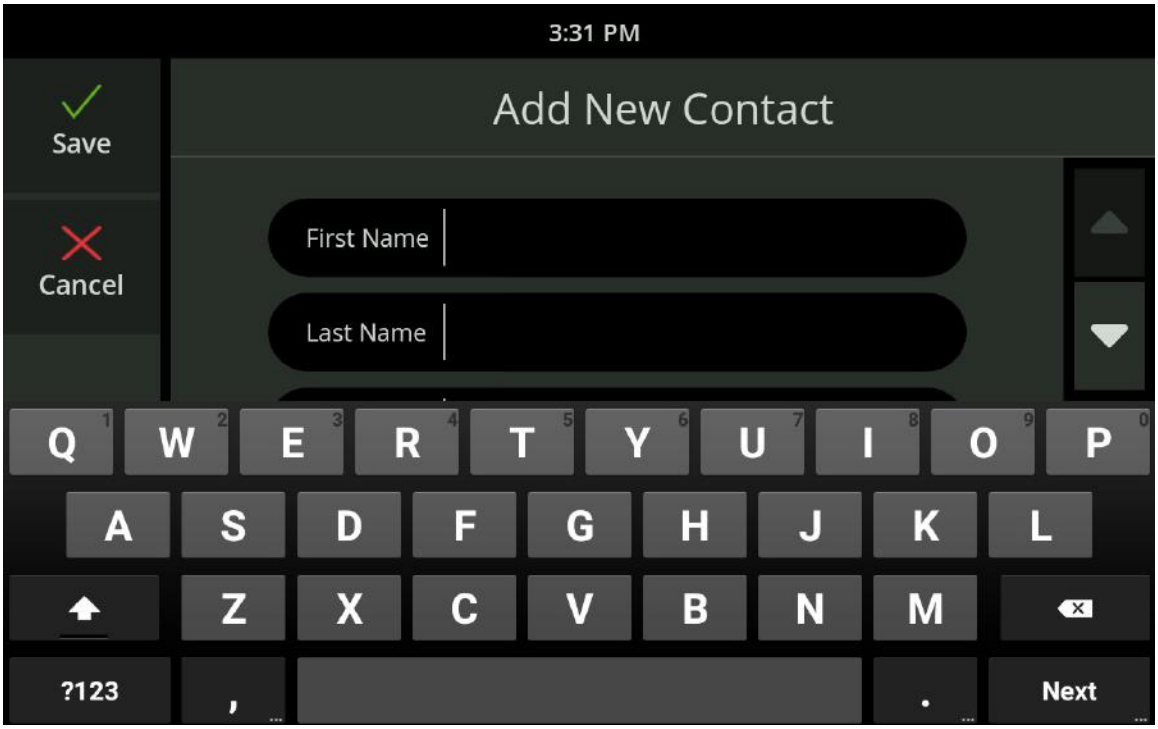
- Touch the buttons on the right to scroll up and down in the Contacts list as needed to view all of your contacts
- Touch a contact to view the name and phone number for that contact

Add a Contact

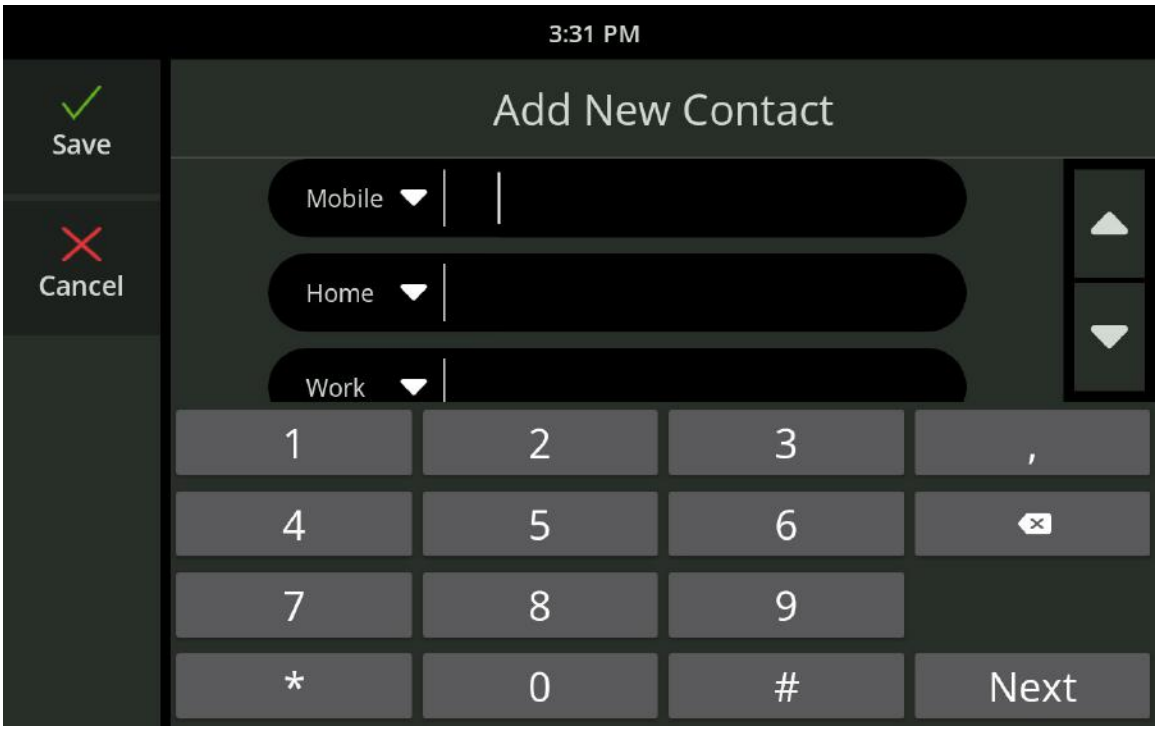
1. Touch the Contacts button. The Contacts list is displayed.
2. Touch the New Contact button NEW CONTACT. The Add New Contact screen is displayed.



3. To enter the contact's information, touch the appropriate field on the screen to view the keyboard and type in the information.



When adding a phone number, use the on-screen dial pad to enter numbers and the drop-down menu to select a phone type.



When finished, touch the Save button.
The new contact will now display in the Contacts list.

Helpful Hints

- You can also create a new contact using the Recent Calls list (see "View Recent Calls" on page 29). From the Recent Call detail screen select "Create a new contact" from the Options menu near the upper right.

Call a Contact

1. Touch the Contacts button. The Contacts list is displayed.
2. Touch the desired contact in the list.
3. Touch the phone number you want to dial.
4. Use the speakerphone or pick up the handset.
5. If captions are set to turn on automatically, captions will begin once the call is connected. If you choose to turn on captions manually, simply touch the large green button on the CaptionCall screen.

Helpful Hints

Use the Search button to find contacts easily from a long list.
To Search for a contact:

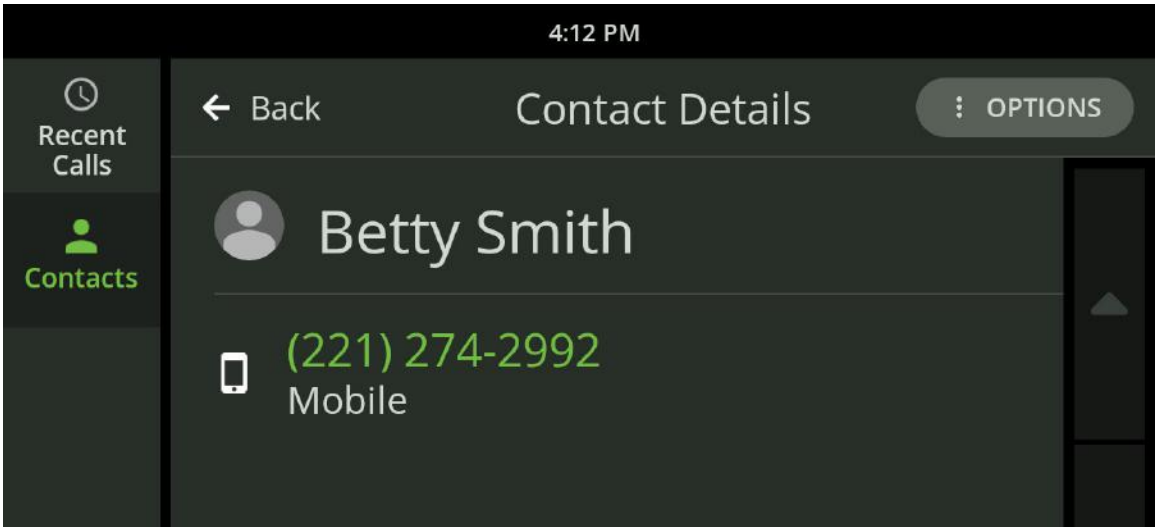
1. Touch the Search button near the lower right of the screen
2. Choose the letter corresponding to the place in the Contacts list you want to go.

