CaptionCall 67TB Phone

User Guide

Contents

Welcome

Welcome to your new 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 Communications Assistant 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 like always.

Phone Features

Your 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

• To display built-in help text for the current screen

The CaptionCall phone also features speakerphone, volume control and a large, back-lit keypad.

Handset

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

Switch Hook Button
Press to hang up a call.

Speaker
For use with the speakerphone feature.

Missed Call Button
Alerts you to missed calls. Press to view missed calls and easily return them.

PHONE BOOK

SAVED CALLS

MESSAGES

SETTINGS

? HELP

HIGH VOLUME
May cause hearing loss

Miss

Capti

Key Parts of Your CaptionCall Phone

| EDIT | Recent Calls | 2:21 PM |

All Calls | **Missed Calls**

TODAY

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

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 its cradle.

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

Telephone Keypad
Allows you to dial manually, like you always do.

The Back of Your CaptionCall Phone

Stand Release Button
Press this button to adjust the angle of your stand.

Telephone Line Port

Ethernet (LAN) Port

Power Cable Port

Adjustable Stand

CaptionCall Phone
Identification and
Return Information

Handset Port

Touchscreen

Phone Menu
Gives you access to all of
your phone's features.

Phonebook
Save and store contacts.

Saved Calls
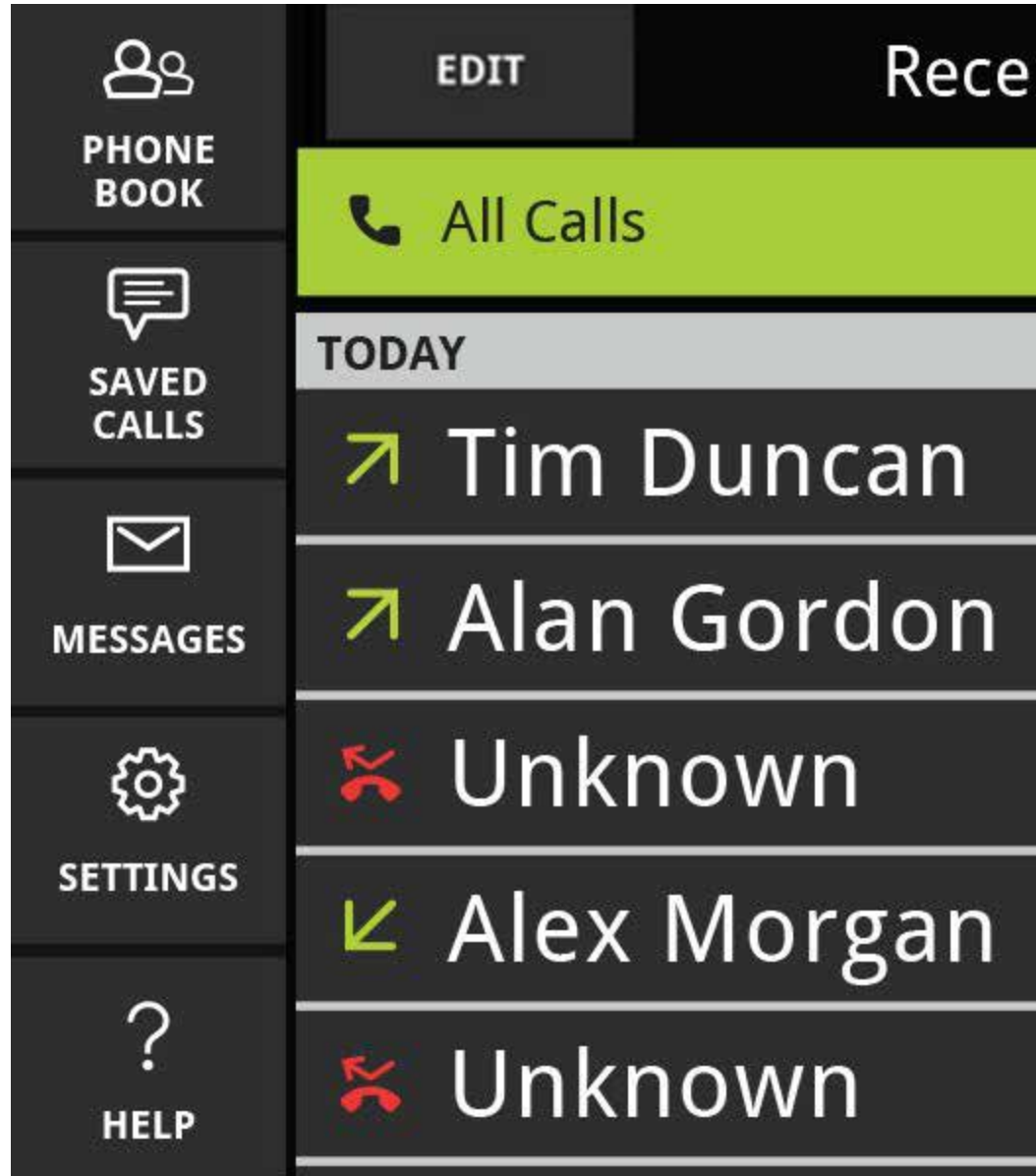Access previous
captioned calls.

Messages
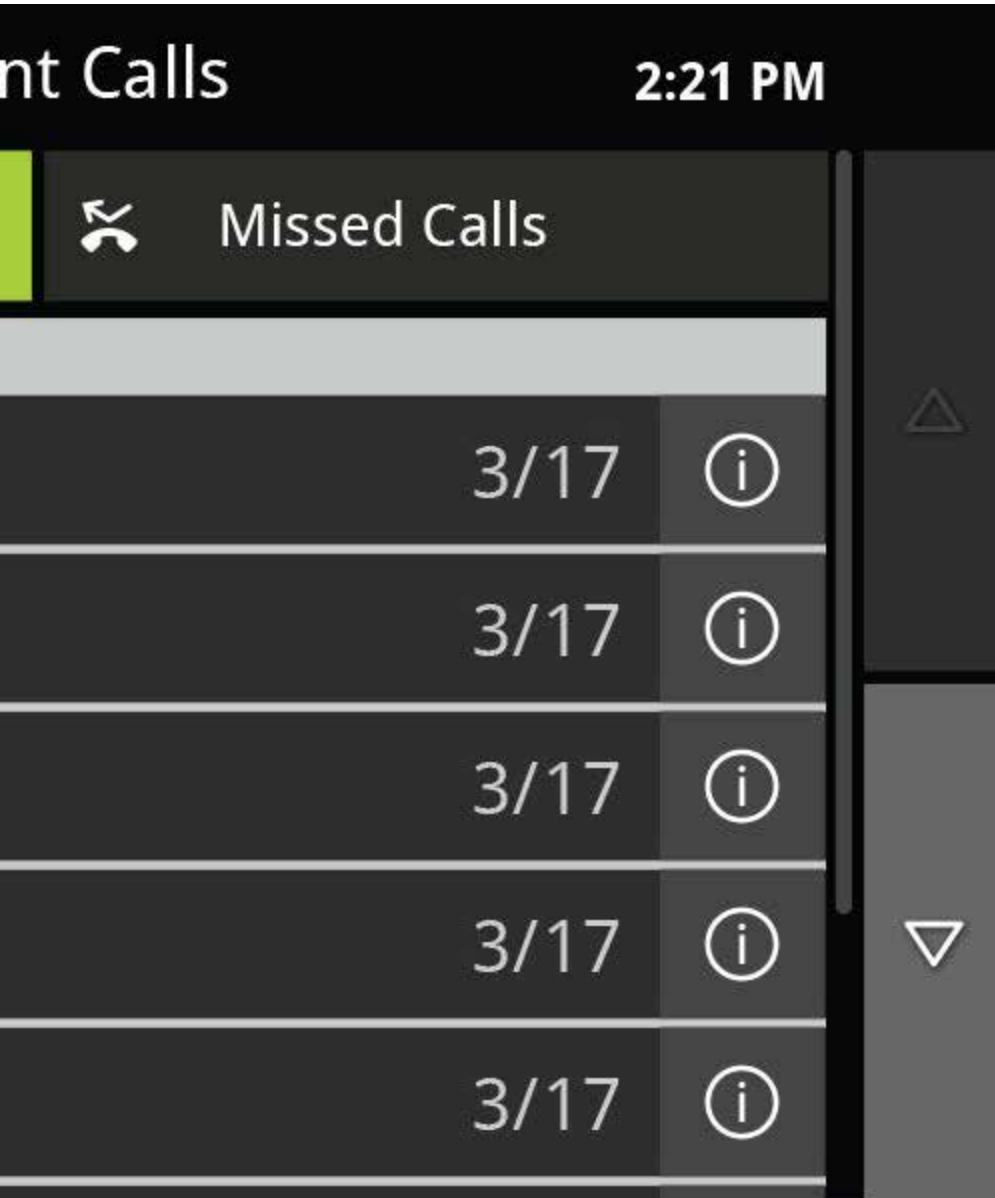Caption voicemail or
answering machine
messages.

Settings
Controls for your
CaptionCall phone.

Help
Use this button to
guide you through the
various functions of your
CaptionCall phone.

PHONE BOOK

SAVED CALLS

MESSAGES

SETTINGS

? HELP

EDIT   Rece

📞 All Calls

TODAY

↗ Tim Duncan

↗ Alan Gordon

↖ Unknown

↙ Alex Morgan

↖ Unknown

nt Calls   2:21 PM

↖ Missed Calls

3/17 ⓘ
3/17 ⓘ
3/17 ⓘ
3/17 ⓘ
3/17 ⓘ

△

▽

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 your 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 your 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, select Settings>Call Defaults and check the box next to Captions Always On.

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 Phonebook.

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 you normally would.

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 or Missed Calls list (see "View Recent Calls" on page 32)

- Call someone using the Phonebook (see "Call a Contact" on page 43)

Return a Missed Call

1. If the Missed Call button is red, you've missed a call. You can easily view and return missed calls by pressing the Missed Call button or selecting the Missed Calls tab in the Recent Calls screen.

2. A list of your missed 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.

Dialing From Recent Calls

1. Touch the CaptionCall phone screen to wake the phone or touch the Home 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 or missed 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 ring surrounding the Volume knob will change from green to amber to red.
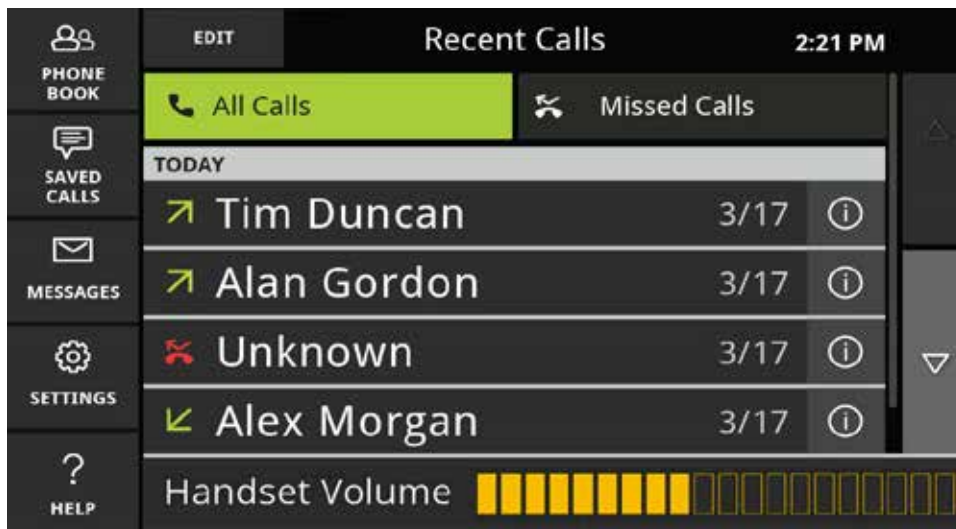
WARNING

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 knob light will turn to red when the volume exceeds a safe volume. Also, a warning will display in the handset cradle.


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 68).

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 your CaptionCall phone, select Call Defaults, and scroll down until you see Volume Boost.
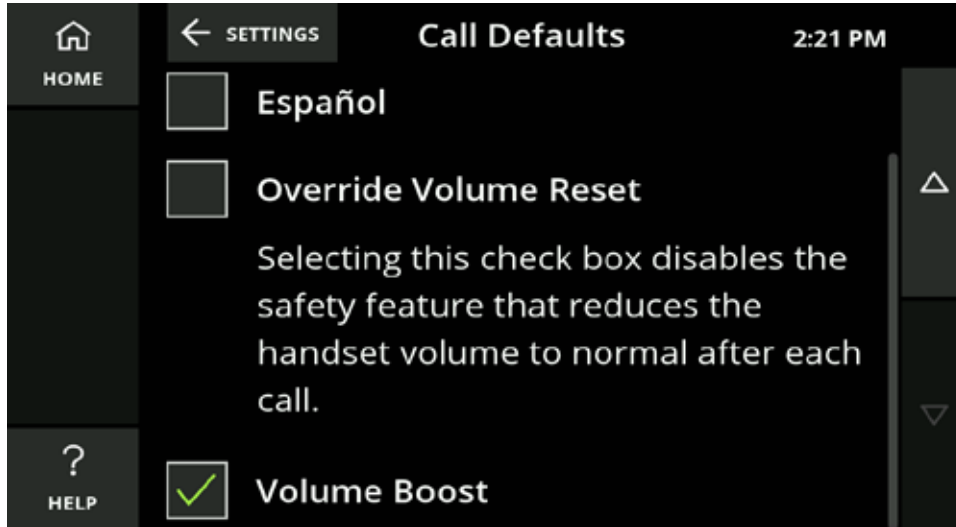

Simply check the box to enable the feature and accept the warning. You may want to experiment with the feature to decide if you prefer your audio with Volume Boost or without.

