



# CaptionCall®

Life is Calling



## CaptionCall 67T Phone

User Guide



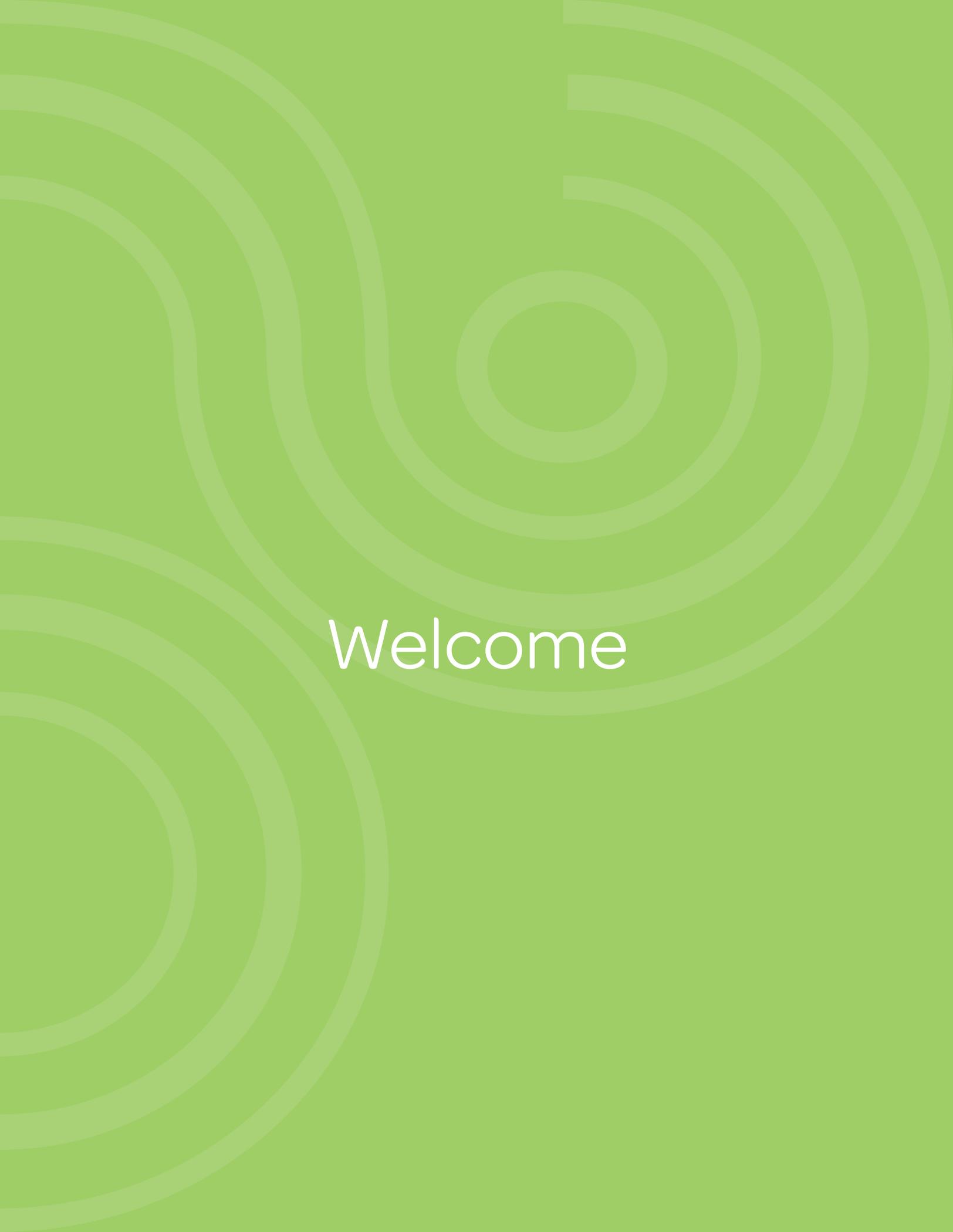
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The background is a solid green color with a pattern of concentric circles and arcs. The circles are centered in the upper right and lower left areas, with some arcs extending across the frame. The circles are composed of multiple concentric rings, creating a ripple effect.

Welcome



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

## How CaptionCall Works

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

## Phone Features

Your CaptionCall phone is like a regular telephone and a touchscreen phone all in one. 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 display your Saved Calls
- To caption your Voicemail and/or Answering Machine messages
- To allow you to change the phone's Settings
- To display built-in Help text for the current screen

The CaptionCall phone also features manual controls for turning on and off captions, speakerphone, volume control, and a large back-lit keypad.

### Handset

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

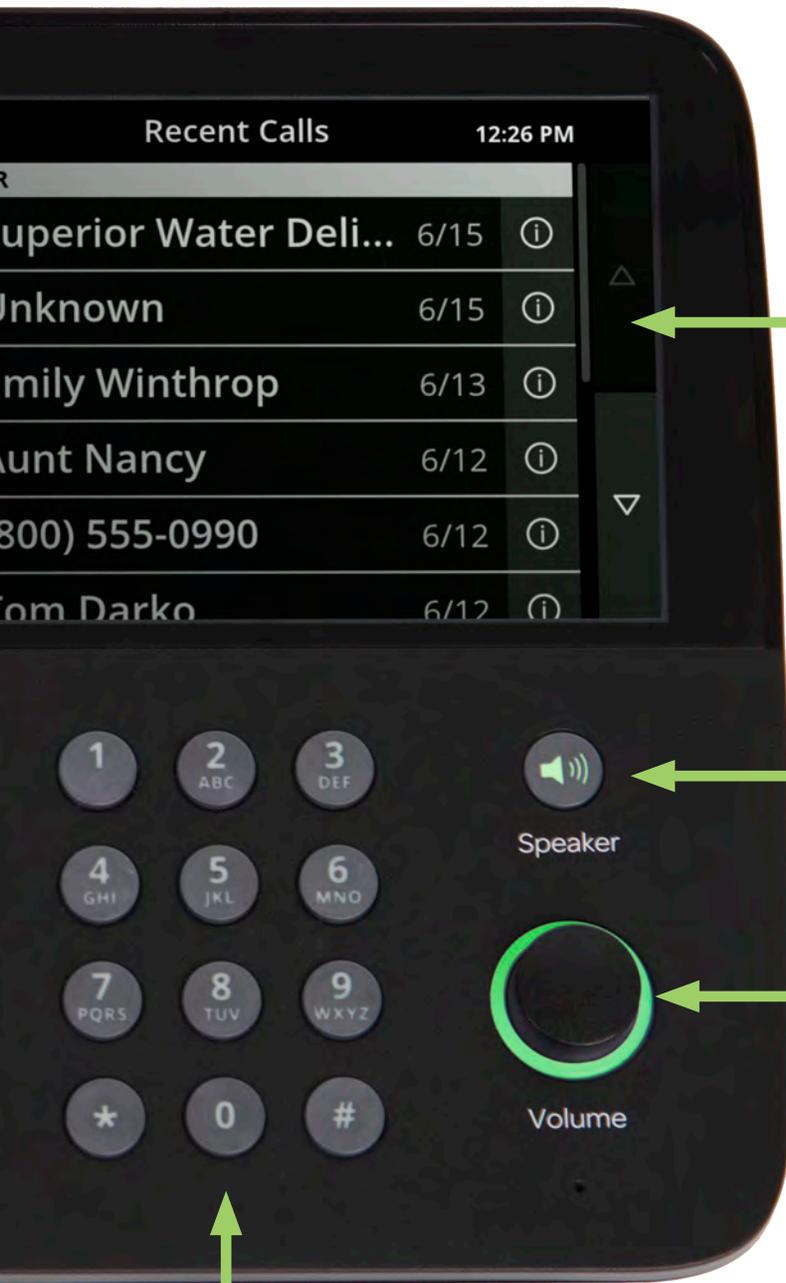
**Switch Hook button**  
Press to hang up a call.