Create a Favorites List

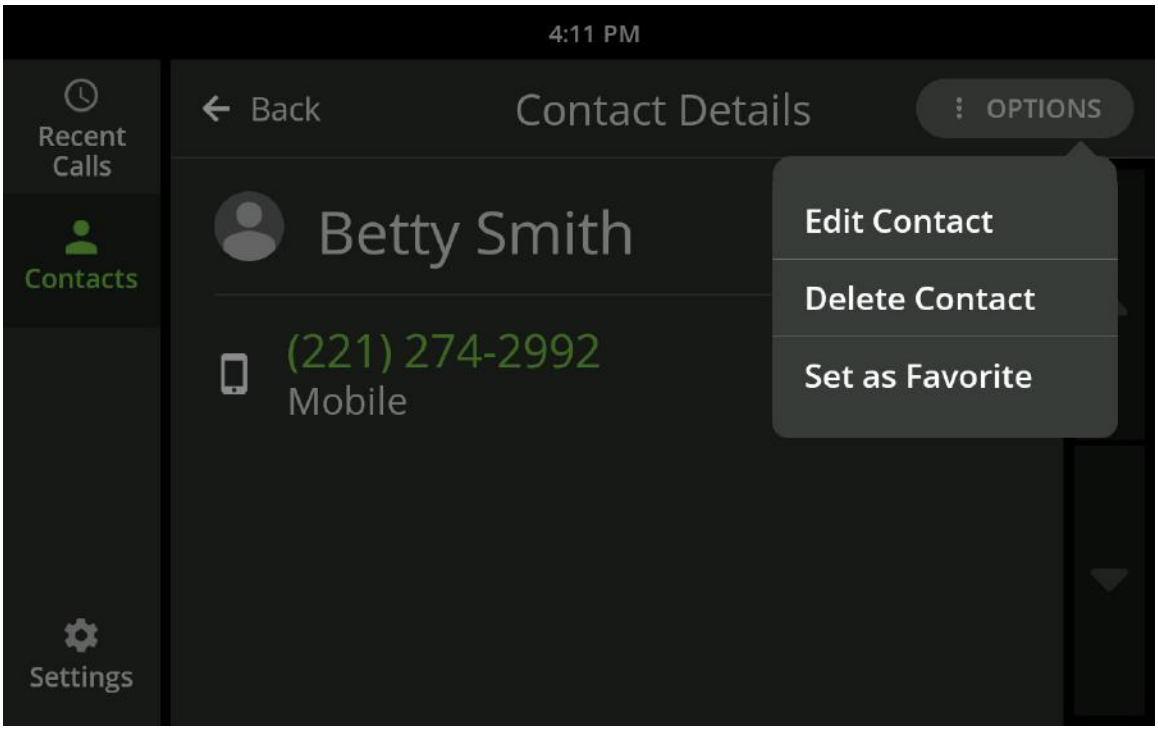
Your Favorites list allows you to select frequent contacts for quick access. Your Favorites appear at the top of your contacts list

To add a contact to Favorites:

1. Open Contacts and select the contact you want to add to Favorites. Touch the contact so the Contact Detail screen is displayed.

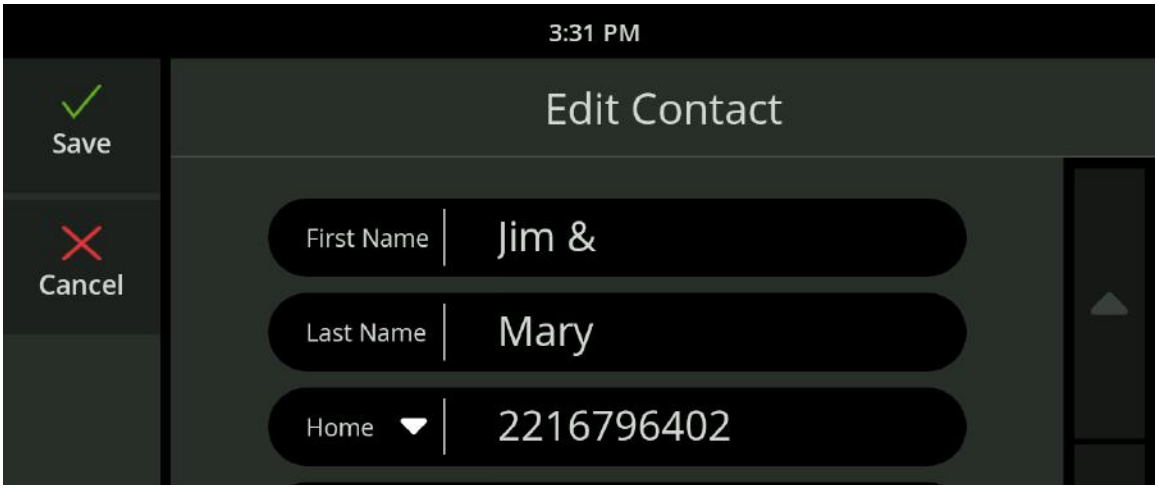


2. Select "Set as Favorite" from the Options menu near the upper right.



Edit a Contact

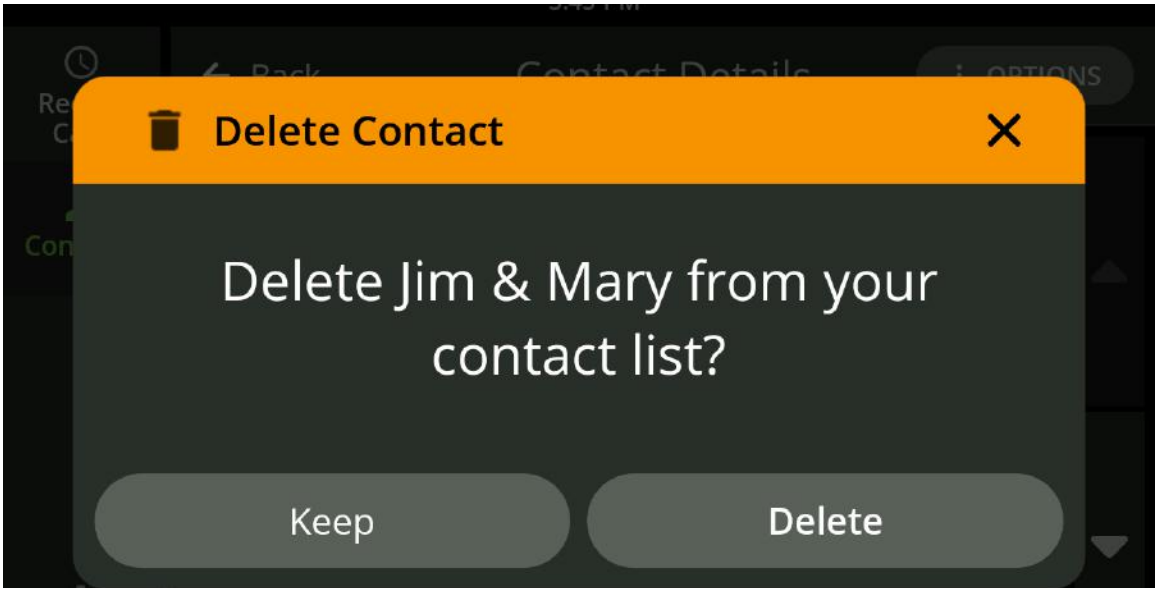
1. Open the Contacts list and select the contact you want to edit.
2. Select "Edit contact" from the Options menu in the upper right. The Edit Contact screen is displayed.



3. Touch the fields you want to change. The keyboard will display to allow you to make edits.
4. Touch the Save button.

Delete a Contact

1. Open the Contacts list and select the contact you want to delete.
2. Select "Delete Contact" from the Options menu in the upper right.
3. A confirmation window is displayed to verify whether you want to delete the contact or keep it.
4. Touch Delete to remove the contact from the CaptionCall phone.

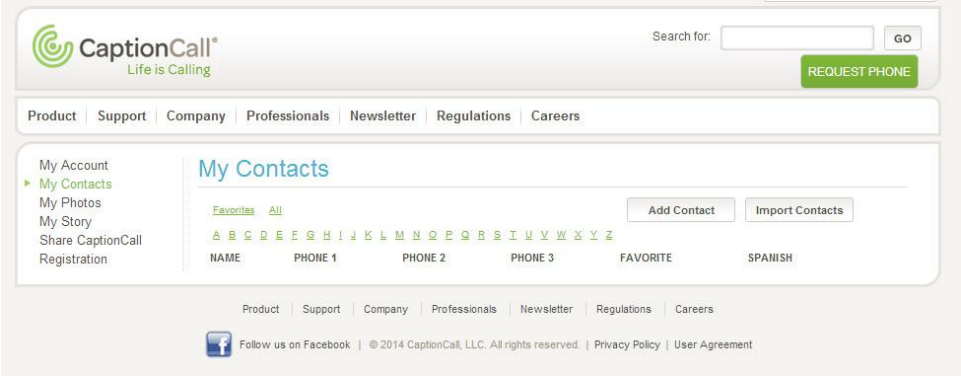


Add a Contact Online

You can easily add contacts via your online CaptionCall account. Once a contact is created online, it will be automatically available on the CaptionCall phone. You can also add photos to your contacts online.

To view and add contacts online:

1. Go to www.CaptionCall.com and log in to your account at the top of the screen. You will have been given your user name and password at the time of the CaptionCall phone installation. If you have any trouble remembering your user name or password, the online system can help you find/update that information.
2. Once you have successfully logged in, your Account screen will display.
3. Click My Contacts in the column on the left. Your Contacts screen will display.