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 Phonebook and adjust settings for the current call.
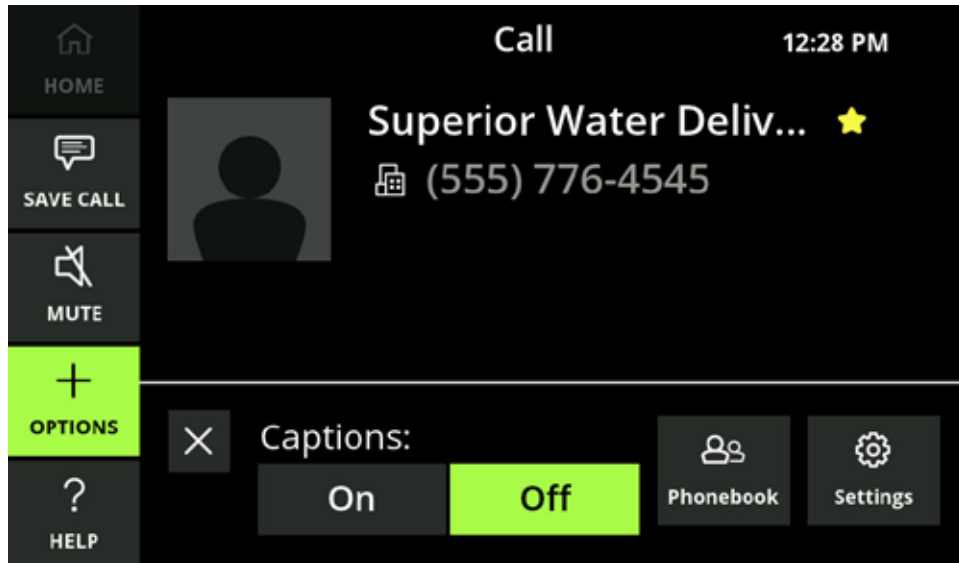
Turn captions off by touching Off.

To access your Phonebook while in a call to look up a contact:

1. Select Options.

2. Select Phonebook . A keypad will display.
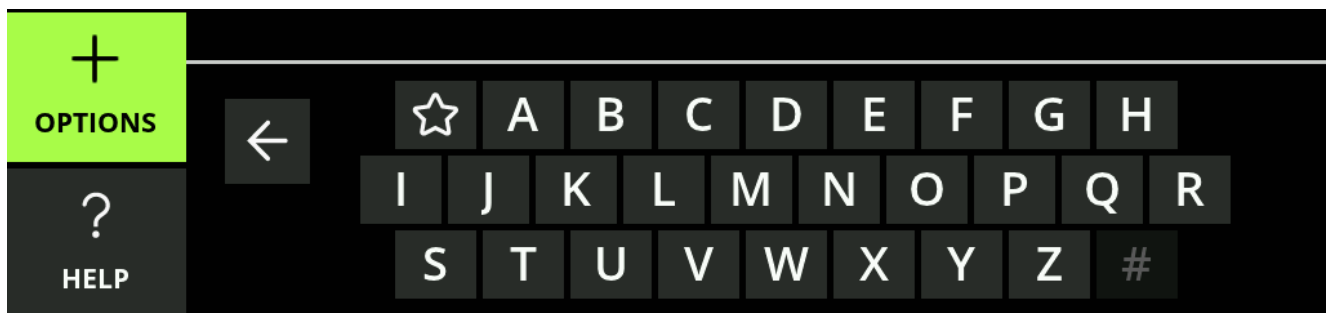
3. Select either the letter of the first name of the contact (last name if you've reordered your contacts by last name in Settings—see "Display Settings" on page 69) or the star to pull up your Favorites.

4. Use your finger to scroll through the contacts.

5. Select a contact to display their contact information.

To adjust your text size or your screen brightness while in a call:

1. Select Options.

2. Select Settings ⚙. The available settings will display.
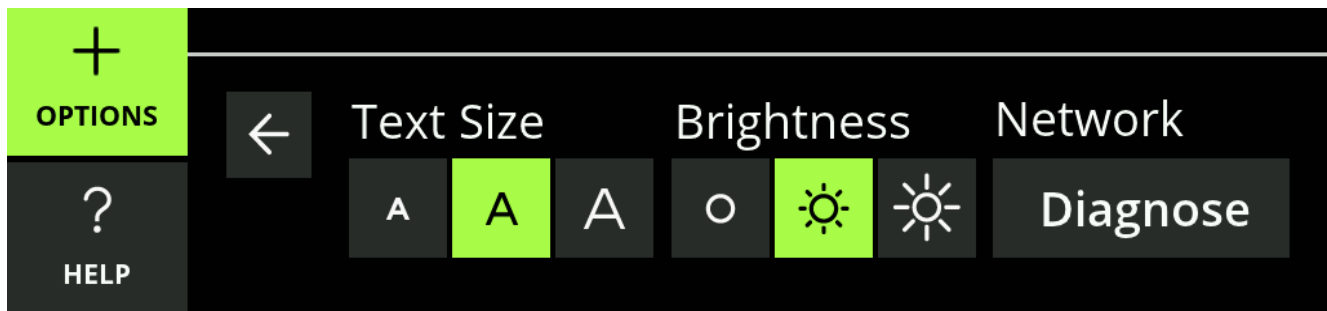
3. Adjust your settings as needed.

Helpful Hints

- Close the Options window by touching the X in the top left of the window

- Options will close after 15 seconds if it is not used

Mute a Call

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

Help Screens

Any time you see the Help button in the lower left corner of the phone, you can touch it to view a Help screen for the function you're currently using.
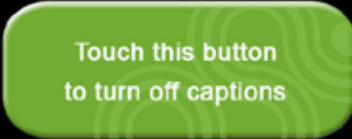
HELP

Touch the Help button to display the Help screen for the page.

Recent Calls Help

Your Home screen for the CaptionCall phone is your Recent Calls screen. This screen displays your most recent calls and stores them for 30 days.

↙ Incoming Call
↗ Outgoing Call
☓ Missed Call

How to Use

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

2. To redial a call, touch the name or phone number. This will automatically redial the call.

3. Touch this button to turn off captions

   If captions are not turned on, you will be prompted during the call to activate them.

To review a call, touch the ⓘ icon on the right of any call. The Call Detail screen will display.

Helpful Hints

Use your finger to swipe up and down the screen as needed to view all the information.

Back Button

The Back button will display at the top of screens that are part of an overall function (like Phonebook, Help or Settings). The button displays an arrow pointing to the left and the name of the screen you were on previously.
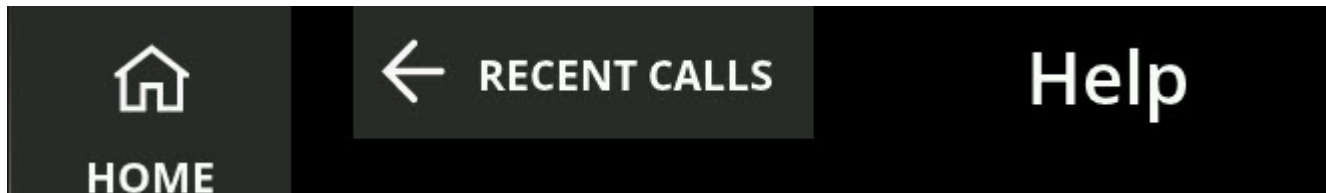
Touch the Back button to return to your previous screen.

Home Button

The Home button displays in the top left of all the screens, with the exception of Recent Calls.
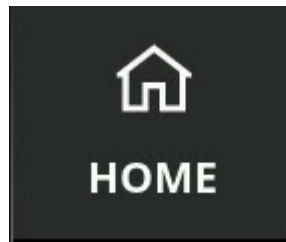
Touch the Home button to return to the Recent Calls screen.

Recent Calls

Your Home screen for the CaptionCall phone is your Recent Calls screen. This screen displays your most recent calls and stores them for 30 days.

- 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 Home 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 about a recent call, touch the ⓘ icon on the right of the call. The Call Detail screen will display.
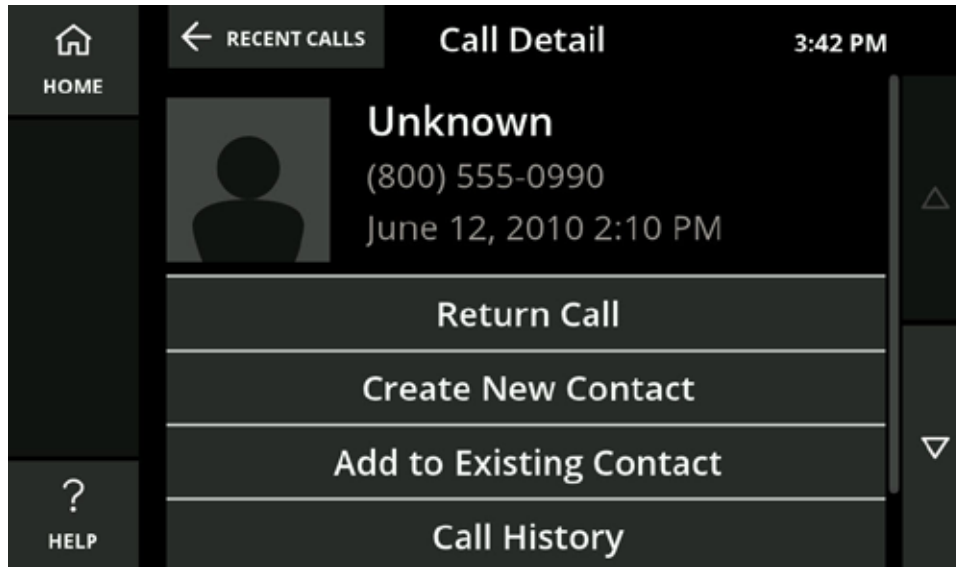
View Only Missed Calls

When the Missed Call button on the CaptionCall phone is red, you have missed one or more calls.

1. Press the Missed Call button to view your list of missed calls.

2. Return a call by touching the name or phone number. 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 always view your list of missed calls by either pressing the Missed Call button or selecting the Missed Calls tab at the top of the Recent Calls screen.

Call Detail

The Call Detail screen is accessed by touching the ⓘ icon 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 Return Call button to dial the phone number.

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 Phonebook, by either adding the number to an existing contact or creating a new contact from the number.

- Touch the Create New Contact button to create a new contact for this caller in your Phonebook (see "Add a Contact" on page 41)

Create New Contact

- Touch the Add to Existing Contact button to assign the phone number for this call to an existing contact in your Phonebook

Add to Existing Contact

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

4. Touch the Save button to save the new phone number for this contact.

Touch the Call History button to display all the calls made to and received from this number

Call History
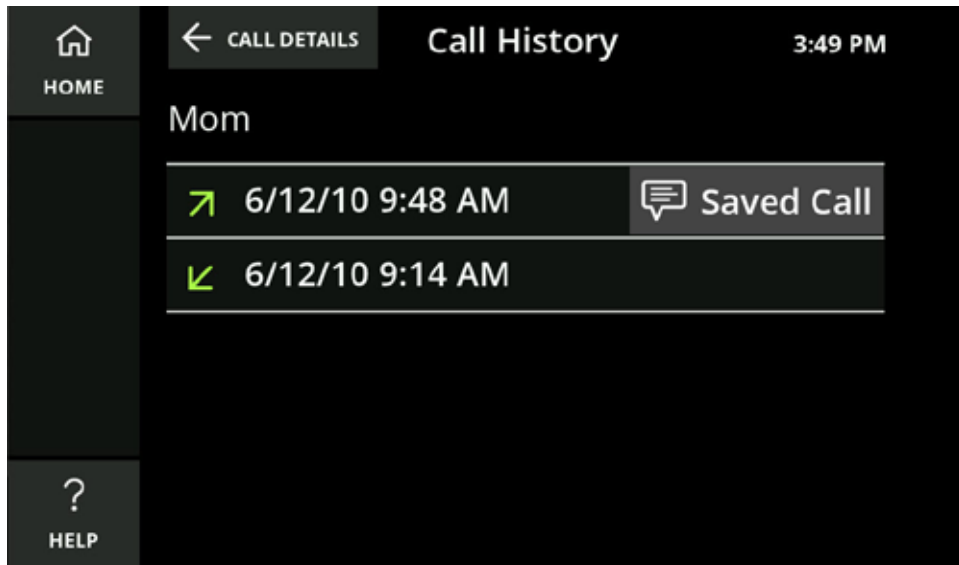
- Touching the dates will call the number

- Touching Saved Call will display the captions from the call

Touch Delete This Call to delete the call from the Call History list. You will be prompted to confirm you want to delete the call

Deleting a call will not delete a saved contact from your Phonebook.

