Life Is Calling

Meet Your New CaptionCall Phone

We’d like to introduce you to CaptionCall. Your new CaptionCall phone looks and works pretty much like an ordinary telephone, but with one big difference — CaptionCall’s large 7-inch display screen. If you have difficulty hearing on a regular telephone, the big display screen can make using the telephone easy and enjoyable for you again.

Spoken Words into Captions

The CaptionCall phone works a lot like the closed-captioning (CC) service on television. When you make a call, you just speak normally and listen with what hearing you have. You then read the caller’s responses as text on the display screen. No more struggling — or failing — to hear what’s being said to you. In addition to the captioning service, the CaptionCall phone can amplify the sound received by the phone.

Free Service Means “No Cost to You”

CaptionCall is a completely free service. You’ll have no new bills and no monthly charges. The CaptionCall service is funded by the Federal Communications Commission (FCC), so it’s absolutely free to you.
Some Not-So-Technical Details

Here’s what happens when you make a telephone call using CaptionCall:

1. *The phone connects to the CaptionCall service using the Internet.*
2. *The CaptionCall service quickly converts the words spoken by the other person into text (captions).*
3. *The text is then displayed on the phone’s display screen.*

Because it takes a brief moment for words to be converted into captions, you’ll see a slight delay before text appears on the screen. The text on the screen shows only what the other person is saying, not what you say.

Some Calling Etiquette

You can choose to be discreet about your use of the CaptionCall service, or explain simply to your callers how CaptionCall works. It’s your choice. You might find it helpful to tell your callers to expect a slight delay for your responses if you need time to read the captions before responding.

Discovering Hidden Talents

The first time you use the CaptionCall phone, you might be a little nervous. But, after you get the hang of the captioning service you’ll see just how easy CaptionCall is to use. We know you’ll have fun discovering the many hidden talents of the CaptionCall phone, such as its Call History and Contacts features.
Check For These Things First

Before you can set up and start using your new CaptionCall phone, you will need to have the following things ready and available:

**Telephone Service**
Naturally, you need to have standard voice telephone line service. You can use any type of telephone service except for cellular service, whether it be analog, VOIP, or something else. The phone service must provide a standard analog telephone plug (RJ-11) to connect to the phone.

**Broadband Internet Service**
Your phone requires a Broadband Internet connection. The word “High-Speed” is often used to refer to Broadband service. “Hotspot” or hotel wireless services that require you to log in will not work with CaptionCall.

**Ethernet or Wireless Network**
CaptionCall can use an Ethernet cable to connect to your Broadband modem or router. Or, if you have a wireless (i.e., 802.11b/g/n) connection to the Internet, the CaptionCall phone can use that service instead.

**Electrical Outlet**
You’ll need an electrical outlet located near the CaptionCall phone.
Get Going...

Phone Mounting Option
You can mount the CaptionCall phone to a standard wall telephone mounting plate. The phone’s Base Platform will fit a standard wall mounting plate.

Remember that you will need to be able to connect the power cord and the Ethernet cable to the phone mounted on the wall. If you are using the wireless feature, you won’t need to use the Ethernet cable.

See the note on Page 11 for more information on using the wireless feature.

Set Up the CaptionCall Phone
When you’re ready to set up the CaptionCall phone, here’s what to do:

Step 1: Find a good place to put the phone.
Look around for a good place to set up your phone. You’ll need a stable table, counter, or wall mount that’s located near a power outlet, phone line, and your Broadband modem. If you’re planning on using wireless, you won’t need to worry about having the Broadband modem close by.

Step 2: Unpack the phone and cables from the box.
If the CaptionCall phone is still packed in its original box, you can now take everything out of the box. Here’s what you’ll find packed inside:

- CaptionCall phone base unit
- Handset
- Handset cord (black, coiled, 12-ft length)
- Phone line cord (gray, 14-foot length)
- Phone line cord (gray, 6-inch length)
- Ethernet cable (black, 6-foot length)
- Power adapter with power cord (in small white box)
- CaptionCall Setup Guide and User Guide documentation
- Loudness Warning Card printed in Braille
Step 3: Connect the handset cord to the phone.
You can connect the handset to the phone base with the coiled cable now, but please wait to connect the other cables until you’ve read a bit further. The figure below shows the handset cord connected correctly.
Step 4: Identify the parts of the phone (Part 1).

Look at the back side of the phone. Pull out the **Platform Stand** and **Base Platform** to hold the phone at the desired angle when set up on a desk.

- **Platform Stand and Release Latch**
  Push latch to release stand, then pull down to desired position

- **Base Platform**
  Position phone at the desired angle, and then hold the phone securely using the Platform Stand

- **2.5mm Audio jack**
  Used for neckloop with microphone to connect to hearing aids
Step 5: Identify the parts of the phone (Part 2).

Now look at the front side of the phone. Notice the CaptionCall light, the touch screen display, and the *Menu* button. The cradle area contains the switch hook, volume control, and warning light above the keypad.

