

Instructions for Using Captioned Telephone (CapTel™) Relay

CapTel is an amplified telephone and relay captioning service that allows you to see word-for-word captions of your telephone conversation on a bright, easy-to-read display window built into the CapTel phone, and listen to what is being said using your residual hearing.

CapTel is beneficial for people with some degree of hearing loss who find it difficult to understand telephone conversations, including people who use hearing aids, assistive listening devices or cochlear implants, and people who are deaf or hard of hearing but have understandable speech.

To use CapTel relay you must have a CapTel phone. You must also have an analog telephone line, or a digital subscriber line (DSL) with an appropriate analog filter. Using digital cable or voice over internet protocol (VoIP) is not recommended as the CapTel phone was not designed or guaranteed to operate on these types of lines.

To find out what type of phone line you have, contact your telephone company.

How CapTel Relay Works

Making a CapTel relay call is similar to making a call using a standard telephone. When you dial the phone number of the person you are calling, the CapTel phone automatically connects with the relay captioning service where a specially trained communication assistant (CA) transcribes everything the other person says into written text.

The captions appear on your CapTel phone just a few seconds after the other caller speaks – allowing you to understand everything being said.

Making a CapTel Relay Call

Dial the number of the person you wish to call. Your CapTel phone automatically connects to the captioning service.

When the person you are calling answers, you can listen and respond directly to them. Behind the scenes, the CA uses voice-recognition technology to automatically transcribe everything the other person says into written text.

As you listen to the other person, a text version of the conversation appears on the display screen of your CapTel phone.

Receiving a CapTel Relay Call

The person calling you dials the toll-free relay captioning service number (1-877-243-2823).

When the relay captioning service answers, the caller is greeted by an automated system, which prompts the caller to enter your area code and telephone number.

The relay captioning service connects the call to you and transcribes everything the caller says into captions appearing on your CapTel phone. You can listen, read the captions, and respond directly to the caller.

If an incoming call is not dialed through the relay captioning service, it will not be captioned. If you would like captions, ask the person to hang up and call back through the relay captioning service telephone number.

Two-Line CapTel

Like standard CapTel relay, two-line CapTel gives you live captions of everything your caller says during a phone conversation. You can hear the caller and read captions of what they say. With two-line CapTel, the conversation is carried on one telephone line and the captions are provided on the second line. This gives two-line CapTel relay users the ability to caption any phone call – incoming or outgoing – at any point in the conversation. Two-line CapTel also supports enhancements that you have purchased from your telephone service, including call waiting.

Two-line CapTel requires a CapTel phone and two telephone lines with separate telephone numbers (the second line cannot merely be an extension line). One telephone line must be analog or a digital subscriber line (DSL) with an appropriate analog filter.

If you would like an instruction sheet on how to make and receive two-line CapTel calls, please contact the Minnesota Relay Consumer Relations Office at 1-800-657-3775 or visit our Web site at www.mnrelay.org.

Information Regarding Long Distance Calls

The long distance carrier you have chosen for your home service is NOT automatically applied to CapTel relay calls. To make sure your long distance CapTel calls are carried and billed through your existing long distance service or calling plan, you must submit a *CapTel Customer Preference form*.

Individuals who place long distance calls to a CapTel relay user must also register their long distance carrier so that their CapTel calls are carried and billed through their existing long distance service or calling plan.

If no carrier is registered, all long distance CapTel relay calls will be carried and billed by Sprint.

To register your preferred long distance carrier you may:

- call 1-800-657-3775 and request a *CapTel Customer Preference form* be sent to you.
- download the form at www.mnrelay.org.
- complete and submit the form on-line at: www.captionedtelephone.com/carrierchoice.phtml.
- call 1-888-269-7477 (voice) or 1-800-482-2424 (TTY) and register over the phone.

Filing a Complement or Complaint

If you would like to file a complement or complaint regarding CapTel relay, please call 1-800-657-3775 (voice/TTY). You will need to provide the date and time of the CapTel call, the CA's identification number and the nature of your complement or complaint.

You may also file a relay complaint with the Federal Communications Commission by calling toll-free at 1-888-225-5322 (voice) / 1-888-835-5322 (TTY), or file on line at

<http://esupport.fcc.gov/complaints.htm>.

**For information on other services offered through Minnesota Relay
or to schedule a free presentation, please contact:**

Minnesota Relay Consumer Relations Office

1-800-657-3775 (voice/TTY)

E-mail: mn.relay@state.mn.us

Visit our Web site: www.mnrelay.org