Helpful Hint

If your caller is already a contact in your Phonebook, instead of seeing the Return Call, Create New Contact and Add to Existing Contact buttons, you will see the caller's phone numbers, Call History and Delete This Call. Simply touch the number you want to call in order to return the call.
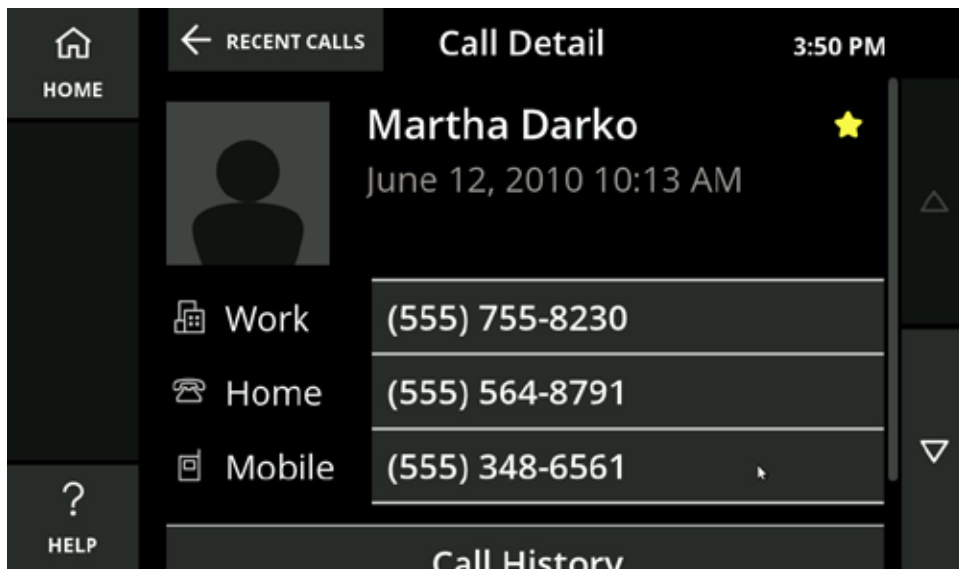
Editing the Recent Call List

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

To delete individual calls:

1. Touch the Edit button near the upper left corner.

2. Touch the red delete icon next to an individual entry

3. Touch the delete button that appears next to the individual entry. **DELETE**

To delete all calls:

1. Touch the Edit button near the upper left corner. EDIT

2. Touch the Delete All Calls button and confirm your choice. DELETE ALL CALLS

Phonebook

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

View the Phonebook

1. Select the Phonebook button.

2. Your list of contacts is displayed.

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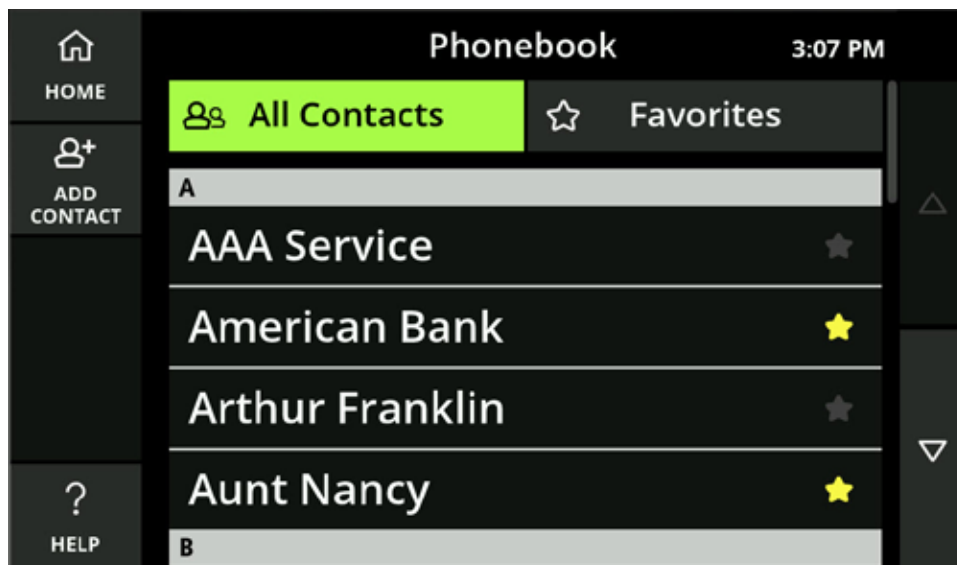
Helpful Hints

• Touch the buttons on the right to scroll up and down in the Phonebook as needed to view all of your contacts

• Touch a contact to view the name and phone number information for that contact

• Touch Home to return to the main screen (Recent Calls)

Add a Contact

1. Touch the Phonebook button. The Phonebook is displayed.

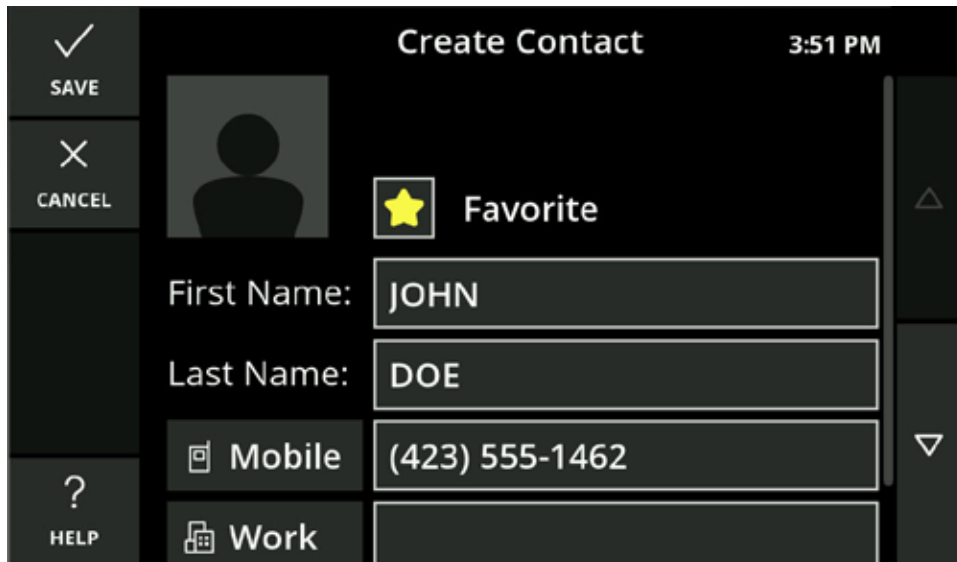2. Touch the Add Contact button. The Create Contact screen is displayed.
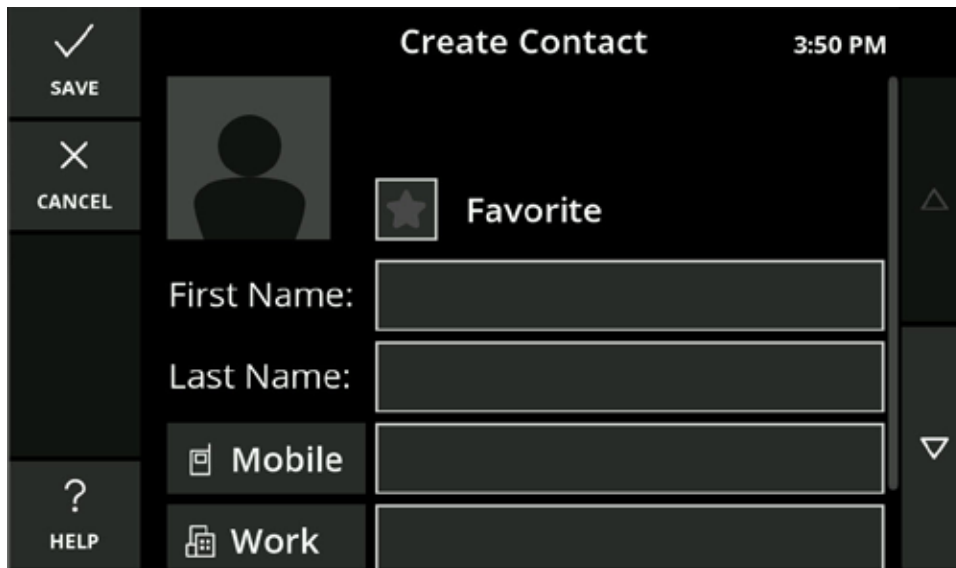
3. Touch the First Name field on the screen to view the keyboard and type in their first name, touch Save to return to the Create Contact screen or touch the arrow to move to the Last Name field. After entering the last name, touch Save to return to the Create Contact screen or touch the arrow to move to the Number field.

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


5. When finished, touch the Save button.

6. The new contact will now display in the Phonebook.

Helpful Hints

• Selecting Favorite allows sorting a smaller list of contacts

• You can also create a new contact using the Recent Calls list (see page 34). Touch the Create New Contact button on the Call Details screen and follow the previous steps for Adding a Contact

Call a Contact
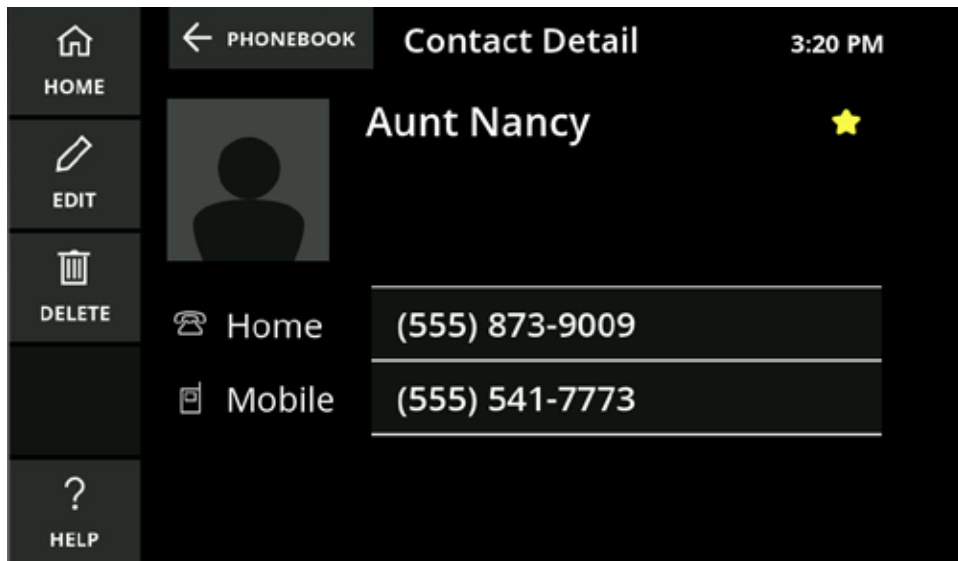
1. Touch the Phonebook button. The Phonebook is displayed.

2. Touch the desired contact in the list that you want to call.

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 your CaptionCall screen.

Phonebook

Create a Favorites List

Your Favorites list allows you to select frequent contacts for quick access.

To see your Favorites list, touch the Favorites button at the top right of the Phonebook screen.
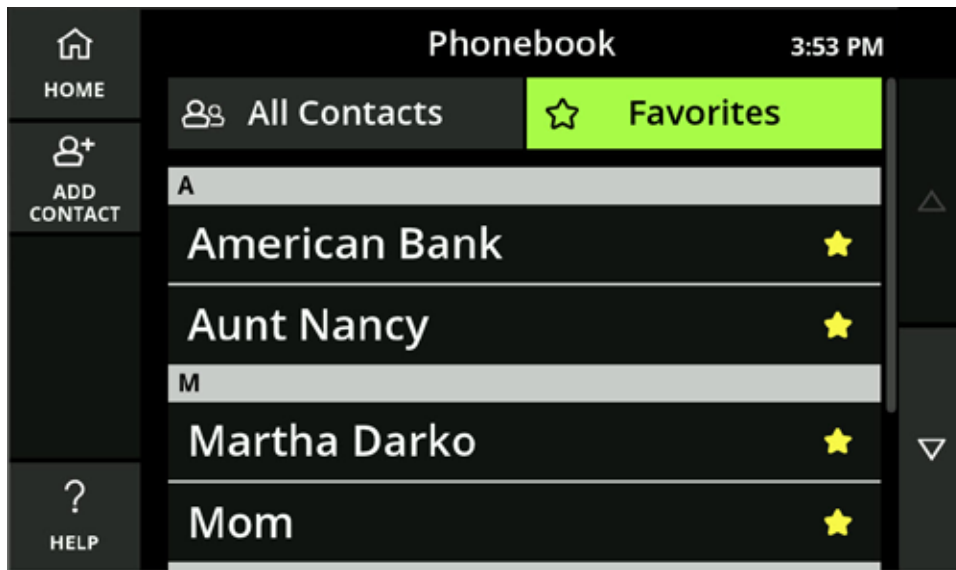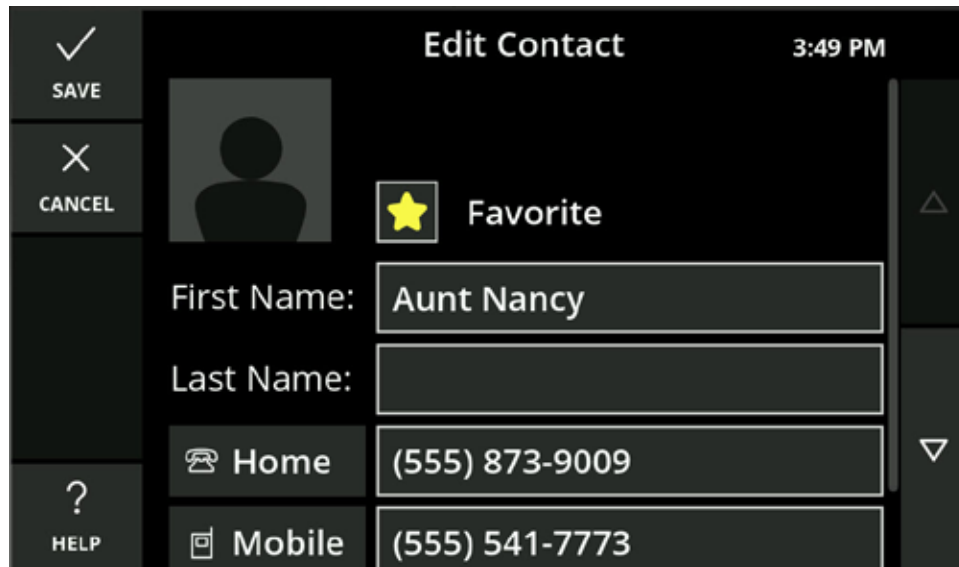

To add a contact to Favorites:

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

2. Touch the Edit button on the left. The Edit Contact screen is displayed.

3. Touch the Star on the right side of a contact to add that contact to your Favorites. The star will change to a yellow color to indicate the contact has been added to Favorites.