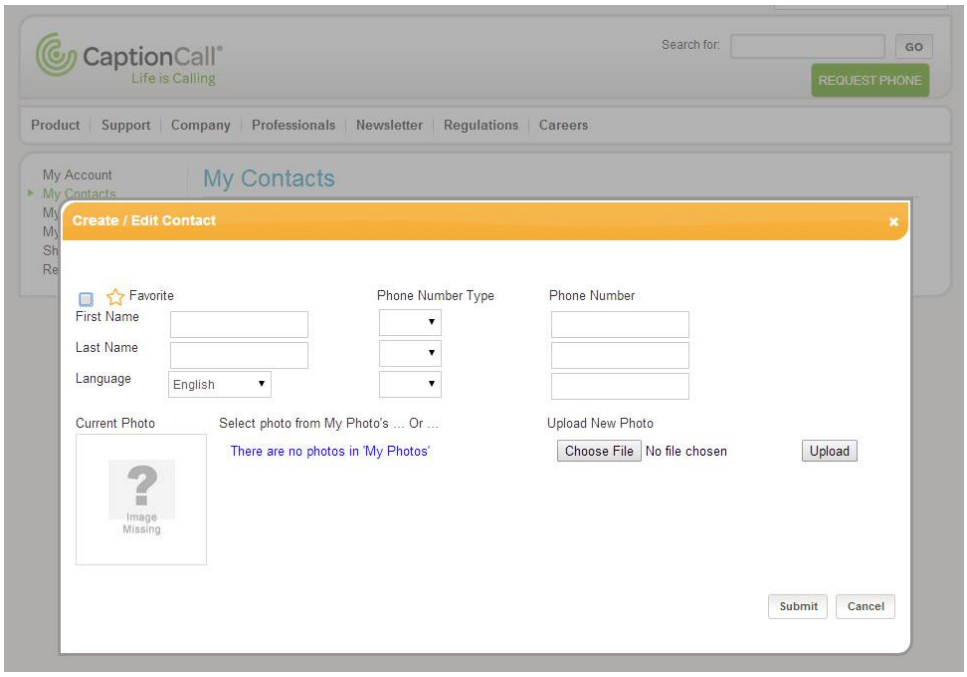


From here, you can manage and edit any existing contacts or add new ones.

There are two methods for adding contacts. You can either add them individually or upload a contact list from your computer.

Add individual contacts

1. Click the Add Contact button. The Create/Edit Contact window will display.

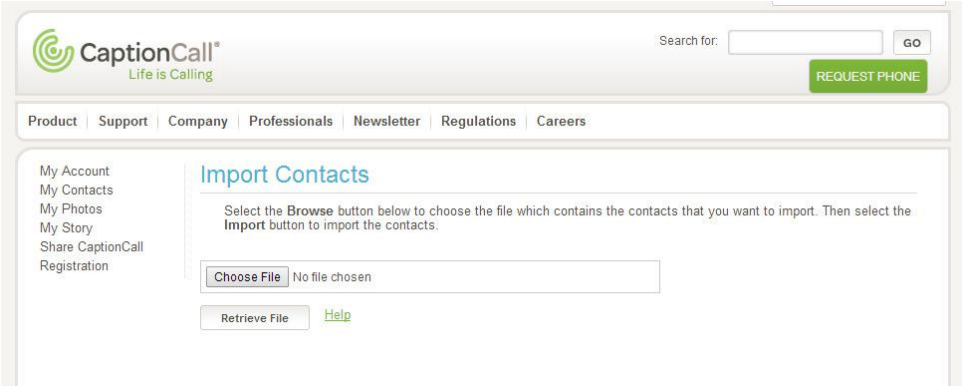


2. Enter the contact information in each of the fields provided.
   - Enter the first name and last name
   - Phone number types are available to identify the type of phone the number will dial. The types are: Home, Office and Mobile
   - Enter the phone numbers
   - Check the box at the top left to add this contact to your Favorites list, or leave it blank to just add it as a regular contact
   - If you have already uploaded photos to the CaptionCall website, they will be displayed below, and you can select one of those photos for your contact
   - If you don't have a photo of your contact uploaded, click Choose File to select an image from your computer. A window will open that will let you explore your computer files for the correct photo. Once you have found it, select it and click Open. The window will close, and the name of the file will display next to Choose File
   - Once the image has been selected, click the Upload button to add the image to the contact
3. Click Submit to save your contact.

Import contacts

Contacts can be imported from a directory you already have on your computer. These must be VCF files in order for the system to import the list. To import contacts:

1. Click Import Contacts. The Import Contacts screen will display.



2. Click Choose File. A window will open that will let you explore your computer files. Browse for the VCF file you wish to import. Select it and click Open.
3. Click Retrieve File. Your contacts will be imported.

Helpful Hints

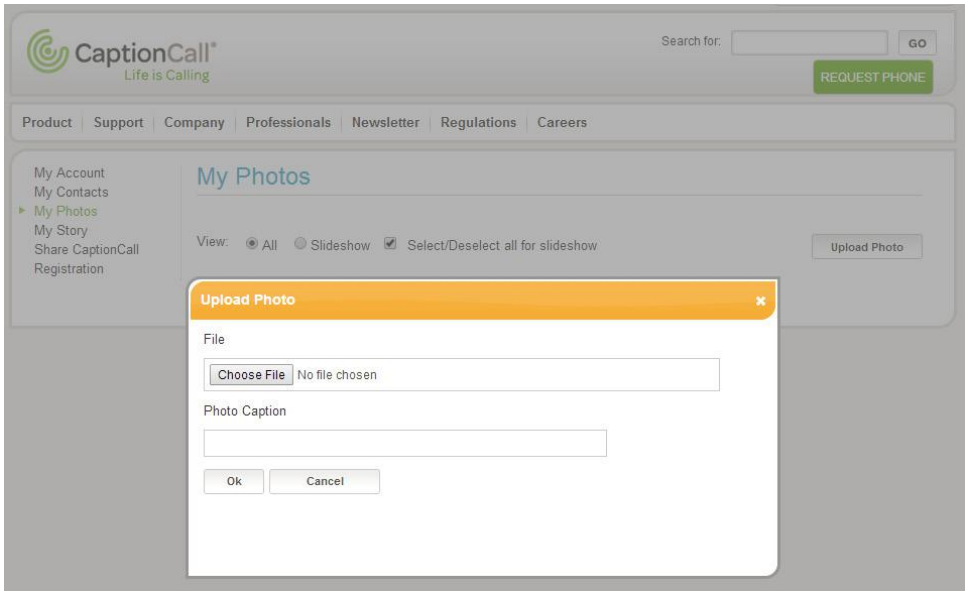
You can edit/delete your contacts using the online system.

- Scroll to the contact or use the letters to find it alphabetically
- Click the Edit button to edit the contact. The same window you used to create the contact will display with the contact's information already loaded
- Update the contact's information and click Submit
- To delete a contact, click the X button. A window will display to verify that you want to delete this contact. Click Yes to complete deletion

Upload photos

You can also upload photos without adding them to contacts. This allows you to have a group of photos in place as you create your contacts. To upload a photo:

1. Click Upload Photo. The Upload Photo window will display.

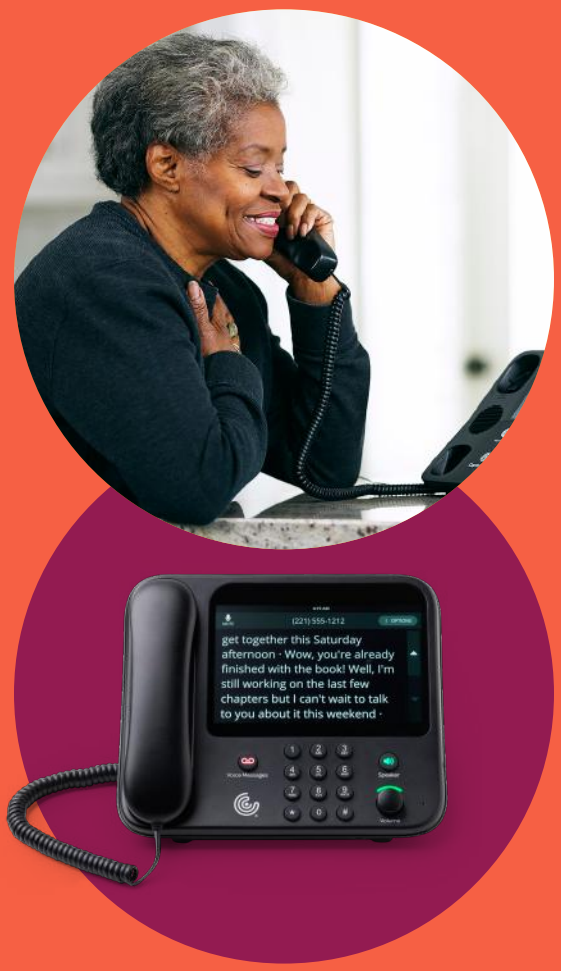


2. Click Choose File and browse to find the photo you wish to upload.
3. You can add a photo caption to the image to help remind you of who is in the image.
4. Click OK to upload the photo.

Helpful Hints

Once a photo is uploaded, you can add it to a contact by clicking on the Add to Contact button under the image. A window will display with a list of your contacts. Select one and add the photo.

