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Finding What You Need

Start with Your CaptionCall Setup Guide
The CaptionCall phone was shipped with two printed manuals — the User Guide you are reading right now and a Setup Guide. The Setup Guide is a short manual that describes how to quickly set up and start using the CaptionCall phone. If you have not already read and followed the instructions given in the Setup Guide, please do so now. You can then return to this page to begin using the resources in this User Guide.

Call Us If You Need Help
If you need any help at all with the CaptionCall phone, please call us. You can even send us an email if your question isn’t all that urgent.

Support Telephone Number: 1-877-557-2227
Support Email Address: support@captioncall.com

Check the Phone’s Built-In Help Screens
The CaptionCall phone is smart enough to offer some help itself. You’ll see the Help button (the button with a question mark on it) in the bottom-left corner of most screens. Just touch the Help button to display the built-in Help text for the screen you’re currently using. The next page shows how to access the Help screens.
Finding What You Need

The images below show how to open the phone’s built-in Help.

Step 1 — Touch the Help button

Step 2 — Read the Help text that appears

Step 3 — Touch the Back button to return to the original screen
Setting Up the Wireless Feature

A Word of Caution
Please be sure to carefully follow the instructions given in this section to set up the wireless feature. You should be able to quickly connect to your wireless router if you have the required information (that is, know the SSID and network key, if any).
If you have questions or if you encounter problems that are not addressed in this section, please call us for help in setting up the wireless feature on your phone. See Page 4 for the Support telephone number.

Setting Up the Wireless Network Feature

As described in the Setup Guide, the CaptionCall phone can be connected to your broadband modem or router using the Ethernet cable that was packed with the phone. If you use the Ethernet cable to connect the phone, you will not need to use the wireless network feature.

However, if you would like the CaptionCall phone to connect to a wireless router (using the 802.11b/g/n protocols), you will have to turn on and configure the wireless feature as described below.

To turn on and configure the wireless feature, follow these steps:

Step 1: Set up the phone, but do not connect the Ethernet cable.

First follow the steps in the Setup Guide to connect the CaptionCall phone to a standard telephone line and to a power outlet. You will not need to connect the provided Ethernet cable to the phone.

When the phone first starts up, a message will appear on the display saying that a “Network Problem” has been detected. To proceed, simply close the message window. You will fix this network problem next by configuring a wireless connection to your modem or router.
Setting Up the Wireless Feature

Step 2: Press the Menu button located below the display screen.

Pressing the Menu button will display the Menu screen shown below. The buttons on the Menu screen provide access to the phone’s main features.

Step 3: Touch the Settings button on the Menu screen.
The Settings screen will then appear as shown below. The buttons on this screen provide access to the phone’s individual configuration screens. The Network button is used to change the wired or wireless network settings.

Step 4: Touch the Network button.
The Network Settings screen will then appear as shown below. You use the buttons on this screen to open the Wired Network Settings (Ethernet) and the Wireless Network Settings screens. The Network Diagnostics button is used to help identify network problems.

**Step 5: Touch the Wireless Network Settings button.**
The *Wireless Network Settings* screen will then appear as shown below. Your first step is to enable the wireless feature.

**Step 6:** Touch the Enable Wireless check box to turn on wireless.

The phone will then try to discover all nearby wireless routers (SSIDs).

**What is an SSID?**
“SSID” is an acronym for “Service Set IDentifier.” The SSID is the public name that is broadcast by the wireless router.
All routers (SSIDs) discovered by the phone will be listed as buttons on the screen (one SSID button is shown in the image below). If the phone cannot automatically connect to your router, you probably have to enter a key (password). You will need to know the key to be able to proceed.

**Step 7:** Touch the button that matches your router’s SSID.
The screen shown below will appear. You use this screen to enter the network key that the phone needs to connect to your wireless router.

Step 8: Use the keyboard to carefully enter the key.
Step 9: Touch the Save button to connect to the router.

You will then be back at the Wireless Network Settings screen. The text on the SSID button will have turned green to indicate the connection.
If you need to troubleshoot problems or make other changes, you will have to open the Advanced Wireless Settings screen shown below. To do so, touch the Advanced Setup button on the screen.

The steps that follow below describe using the controls on the Advanced Wireless Settings screen to make custom settings. You do not need to follow the remaining steps if you’ve already successfully connected to your router.
Setting Up the Wireless Feature

If Your SSID Is Hidden
CaptionCall does not support “hidden” SSIDs (i.e., routers that do not broadcast their names). You must broadcast the SSID to allow CaptionCall to connect to your router.

Step 10: Touch the SSID drop-down list.

Touching the SSID drop-down list will display a list of all nearby wireless routers discovered by the phone. The SSIDs are listed in descending order of signal strength (i.e., higher in the list means a stronger signal).

Step 11: Select the name (the “SSID”) of your wireless router.

Step 12: Look at the Network Type and Encryption drop-down lists.

The phone will automatically set the correct options in the Network Type and Encryption drop-down lists after it communicates with your router. Normally, you should not have to change either of these settings.

Step 13: Touch the Network Key field and enter the correct key.

After you have entered the correct network key, the phone should be able to connect to your router and obtain its network address using DHCP.

Step 14: Touch the Save button to save your wireless settings.

You will then be back at the Wireless Network Settings screen. The text on the SSID button will have turned green to indicate the connection. Making a connection may take 30 to 60 seconds, so be patient.

If you continue to have problems, you can try using the Network Diagnostics button on the Network Settings screen.
Practice Using the Touchscreen Display

About the 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 calls
- To allow you to create and manage a list of contacts
- To allow you to change the phone’s settings
- To display built-in Help text for the current screen

Finding Your Way Around
You’ve already learned about some aspects of the CaptionCall display when you followed the instructions in the Setup Guide. You know that you should not touch the display when the phone is starting up.

Starting on the next page, you’ll learn and practice some new skills. You’ll see how easy the touchscreen display is to use. You’ll also learn to master two basic skills: selecting things on the screen and scrolling the screen.
To practice using the touchscreen display, follow these steps:

**Step 1:** Locate the parts and buttons around the display screen.

- **CaptionCall Light**
  Shows whether the captioning service is on or off

- **Switch hook button**
  Press to hang up a call

- **Handset volume controls and light**
  Press + for higher volume or — for less volume
  Display lights up to warn if volume is set too high

- **Telephone keypad**
  Works just like a regular telephone

- **Touchscreen display**
  Shows captions and interface to phone features

- **Menu button**
  Press to access the phone’s features

**Step 2:** Press the Menu button located beneath the display screen.
The Menu screen will then appear as shown below. The buttons in the center of the screen are used to access the phone’s major features. Notice the X (Close) button at the top-left corner. Touching this button closes the Menu screen and returns you to the previous screen.