- **CaptionCall light**
  Shows if 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

- **Touch screen display**
  Shows captions and interface to phone features

- **Menu button**
  Press to access the phone’s features
Make Your Wiring Connections (Part 1)

The picture below shows a close-up view of the phone’s back panel. The numbered steps next to the picture show where to connect the cables. Find the provided cables, then make the connections. Connect the Ethernet cable to the Internet port on the back panel of the phone.

Step 1 — Plug in the phone line
Step 2 — Plug in the power cord
Step 3 — Plug in the Ethernet cable

Note: If you plan to use wireless, you will not need to connect the Ethernet cable.
Plug It In...

Make Your Wiring Connections (Part 2)

After you connect the cables to the back of the phone, follow the numbered steps below to plug in the other ends of the cables. Plug in the power adapter cord last. Be careful to not touch the display screen immediately after plugging in the power cord because the phone calibrates the touch screen as it starts up.

Step 4 — Plug the phone line into a wall jack

*Note:* If your DSL modem provides a phone port, you can plug the phone line right into the modem.

Step 5 — Plug the Ethernet cable into a modem or router

*Note:* If you plan to use wireless, you will not need to use the Ethernet cable.

Step 6 — Plug the power adapter cord into a wall outlet

*Note:* Connect the phone to power last. Do not touch the display screen immediately after connecting the phone to the wall outlet.
Start It Up...

**Do You Want to Go Wireless?**
If you want to use a wireless connection for the CaptionCall phone, you will have to set up the wireless feature before you can make captioned telephone calls.

To do so, find your CaptionCall User Guide now and then follow the steps in the Getting Started section under the heading “Setting Up the Wireless Network Feature.”

After you’ve connected to your wireless network, you can come back to this page to continue setting up the phone.

**Wait for CaptionCall to Start Up**
After you connect the power cord to the wall outlet, the CaptionCall phone will begin starting up. Just wait briefly while the phone calibrates the touch screen display and starts up.

**Do Not Touch the Display**
Because the CaptionCall display screen is sensitive to touch, try not to touch the display immediately after you connect the phone to power. The CaptionCall phone calibrates its display screen while it is starting up. If you touch the screen, the calibration process may be interrupted. To help you remember, the phone will briefly show a message on the display screen that asks you not to touch the display as the phone is starting up.

**If You Do Accidentally Touch the Display...**
No harm will be done to the phone if you accidently touch the display while it is starting up. You might notice that the screen is a little bit less sensitive to your touch if the calibration was interrupted.

If you do touch the display screen by mistake, no worries. Just unplug the power cord from the wall outlet and then plug it back in again. The CaptionCall phone will start up again and calibrate its display normally.
Watch What Happens During Startup
Here’s what to expect as the CaptionCall phone starts up:

- The display’s backlight will illuminate and the CaptionCall logo will appear.
- The CaptionCall light and Menu button will then turn on (illuminate).
- The “Recent Calls” screen will then appear on the display.

What Can Go Wrong?
If you've made all the required connections, everything should work well. If something does go wrong, CaptionCall will tell you what the problem is. Here’s what you might see on the display screen if there’s a problem:

- A message that reads “Handset Is Not Seated.”
  Fix this by putting the handset back on the base unit.

- A message that reads “Network Problem.”
  Fix this by checking the Ethernet cable and your Internet service (i.e., make sure it’s available). If using wireless, check your wireless setup (refer to your CaptionCall User Guide for wireless setup details).

- A message that reads “CaptionCall Service Unavailable.”
- A message that reads “Cannot Access CaptionCall Account.”
  These two messages should go away by themselves after just a few minutes. If not, please call us for help to resolve these problems.
Learn to Use the Handset Volume Controls

**Step 1:** Pick up the handset.

**Step 2:** Adjust the handset volume controls up or down.

As you adjust the volume, look at the bottom of the display screen.

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**Step 1 — Adjust the handset volume**

- Press the “+” button to increase volume
- Press the “-” button to decrease volume

**Step 2 — Look at the volume indicator**

The bars will change from green to yellow to red as you increase the volume level
The Handset Volume indicator will change color as you increase the volume. The bars will change from green to yellow and finally to red.

As shown above, a warning light will appear in the handset cradle whenever the Handset Volume indicator turns red. Be careful not to adjust the volume too high to avoid damaging your hearing.

Step 3 — Look for the warning light
Light comes on when the volume is set into the red

Automatic Volume Reset
The phone will automatically reset the volume back to its default “green” setting after each call. You can turn off this feature. See Page 87 your CaptionCall User Guide for more information.
Your First Call...

Call Friends, Family, or Whomever You Want

**Step 1: Pick up the handset and dial using the keypad.**
To make your first call, just pick up the handset and then dial.

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

**Step 2 — Dial the number using keypad**
The number you dialed

(801) 555-1212
Wait Briefly...