Messages


(221) 555-1212
get together this Saturday afternoon · Wow, you're already finished with the book! Well, I'm still working on the last few chapters but I can't wait to talk to you about it this weekend ·

The Voice Messages button allows you to caption voice messages. When you first set up the CaptionCall phone settings or touch the Voice Messages button, you will get the chance to choose the voice message source that is best for you. There are three ways to caption voice messages on the CaptionCall phone:

- CaptionCall Built-in Answering Machine:
  Listen to and caption your messages right on the CaptionCall phone, without using a separate service or device
- Provider Voicemail:
  Access messages from multiple phones in the home or even away from home by dialing in to your phone company's voicemail system. When you access the messages from the CaptionCall phone, you can listen to and caption the messages
- Your Separate, Standalone Answering Machine:
  Use a separate device and the CaptionCall handset to caption messages from your standalone answering machine

To access CaptionCall Voice Messages settings, touch Settings and select Voice Messages.

Choose the CaptionCall Answering Machine as Your Default

To use the built-in answering machine, following these steps:

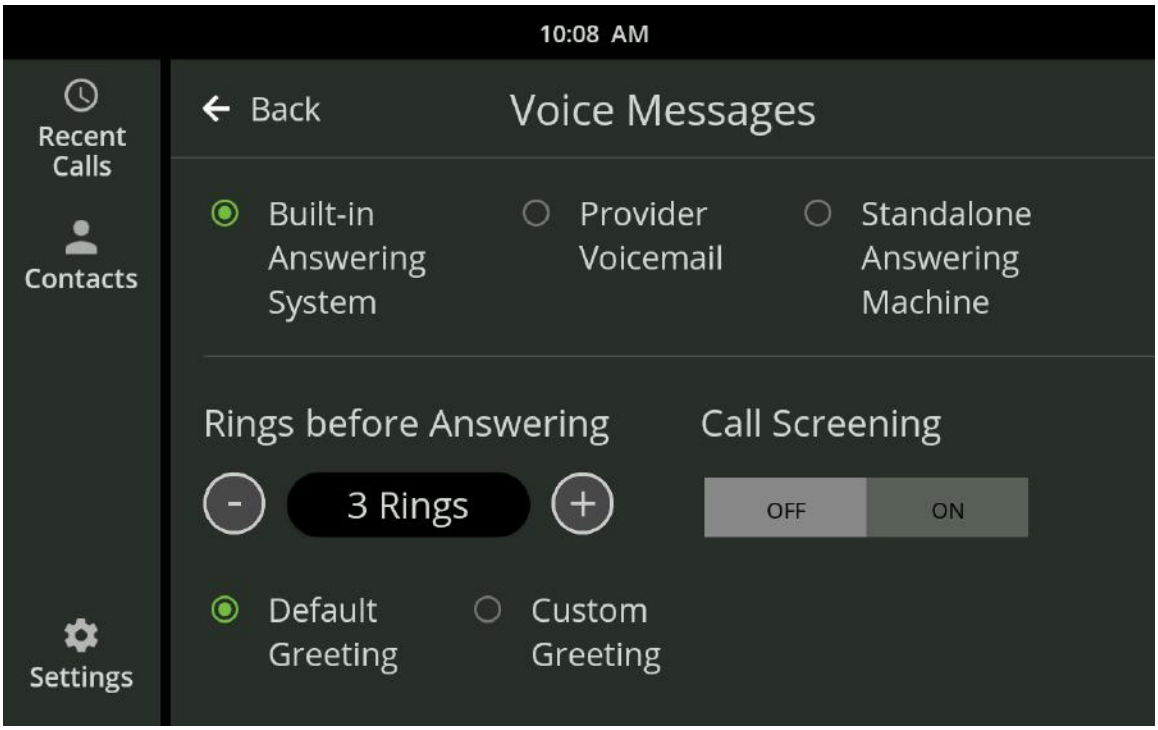
1. On the CaptionCall phone, visit the Voice Messages settings by selecting Settings and scrolling down to Voice Messages near the bottom of the screen.
2. Touch Built-In Answering Machine.

The CaptionCall answering machine offers settings to customize your experience:

Rings before answering—This sets the number of rings before the answering machine picks up the call. Make sure to give yourself enough time to reach the phone before the answering machine begins taking a message. If you use a provider voicemail service, you may want to contact your phone company to change the settings so your voicemail ring count is set higher than the CaptionCall answering machine ring count.

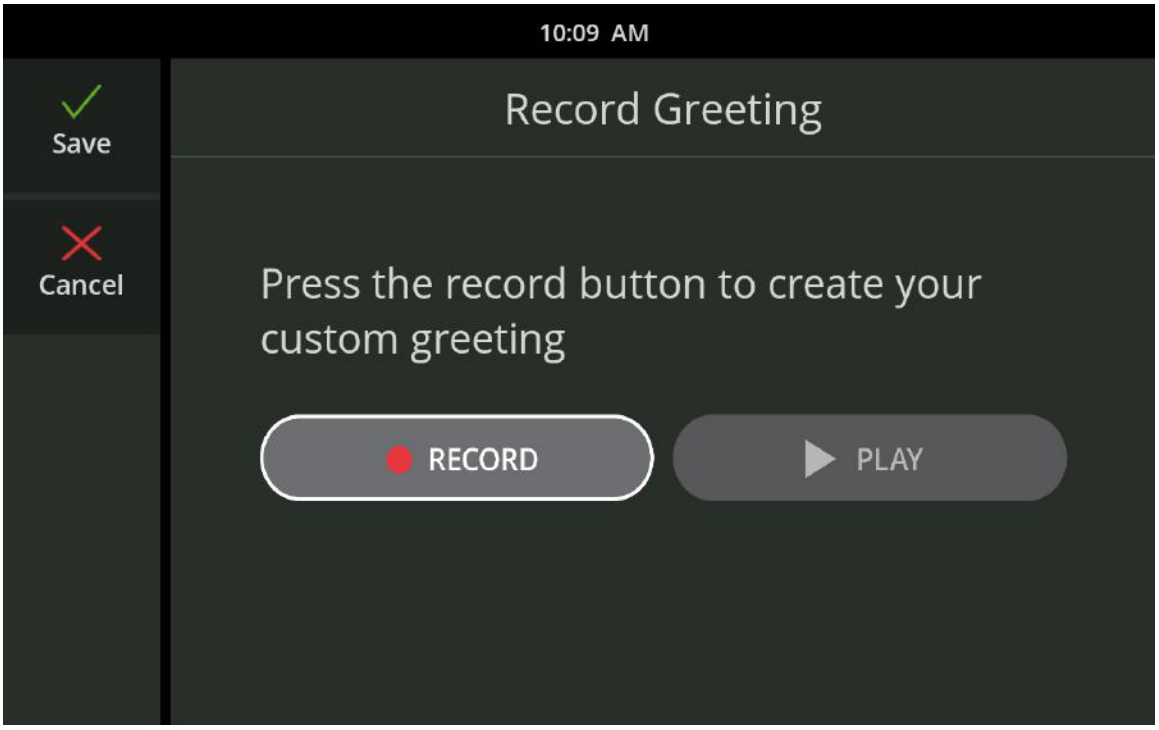
Call Screening—Turn this on to listen to the message as it is being left, so you can decide if you want to answer the call. If this is off, you will not hear the message as it is being left.

Greetings—The CaptionCall answering machine comes with a default greeting.



Helpful Hints

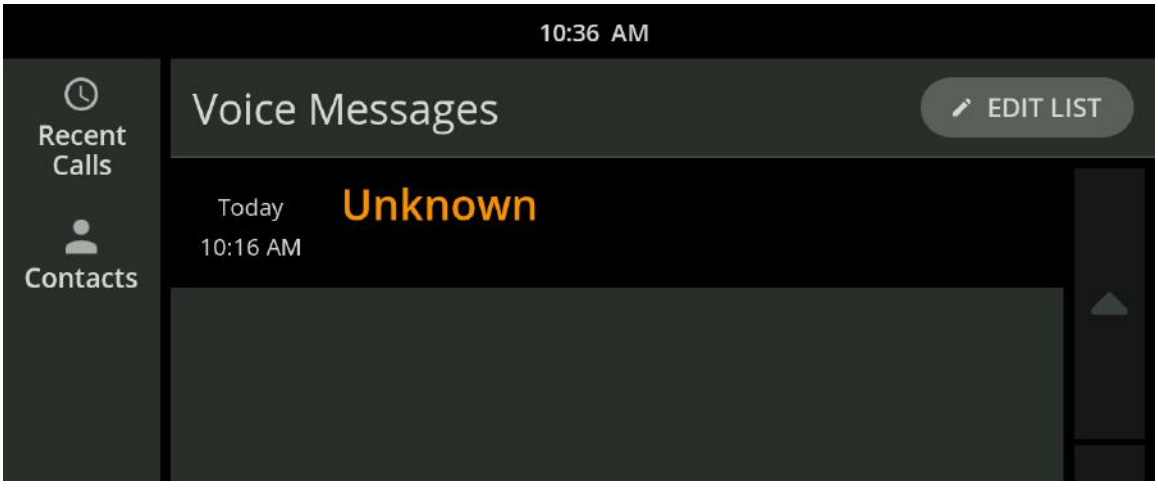
If you want to add your own personal greeting, use the Custom Greeting option to record your own outgoing message. You can re-record your greeting at any time. To record a custom greeting, select Custom Greeting. Then, touch the Record button to begin recording and the Stop button when you are finished. To listen to your greeting, press the Play button. If you are satisfied with your greeting, touch Save.