**Step 3: Touch the Close button at the top-left corner of the screen.**

You can also press the Menu button again to close the Menu screen.
The Recent Calls screen will then appear as shown below. Notice the various parts of this screen described by the captions.

About the Position Indicator
The presence of the Position Indicator on this or any other screen means that you will have to scroll the image to see the screen’s entire contents. Scrolling is a simple touch-the-screen-then-drag motion described in this section.

The presence of the Position Indicator means the list of calls is longer than can be shown in the current view. There is no X (Close) button because the Recent Calls screen is one of the “main” screens of the user interface.

Step 4: Touch the screen anywhere, then drag your finger upward.
To scroll the image on the display screen, touch the screen and then drag your finger upward or downward. The image will move as you drag your finger. The image below shows the Recent Calls screen scrolled upward.

Step 5: Practice scrolling the image until you get the hang of it.

You can also “flick” your finger up or down the screen to increase the scrolling speed. The image will move more quickly, then come to a stop.
Step 6: Touch any call in the list to see more detailed information.

The *Call Detail* screen will then appear as shown below. You can see details for any call on the *Recent Calls* screen by just touching the call.

Two phone numbers are shown for this caller because “Emily Winthrop” has already been added to the Contacts list. The buttons on the screen will be somewhat different for calls that do not have a contact record.

*About the Colored Numbers*

If more than one phone number is stored for a contact, the last number used to call you will be highlighted in orange. The Mobile number is orange in this example.
Step 7: Touch the screen and then drag your finger upward.

After scrolling the screen upward, the bottom portion of the Call Details screen will then appear as shown in the image below.

Notice that the Delete This Call button was revealed. The Position Indicator also moved all the way down to show that the view has been scrolled upward so there’s nothing to see below the current view.
Step 8: Touch the Back button to go back to the previous screen.

You will then be back at the Recent Calls screen as shown below.

If you like, you can spend some more time now practicing your scrolling and selecting skills. After you feel you've practiced enough, go on to the next section to learn how to use your CaptionCall phone's main features.
setting up captions
Setting Up Captions

You can set your phone to automatically caption your telephone calls or you can choose to caption your calls manually.

If you caption most of your calls, you’ll probably want to set your phone to caption automatically.

To set your captioning preference, follow these steps:
Setting Up Captions

Step 1: Press the Menu button located below the display screen.

Pressing the Menu button will display the Menu screen shown below.
Setting Up Captions

Step 2: Touch the Settings button.

The Settings screen will then appear as shown in the image below.
Step 3: Touch the Captions button

Touching the Captions button will display the Caption Settings screen as shown in the image below.

![Caption Settings Screen]

Touch the check box next to Captions Always On to enable captioning by default. Touch the Save button to save the setting.
using your phone
Making Captioned Phone Calls

To make a call using the CaptionCall phone, follow these steps:

**Step 1: Pick up the handset and dial using the keypad.**

1. Adjust the handset volume:
   - Press + for more volume or — for less.

2. Dial the number using keypad:
   - The number you dialed is displayed.

**Step 2: Wait for the CaptionCall service to be activated.**
As your call is being connected, you’ll see text appear on the display similar to the sample shown below. When you see the message “Your call will now be captioned,” your phone is connected to the CaptionCall service. You will then see captions from that point forward during the call.

**Step 3: Begin your conversation when the call is connected.**
When the person you called starts talking, you’ll see captions appear on the display showing what that person is saying to you. The image below shows a captioning example. Notice the dots between some words in the captioning. These dots show when the person briefly stops speaking. You’ll see between 2 and 8 dots to indicate the length of a pause.

**Captioned conversation**

**About the Captioning**
There will be a slight delay after the person you called starts talking before you see the captions appear on the display. The delay is due to the time needed to convert the caller’s speech into text captions for you to read.

Keep in mind the captions will only show what the other person is saying, **not** what you say during the conversation.
Making Phone Calls

**If the Power Should Go Out**
The CaptionCall phone requires a constant connection to A/C power in order to work. This requirement is similar to that of most “cordless” telephones. Remember — If you need to make a call during a power outage, you will have to have another telephone available to you that can operate without A/C power.

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**Step 4: Hang up when you’re finished with your call.**
When you are finished with your phone conversation, just hang up as you normally would do. The captioning service will automatically stop.

**To receive incoming calls, follow these steps:**

**Step 1: When the phone rings, just pick up the handset.**
You will see Caller ID information appear on the screen if it is available. You may have to wait for a moment before the captioning service starts. If you think you did not see captioning for the first few words spoken by the caller, you can ask the caller to repeat him/herself.

**Step 2: Hang up when you’re finished with your call.**
Turning Captions Off During Calls

When captioning is enabled by default, you can make a call without captioning by following these steps:

**Step 1:** Pick up the handset and dial using the keypad.

**Step 2:** Press the Menu button on the front panel.

---

*Step 1 — Adjust the handset volume
Press + for more volume or — for less*

*Step 2 — Dial the number using keypad*

*The number you dialed*

*Menu button*

*Step 2: Press the Menu button on the front panel.*
Pressing the **Menu** button will reveal a pop-up menu at the bottom of the screen. Notice the Captioning **On** and **Off** buttons.

### Step 3: Touch the Off button to turn off the captioning service.

After touching the Captioning **Off** button, captioning will stop. You can turn captioning back on during this call by pressing the **Menu** button on the front panel again and then touching the Captioning **On** button.
Using the In-Call Menu

To look at a contact record during a call, follow these steps:

Step 1: During a phone call, press the phone’s Menu button.

Pressing the Menu button will reveal the pop-up menu as shown below.

About the Captioning Buttons
You can turn the captioning service on and off during an active call.

Step 2: Touch the Contacts button to look for a contact record.
Touching the Contacts button will reveal a keyboard as shown below.

The keyboard is used to select the alphabetical group of contacts that you want to see. For example, if you wanted to see a list of your contacts that start with the letter “A,” you would touch the A button on the keyboard.

**Step 3:** Touch the letter for the group of contacts you want to see.
The sample image below shows a list of contacts for the letter “A.” In this example, the phone has only one contact for the letter “A” and this one contact also happens to be a favorite contact (as shown by the star icon).