**Speaker**  
For use with the speakerphone feature.

**Captions Button**  
Press to turn captioning on or off. The button glows green when captioning is turned on.



# Key Parts of Your CaptionCall Phone



Telephone Keypad

Touchscreen Display  
Shows captions and lets you interact with the phone interface.

Speakerphone Button  
Press to turn on speakerphone, even when the handset is still in its cradle

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

# The Back of Your CaptionCall Phone

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

**Telephone Line Port**  
**Ethernet (LAN) Port**

**Power Cable Port**



Model: 67T  
I.T.E.  
REN: 0.7  
US: SORTE07B67  
FCC ID: 2AA6Z67T  
POWER: 12VDC =  
MAC:   
000  
This device complies with  
conditions: (1) this device  
any interference received



Adjustable Stand

CaptionCall Phone Identification and Return Information

Handset Port

# Touchscreen

## Phone Menu

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

### Phone Book

Save and store Contacts.

### Saved Calls

Access Previous Captioned Calls.

### Messages

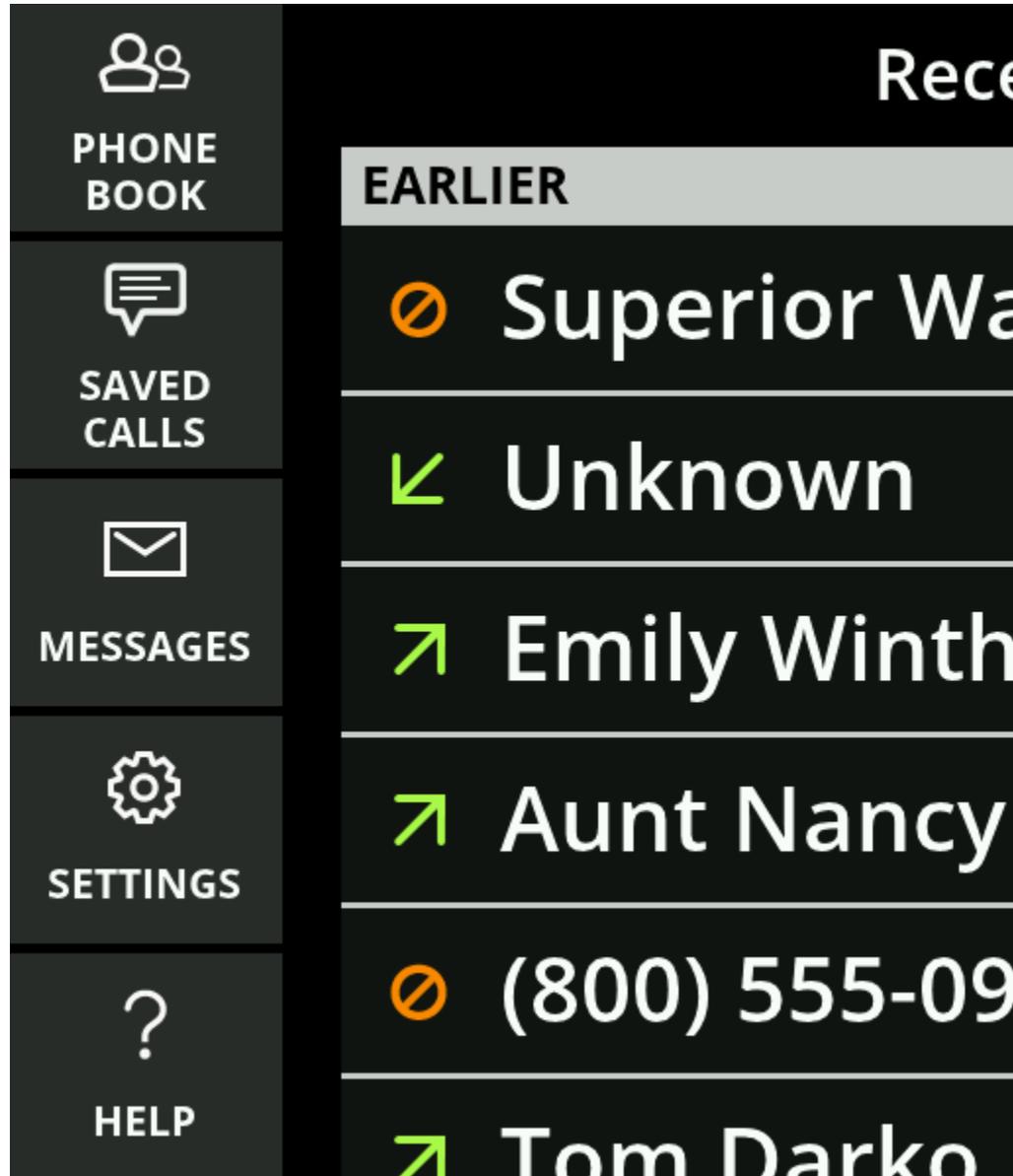
Captioned Voicemail or Answering Machine Messages.