To listen to your messages:

1. Touch the Voice Messages button on the front of the phone.

2. Select a voice message from the list.



3. Your message will now play and be captioned. Plus, you can easily call someone back right from the Messages screen.

Important things to note:

If someone calls while you are already in a call using the CaptionCall phone or listening to a message on the CaptionCall phone, the caller will not be able to leave a message. Some people prefer to leave their provider voicemail as a backup method for this scenario.

Choose Provider Voicemail as Your Default

To use your provider voicemail with CaptionCall, follow these steps:

1. On the CaptionCall phone, visit the Voice Messages settings by selecting Settings and scrolling down to Voice Messages near the bottom of the screen.
2. Touch Provider Voicemail.
3. Touch the number field to display the number keyboard. Enter your access number for your voicemail service and touch Save.

To listen to your voicemail:

1. Touch the Voice Messages button on the front of your phone
2. Use the speakerphone or pick up the handset.
3. The captions will automatically begin and you can follow your provider voicemail instructions to listen to your messages.

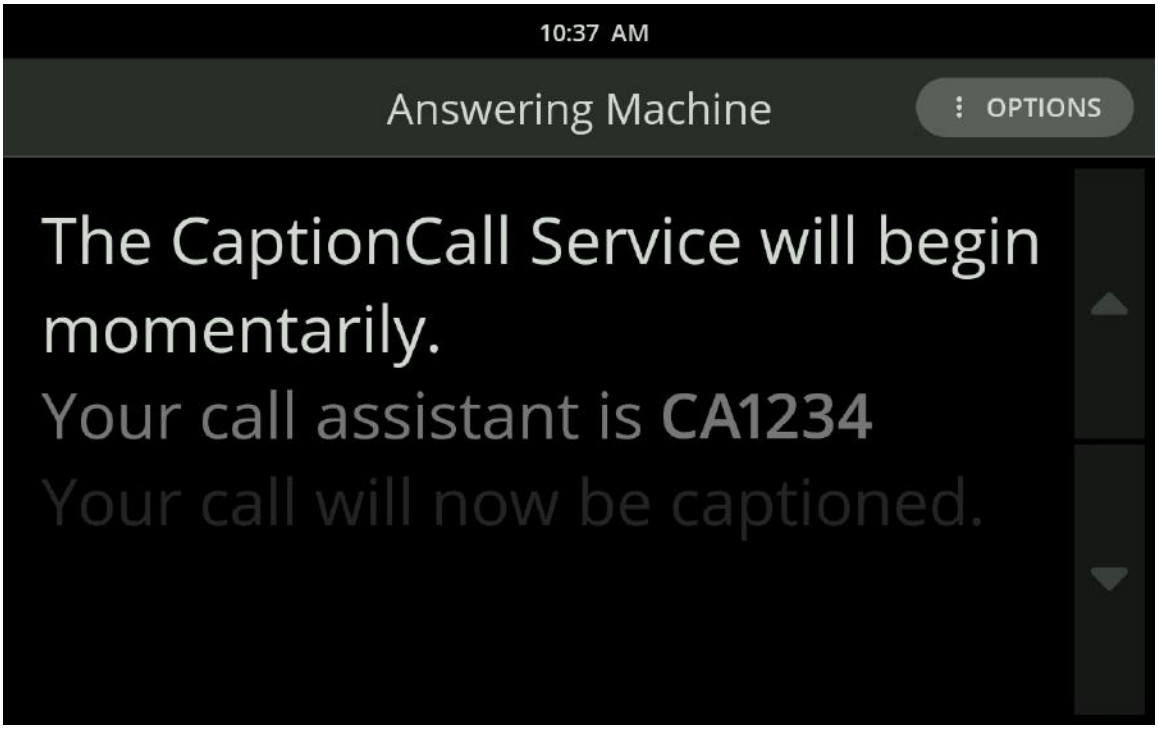
Choose Standalone Answering Machine as Your Default

To use a standalone answering machine with CaptionCall, follow these steps:

1. On the CaptionCall phone, visit the Voice Messages settings by selecting Settings and scrolling down to Voice Messages near the bottom of the screen.
2. Touch Standalone Answering Machine.

To listen to your messages:

1. Touch the Voice Messages button on the front of the phone.
2. Pick up the telephone handset and hold it next to the answering machine speaker.
3. Play your messages using the buttons on the answering machine—the captions will begin automatically.



4. Hang up the telephone handset when finished in order to stop the call.

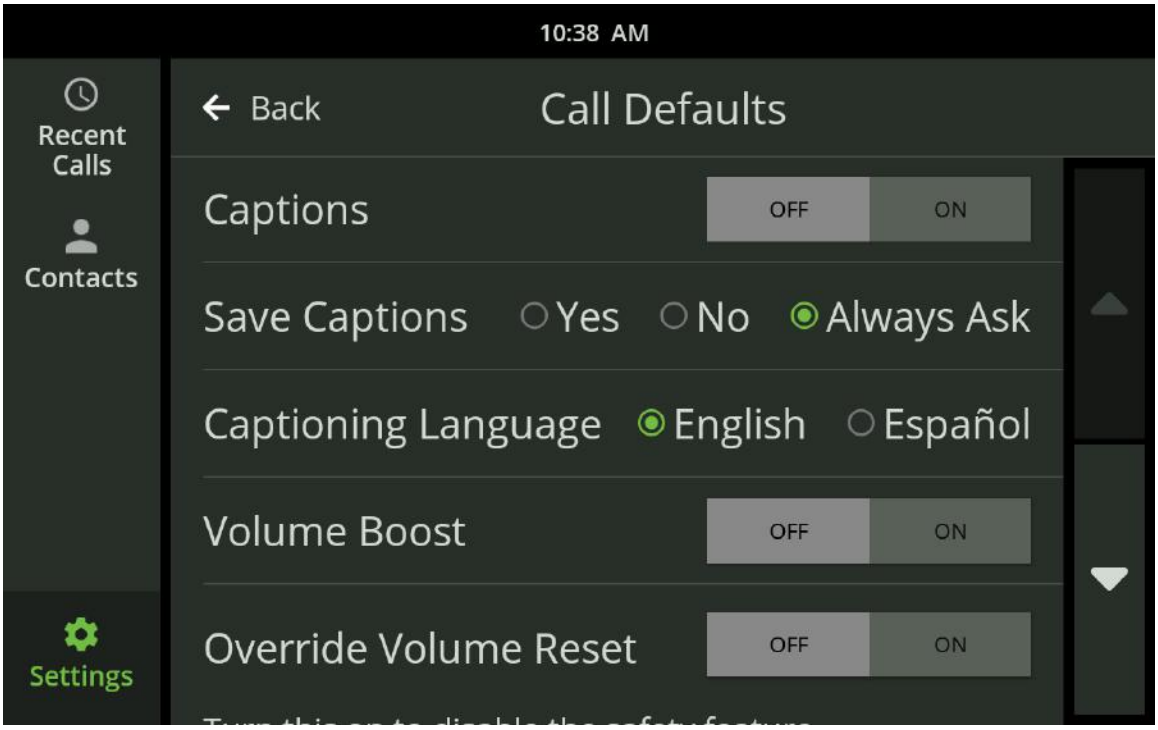
Settings

(221) 555-1212
get together this Saturday afternoon · Wow, you're already finished with the book! Well, I'm still working on the last few chapters but I can't wait to talk to you about it this weekend ·

Settings will let you set the phone's defaults, and you can troubleshoot and control many of the CaptionCall phone's functions.

Call Defaults

Call Defaults lets you choose to have your captions start automatically, select your Save Captions preference, override the volume reset and select your preferred captions language.



Captions

If captions are set to on, they will start automatically for each call. Captions can still be turned off during a call by using the in-call options (see page 16).

Captioning Language

Select English or Español.

Save Captions

You can choose to save captions for every call ("Yes"), for no calls ("No"), or to have the phone ask to save captions for each call.