To see details about any one of the contacts in the list, touch its button.

**Step 4:** Touch the contact that you want to open from the list.
Touching a contact’s button will open a “details” screen as shown below.

You can now see the phone number(s) stored for that contact. This feature can be useful if you want to be able to give the person you are talking to the contact’s phone number.

**Step 5:** Touch the Back button to exit the contact pop-up menu.
To change certain settings during a call, follow these steps:

**Step 1:** During a phone call, press the phone’s Menu button.

Pressing the **Menu** button will reveal the pop-up menu as shown below.

**Step 2:** Touch the **Settings** button.
Using the In-Call Menu

Touching the **Settings** button will change the menu as shown below.

Changes Are Temporary
Any changes you make using the In-Call menu will only apply to the current call.

You can change the **Text Size** and/or **Brightness** settings during an active phone call.

**Step 3:** Touch a button to make change(s) or run diagnostics.

**Step 4:** Touch the Back button to exit the settings pop-up menu.
Using Mute

You can mute your side of the audio on your captioned calls by using the Mute button on the left side of the screen.

Touching the Mute button will turn it red, indicating that mute is activated.
Reviewing Recent Calls

CaptionCall’s Go-To Screen
You briefly saw the Recent Calls screen in the earlier section where you practiced using the touchscreen display. This section describes everything you need to know about this important screen. The Recent Calls screen will appear on the display whenever you wake up the phone. So in a sense, the Recent Calls screen is the “go-to” screen for the CaptionCall phone.

All of Your Made, Received, and Missed Calls
The Recent Calls screen is your “go-to” because you will often want to see a list of your phone calls, whether they be the calls you’ve made yourself, calls you received, or calls you missed while you were away or busy.

Because you’ll see the Recent Calls screen each time you wake up your phone, please take a few minutes now to learn how to review your calls. The steps that begin on the next page describe how to do the following:

- Review a list of your recent calls (made, received, or missed calls)
- See detailed information about any call in the list
To review the list of your recent calls, follow these steps:

**Step 1:** If the screen is blank or shows the time, touch the screen.

**Step 2:** When the screen wakes up, look at the Recent Calls list that is shown on the display.

If the screen is already awake, press the **Menu** button on the front panel to display the Main menu, then touch the **Recent Calls** button.
Reviewing Recent Calls

The image below shows a sample list of recent calls, including incoming, outgoing, and missed calls. The phone can display a list of up to 200 recent calls. Calls are removed from the list after 30 days.

Step 3: Touch any call in the list that you want to examine.

You can look at detailed information for any of the calls in the list.
The *Call Detail* screen will then appear as shown below. In this example image, the person who called is named “Emily Winthrop.” There are two phone numbers stored in the contact record for Emily.

There’s one more button on this screen, which you can scroll to see.

**Step 4:** Touch the screen and then drag your finger upward.
After scrolling the screen upward, you will see the **Delete These Calls** button that was not visible before, as shown below.

The **Delete These Calls** button is used to remove calls from this phone number from the **Recent Calls** screen. The **See More** button is used to show a list of all the calls that were recently made to, or that were received from, this phone number.
Reviewing Recent Calls

Step 5: Touch the See More button.

After touching the See More button, a list of the calls will appear. The list shows calls that were made to, received from, or missed from this contact. The sample below shows that one call was missed and one outgoing call was made to this contact. The dates and times of these calls are also listed.

Step 6: Touch the Back button.
You’ll now be back at the *Call Detail* screen as shown below. Touching the **Back** button on this screen will return you to the *Recent Calls* screen.

**Step 7:** Touch the Back button.
Editing the Recent Calls List

To delete multiple entries in the Recent Calls list at the same time, follow these steps:

**Step 1:** Touch the edit button on the left of the Recent Calls list.
Step 2: Select which calls you want to delete. You can also choose to select or deselect all calls using the buttons above the list.

Step 3: When you are finished selecting, touch the delete button to delete the selected calls.
Adding Contacts

To add a contact from the Recent Calls list, follow these steps:

Step 1: Press the Menu button located below the display screen.

Pressing the Menu button will display the Menu screen shown below.

Step 2: Touch the Recent Calls button.
The **Recent Calls** screen will then appear as shown below. This sample image shows one “Unknown” call (i.e., a call that had no Caller ID information) and one missed call from a revealed number. All of the other calls in this sample list are associated with existing contact records.

Let’s say that you recognize the number of the one missed call.

**Step 3:** Touch the call that you want to add as a new contact.
Adding Contacts

The Call Detail screen will then appear as shown below. The top part of the screen shows information about the call. Because you know the person who has this phone number, you can add the number to a new contact. If you did not recognize this number, you would not add it to a contact.

Step 4: Touch the Create New Contact button.
The *Create Contact* screen will then appear as shown below. To create a new contact record for this phone number, you must enter a name in the **First Name** and/or in the **Last Name** fields on this screen.

*Step 5: Touch the First Name field.*
Touching the First Name field will display an on-screen keyboard as shown below. You will use the keyboard to enter a name into the First Name field. The name we’ll use for this example record is “Carl.”

**Step 6: Use the keyboard to enter a name in the First Name field.**

Remember to use the Shift key to change from upper to lowercase letters.
In the example image shown below, the name “Carl” has been entered into the First Name field.

**Step 7:** Touch the OK button to save the name you entered.

*It’s Easy to Fix Mistakes...*
If you type in the wrong letter(s) when entering a name, simply tap your finger to the right of the mistake, press the delete button as needed, then type in the correct letter(s). You can also add additional letters without deleting anything if needed.
Saving the name will take you back to the *Create Contact* screen. The name you entered now appears in the First Name field as shown below. You can now repeat this process for the Last Name field.

**Step 8:** Touch the Last Name field.

**Step 9:** Use the keyboard to enter a last name, then touch the Save button to save the name you entered.
Saving the last name will take you back to the *Create Contact* screen.

While you’re here, you can add up to two other phone numbers for this contact in the same way that you edited the name fields. When finished, you must save the changes you’ve made as you leave this screen.

**Step 10:** Touch the Save button to save the new contact record.
You’ll now be back at the *Recent Calls* screen. Notice that the entry you edited in the list now reads “Carl Delving” instead of showing a number.

If you want to see some Help text about the *Recent Calls* screen, touch the ? (Help) button at the bottom-left corner of the screen.

**Step 11:** Touch the Help button to display Help text for this screen.
The *Recent Calls Help* screen will then appear as shown below. The text on the screen describes how to use the *Recent Calls* screen. The icons that appear on the screen are described at the bottom of the scrollable screen.