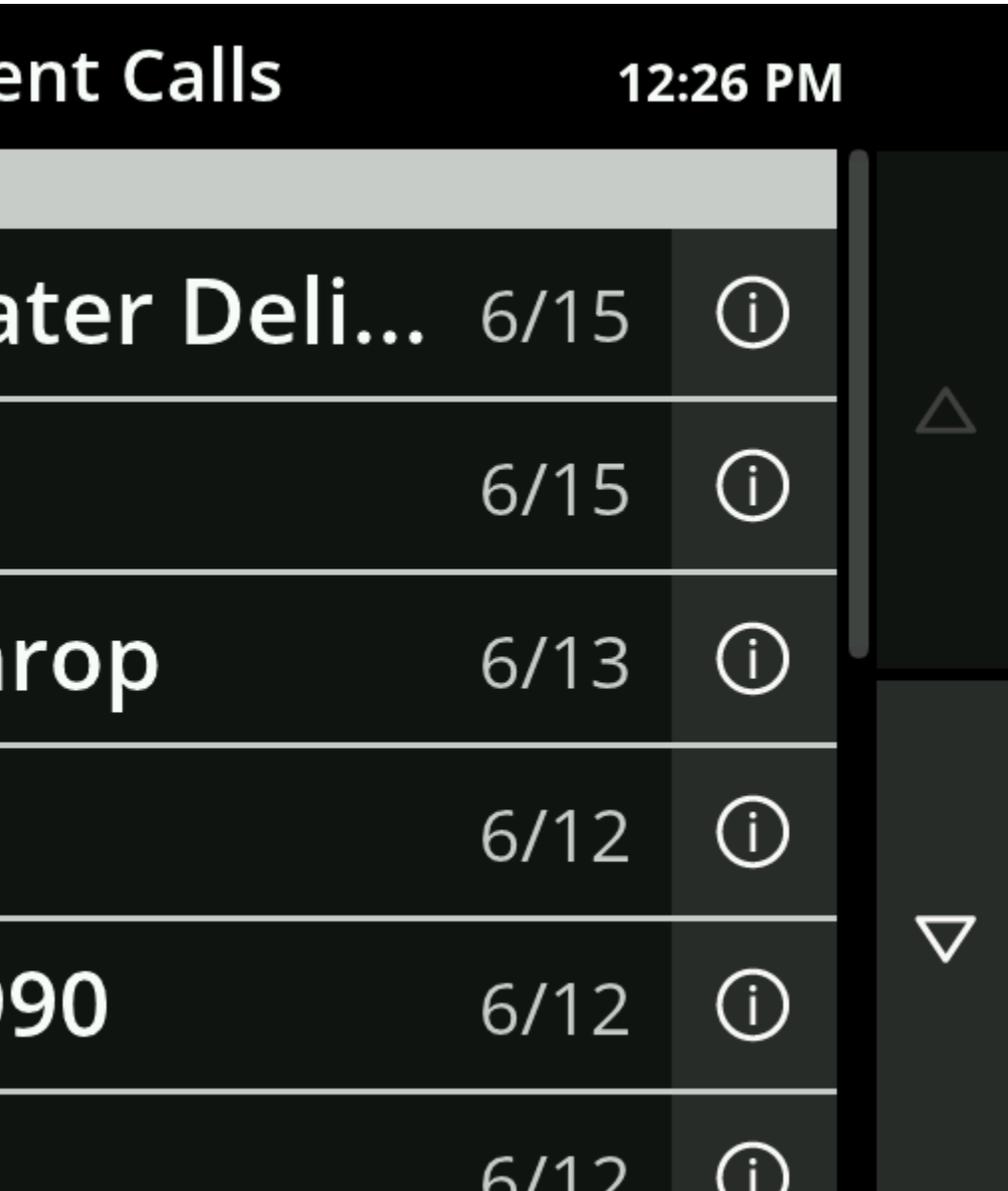
### Settings

Controls for your CaptionCall phone.

### Help

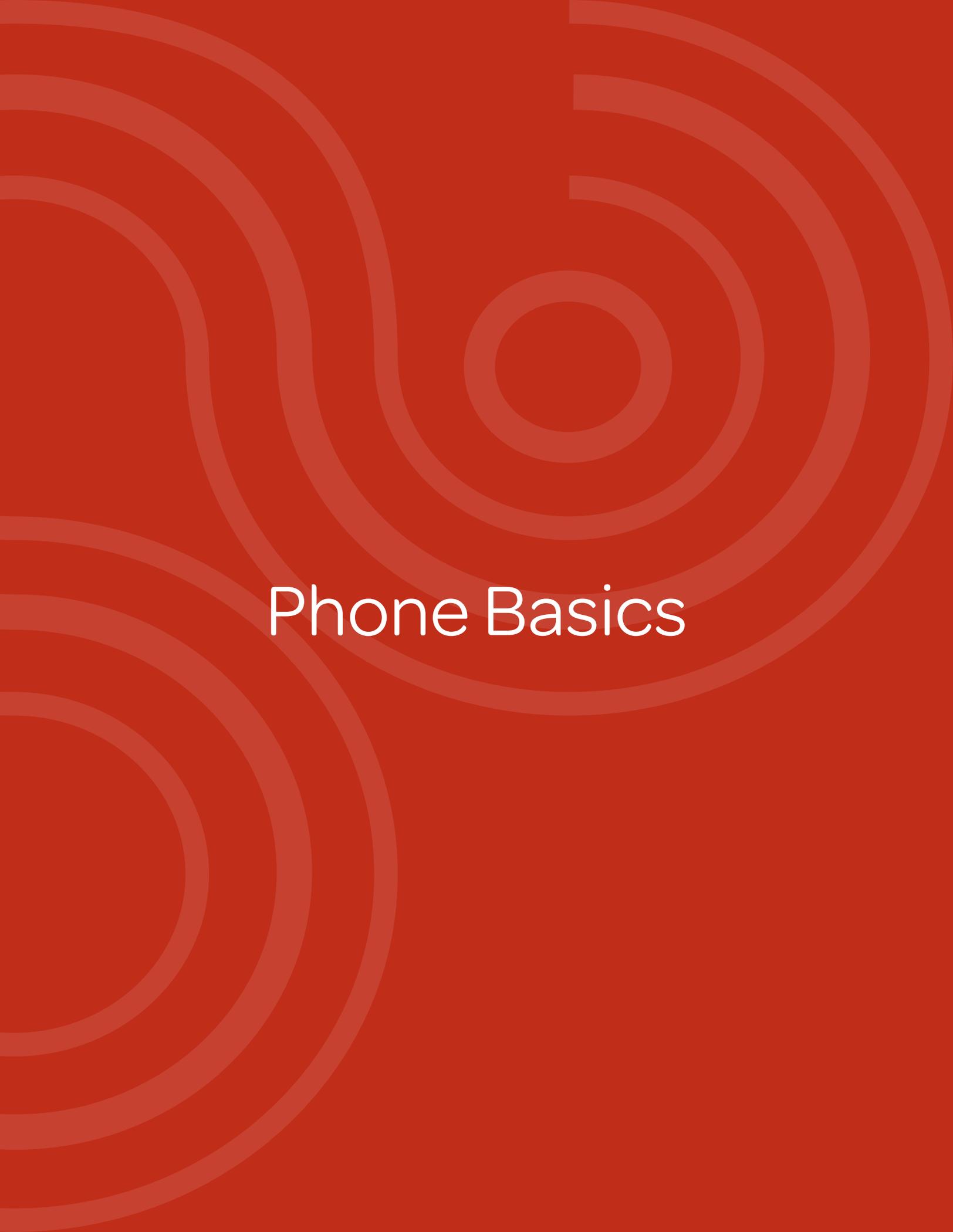
Use this button to guide you through the various functions of your CaptionCall phone.