Override Volume Reset

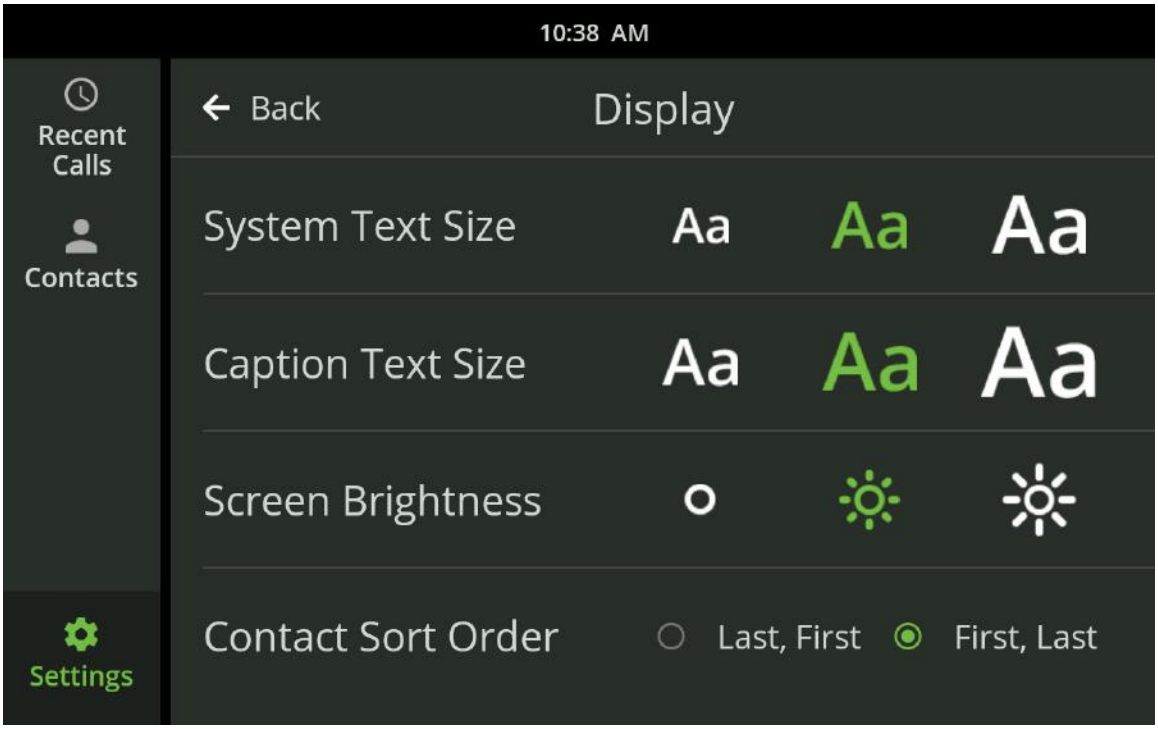
Selecting ON disables the safety feature that reduces the handset and speakerphone volume to normal after each call made at a dangerous volume level.

Volume Boost

Selecting ON enables Volume Boost and will increase the CaptionCall phone volume for those who may need extra amplification.

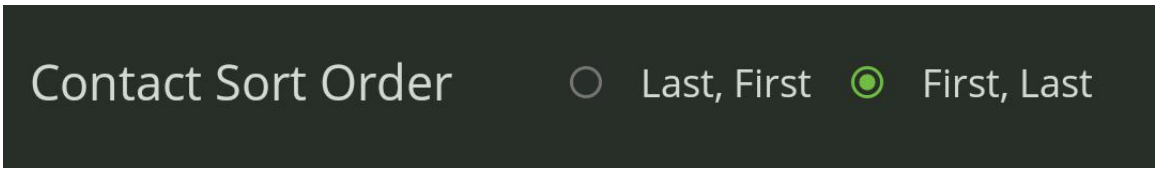
Display Settings

Display Settings allows you to control the sort order of your contact list, the text size of captions and the brightness of the display.



Sort Order

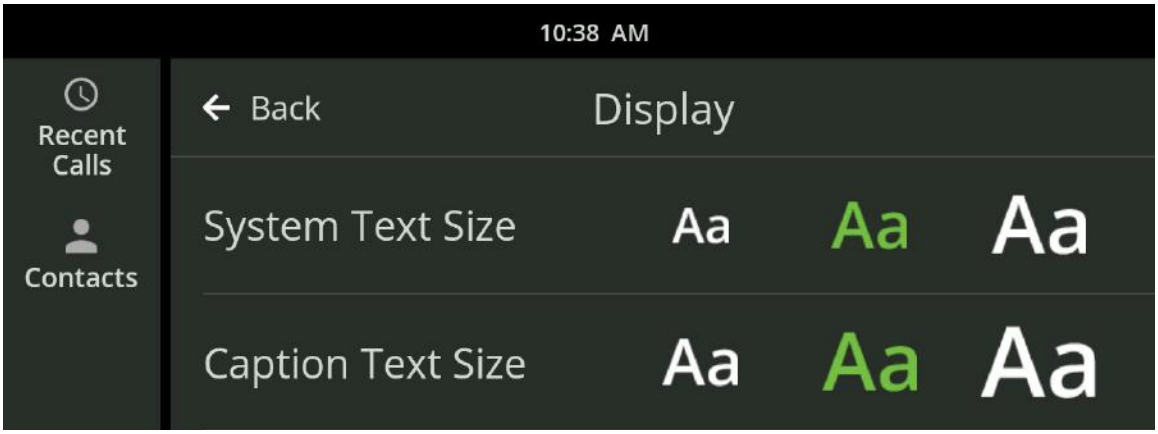
The Contact Sort Order setting lets you specify the alphabetical order in which your contacts are displayed in your Contacts List.



- Touch either First, Last or Last, First to change the sort order in the Contacts List
- Changing the sort order will change the letter under which a contact is sorted in the Contacts List. For example, by selecting Last, First, “Arthur Franklin” would be changed to “Franklin, Arthur” and sorted under F instead of A.

Text Size

The Text Size setting lets you specify the size of the text that appears on the display. There are three text size settings: Normal, Large and Extra Large.

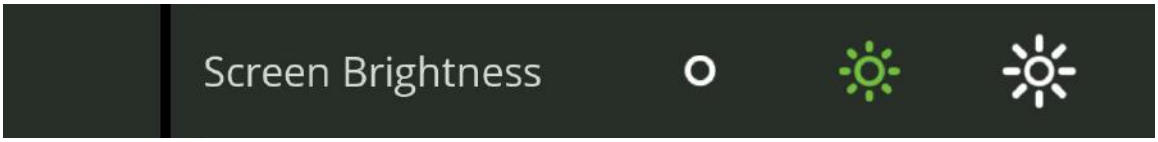


- System Text Size changes the text size on each screen.
- Caption Text Size changes the text size for the captions you receive during a call.

Touch one of the Text Sizes to select your default text size. This size can be increased during a call.

Brightness

The Brightness setting lets you increase or decrease the brightness of the display. There are three brightness settings: Normal, Bright and Extra Bright.



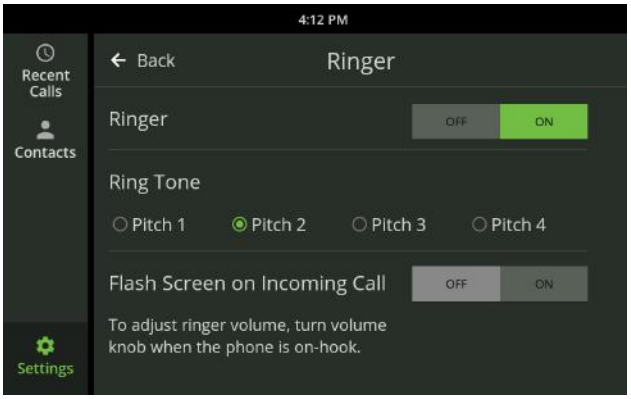
Touch one of the Brightness buttons to select your default brightness setting.

Adjust the Ringer

Ringer settings allow you to select a ring tone and set how loud the CaptionCall phone rings when you receive calls.

To adjust ringer settings:

1. Touch the CaptionCall phone screen to wake the phone, or touch the Recent Calls button.
2. Touch the Settings button.
3. Touch the Ringer button.



4. Select a ring tone from the list.

Ring tones include Pitch 1, Pitch 2, Pitch 3 and Pitch 4. When you select a ring tone, it will briefly play so you can hear it.

Helpful Hints

- You can turn your ringer off by touching Ringer Off. No sound will play while the ringer is set to off
- You can also set your phone's screen to flash on an incoming call. Touch ON next to "Flash screen on incoming call"

Adjust Ringer Volume

With the phone on the hook, turn the volume control knob until the phone rings at the desired volume level.

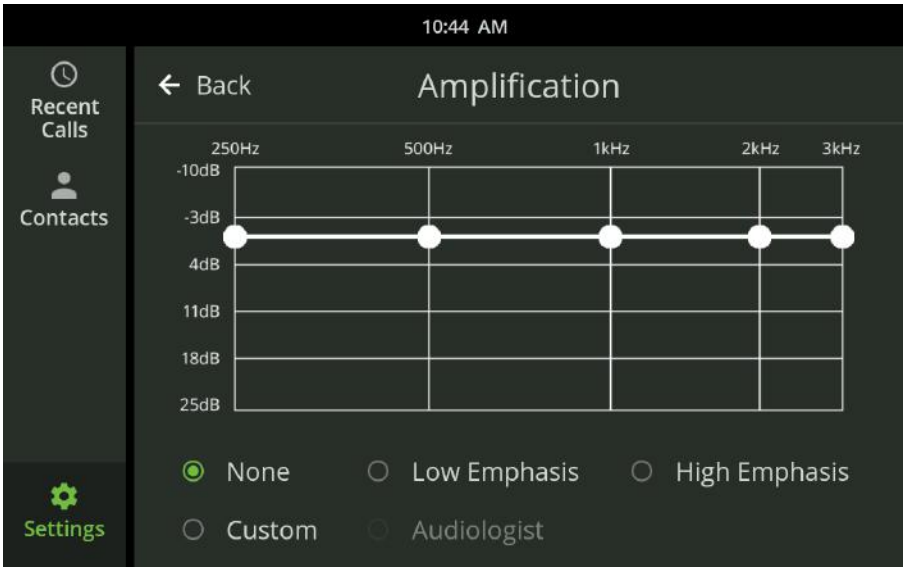
- Turn clockwise to increase the volume
- Turn counterclockwise to decrease the volume

The light bar will change from green to amber to red as you increase the volume level.