**Step 12:** To see all of the Help text, just scroll the screen upward.

**Step 13:** Touch the Back button to exit the Help text.
Managing Contacts

To manage your contacts, follow these steps:

Step 1: Press the Menu button located below the display screen.

Pressing the Menu button will display the Menu screen shown below.

Step 2: Touch the Contacts button.
Managing Contacts

The *Contacts* screen will then appear as shown below. Notice the various parts of this screen described by the captions next to the image.

As you can see by looking closely, the *Contacts* screen is actually a long, scrollable list of all the contact records stored on the CaptionCall phone.

**Step 3:** Touch the screen anywhere, then drag your finger upward.
Managing Contacts

Touching and dragging your finger up (or down) the screen will scroll the image that’s being displayed on the screen. The sample image below shows the Contacts screen from the previous image after it was scrolled upward.

Step 4: Scroll the screen upward until you’ve seen the whole list.
The image below shows the bottom entries in the sample list. You can scroll the screen up or down to review all of the contact records in the list.

You can touch any name in the list to bring up the contact record for that person. You can also add new records using the Create Contact button.

**Step 5:** Touch the Create Contact button to add a new contact.
The *Create Contact* screen will then appear as shown below. To create the new contact record, you must enter a first name *and/or* a last name in the **First Name** and/or **Last Name** fields on this screen.

**Step 6:** Touch the First Name field.
Touching the First Name field will display an alphabetic keyboard as shown below. You use the keyboard to type text into the field.

The sequence of steps that continues on the next page describes how to make all of the entries that are required to create a new contact record.
As an example, we’ll see how to create a new contact record and then we’ll see the results of adding the new contact. The name that we’ll use for our example is “Roman Dandridge.” You can use this fictitious name for your practice, or you can create a contact for someone that you actually know.

**Step 7:** Use the keyboard to type a name in the First Name field.

**Step 8:** Touch the OK button to save the name that you entered.

You will then be back at the Create Contact screen.

**Step 9:** Touch the Last Name field.

**Step 10:** Use the keyboard to enter a name in the Last Name field.

**Step 11:** Touch the OK button to save the name that you entered.

You will then be back at the Create Contact screen. You can now add or change the phone number(s) stored for this contact.

**Step 12:** Touch the first phone number field on the Create Contact screen, then enter a number.

It’s Easy to Fix Mistakes...
If you type in the wrong letter(s) or number(s) when entering a contact, simply tap your finger to the right of the mistake, press the delete button as needed, then type in the correct letter(s) or number(s). You can also add additional letters or numbers without deleting anything if needed.
Touching a number field will display the **numeric** keyboard. You use this keyboard to type numbers into the field. You do not have to enter dashes or parentheses because they will be entered for you.

**Two Numeric Keyboards**
You can switch between the numeric keyboard and the special character keyboard by touching this button. You can then add special dialing characters (such as # and *) if needed.

**Step 13:** Touch the OK button to save the number.
You will now be back at the Create Contact screen as shown in the image below. The first name, last name, and the phone number you entered are now shown on the screen. Our example name was “Roman Dandridge.”

You can now use the Phone Number Type button to identify the type of phone number you entered for this contact (mobile, work, or home).

**Step 14: Touch the Phone Number Type button.**
As shown in the image below, you’ll then see a pop-up menu showing the three types of phone numbers. You can choose **Mobile**, **Work**, or **Home** as the type. For this example, we’ll specify it as a Home number.

**Step 15:** Select the “Home” phone number type by touching its name in the pop-up menu.
As shown in the image below, the icon in the middle of the **Phone Number Type** button now shows the **Home** number icon.

You can now scroll the screen upward to expose the other phone number fields so that you can enter up to two more numbers for this contact. You can also choose to make this contact one of your “Favorite” contacts.

**Step 16:** Scroll the screen up, then touch the Favorite check box.
As shown in the image below, the **Favorite** check box has been checked to mark this contact as a “Favorite” contact.

Identifying contacts as favorites gives you the option to display a list of your favorites instead of having to see a list of all your contacts at once. This feature can be very helpful if you have a lot of contacts.

**Step 17:** Scroll the screen down, then touch the Save button.
You’ll then be back at the Contacts screen. Scroll the screen to see the new contact you entered. Notice the Favorite icon in the image below that is located to the right side of the new contact, “Roman Dandridge.”

Also notice the Favorites button, which is used to display on the screen the list of contacts you’ve marked as your favorites.

**Step 18:** Touch the Favorites button.
As shown in the image below, the list on the Contacts screen will have changed to show only those contacts you’ve marked as your favorites.

This completes the steps for creating a new contact record and for marking the contact as a favorite.
Captioning Voicemail Messages

You can choose to default your **Voicemail Captioning** button to either Voicemail (provided through your phone service provider) or Answering Machine (messages recorded on a separate machine). To select a default, see the Voicemail area of the Settings section of this user guide.

**To caption voicemail messages, follow these steps:**
Captioning Voicemail Messages

Step 1: Look for the Voicemail Captioning button on any screen. The **Voicemail Captioning** button has a small envelope icon.

Step 2: Touch the Voicemail Captioning button.
Captioning Voicemail Messages

Touching the **Voicemail Captioning** button will display the *Message Captioning* menu. The very first time you open this menu, the top button will look like the image below.

![Message Captioning Menu](image)

**Step 3: Touch the Voicemail Settings button.**

---

**More About Voicemail Settings**
The Voicemail Settings screen can also be accessed from the Settings screen.
The Voicemail Settings screen will then appear as shown below. You must enter the number that you would normally dial to access your voicemail service in the **Number** field.

**About Your Access Number**
If you don’t know your voicemail access number, just call your phone service provider and ask for it. Most providers now use short codes such as “*98” to let you quickly access your voicemail whenever you call in from your home telephone line.

**Step 4:** Touch the **Number** field, then enter the access number.
Touching the Number field will display the numeric keyboard. You use the keyboard to type the access number into the field. You do not need to enter dashes or parentheses because they will be entered for you.

As an example, your voicemail service might use *98 as its access number.

Step 5: Touch the Save button to save the number.
You will now be back at the Voicemail Settings screen as shown below. The number you entered will be shown in the Number field. The phone will automatically dial this number whenever you access your voicemail service using the **Caption Voicemail** button.