**Scroll Buttons**  
Scrolling can be performed by either sliding your finger up and down the screen, or by touching these buttons.



The background of the slide is a solid red color. Overlaid on this background are several sets of concentric circles in a lighter shade of red. One set of circles is centered in the upper right quadrant, another set is in the lower left quadrant, and a third set is partially visible on the left side. The circles vary in size and are spaced out across the page.

# Phone Basics

# Turn Captions On

## When answering calls:

1. Pick up the handset to answer the incoming call.
2. Press the Captions button.

## When making calls:

1. Pick up the handset.
2. Press the Captions button.
3. Dial your call using the keypad.



Green Captions button = Captions ON

# Make Captioned Calls

1. Pick up the handset.
2. Press the Captions button.
3. Dial the number you want to call using the keypad.

Your call will now be captioned.

# Make Captioned Speakerphone Calls

1. Press the Speakerphone button.  
The button will light up in green and a dial tone will sound.
2. Press the Captions button.
3. Dial your call using the keypad.



## Helpful Hints

### Other ways to turn captions ON:

- Touch the Turn on Captions button during the call.



- Set "Captions Always On" using the Call Defaults menu (see "Call Defaults" on page 60).

### Other ways to make captioned calls:

- Return a call using the Recent Calls list (see "Set "Captions Always On" using the Call Defaults menu (see "Call Defaults" on page 19) "View Recent Calls" on page 30).
- Call someone using the Phone Book (see "Call a Contact" on page 37).

# Answer Calls

## When the phone rings:

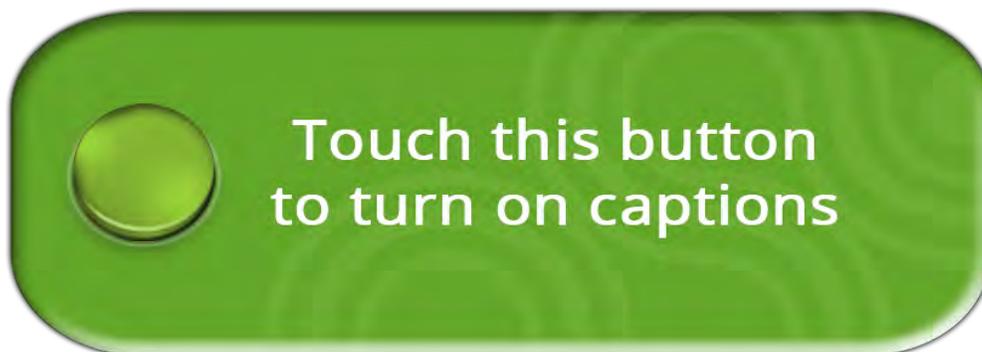
1. Press the Captions button to start captions.
2. Pick up the handset.
3. Speak into the handset and listen to it as you normally would.

You can start captions at any time during the call.

## Helpful Hints

### Other ways to turn captions ON:

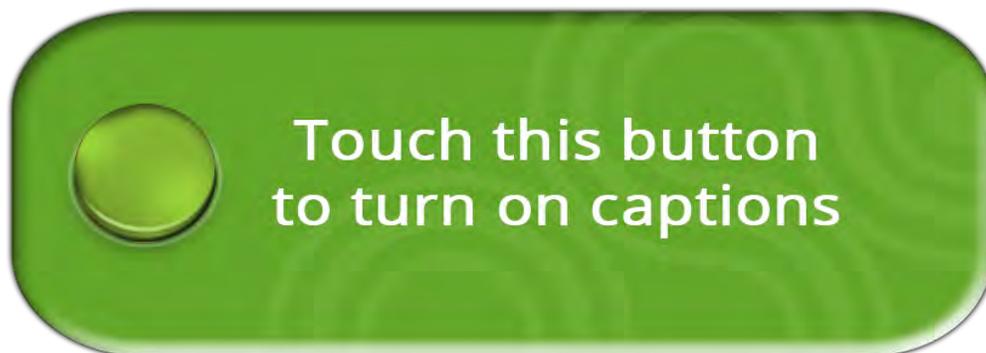
- Touch the Turn on Captions button during the call.



- Set "Captions Always On" using the Call Defaults menu (see "Call Defaults" on page 60).

## Return a Call

1. Pick up the handset OR press the Speakerphone button.
2. The Captions button will display. Touch to enable captions. The button will close, and you will see your recent calls list --You will not be able to see your recent calls list until you touch this button.



3. A list of your Recent Calls will display on the touchscreen.
4. Touch the call that you want to return. The call will be immediately made.