Edit a Contact

1. Open the Phonebook and select the contact you want to edit. Touch the contact so the Contact Detail screen is displayed.

2. Touch the Edit button on the left. 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.

5. When finished, touch the Save button on the Edit Contact screen.

Delete a Contact

1. Open the Phonebook and select the contact you want to delete. Touch the contact so the Contact Detail screen is displayed.

2. Touch Delete.

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 your CaptionCall phone.

Phonebook
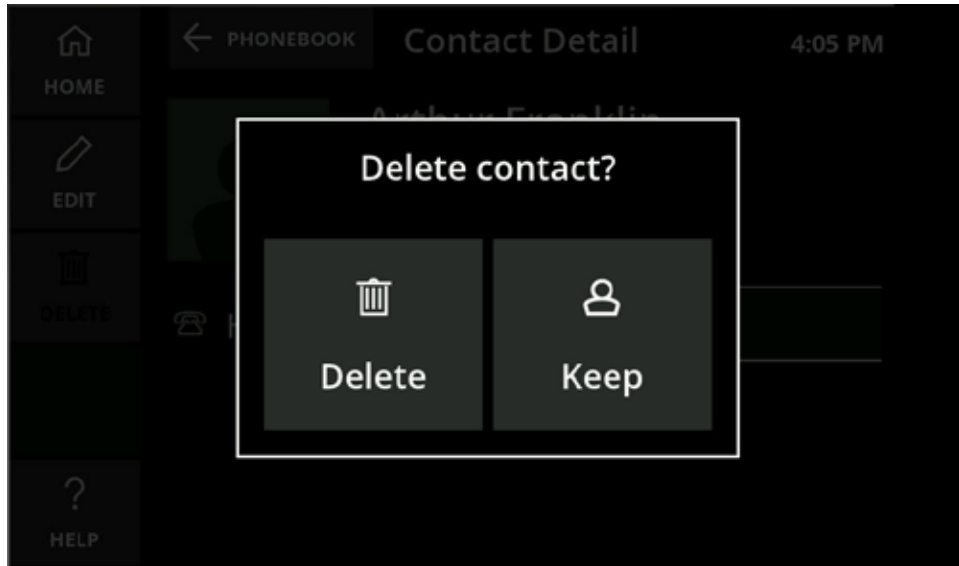
Adding Contacts Online

You can easily add contacts via your online CaptionCall account. Once a contact is created online, it will be automatically available on your 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 your 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.
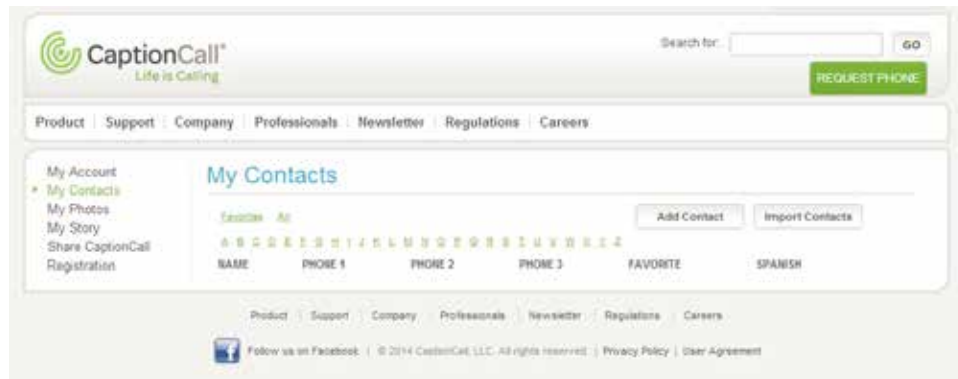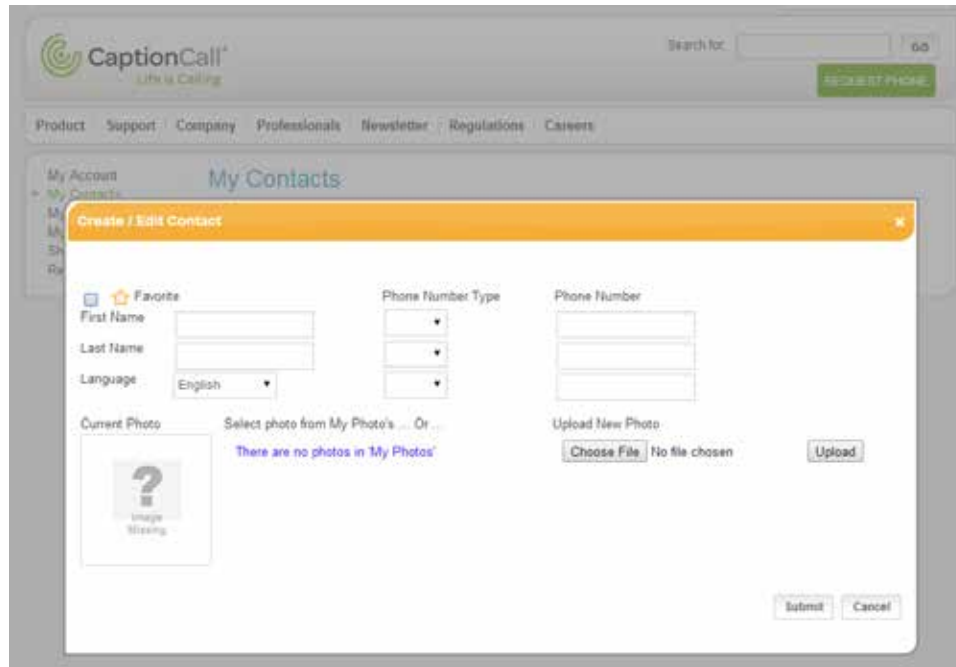
From here, you can manage and edit any existing contacts or add new ones.

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 Add Contact window will display.

2. Enter the contact information in each of the fields provided.

   - Enter their 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 immediately 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 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.
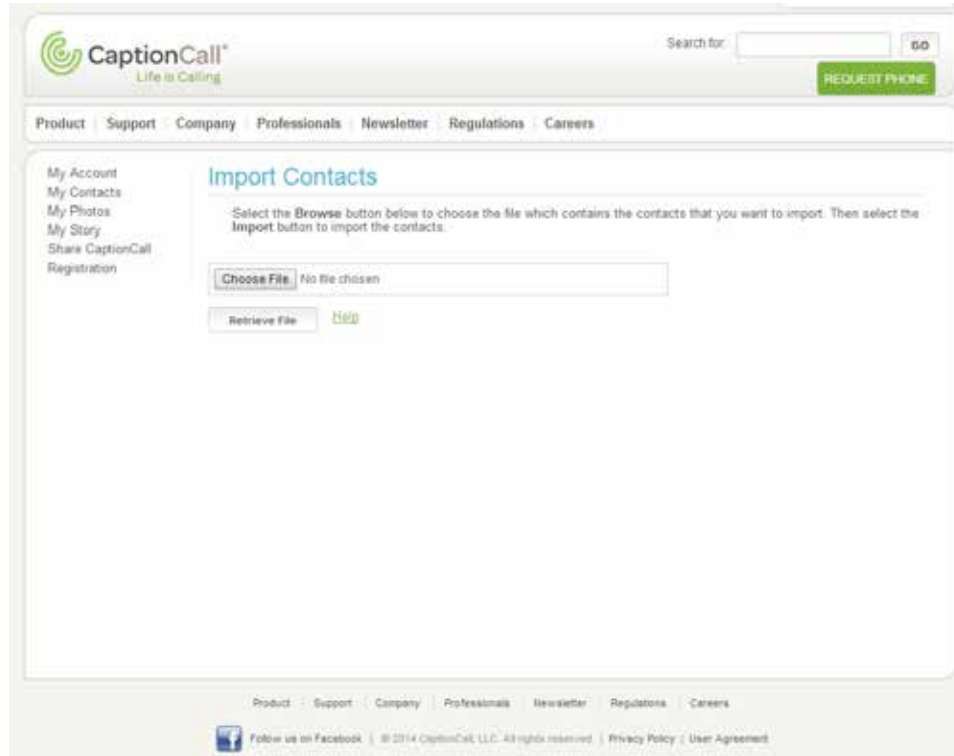
2. Click Choose File. A window will open that will let you explore your computer. Browse for the VCF file you wish to import. Select it and click Open.

3. Click Retrieve File. Your contacts will be imported.
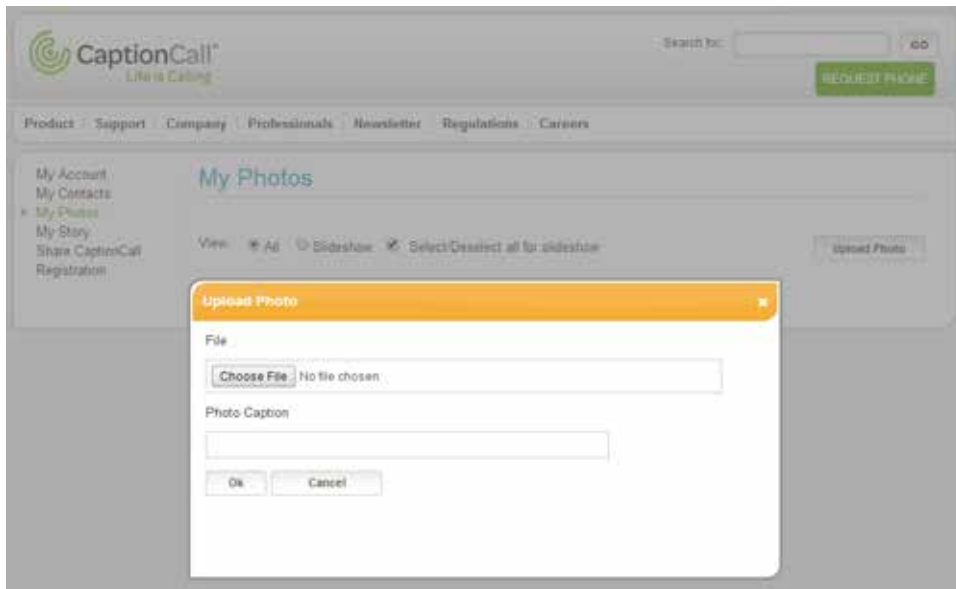
Helpful Hints

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

- Scroll to the contact or use the letters to find them 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 only. 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 the photo you wish to upload.

3. You can add a photo caption to the image to help remind you of who or what 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.
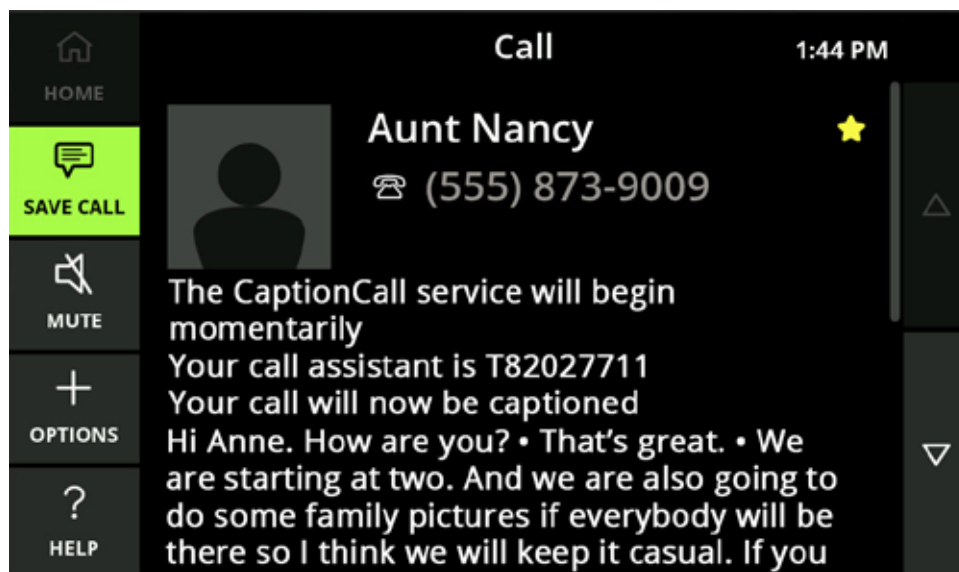
Saved Calls

Saving Conversations

Saved conversations are any captioned calls that you choose to save on your CaptionCall phone. These conversations are saved until you choose to delete them. 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.