**Step 2: Wait for the CaptionCall service to connect your call.**

As your call is being connected, you’ll see a message appear on the display screen like that shown in the figure below. Once you see the message “Your call will now be captioned,” you are connected to the captioning service. You’ll see captions from that point forward during the call.

Message that captioning has started for this call
**Talk and Read...**

**Step 3: Begin your conversation when the call is connected.**

When the person you called starts talking, you’ll see captioning appear on the display that shows 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 more dots (between 2 and 8) to indicate the length of a pause.

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**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.
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. The captioning service will automatically stop.

Step 5: **Make and receive other calls whenever you like.**
When you’re ready to make another captioned telephone call, just dial the call as you normally would. You’ll see the captioning service automatically start for all calls. When you receive an incoming call, captioning will start automatically when you pick up the handset. There may be a short time when the person who called you starts speaking before the captioning begins. In this case, just ask the caller to repeat him/herself.

Step 6: **You can make calls without the captioning service.**
If you want to make a call without captioning, you can turn off the service after dialing or answering. Just press the **Menu** button on the front panel, then tap the **Captioning Off** button at the bottom-left of the screen.

When you turn off the captioning service, the CaptionCall light will go out to indicate that captioning is turned off. So, just remember:

- CaptionCall light **turned ON** means captioning is turned on.
- CaptionCall light **turned OFF** means captioning is turned off.

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.
See How Easy CaptionCall Is to Use

Just for fun, let’s review the basic use of the CaptionCall phone:

**Step 1: Pick up the phone’s handset.**
Just like a regular phone, you need to have a dial tone to place a call.

**Step 2: Dial your call using the number keypad.**
You can also use the touch interface on the display screen to call someone in your Contacts list (that is, once you’ve set up your Contacts list).

**Step 3: When the person you called answers, start talking.**
Remember there will be a brief delay before their response is captioned.

**Step 4: Read the captions as they appear on the screen.**
Respond to the captioning by talking normally. With a bit of practice, you’ll quickly get into the rhythm of using the CaptionCall service.

**Step 5: When you’re finished, just hang up.**
The captioning service will automatically stop.

**Step 6: To answer incoming calls, just pick up the handset.**
The captioning service will automatically start.
Find and Read Your CaptionCall User Guide

You’ve just seen how simple and easy it was to set up and begin using the CaptionCall phone. After making your first call, you’ll know how the captioning service works.

This Setup Guide just scratched the surface of what the CaptionCall phone can do. The CaptionCall User Guide contains detailed information about all of the phone’s features, along with easy-to-follow instructions for using each feature. With just a few minutes of reading, you’ll learn how to use the Recent Calls list and how to manage names in your Contacts list. You’ll also see how easy it is to adjust the phone’s various settings.

The CaptionCall User Guide was included in the box with the CaptionCall phone. You can also view the guide online at www.captioncall.com/CaptionCall/Support.aspx.

CaptionCall helps you get more out of every phone call—and more out of life.
Read and Follow these Safety Instructions

To make sure that using the CaptionCall phone is a safe and pleasant experience, please take the time to read and fully understand all of the information in this 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 which 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.
Need Help?

Call If You Have Questions or Problems
In a perfect world, nothing would ever go wrong. Because we’re living in the real world, we’ve made it easy to troubleshoot, replace, or return the CaptionCall phone. We’re firm believers in the need for a “human touch,” so we’re always here and ready to lend a helping hand.

We’re Here Whenever You Need Us
If you need help of any kind, just call us. One of our friendly support experts will work with you to solve any problem. If your phone needs to be repaired, we can help you ship it back to us at no cost to you. We’ll then send you a new CaptionCall phone as quickly as possible.

If you’re the kind of person who likes to get help or ask questions by email, please send us a message and we’ll respond as quickly as possible.

CaptionCall Support by Phone
1-877-557-2227

CaptionCall Support by Email
support@captioncall.com
Useful Facts

CaptionCall Phone Specifications, Model 57Tx

Telephone Specifications

• Adjustable handset volume (up to +40dB gain)
• Adjustable ringer volume (up to +95dB gain)
• 2.5mm audio jack for a neckloop with microphone to be used with compatible hearing aids
• Audiogram-compatible sound equalizer with these features:
  ▪ Customizable frequency amplifications
  ▪ Three built-in sound equalizer presets (Boost Lows, Mids, or Highs)
• Operating temperature range 41° to 104° F

Display Specifications

• 7” diagonal color LCD display screen with touch interface
• 800 x 480 screen resolution with adjustable screen viewing angle

Connection Requirements

• Analog telephone service (RJ-11 connector)
  *Caution:* To reduce the risk of fire, use only No. 26 AWG or larger (e.g., 24 AWG) UL Listed or CSA Certified Telecommunications Line Cord.
• Broadband Internet service (RJ-45 Ethernet or 802.11b/g/n wireless)
• AC power, 120 volt
About This Setup Guide

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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: SCD00-00086 Rev B1
Release Version 1
11/27/2012