## Helpful Hints

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

### Other ways to turn captions ON:

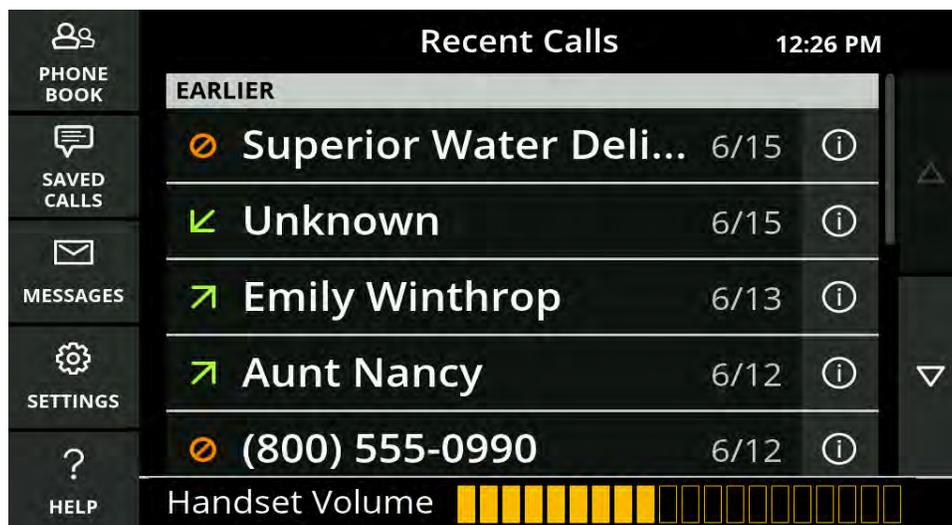
- Press the Captions button on the phone before picking up the handset.
- Set "Captions Always On" using the Call Defaults menu (see "Call Defaults" on page 60).

# Adjust Handset/Speaker Volume

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

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

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



## WARNING

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

The Volume meter and knob light will turn to red when the volume exceeds a safe volume. Also a warning will display in the handset cradle.



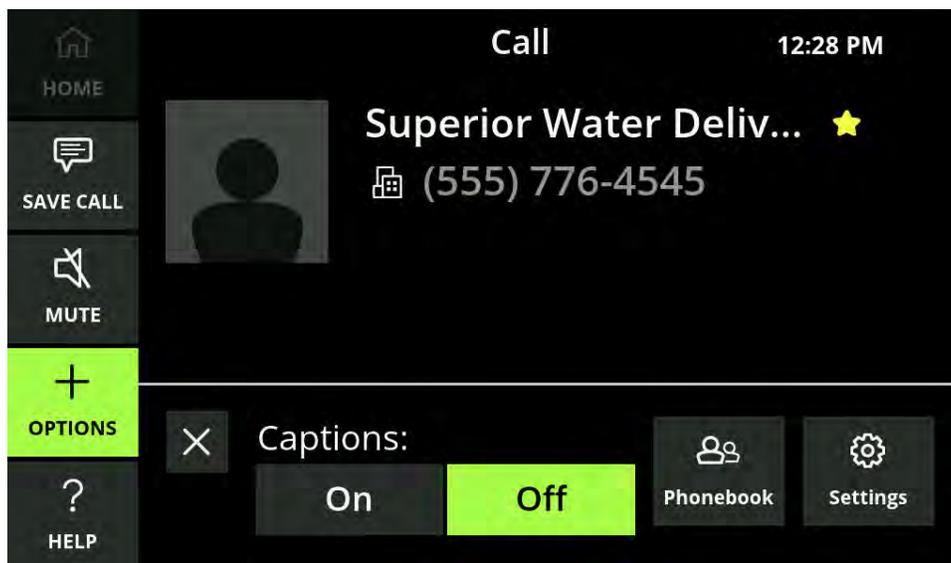
## Helpful Hints

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

To set the volume level at the same level for all calls, use the Override Volume Reset feature on the Call Defaults screen (see “Call Defaults” on page 60).

# In Call Options Menu

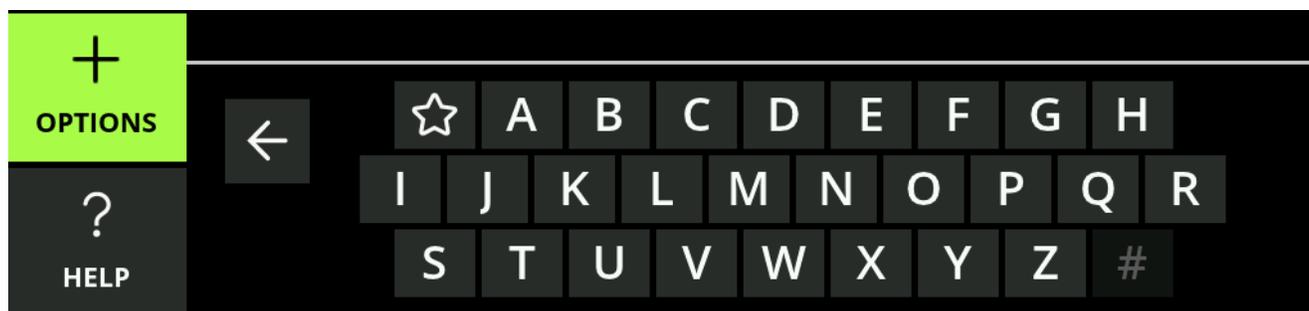
When in a call, the Call Options Menu allows you to turn off Captioning, access your Phone Book and adjust settings for this call.



Turn captions off by touching Off.

**To access your Phone Book while on a call to look up a contact:**

1. Select Options.
2. Select Phone Book.  A keypad will display.



3. Select either the letter of the first name of the contact (last name if you've re-ordred your contacts by last name in Settings -- see "Display Settings" on page 61) or the star to pull up your Favorites.
4. Use your finger to scroll through the contacts.