1. Make a captioned call as you normally would (see page 20 for instructions).

2. Touch the Save Call button to save this conversation.

3. The Save Call button will turn green (to indicate that you are saving this conversation).

Helpful Hints

• After the Save Call button turns green, do not touch it again before you hang up. Otherwise, the conversation will not be saved

• You can also save the captions from voicemail messages (see "Captioning Voicemail" on ppage 62)
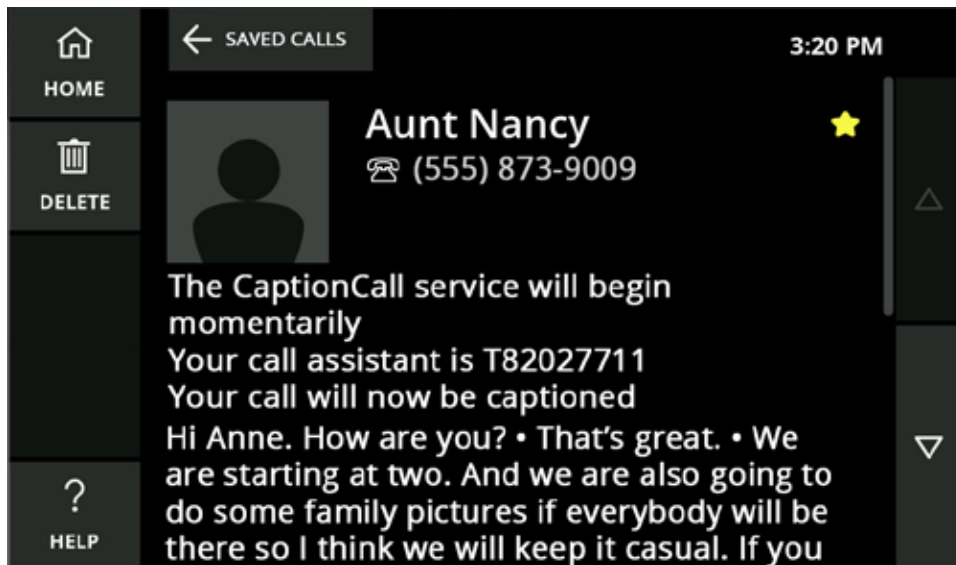
Viewing Saved Conversations

Viewing the captions of your saved conversations is easy.

1. Touch the CaptionCall phone screen to wake the phone, or touch the Home button.

2. Touch the Saved Calls button. The Saved Calls screen will display.
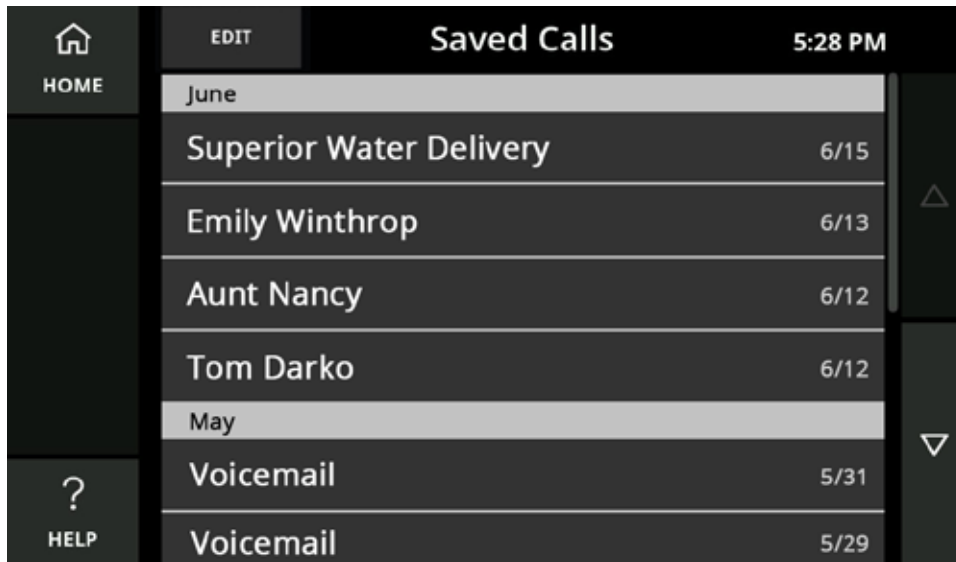
3. Touch the conversation that you want to view on the Saved Calls screen.

4. The saved captions for that conversation will display on the screen.


5. Use your finger to scroll up and down the screen as needed to view the entire conversation.

6. When you are finished, touch the Home button at the top to return to the main screen.

Helpful Hints

- Your saved conversations remain available until you delete them

- While the Saved Call is open, touch the Delete button to delete the current conversation

Editing the Saved Call List

Saved Calls can be deleted individually or all at once from the Saved Calls screen.
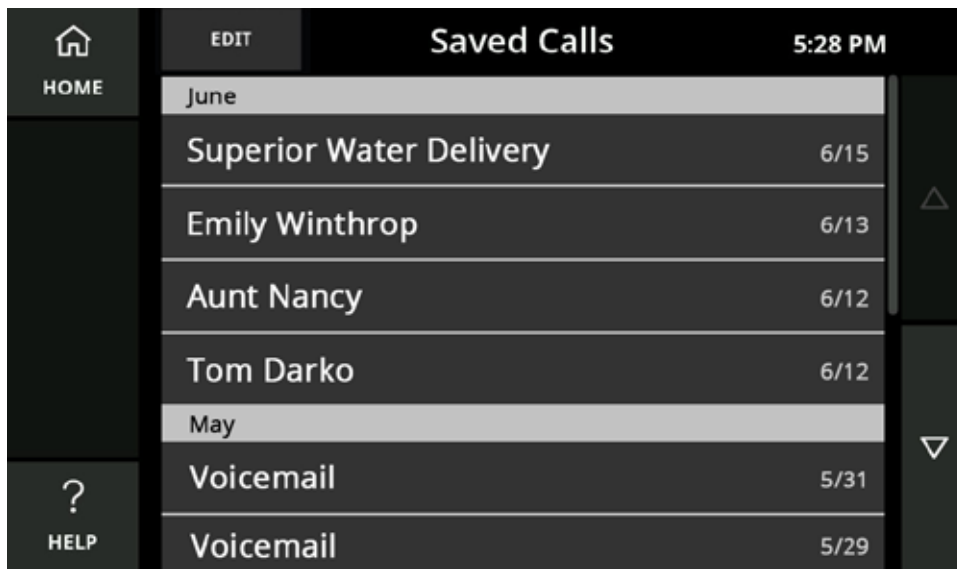
To delete individual calls:

1. Touch the Edit button near the upper left corner. **EDIT**

2. Touch the red delete icon ⊖ next to an individual entry

3. Touch the delete button that appears next to the individual entry. **DELETE**

To delete all calls:

1. Touch the Edit button near the upper left corner. **EDIT**

2. Touch the Delete All Calls button and confirm your choice. **DELETE ALL CALLS**

Saved Calls
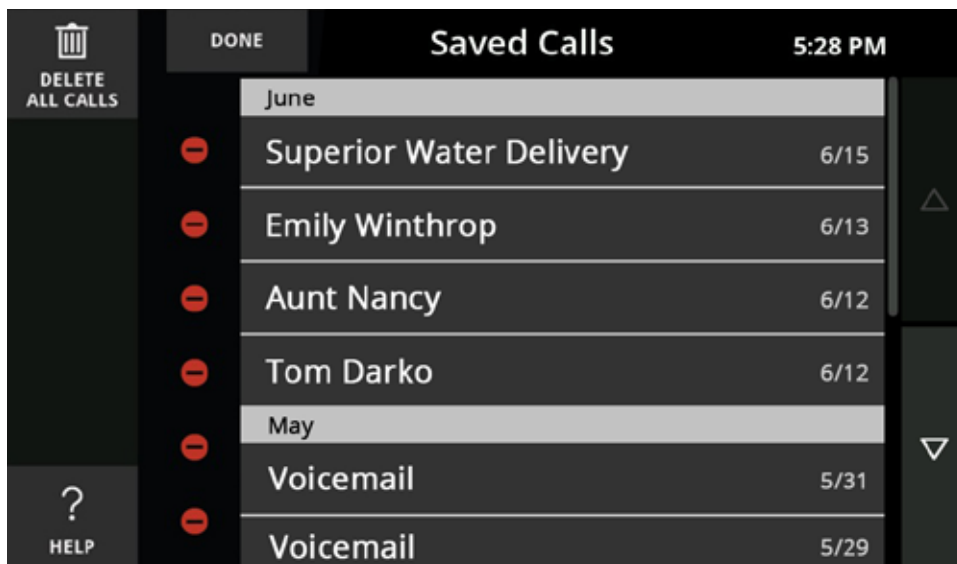
Messages

The Messages button allows you to caption voicemail or answering machine messages. These messages can be saved to your Saved Calls list and designated as either Voicemail or Answering Machine.

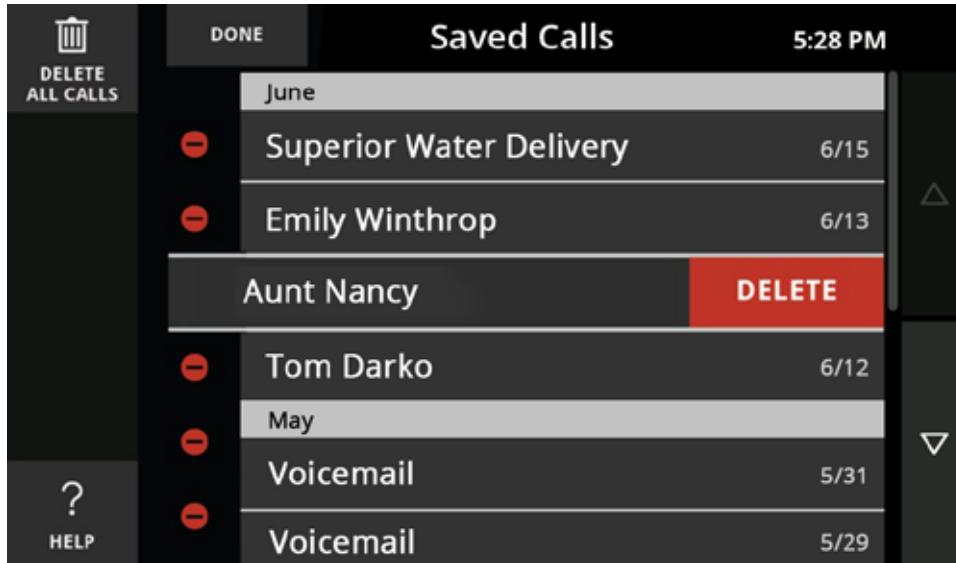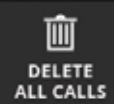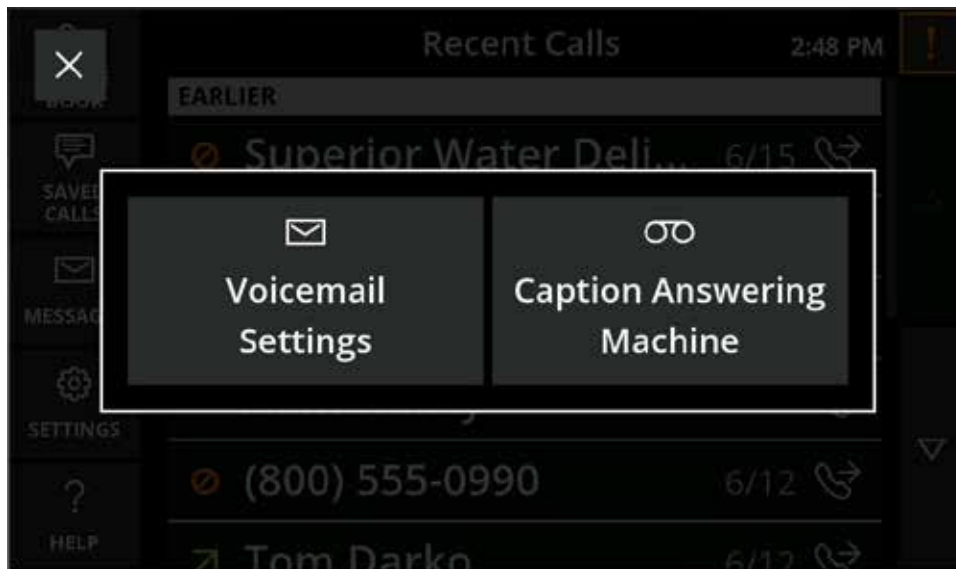When you first touch the Messages button in the main menu, a prompt will display. Select the type of messaging you want captioned.

- Voicemail is used to capture messages left on your voicemail service, often provided by your telephone company

- Answering Machine is used to capture messages from a separate machine you use to record your missed calls

If you select Voicemail, you will be prompted to input your voicemail settings. Voicemail will also be set as the default every time you touch Messages. You can remove this default in your Settings (see "Setting Up Voicemail Defaults" on page 61 for details).