![Voicemail Settings Screen](image)

**Step 6:** Touch the Save button to save the number.
You will now be back at the **Message Captioning** menu as shown below. Notice that the **top** button now reads “Caption Voicemail.” You will use this button to call your voicemail service. You will then see captioning for your voicemail messages appear on the CaptionCall phone's display.

**More About Voicemail Settings**
You can return to the Voicemail Settings screen from the Settings screen.

**Step 7: Touch the Caption Voicemail button.**
After touching the **Caption Voicemail** button, the phone will prompt you to pick up the handset. When you do so, the phone will dial the stored voicemail access number and start captioning as shown below.

---

**Listen for Prompts**

Your voicemail service might prompt you before the captioning begins. In this case, you will have to listen for the prompts made by the voicemail system. If you can't hear the prompts, wait for the voicemail system to prompt you again after the captioning begins.

---

**Step 8:** Proceed with your call to get your voice messages. Use the phone’s keypad to enter a password or answer prompts.

**Step 9:** When you have finished accessing your voicemail, hang up.
To caption answering machine messages, follow these steps:

Start at the **Message Captioning** menu as shown below. You can use the bottom button to use the CaptionCall service while you manually play back the messages stored on your home answering machine.

**Step 1: Touch the Caption Answering Machine button.**
After touching the **Caption Answering Machine** button, the phone will prompt you to pick up the handset, then start captioning as shown below.

**Step 2:** When captioning begins, hold the phone’s handset microphone next to the speaker on your answering machine.

**Step 3:** Use the controls on the answering machine to play back your messages. View the captioning on the display screen.
Captioning Voicemail Messages

As shown in the sample image below, the phone will show captioning on the display screen for your answering machine messages as you play them.

Step 4: When finished playing back your messages, hang up.
Saving Conversations

When captioning is active, you will see the Save Conversation button on the left side of the screen as shown below. You can touch the button to save the captions for this conversation, then view them later as needed.

You can also save the captions from answering machine and voicemail messages.
To save the captions of a conversation, follow these steps:

**Step 1: Touch the Save Conversation button.**

The button will then turn green as shown below. The phone will automatically save the captioned conversation when captioning ends.

**Step 2: Finish your conversation as you normally would.**
After you save a captioned conversation, that conversation will appear on the *Saved Calls* screen. Every conversation that you have saved will appear in a list on that screen as shown below.

You can view the captions of your saved conversations whenever you want as explained in the next section.
Viewing Saved Conversations

After you save a conversation as explained in the previous section, you can view the captions for that conversation at any time as needed.

To view the captions for a saved conversation, follow these steps:

Step 1: Touch the Saved Calls button on the Main Menu.
The Saved Calls screen will then appear as shown below.

Each saved conversation is identified with either a name (for saved contacts) or a telephone number, along with the date of the call. “Blocked” or “Unknown” will appear instead of a telephone number if the Caller ID information was unavailable for a call. Captioned voicemail and answering machine messages that you have saved will be identified as “Answering Machine” or “Voicemail” respectively.
Step 2: Touch the conversation that you want to view.

The captions for the selected conversation will then appear as shown below. For this example, we selected the answering machine message.

The CaptionCall Service will begin momentarily.

Your call assistant is cntr1usr7
Place handset microphone next

Step 3: Slide your finger up and down the screen to view captions.

The Position Indicator will move as you scroll up and down the screen to indicate which part of the saved conversation you are currently viewing.
Step 4: Read the captioned conversation.

When you are finished viewing the conversation, you can:

- Touch the Back button to keep this conversation and return to the Saved Calls screen.
- Touch the Delete button to delete this conversation.
Editing the Saved Conversations List

To delete multiple entries in the Saved Conversations list at the same time, follow these steps:

**Step 1: Touch the edit button on the left of the Saved Conversations list.**
Step 2: Select which conversations you want to delete. You can also choose to select or deselect all conversations using the buttons above the list.

Step 3: When you are finished selecting, touch the delete button to delete the selected conversations.
To change the settings of the CaptionCall phone, follow these steps:

**Step 1:** Press the *Menu* button located below the display screen.

Pressing the *Menu* button will display the *Menu* screen shown below.

**Step 2:** Touch the *Settings* button.
The *Settings* screen will then appear as shown in the image below. The *Settings* screen contains a scrollable list of buttons.

Notice the **Wireless Signal** icon near the clock. When you see this icon, the phone is connected to a wireless network. The strength of the wireless signal is indicated by the number of white bars (i.e., more is better).

**Step 3:** Scroll the screen upward until you’ve seen all the buttons.
Settings Overview

The image below shows the rest of the buttons on the Settings screen.

Take Care Before Making Changes
You can experiment with changing some of the settings (e.g., Display, Ringer, and Time Zone) without causing problems. Before making any changes to the Amplification, Network, and/or Voicemail settings, please study the descriptions given in this section carefully. If you need help with any of these settings, please call us. See Page 4 for the Support telephone number.

What to Do Next
To adjust the phone’s settings, touch the button for the settings you want to change. The remainder of this section provides a complete reference to each of the buttons on the Settings screen. Please read this entire section before making any changes to your phone’s settings.
Display Settings

Touching the **Display** button on the **Settings** screen will display the **Display Settings** screen as shown in the image below.

Descriptions of the available settings on the **Display Settings** screen are given on the next page.
Description of Display Settings
The Display Settings screen lets you select display settings that match your personal preferences.

Adjustable display settings include Contact Sort Order, Text Size, and Brightness.

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

How to Use
1. Touch the Contact Sort Order drop-down list to display the sort order options.

2. Touch the First, Last option to display contacts in ascending order by their first names. Touch the Last, First option to display contacts in order by their last names.

3. Touch the Save button to save the selected contact sort order.
Display Settings

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

How to Use
1. Touch one of the **Text Size** buttons to select a text size.
2. Touch the **Save** button to save the selected text size setting.

Brightness
The Brightness setting lets you make the display appear brighter or dimmer. There are three brightness settings: *Normal*, *Bright*, and *Extra Bright*.

How to Use
1. Touch one of the **Brightness** buttons to select a brightness setting.
2. Touch the **Save** button to save the selected brightness setting.
Ringer Settings

Touching the Ringer button on the Settings screen will display the Ringer Settings screen as shown in the image below.

Descriptions of the available settings on the Ringer Settings screen are given on the next page.

Warning
Excessive ringer volume can be harmful to your hearing. Do not set the ringer volume higher than is necessary for you to hear the CaptionCall phone ring.
Description of Ringer Settings

The Ringer Settings screen lets you select the ringer settings that match your personal preferences.