5. Select a contact to display their contact information.



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

1. Select Options.

2. Select Settings.  The available settings will display.



3. Adjust your settings as needed.

## Helpful Hints

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

## Mute a Call

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

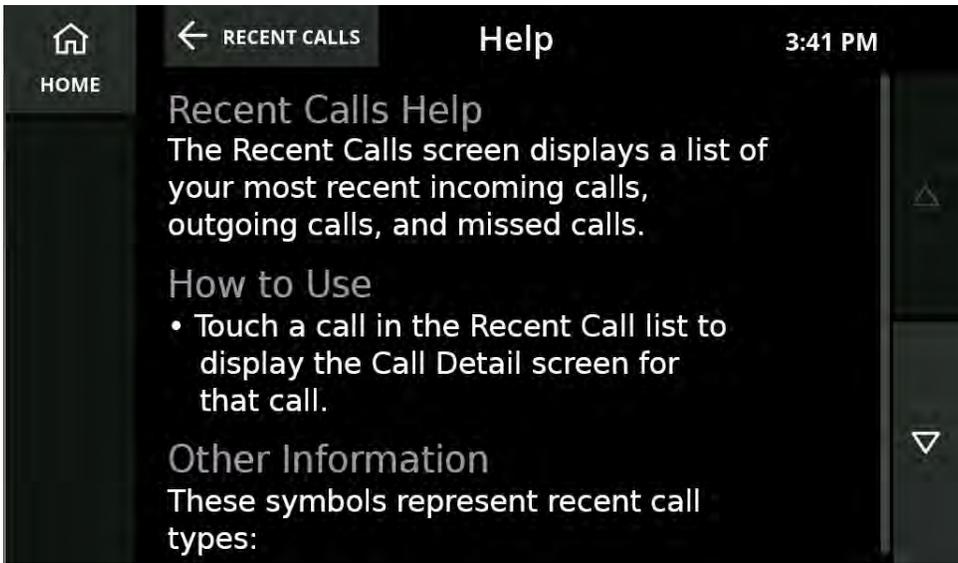


# Help Screens

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



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

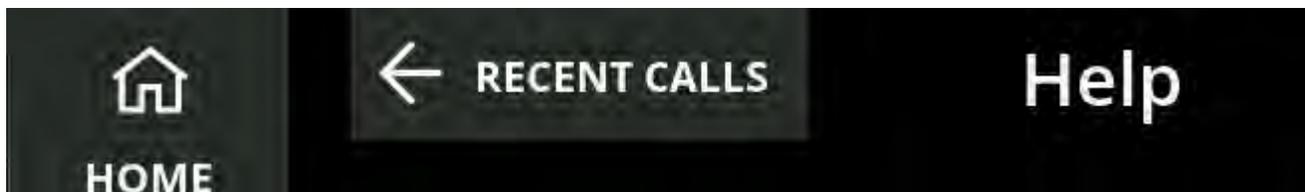


## Helpful Hints

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

## Back Button

The back button will display at the top of screens that are part of an overall function (like Phone Book, Help, or Settings). The button displays an arrow pointing to the left and the name of the screen you were on prior to this one.



Touch the Back Button to return to your previous screen.

## Home Button

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



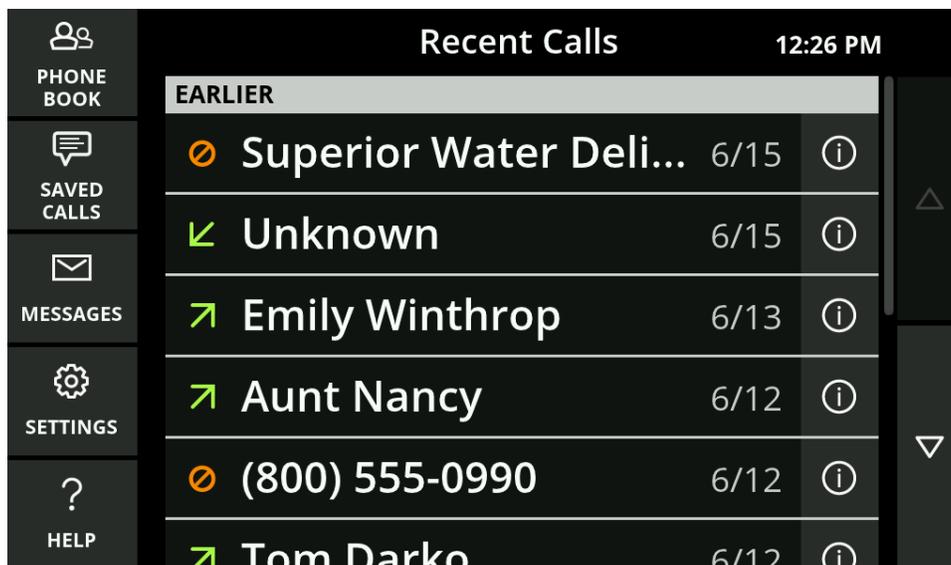
Touch the Home button to return to the Recent Calls screen.



The background of the image is a solid orange color. It features several sets of concentric circles in a lighter shade of orange. One set of circles is centered in the upper right quadrant, another set is in the lower left quadrant, and a third set is partially visible on the left side. The circles vary in size and are semi-transparent, creating a subtle pattern.

# Recent Calls

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



- Calls marked with the  indicate calls that were made to you that you received (answered).
- Calls marked with the  indicate calls that you made.
- Calls marked with the  indicate calls you missed.

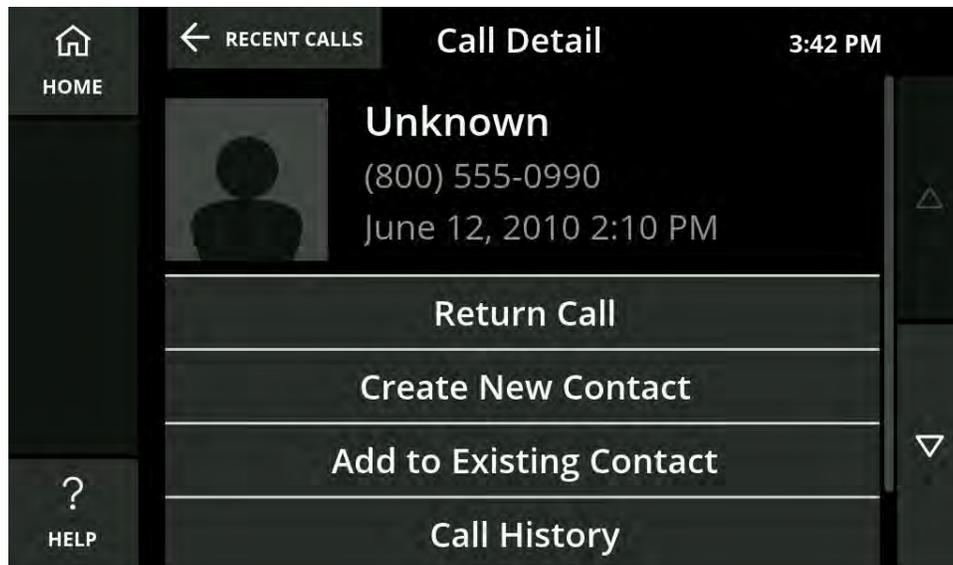
## Helpful Hints

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

## View Recent Calls

1. Touch the Main screen.
2. The Recent Calls list displays.
3. To redial a call, touch the name or phone number. This will automatically redial the call. If captions are not turned on, you will be prompted during the call to activate them. You can start captions at any time during the call.

4. To review a recent call to see the details, touch the ⓘ icon on the right of the call. The Call Detail screen will display.



## Call Detail

The Call Detail screen displays the contact information, phone number, and the date and time of a recent call.

**To call a contact from this screen:**

1. Pick up the handset to immediately call the number.
2. Turn on captions by pressing the Captions button on the CaptionCall phone or by touching the captions button displayed on the screen.