Helpful Hints

- Touch the X in the upper left to clear the above prompt if you touched the Messages button by accident. You will return to your Recent Calls screen

- You can set, change and remove Voicemail or Answering Machine as the permanent default for Messages in your Settings (See "Setting Up Voicemail Defaults" on page 61 for details)

Setting Up Voicemail Defaults

1. Select Voicemail Settings. The Voicemail setup screen will display.
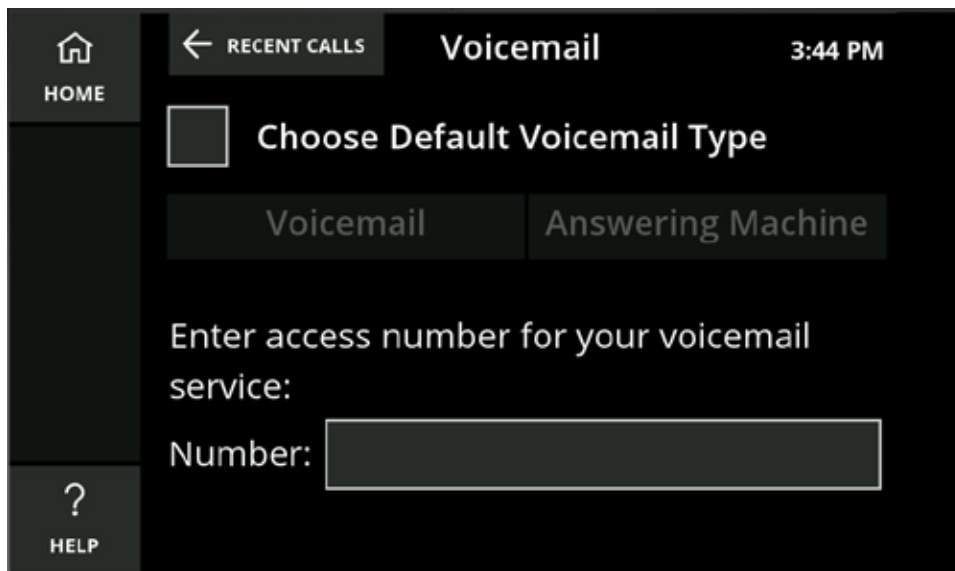
2. Touch the first field in order to place a checkmark in the box. The Voicemail or Answering Machine buttons will become available.

3. Touch Voicemail.

4. Touch the number field. The number keyboard will display.
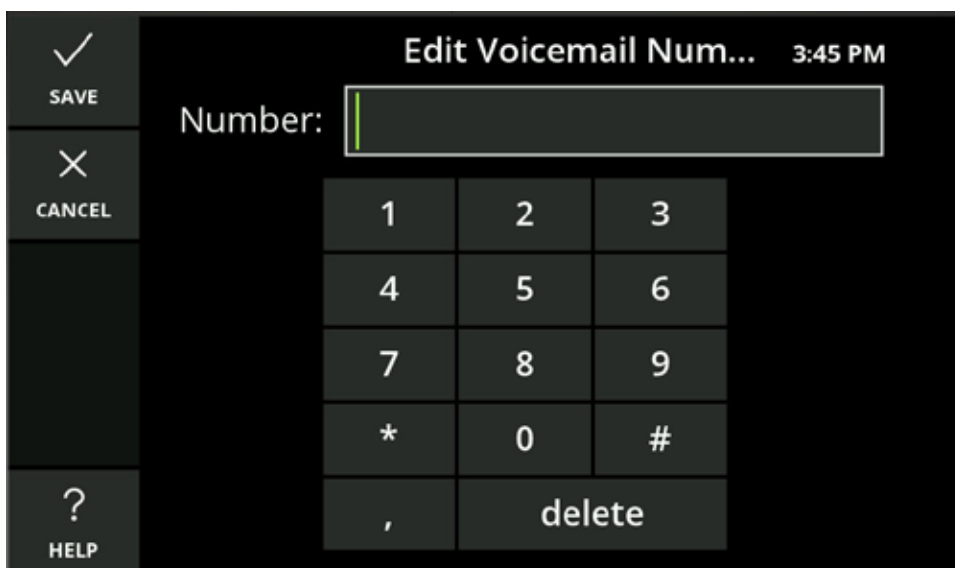
5. Enter your access number for your voicemail service and touch Save.

6. Your voicemail is now ready.

Helpful Hints

*   You can set, change and remove Voicemail or Answering Machine as the permanent default for Messages in your Settings (See "Setting Up Voicemail Defaults" on page 61 for details)

*   The voicemail service number you entered will remain, even if you remove Voicemail as your default Messages service

Captioning Voicemail

1. Touch Messages.
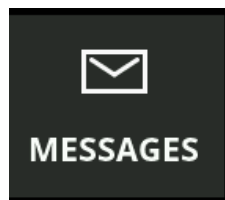
2. Use the speakerphone or pick up the handset.

3. As your voicemail is played, the messages will be captioned.

4. Touch Save Call to save your voicemail captions to your Saved Calls.

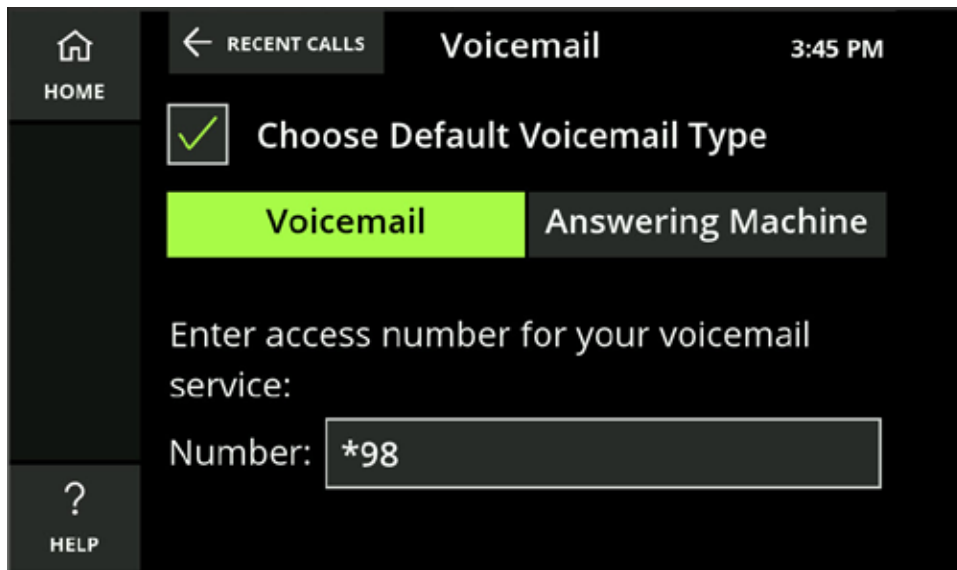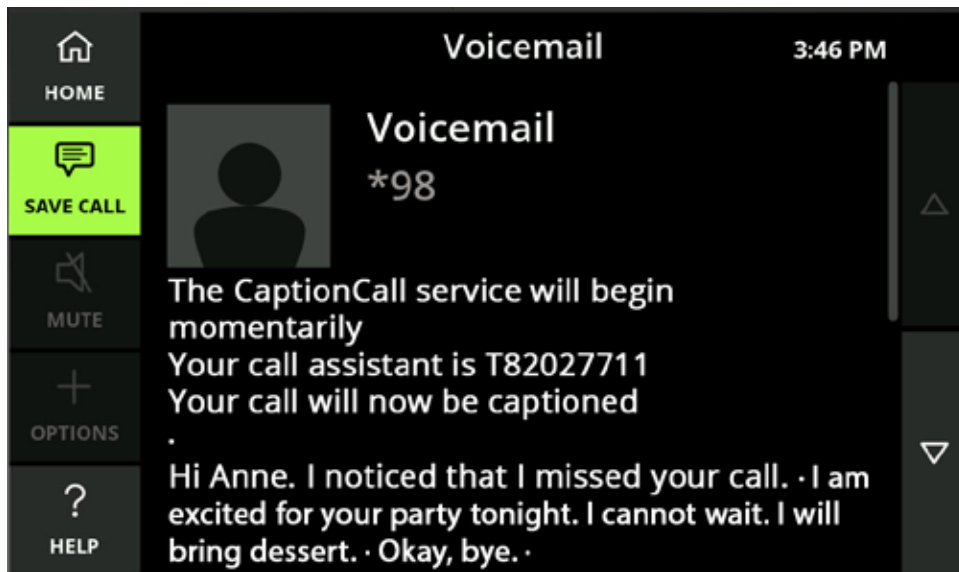## Setting Up Answering Machine Defaults

1. Select Voicemail Settings. The Voicemail setup screen will display.

2. Touch the first field in order to place a checkmark in the box. The Voicemail or Answering Machine buttons will become available.

3. Touch Answering Machine.

Captioning Answering Machine Messages

1. Touch Messages.

2. Pick up the handset and place it near the answering machine speaker.

3. Begin playing your answering machine messages.

Messages

4. The captioning will begin.

5. Touch Save Call to save to your Saved Calls.

	Answering Machine 4:37 PM
HOME	Your call assistant is T82027711
SAVE CALL	Place handset microphone next to answering machine speaker and then play message.
	Your call will now be captioned
+ OPTIONS	Hi Anne. I noticed that I missed your call. • I am excited for your party tonight. I cannot wait. I will bring dessert. • Okay, bye.
? HELP	
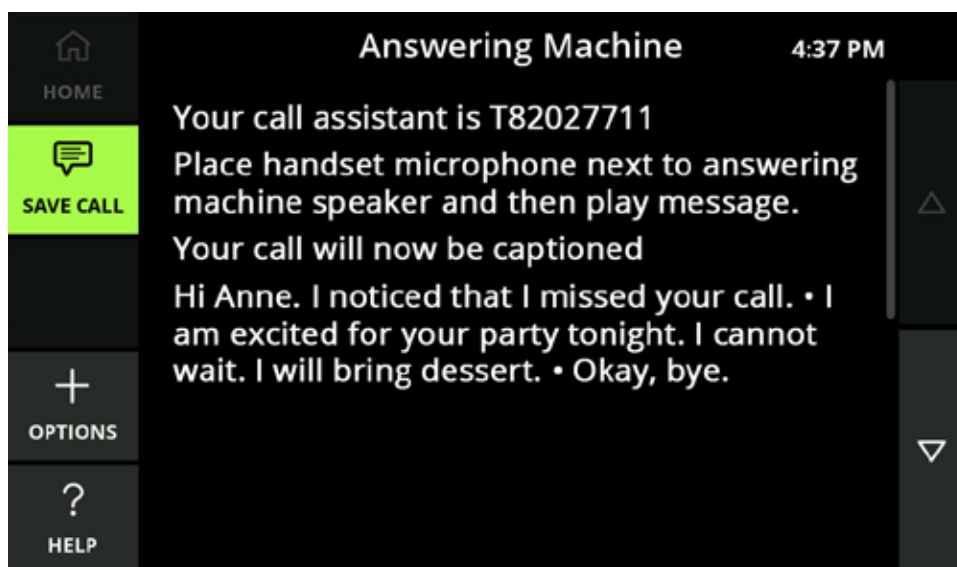
6. Hang up the receiver when finished in order to stop the call.

Messages

Messages

Settings

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

Helpful Hints

Touch the Home button to return to the Recent Calls screen.

Call Defaults

Call Defaults lets you permanently set captions, override the volume reset and select your preferred captions language.
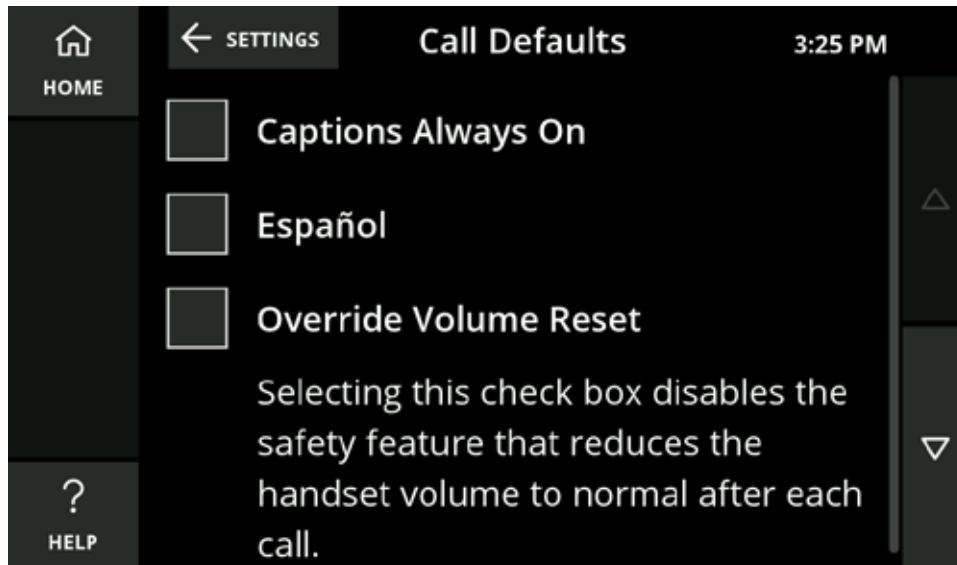
Captions Always On

If this is selected, you will first be prompted to accept the legal notice.

If captions are set as always on, they can still be turned off during a call by using the in-call options (see page 25).

Español

Selecting this check box will set Spanish as the captioning default for all calls. If it is not selected, English will be the captioning default.