Adjustable ringer settings include **Ring Tone** and **Ringer Volume**.

**Ring Tone**

Ring Tone lets you select the ring tone for incoming calls.

**How to Use**

1. Touch the **Ring Tone** drop-down list to display a list of available ring tones.

2. Select a ring tone from the list. The selected ring tone will be played so that you can hear what it sounds like. Select another ring tone if you like until you find the one you want to use.

3. Touch the **Save** button to save the selected ring tone.

**Warning**

Excessive ringer volume can be harmful to your hearing. Do not set the ringer volume higher than is necessary for you to hear the CaptionCall phone ring.
Ringer Settings

Ringer Volume

Ringer Volume lets you select the ringer volume for incoming calls.

How to Use

1. Touch the **Ringer Volume** drop-down list to display a list of ringer volumes.

2. Select a Ringer Volume from the list. The current ringtone will then play at the selected volume. You may also choose to turn the ringer off.

3. Touch the **Save** button to save the selected Ringer Volume.
Visual Ringer

When you select to enable the Visual Ringer, your CaptionCall phone touchscreen will flash on and off to indicate you have an incoming call.

Enable the Visual Ringer by selecting the check box next to Flash Screen on Ring. Touch the Save button to save the setting.
Amplification Settings

Touching the Amplification button on the Settings screen will display the Amplification Settings screen as shown in the image below.

Warning
Excessive handset volume can be harmful to your hearing. Do not set the handset volume higher than is necessary for you to hear a call.

Amplification Settings screen

Audiogram Setting
None (flat)

Override Volume Reset

Selecting this check box disables the safety feature that reduces the handset volume to normal after each call.

The use of the Override Volume Reset check box is described on the screen. Unless you choose to override this safety feature, the phone will automatically reset the handset volume to normal after each phone call.
To change the Amplification settings, first touch the **Audiogram** button. You will then see the *Audiogram Settings* screen. Touch the **Audiogram** button again to see a list of audiogram options as shown below.

The list shows three audiogram presets, along with a Custom option that lets you configure and save your own customized audiogram settings.
If you select one of the three presets from the drop-down list, you will see a screen like the one shown below.

About the Orange Dots
Notice the scale for dB (decibels) in the chart has the negative numbers on top and the positive numbers on the bottom. Keep this in mind when using this feature so that you make your settings correctly.

Descriptions of each option in the drop-down list are given on the next page.
Description of Audiogram Settings

The Audiogram Settings screen lets you select from a list of preset audiogram setting options for increasing the overall volume of the handset or boosting the volume of specific frequencies.

Audiogram preset options are:

- **None (flat)** — Maintains a flat volume level throughout the entire range of audible frequencies.

- **Boost Low Frequencies** — Increases the volume level of the 250Hz and 500Hz frequencies; decreases the volume level of the 2000Hz and 3000Hz frequencies.

- **Boost Mid Frequencies** — Increases the volume level of the 500Hz, 1000Hz, and 2000Hz frequencies; decreases the volume level of the 250Hz and 3000Hz frequencies.

- **Boost High Frequencies** — Increases the volume level of the 2000Hz and 3000Hz frequencies; decreases the volume level of the 250Hz and 500Hz frequencies.

- **Custom** — Automatically increases the volume level of all frequencies by 10dB and lets you set specific volume levels for each frequency. You can use this preset to manually set the handset frequencies to match your audiogram results if they are applicable/available to you.
Using the Audiogram Settings

How to select an Audiogram setting option:
1. Touch the drop-down list on the *Audiogram Settings* screen to display the list of audiogram setting options.
2. Select the desired option from the list. A graph of the selected option will then appear, which shows the volume settings for each frequency.
3. Touch the **Save** button to save the selected audiogram setting option.

How to configure the volume levels in the Custom setting option:
1. Touch the drop-down list on the *Audiogram Settings* screen to display the list of audiogram setting options.
2. Select the Custom option from the list. A graph of the Custom option will then appear, which shows the volume level for each frequency.
3. Place your finger on the green dot for the frequency you want to adjust.
4. Drag the dot to the volume level that you want for that frequency. (The volume range for each frequency can be set from -10dB to +25dB.)
5. Remove your finger from the dot.
6. Repeat Steps 3 through 5 as needed for other frequencies until you have set the volume for each frequency to the desired levels.
7. Touch the **Save** button to save the changes.
Network Settings (Wired)

Touching the **Network** button on the **Settings** screen will display the **Network Settings** screen as shown in the image below. You can select to change the Wired Network settings by touching the **top** button.

**Warning**
You should **not** change any of the network settings unless you have the technical knowledge required to do so correctly. If you make a mistake, you may make a change that will prevent your phone from working properly.

If you have problems with your network settings, call us for help.

The **Wired Network Settings** screen is shown on the next page.
The image below shows the Wired Network Settings screen when the screen is first opened. You can scroll the screen to see the one field (named “DNS”) that is not shown in the image below.

Descriptions of the available settings on the Wired Network Settings screen are given on the next page.
Description of Wired Network Settings

The Wired Network Settings screen displays the current wired network settings of the CaptionCall phone and lets you configure these settings. These settings are also commonly referred to as “IP address settings.”

The automatic use of DHCP (Dynamic Host Configuration Protocol) is enabled by default. DHCP automatically assigns all of the required IP address settings to the phone. If you are certain that you need to manually assign an IP address, you must disable (turn off) the DHCP setting.

**How to manually enter the IP address settings:**

1. Touch the Automatic DHCP check box to disable DHCP. The green check mark will then disappear from the check box, and the network setting fields below the check box will become active.

2. Touch the field that you want to change (such as IP Address).

3. Use the keyboard screen that will have appeared on the display to enter the selected setting (such as IP Address).

4. Repeat Steps 2 and 3 as needed to change the other settings. If you do not enter the correct settings, the phone will not be able to connect to the network and you will be unable to make captioned phone calls.
5. When you are finished making changes on the Wired Network Settings screen, touch the Save button to save and activate the changes. The Network Settings screen will then appear on the display.

6. Look at the Wired Network Settings button on the Network Settings screen. If the button now reads "Connected," your network settings changes are valid.

   If the button reads "Not Connected," the changes you made are not valid for your network/router. You will need to change the settings (or re-enable DHCP) to allow the CaptionCall phone to connect to your wired Ethernet network.