3. Touch the Return Call button to dial the phone number.



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

- Touch the Create New Contact button to create a new contact for this caller in your Phone Book (see “Add a Contact” on page 37).
- Touch the Add to Existing Contact button to assign the phone number for this call to an existing contact in your Phone Book.

## Create New Contact

1. Scroll up/down your Contacts list to locate whom you would like to add the selected phone number.

## Add to Existing Contact

2. Touch that contact to add the selected phone number. The Edit Contact Screen will display with the selected phone number already added to the first available phone number field
3. You can assign a phone type for this number in this contact, to help you remember which phone type it is.



Mobile



Home



Work

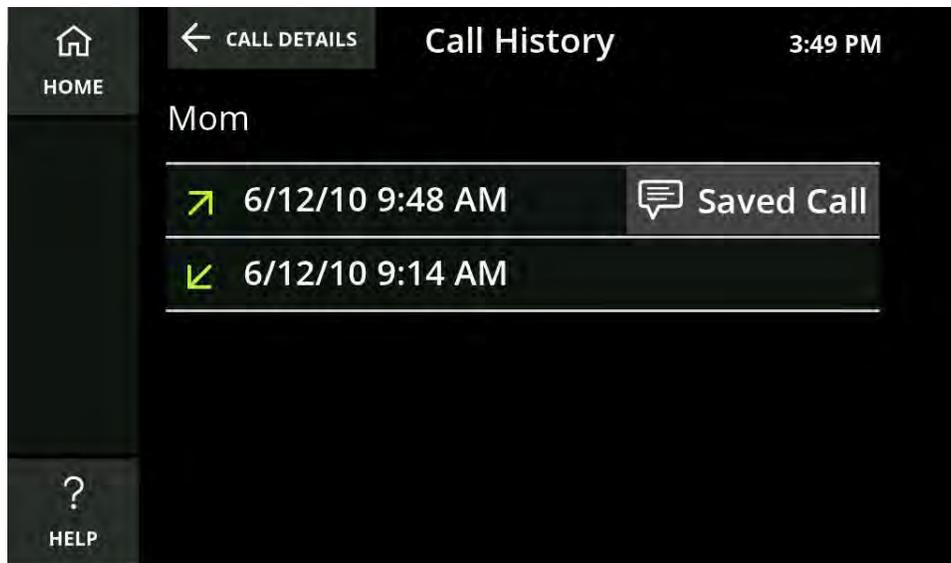
4. Touch the Save button to save the new phone number for this contact.

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

## Call History

- Touching the dates will call the number.

- Touching Saved Call will display the captions from the call.



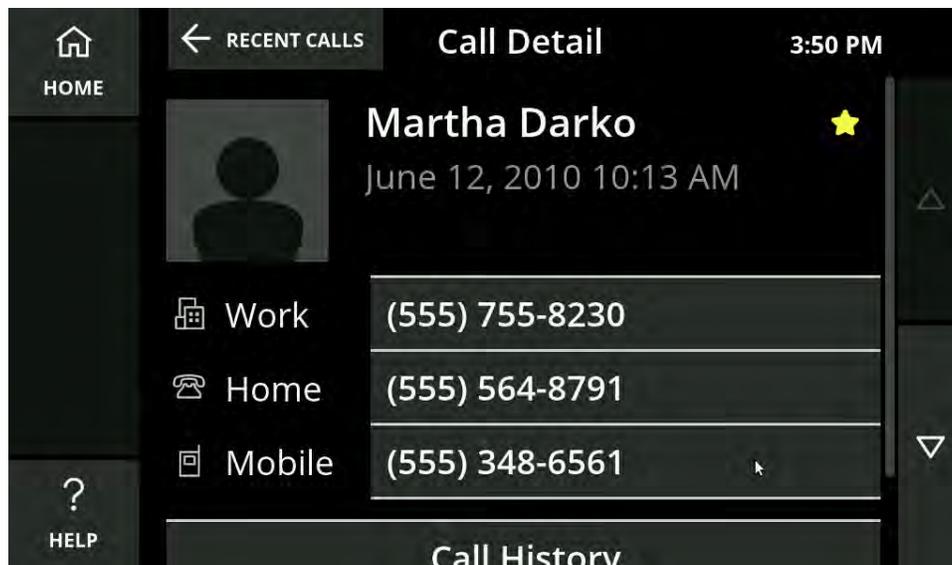
- Touch Delete This Call to delete the call from the Call History list. You will be prompted to confirm you want to delete the call.

## Delete This Call

Deleting a call will not delete a saved contact from your Phone Book.

### Note

If your caller is already a contact in your Phone Book, instead of seeing the Return Call, Create New Contact and Add to Existing Contact buttons, you will see the caller's phone numbers, Call History and Delete This Call.





The background of the page is a solid light blue color. It features several sets of concentric circles in a slightly darker shade of blue. These circles are centered in different areas of the page, creating a pattern of overlapping rings. The circles vary in size and are positioned to create a sense of depth and movement.

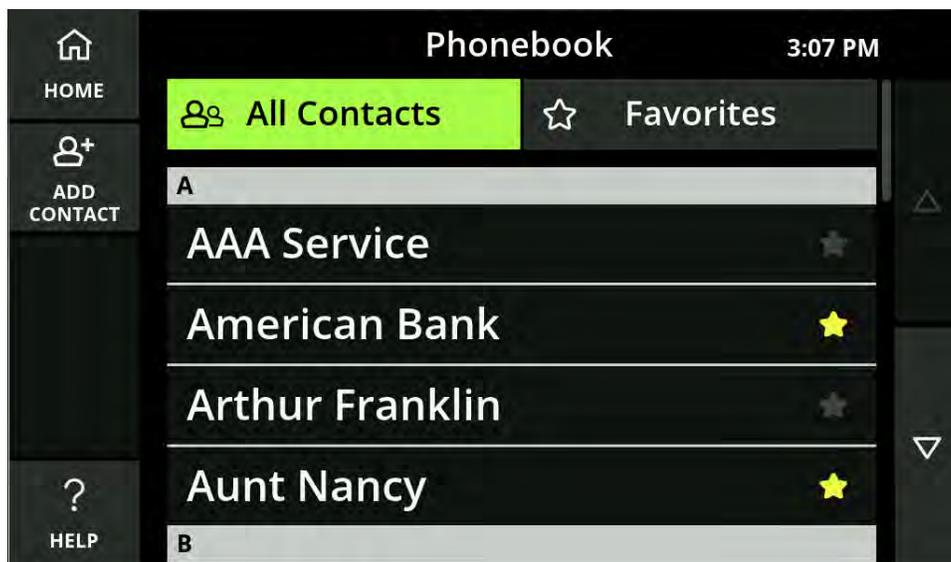
# Phone Book

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

## View the Phone Book

1. Touch the main screen.
2. Select the Phone Book button.
3. Your list of contacts displays.

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



## Helpful Hints

- Use your finger to scroll up and down in the Phone Book as needed to view all of your contacts.
- Touch a contact to view the name and phone number information for that contact.
- Touch Home to return to the main screen (recent calls)