Amplification Settings

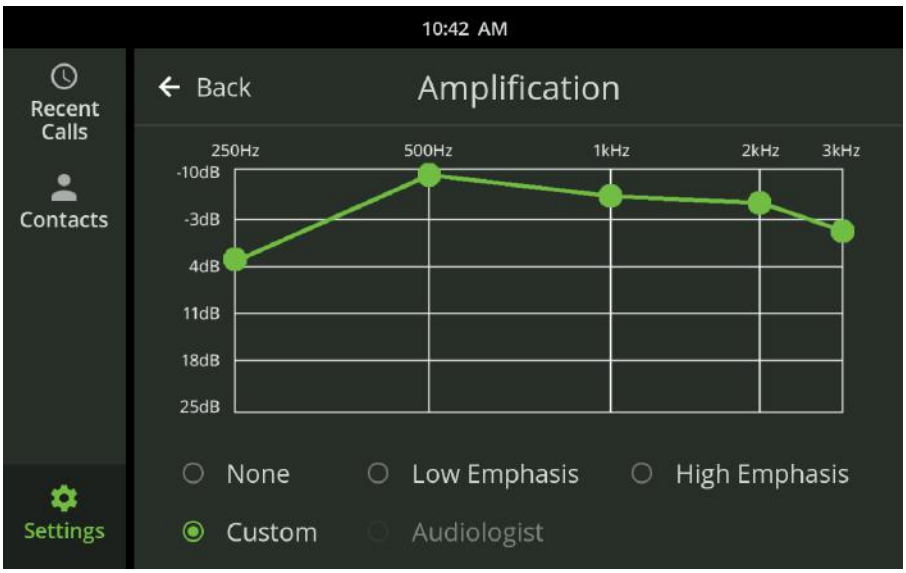
The Amplification settings screen lets you select from a list of setting options to boost the volume of specific frequencies.

1. Touch Amplification on the Settings menu. The current amplification setting is displayed.

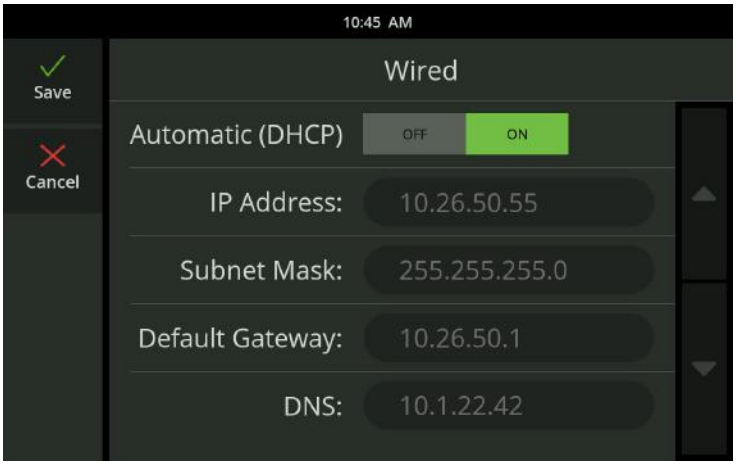


2. Select one of the options from the menu to view its setting.

You can also select Custom and, using the touchscreen, drag the amplification to the levels that you prefer. The custom option will remain as you set it until it is changed or switched to one of the preset levels.



Wired Network Settings



The Wired Network settings screen displays the current wired network settings of the CaptionCall phone and lets you configure these settings.

The DHCP (Dynamic Host Control Protocol) network setting is enabled by default. DHCP automatically assigns network settings to the CaptionCall phone, including:

- IP Address
- Subnet Mask
- Default Gateway
- DNS (Domain Name Server)

WARNING

You should not disable DHCP or change any wired network settings unless you have the technical knowledge required to do so.

If DHCP is not enabled on your network, or if you wish to manually enter your Network settings:

1. Touch OFF. Automatic (DHCP) and the network settings fields below it will become active.
2. Touch the field for the setting you want to change.
3. Use the keypad and enter the correct information.
4. Touch Save as you complete each item, and then touch Save on the Wired Network screen to save the network setting.

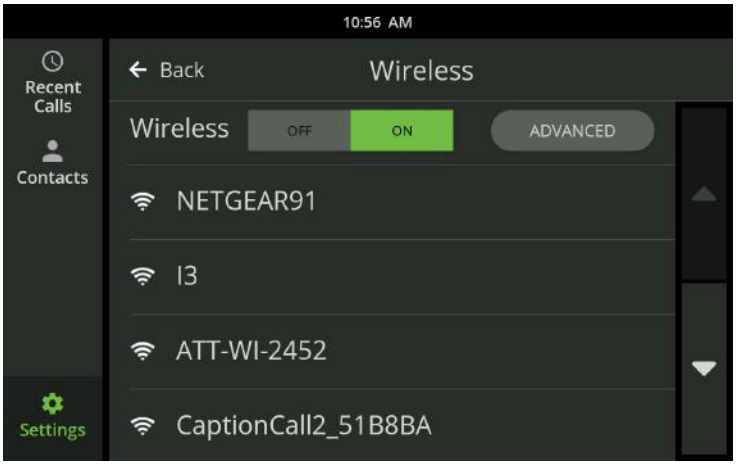
Wireless Network Settings

The Wireless Network settings screen lets you select a wireless network to use with the CaptionCall phone.

Note: If the CaptionCall phone is already connected to a wireless network, the name of the network will be displayed in green letters.

If you are connecting to a wireless network, touch Not Connected next to Wireless Network.

1. Touch ON next to Wireless to enable wireless networking.



2. A list of available wireless networks will display. If more than one wireless network is detected, they will be listed in order, based on signal strength:

= Strong Signal = Weak Signal

A signal strength icon will also display at the top of every screen when the CaptionCall phone is connected to a wireless network.

3. Select the wireless network you want to use from the list. You will need the correct network key (password) to connect to the network.
4. The Network Key screen will display. Use the on-screen keyboard to enter the correct password for the network.
5. Touch the Save button to save the password.
6. The CaptionCall phone will then attempt to connect to the selected wireless network.
7. When the CaptionCall phone successfully connects to the selected wireless network, the name of the network will be displayed in green letters.

Other Options

The Advanced Setup settings screen displays the current wireless network settings of the CaptionCall phone and lets you change them if needed.

WARNING

You should not change any wireless network settings unless you have the technical knowledge required to do so. Invalid wireless network settings may prevent the CaptionCall phone from working properly.

To change wireless network settings:

1. Touch the SSID button. A list of available networks will be displayed in order of signal strength. Select the wireless network you want to use from the list.
2. Touch the Network Type button and select the type of security used by the wireless network you have selected.
3. Touch the Encryption button and select the type of encryption used by the wireless network you have selected.
4. Touch the Network Key button and use the on-screen keyboard to enter the password (key) required by the wireless network you have selected.
5. Touch the Save button to save the password.
6. Touch the Save button to save all changes. The CaptionCall phone will then attempt to connect to the selected wireless network.
7. Look at the list of wireless networks on the Wireless settings screen. If the name of the wireless network you configured is shown in green, your wireless network settings changes are valid. If the name is shown in white, this means there is no saved information for this SSID. If your changes are invalid, the name will display with the word FAILED in orange.

You can also manually configure the DHCP settings for wireless networks. See page 61 for instructions on manually configuring DHCP.

Bluetooth

The Bluetooth screen lets you connect a Bluetooth device to the CaptionCall Phone.

Pairing

To pair a Bluetooth device:

1. Turn on the device you want to pair with the CaptionCall phone and put it into “Pairing” or “Discovery” Mode.
2. Select ON next to Bluetooth in your CaptionCall Bluetooth Settings screen. A list of compatible devices nearby will appear.

3. Select Pair next to the device you want to pair with the CaptionCall phone.
4. The CaptionCall phone will show “Connected” in green once the Bluetooth device has successfully connected.

Connecting and Disconnecting

You can connect and disconnect a device you have already paired to the CaptionCall phone.

Note: Some Bluetooth devices will automatically connect when turned on and in range of the CaptionCall phone.

1. Select the Options button next to the paired device.
2. Select the Connect button. The phone will return to the main Bluetooth screen and will show “Connected” in green once the Bluetooth device has successfully connected.

Follow the same steps to manually disconnect the Bluetooth device.

Rename a Device

1. Select the Options button next to the paired device.
2. Select the Rename button.
3. Enter in the new name using the provided keyboard.
4. Press Save to save the new device name.

Forget a Device

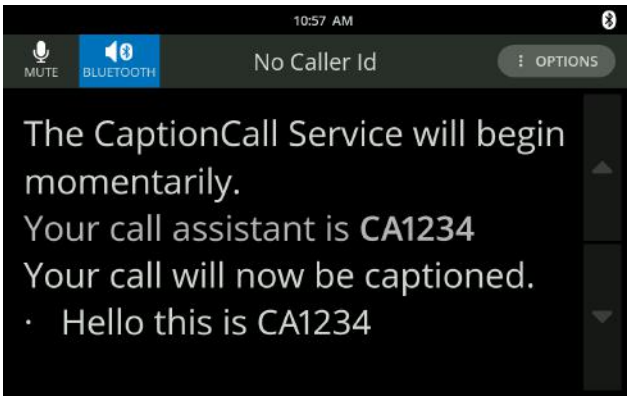
When you disconnect a Bluetooth device, you can connect it again using the steps above. If you never want to use a device again with the CaptionCall phone, you can forget the device.

1. Select the Options button next to the paired device.
2. Select the Forget button.
3. Confirm your selection by pressing Forget on the confirmation dialog.