7. If you continue to have problems, you can try using the Network Diagnostics button on the Network Settings screen.
Network Settings (Wireless)

Touching the Network button on the Settings screen will display the Network Settings screen as shown in the image below. You can select to change the Wireless Network settings by touching the middle button.

Warning
You should not change any of the network settings unless you have the technical knowledge required to do so correctly. If you make a mistake, the CaptionCall phone may not function properly.

If you have problems with your network settings, call us for help.

The Wireless Network Settings screen is shown on the next page.
The Wireless Network Settings screen will then appear as shown below. If wireless is not enabled, touch the check box to enable the feature.

**Name of screen**

Wireless Network Settings

**Enable Wireless check box**

Enable Wireless

**Discovered router (SSID)**

2Wire89

**Advanced Setup button**

Advanced Setup

**Already Connected to a Router?**

After the phone connects to a nearby router (SSID), the router’s name will be shown in green type on this screen.

All wireless routers (SSIDs) discovered by the phone will be shown in the list on this screen. You can touch the Advanced Setup button to reveal the controls for configuring the phone’s wireless network settings.
Wireless Network Settings

Touching the **Advanced Setup** button will display the *Advanced Wireless Settings* screen as shown below. Scroll the screen to see all of the settings.

![Advanced Wireless Settings Screen](image)

**SSID**

**Network Type**

**Encryption**

**Network Key:**
Descriptions of the available settings on the Advanced Wireless Settings screen are given on the next page.

**Description of Advanced Wireless Settings**

The Advanced Wireless Settings screen lets you configure the wireless network settings of the CaptionCall phone.

The Advanced Wireless Settings screen is exactly the same as the Wired Network Settings screen except that the *top* part of the screen contains extra controls related to the phone’s wireless settings. The *bottom* part contains the standard controls for the phone’s IP address settings.

The steps given below provide more details about the wireless settings.

**How to change wireless network settings:**

1. Touch the SSID drop-down list to display a list of the wireless routers that were automatically detected within range of the phone.

2. Look for the name (i.e., the “SSID”) of your wireless router. Some wireless networks are set to hide (i.e., not broadcast) their names. You must broadcast the SSID to allow CaptionCall to connect to the router. CaptionCall does not support routers with hidden SSIDs.
3. After you select an SSID, the phone will automatically detect and set the correct options in the **Network Type** and **Encryption** drop-down lists. Here are details on the selections that will be automatically made by the phone based on the type of network detected:

- For an **Open** network (i.e., no security protocol is in use), the **Network Type** drop-down list will be set to *Open*. The **Encryption** drop-down list will be set to *None*.
- If the Open network uses **WEP** encryption, the **Encryption** drop-down list will be set to **WEP**.
- If either the **WPA** or **WPA2** security protocols is being used, the phone will automatically select the correct Network Type. The phone will also select the proper setting in the **Encryption** drop-down list (i.e., **TKIP** or **AES** encryption).

4. If your wireless router is using encryption, touch the Network Key field to display a keyboard in which you can enter the key. Be very careful to enter the network key correctly because if you make even one mistake, the phone will not be able to connect to your router. After you enter the correct key, the phone will obtain its IP address from the router using DHCP.

5. Touch the **Save** button to save the wireless settings. You will then be back at the **Wireless Network Settings** screen. The router’s name (SSID) will be shown in **green** type to indicate that the phone is connected to that router.
6. Touch the **Back** button to return to the *Network Settings* screen. Because the phone was able to make a connection to your wireless router, the message on the **Wireless Network Settings** button will have changed to read “Connected.”

7. If you have problems connecting to your wireless router, you should first try repeating **Step 4 above** to reenter the network key. The most likely reason for a connection failure is an incorrect network key.
Network Diagnostics

Touching the Network button on the Settings screen will display the Network Settings screen as shown in the image below. You can run a series of automated diagnostic tests by touching the bottom button.

The Network Diagnostics screen is shown on the next page.
Touching the **Network Diagnostics** button will start a series of tests that can help to diagnose network connectivity problems. As shown in the image below, different icons are used to indicate tests in progress, tests that showed an “OK” result, and tests that showed a “Not OK” result.

You can touch the **OK** or **Not OK** icons for the Wired and/or the Wireless tests to see specific details about the tests that were run.
For example, touching the **OK** icon for the Wired Network test will display the *Ethernet Results* screen shown in the image below. In this example, all the tests were successful (i.e., they show a check mark).

![Ethernet Results](image)

An orange **X** will appear next to the name of any test that was not successful. You can view details for the SIP, Internet Connectivity, and CaptionCall Services tests only if these tests fail.
Network Diagnostics

Touching the **Not OK** icon for the Wireless Network test will display a list of the wireless test results as shown in the image below.

Scroll the screen to see all the tests. You can repeat this process to see the individual results for any test. If the test results do not help you solve the problem, **please call the CaptionCall Support team** for assistance. See **Page 4** for the Support team's phone number and email address.
Time Zone Settings

Touching the **Time Zone** button on the *Settings* screen will display the *Time Zone Settings* screen as shown in the image below.
**Description of Time Zone Settings**

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

**How to select your time zone using the map:**

1. Touch the state you live in on the Time Zone map. The time zone for that state will then automatically appear above the map.
2. Touch the *Save* button to save your time zone selection.

**How to select your time zone using the drop-down list:**

1. Touch the *Time Zone* drop-down list. A list of time zones will then appear on the display.
2. Touch the correct time zone for your location.
3. Touch the *Save* button to save your time zone selection.
Voicemail Settings

Touching the Voicemail Settings button on the Settings screen will display the Voicemail Settings screen as shown in the image below.

Descriptions of the available settings on the Voicemail Settings screen are given on the next page.
Voicemail Settings

You can choose to default your **Voicemail Captioning** button to either Voicemail (provided through your phone service provider) or Answering Machine (messages recorded on a separate machine). When you choose a default, touching the **Voicemail Captioning** button will automatically start the process of your preferred voice message option.

To select a default, follow these steps:
Voicemail Settings

Step 1: Touch the check box next to Voicemail Default to enable the default function on your Voicemail Captioning button.
Step 2: Use the drop-down list to select either Voicemail or Answering Machine.
Description of Voicemail Settings

The Voicemail Settings screen contains one field named “Number” in which you must enter the access number for your voicemail service.

How to enter your voicemail access number:

1. Touch the Number field on the Voicemail Settings screen.
2. Use the keyboard screen that has appeared on the display to enter the voicemail access number.
3. Touch the Save button on the keyboard screen to save the number you entered.
4. Touch the Save button on the Voicemail Settings screen to save the access number you entered.