Override Volume Reset

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

Settings

Volume Boost

Selecting this check box enables Volume Boost and will increase the CaptionCall phone volume for those who may need extra amplification.
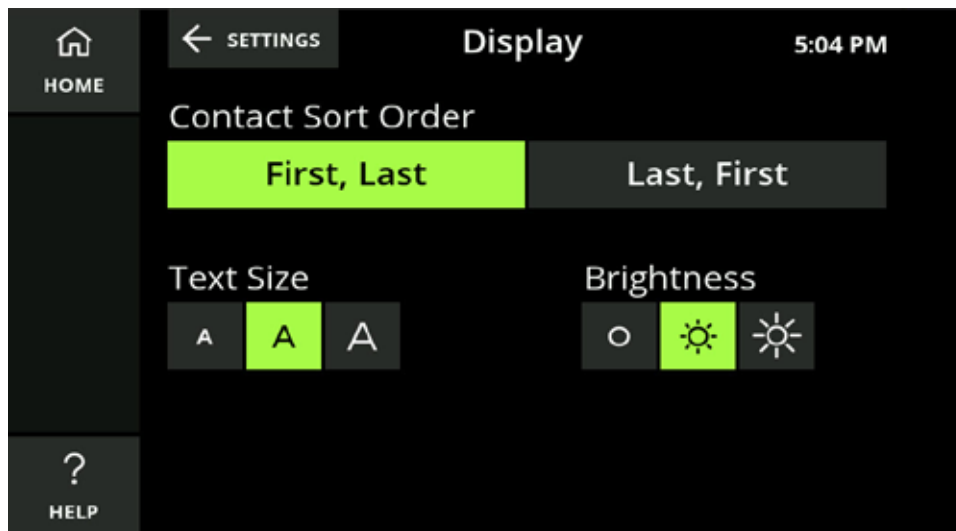
Display Settings

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 Phonebook.

- Touch either First, Last or Last, First to change the sort order in the Phonebook

- Changing the sort order will change the letter under which a contact is sorted in the Phonebook. 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 permanently specify the size of the text that appears on the display. There are three text size settings: Normal, Large and Extra Large.

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

Settings

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 Home button.

2. Touch the Settings button.

3. Touch the Ringer button.

4. Select a ring tone from the list.
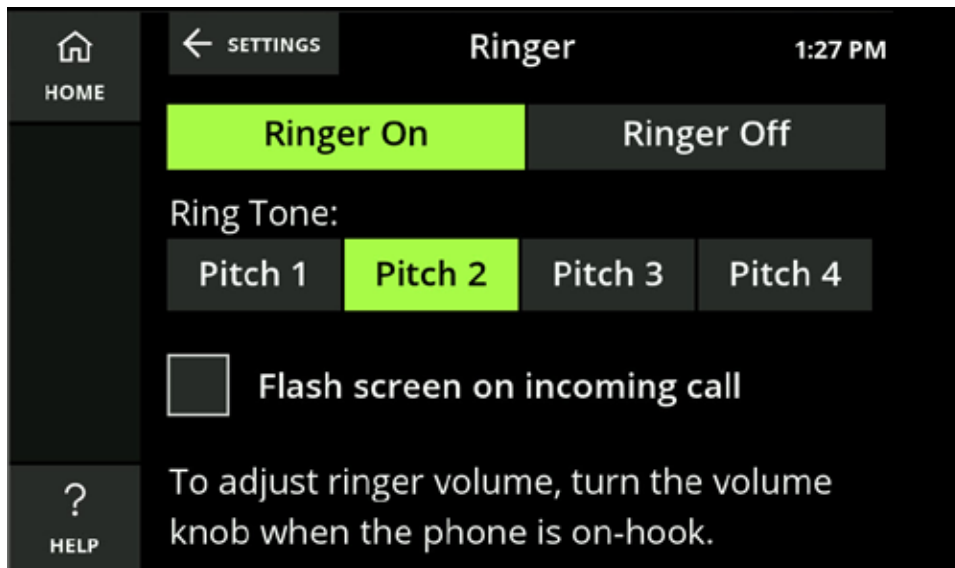
Ring tones include Pitch 1, Pitch 2, Pitch 3 and Pitch 4.

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 the box next to "Flash screen on incoming call" to place a checkmark in it and activate this feature

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

Settings

Amplification Settings

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

1. Touch Amplification on the Settings menu. The current amplification setting is displayed.
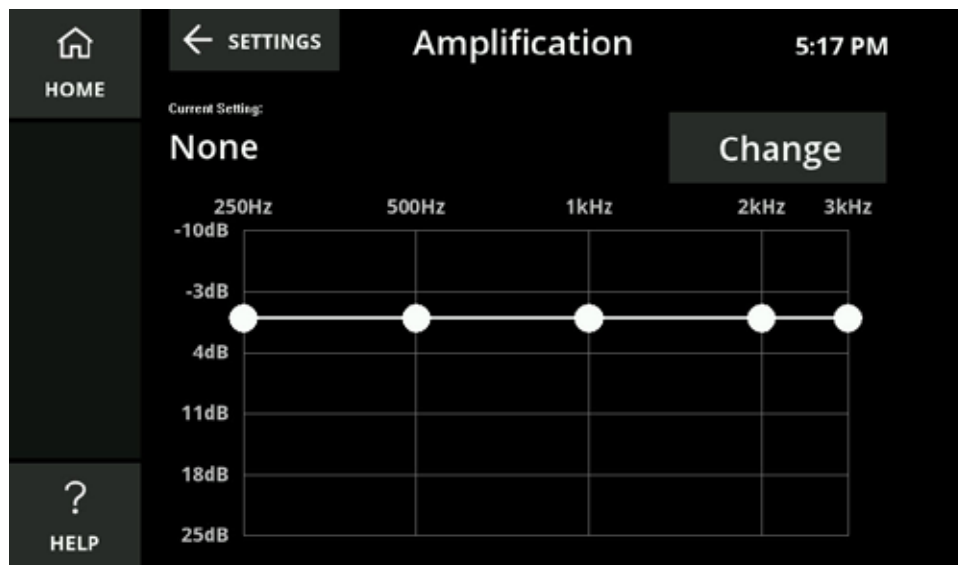
2. Touch Change to choose from a list of different decibel level settings.

Select one of the options from the menu to view its audiogram.
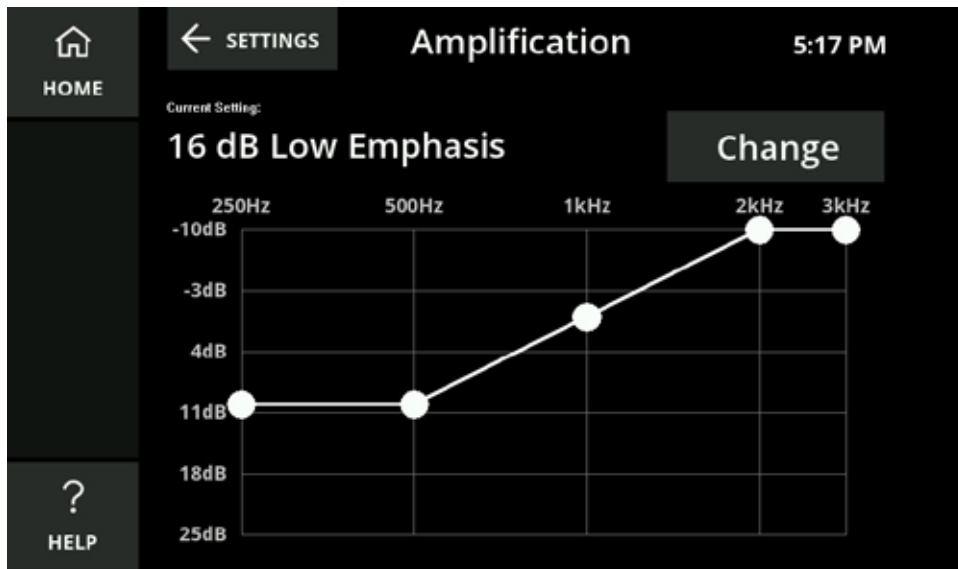
You can also select Custom and, using the touchscreen, drag the amplification to the levels that you prefer.

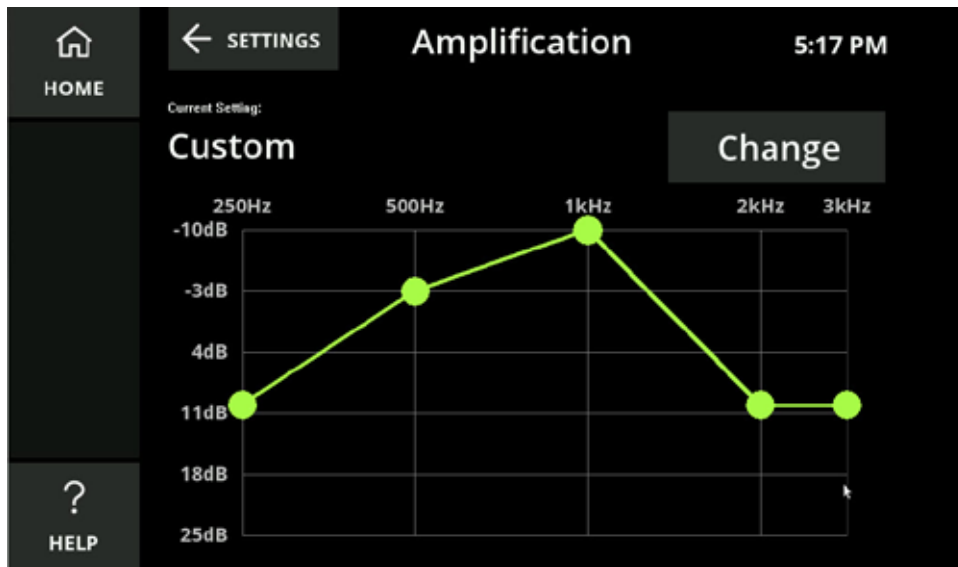The custom option will remain as you set it until it is changed or switched to one of the preset levels.

Settings

Network

The Network Settings screen displays the connection status of your CaptionCall phone to your wired and/or wireless network.

To check/adjust/update Network Settings:

1. Touch Network in the Settings menu. The current network settings display.
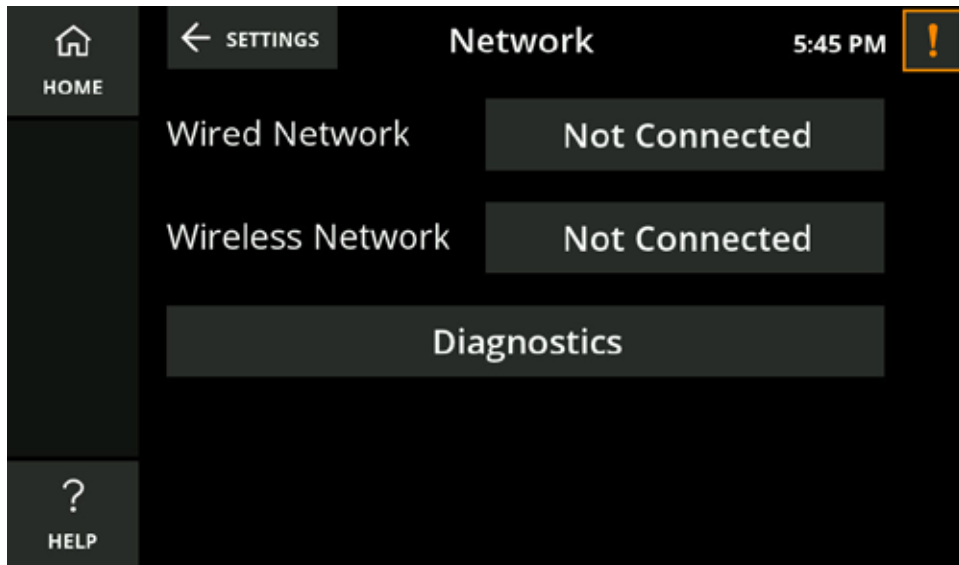
2. Look at the text in the button next to both Wired Network and Wireless Network. If either is offline, the button will read Not Connected.

3. If needed, touch the button for either network type to configure the network settings.

WARNING

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

Settings

Wired Network Settings

The Wired Network Settings screen displays the current wired network settings of your 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 your 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 to remove the check from 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.

Settings

5. Look at the Wired Network button on the Network Settings screen. If the button reads Connected, your network settings changes are valid. If the button reads Not Connected, one or more of your changes are invalid and you will need to modify them (or re-enable DHCP) to connect your CaptionCall phone to your wired network.

Wireless Network Settings

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

Note: If your 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 the Enable Wireless check box to enable wireless networking. A green checkmark will display in the box.

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 your 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 Wireless Settings screen displays the current wireless network settings of your 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 your 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 75 for instructions on manually configuring DHCP.