Using a Streamer

While in a call with a connected Bluetooth streamer, a Bluetooth button shows near the upper left of your screen.

1. Pair and connect your streamer following the instruction on page 64.
2. Dial your call using your dialpad, Contacts or Recent Calls
3. Press the Bluetooth button near the top left of your screen. The button will turn blue.



Helpful Hints

Bluetooth does not support either Built-in or Standalone Answering machine and the option will not be present while in use.

4. Audio will transfer to your streamer.

Press the Bluetooth button to disconnect the audio from your connected Bluetooth device. The audio with automatically play on your speakerphone until you pick up the handset.

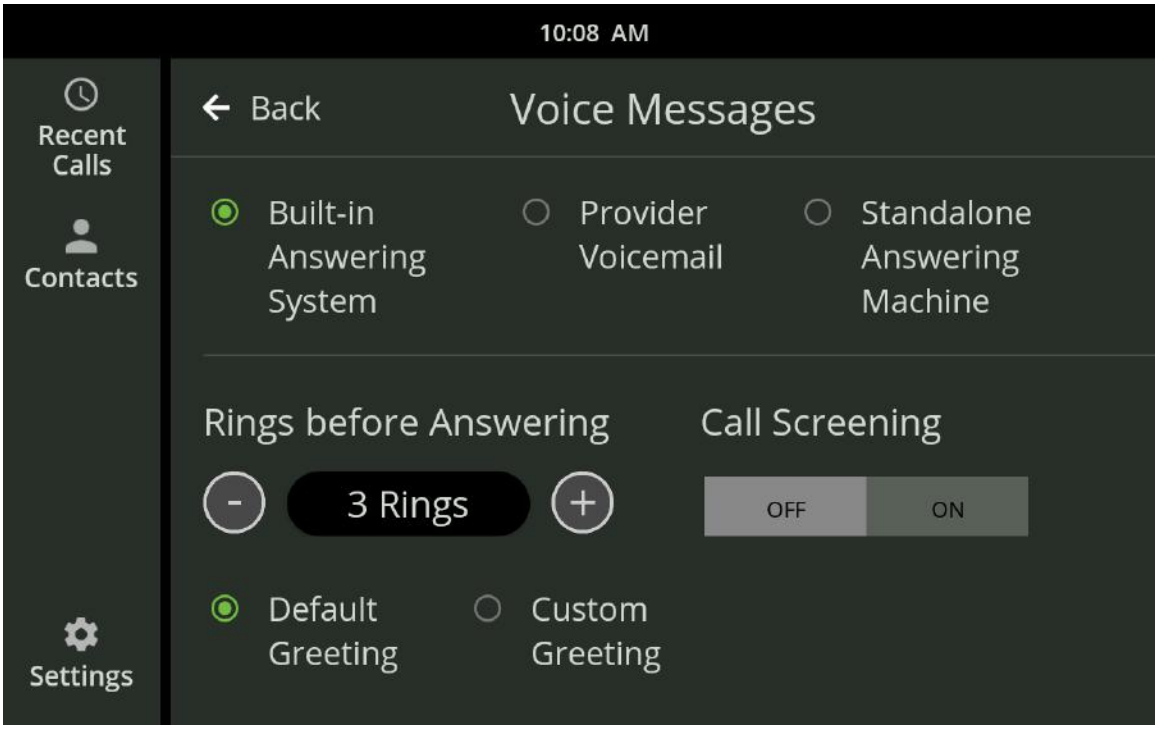
Diagnostics

The Diagnostics screen lets you see details about your network and could be used if you are experiencing network problems with your phone or if you are asked to do so by Technical Support.

If any of the diagnostics fail, they will be marked with a red X and a Details button will display on the right. Touch the Details button for more information on why the diagnostics failed.

Voice Messages

You can choose to receive messages from the built-in answering machine, provider voicemail or a standalone answering machine.



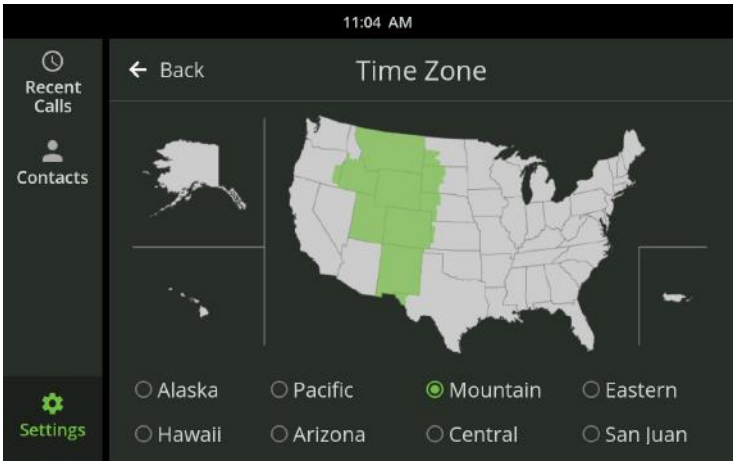
See the Messages section on page 47 of this User Guide for more information.

Time Zone

The Time Zone screen displays a map of time zones and lets you select the correct time zone for your location.

To select your time zone using the Time Zone map:

Touch the state you live in on the displayed map. The time zone for that state will change to green on the map.



To select your time zone from a list select the desired time zone from the list, or touch the map. Your time zone will now update to the new, selected time zone.

About

This is a list of information about the CaptionCall phone.

Troubleshooting

If the CaptionCall phone loses connection to the network or your telephone line is disconnected, or when there is a problem with your CaptionCall account, you will be prompted with an alert.

Network Alerts

Often, network errors are simply connectivity issues. See Wired and Wireless Network Settings on pages 61, 62 for assistance. If you are unable to resolve the error, please call Customer Support at 1-877-557-2227.

Telephone Line Problem

This error is displayed when the CaptionCall phone is not connected to the telephone line.

Check that the telephone line is connected to the back of the phone (see "The Back of The CaptionCall Phone" on page 10). If the telephone line is connected, contact your telephone provider for more assistance.

Account Error

Contact Customer Support at 1-877-557-2227.

Technical Specifications

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

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

This device must be installed to provide a separation distance of at least 20 cm from all persons and must not be co-located or operating in conjunction with any other antenna or transmitter.

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This equipment complies with Part 68 of the FCC rules and the requirements adopted by the ACTA. On the base of this equipment is a label that contains, among other information, a product identifier in the format US:AAAEQ##TXXXX. If requested, this number must be provided to the telephone company.

This telephone connects to the telephone network using an RJ11 connector. A plug and jack used to connect this equipment to the premises wiring and telephone network must comply with the applicable FCC Part 68 rules and

requirements adopted by the ACTA. A compliant telephone cord and modular plug is provided with this product. It is designed to be connected to a compatible modular jack that is also compliant. See installation instructions for details.

The REN is used to determine the number of devices that may be connected to a telephone line. Excessive RENs on a telephone line may result in the devices not ringing in response to an incoming call. In most but not all areas, the sum of RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to a line, as determined by the total RENs, contact the local telephone company. The REN for this product is part of the product identifier that has the format US:AAAEQ##TXXXX. The digits represented by ## are the REN without a decimal point (e.g., 03 is a REN of 0.3).

If this CaptionCall phone causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. But if advance notice isn't practical, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

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

If trouble is experienced with this CaptionCall phone, for repair or warranty information, please contact CaptionCall LLC, 1-877-557-2227 or support@CaptionCall.com. If the equipment is causing harm to the telephone network, the telephone company may request that you disconnect the equipment until the problem is resolved.

CaptionCall does not contain any customer-serviceable components.

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

This equipment is hearing-aid compatible.

WHEN PROGRAMMING EMERGENCY NUMBERS AND (OR) MAKING TEST CALLS TO EMERGENCY NUMBERS:

Remain on the line and briefly explain to the dispatcher the reason for the call. Perform such activities in off-peak hours, such as early morning or late evening.

Copyright & Trademarks

4215 S. Riverboat Rd., Salt Lake City, UT 84123

©2019 CaptionCall, LLC. All rights reserved. Patent information: www.captioncall.com/ip
CaptionCall, Life is Calling, SilkScroll, and the Spiral C mark are registered trademarks of CaptionCall, LLC.

Important Safety Instructions

When using your telephone equipment, basic safety precautions should always be followed to reduce the risk of fire, electric shock and injury to persons, including the following:

- Do not use this product near water, for example, near a bathtub, washbowl, kitchen sink or laundry tub, in a wet basement or near a swimming pool
- Avoid using a telephone (other than a cordless type) during an electrical storm. There may be a remote risk of electric shock from lightning
- Do not use the telephone to report a gas leak in the vicinity of the leak
- Use only the power adaptor provided with this device

SAVE THESE INSTRUCTIONS

CaptionCall®

FEDERAL LAW PROHIBITS ANYONE BUT REGISTERED USERS WITH HEARING LOSS FROM USING INTERNET PROTOCOL (IP) CAPTIONED TELEPHONES WITH THE CAPTIONS TURNED ON. IP Captioned Telephone Service may use a live operator. The operator generates captions of what the other party to the call says. These captions are then sent to your phone. There is a cost for each minute of captions generated, paid from a federally administered fund. No costs are passed along to individuals who qualify for the service.

CaptionCall:

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

CaptionCall
Life is Calling