About Your Access Number

Many voicemail systems allow the use of a short code such as *98 to quickly access your voicemail account. However, some systems require that you enter a special local number that is “tied” to your home phone number. If you don’t know your voicemail access number, just call your phone service provider and ask for it.
About Screen

Touching the About button on the Settings screen will display the About screen shown in the image below. The top part of the About screen is shown in the figure below. You can see the rest of the screen by scrolling.

There are no settings on the About screen, only a list of information.
Responding to Problem Messages

From time to time, you may see messages appear on the CaptionCall display screen that alert you to a temporary problem. Here is a list of the messages you might see and what you can try doing if you see a message:

<table>
<thead>
<tr>
<th>Message Heading</th>
<th>Message Explanation</th>
<th>What You Can Do</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cannot Access CaptionCall Account</td>
<td>Your CaptionCall account could not be accessed. Some phone features will not be available until later.</td>
<td>You can only make calls without captioning. You can dial numbers using your Contacts list.</td>
</tr>
<tr>
<td>CaptionCall Service Unavailable</td>
<td>The CaptionCall service is not available. You can make a non-captioned call now or try again later.</td>
<td>You can only make calls without captioning until the CaptionCall service is available.</td>
</tr>
<tr>
<td>Network Problem</td>
<td>Please check the network connection.</td>
<td>Check your network router settings and all wires connected to the phone. Resetting your wireless router may solve the problem.</td>
</tr>
<tr>
<td>Pick Up Handset to Dial</td>
<td>Pick up the handset to dial a number.</td>
<td>Pick up the handset. Dial your call.</td>
</tr>
<tr>
<td>Telephone Line Problem</td>
<td>Please check the telephone line connection.</td>
<td>Check your telephone line for service and all wires connected to the phone. There may be a problem with your telephone line service.</td>
</tr>
<tr>
<td>Handset Is Not Seated</td>
<td>Please check the handset to make sure it is securely seated in its cradle.</td>
<td>Position the handset correctly on its cradle.</td>
</tr>
<tr>
<td>Missing CaptionCall Account</td>
<td>A CaptionCall account has not been associated with this phone. Please call Customer Support at 1-877-557-2227.</td>
<td>Call the number listed on the screen for help.</td>
</tr>
<tr>
<td>Contact Name Required</td>
<td>You must enter a first or a last name to save a contact.</td>
<td>Enter a first or a last name (or both names).</td>
</tr>
</tbody>
</table>
### Responding to Problem Messages

<table>
<thead>
<tr>
<th>Message Title</th>
<th>Message Explanation</th>
<th>What You Can Do</th>
</tr>
</thead>
<tbody>
<tr>
<td>Invalid IP Address Entered</td>
<td>You have entered an invalid IP Address.</td>
<td>Check the numbers you entered. You may have made a mistake.</td>
</tr>
<tr>
<td>Invalid Name Entered</td>
<td>You cannot enter a name longer than 50 characters.</td>
<td>Re-enter a shorter name.</td>
</tr>
<tr>
<td>Invalid Phone Number Entered</td>
<td>You have entered an invalid digit. You can use only the 0-9, #, *, and comma.</td>
<td>Check the number you entered. You may have made a mistake. Try dialing again.</td>
</tr>
<tr>
<td>Induction Loop Is Active</td>
<td>The handset and microphone are now inactive.</td>
<td>You will see this message when you’ve made a successful connection with an attached assistive-listening device.</td>
</tr>
<tr>
<td>Cannot Add New Contact</td>
<td>The contacts list is full. You can save up to 200 contacts.</td>
<td>Delete any unneeded contact records.</td>
</tr>
<tr>
<td>Cannot Add Phone Number</td>
<td>This contact cannot hold any more numbers. You can save up to three numbers per contact.</td>
<td>Delete any unneeded numbers or update the numbers that are stored for this contact.</td>
</tr>
<tr>
<td>Dialing or Phone Line Problem</td>
<td>The call did not go through. Please try your call again.</td>
<td>This message is from the phone service provider. Try dialing again.</td>
</tr>
<tr>
<td>Dialing or Phone Line Problem</td>
<td>The number you have dialed has been changed or disconnected.</td>
<td>This message is from the phone service provider.</td>
</tr>
<tr>
<td>Dialing or Phone Line Problem</td>
<td>All circuits are busy. Please try your call again later.</td>
<td>This message is from the phone service provider. Try dialing again.</td>
</tr>
<tr>
<td>Dialing or Phone Line Problem</td>
<td>The call did not go through. Please check the number and then try your call again.</td>
<td>This message is from the phone service provider. Try dialing again.</td>
</tr>
</tbody>
</table>
Safety Instructions

To make sure that using the CaptionCall phone is a safe and pleasant experience, please take the time to read all of the information in the Setup Guide and to follow each of these instructions:

1. The sound volume created by the CaptionCall phone’s handset or ringer may be harmful to you or to others. Please warn anyone who might use the phone about its potential for loud sounds that may cause hearing damage.

2. Carefully position the phone on a table or another stable place away from any source of heat or moisture. Be very careful not to drop the phone to avoid damaging it or causing harm to yourself or to others.

3. Carefully position each of the cables connected to the phone so that they will not be accidently pulled or tripped on by anyone.

4. Never use the phone near any source of water or while your hands are wet.

5. Use only the power adapter that was supplied with the phone. You should also use a surge protector to avoid damage from electrical spikes or outages.

6. To reduce the risk of fire, use only No. 26 AWG or larger (e.g., 24 AWG) UL Listed Line Cord or CSA Certified Telecommunications Line Cord.

7. Avoid using the phone during an electrical storm.

8. Do not use the phone to report a gas leak in the vicinity of the phone.

9. To avoid the risk of an electric shock, do not disassemble the phone.

10. If you experience any problems with the phone, call us for assistance.

Save these instructions for future reference.
About This User Guide

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Trademarks
CaptionCall®, Life Is Calling®, and the spiral C mark are registered trademarks of Sorenson Communications, Inc.

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The names and phone numbers used on the sample screen images shown in this document are fictitious. Any similarity to actual persons and/or business entities is purely coincidental and unintended.

Patent Information
The CaptionCall phone and/or service are Patent Pending.

Model 57T, 57Tx
Part Number: SCD00-00087 Rev B1
Release Version 1
10/19/2012
FCC Notices

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 are 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 Sorenson Communications, Inc., 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:

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

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