Settings

Run Diagnostics

Touch the Network Diagnostics button if you are experiencing network problems with your phone or if you are asked to do so by CaptionCall Technical Support.
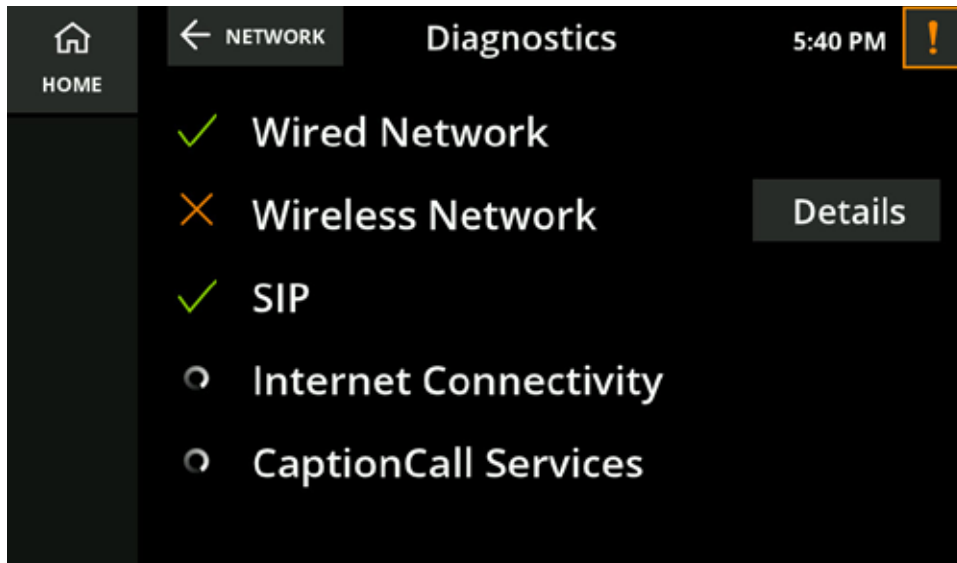

If any of the diagnostics fail, they will be marked with a red X and a Details button will display on the right. Touch the button for more information on why the diagnostics failed.

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:
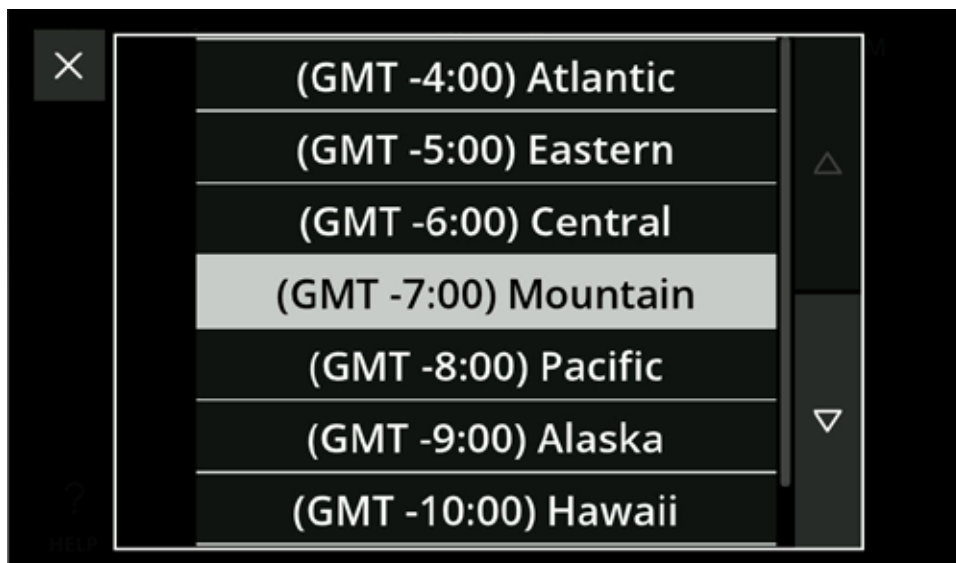
Touch the state you live in on the displayed map. The time zone for that state will change to green on the map.
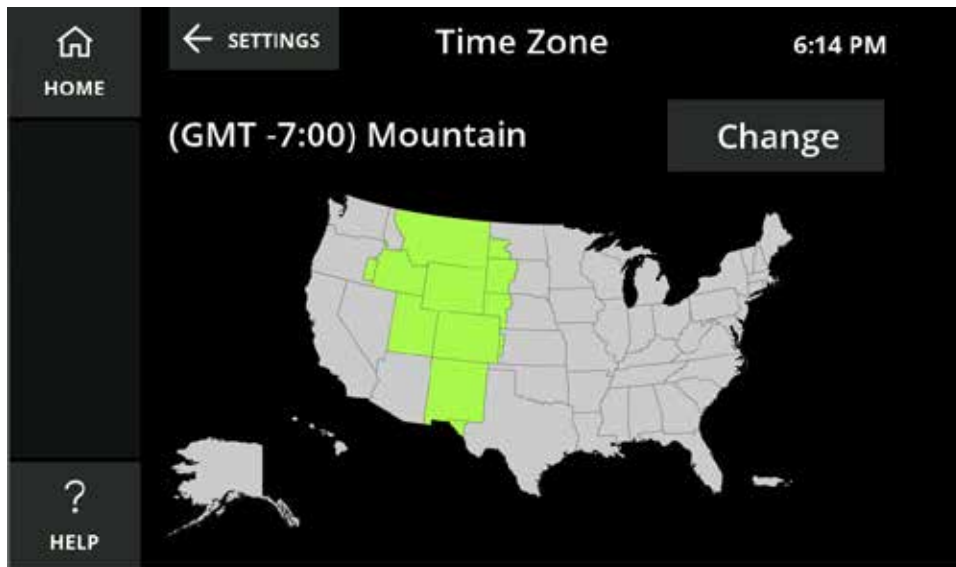
To select your time zone from a list:

1. Touch the Change button. A time zone list will display. Scroll up and down to see all available time zones.

2. Select the correct time zone.

Your time zone will now update to the new, selected time zone.

Settings

Voicemail

You can set, change or remove Voicemail or Answering Machine as the permanent default for Messages.
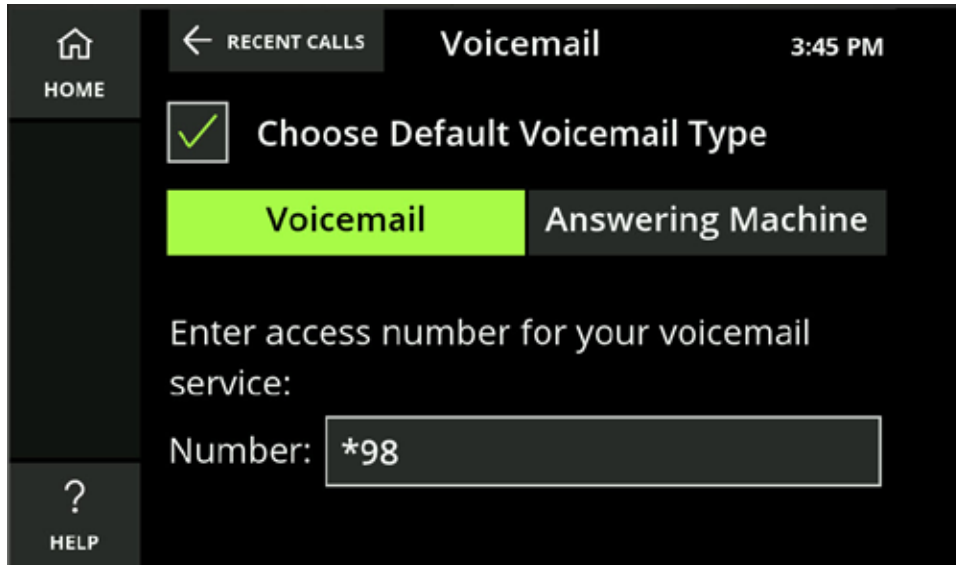
- Touch Voicemail or Answering Machine to switch to your Messages preference

- Check or uncheck Choose Default Voicemail Type to set or remove any permanent option from messaging

You can also update your access number for your voicemail service.

1. Touch the number field. The number keyboard will display.
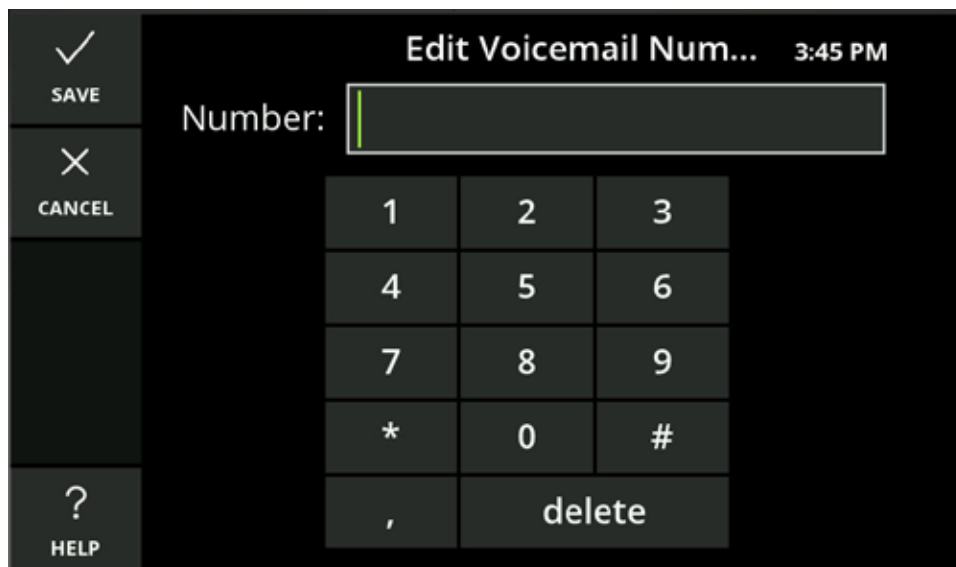
2. Enter the access number for your voicemail service and touch Save.

The access number entered for your voicemail will remain, whether you change or remove your defaults, until you change it by following the steps on the previous page.

About

This is a list of information about your CaptionCall phone.

Troubleshooting

If your 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, and an alert button will display in the top right corner of the touchscreen.
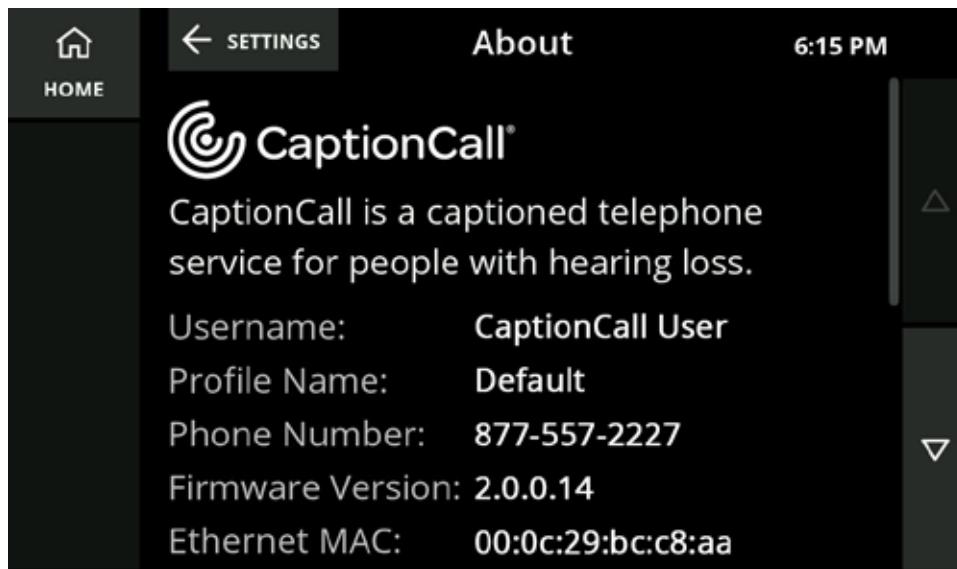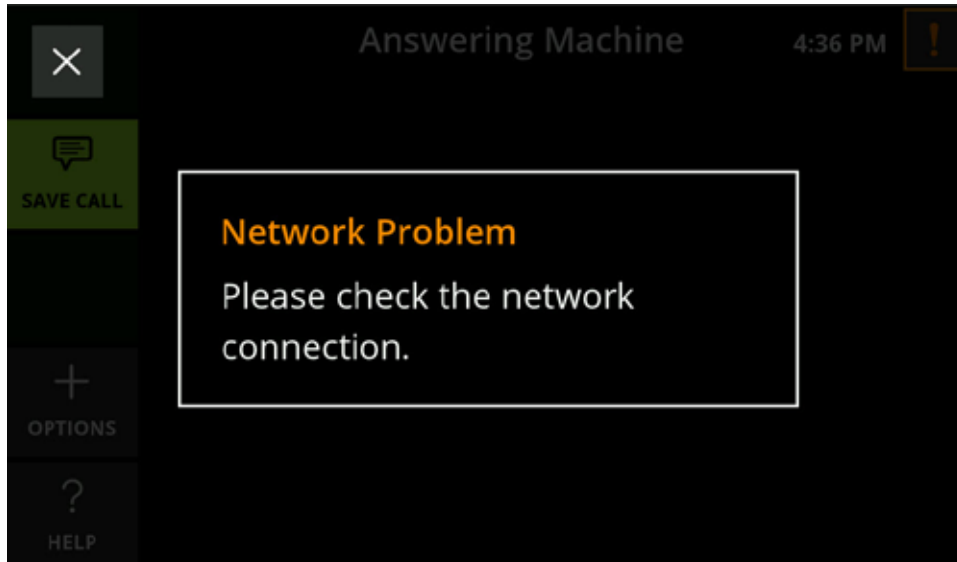

- Touch the alert button to read your alerts

- Touch the X at the top left of an alert to close it

Network Alerts

Often, network errors are simply connectivity issues. See "Network" on page 74 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 your 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 Your CaptionCall Phone" on page 12). 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 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.

For a Class B digital device or peripheral, the instructions furnished the user shall include the following or similar statement, placed in a prominent location in the text of the manual:

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

Settings

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:

3. Remain on the line and briefly explain to the dispatcher the reason for the call.

4. Perform such activities in the off-peak hours, such as early morning or late evenings.

Copyright & Trademarks

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

Settings

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

Settings