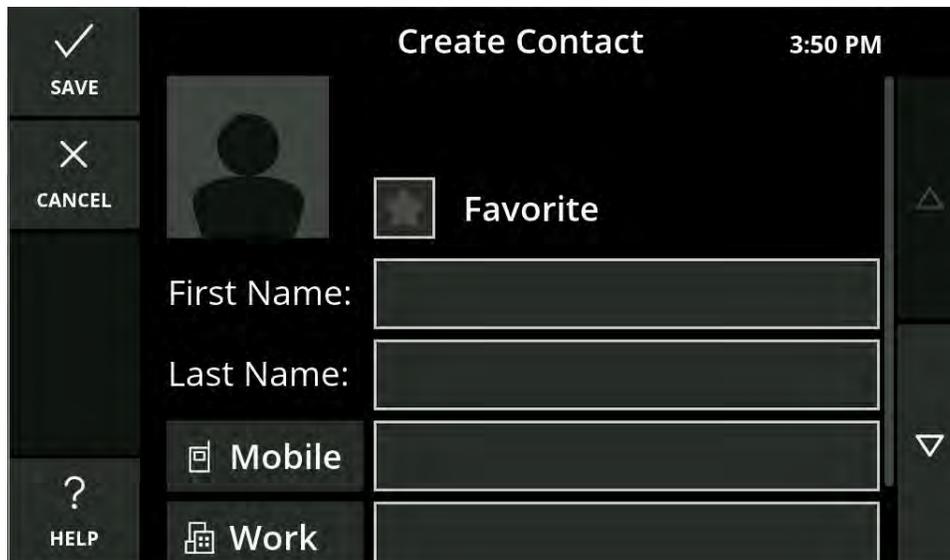
# Call a Contact



1. Touch Phone Book, the Phone Book displays.
2. Touch the desired contact in the list that you want to call.
3. Touch the phone number you want to dial.
4. Lift the handset or push the Speakerphone button.

# Add a Contact

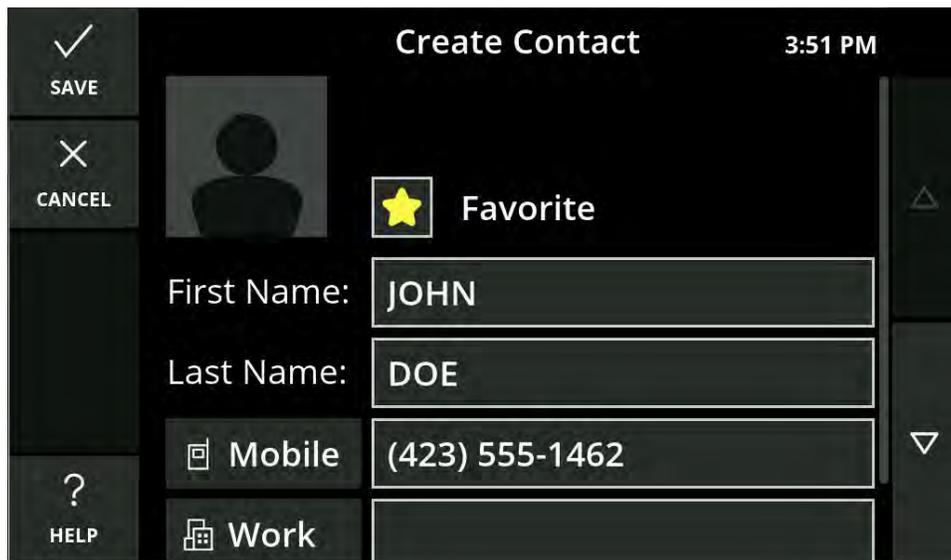
1. Touch the main screen.
2. Select the Phone Book button, the Phone Book displays.
3. Touch the Add Contact button,  the Create Contact screen displays.



4. Touch the First Name field on the screen to view the keyboard and type in their first name, touch Save, and then repeat this for their last name and phone numbers.



5. Touch the Save button after completing each field to save it.
6. When finished, touch the Save button on the Create Contacts screen.



7. The new contact will now display in the Phone Book.

## Helpful Hints

- The default for text is all caps. You can change to lower case by touching the Shift key on the keyboard.
- Selecting Favorite allows sorting a smaller list of contacts.

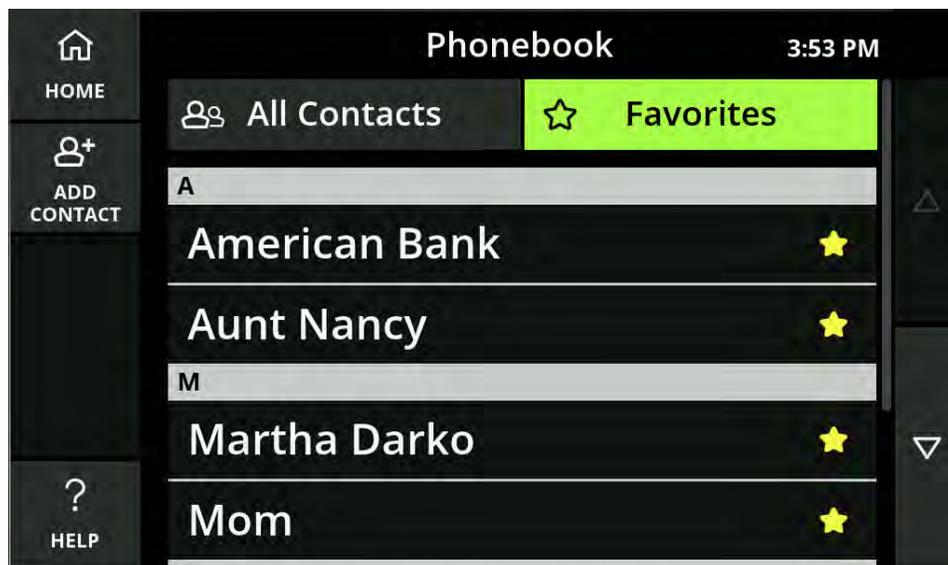
- You can also create a new contact using the Recent Calls list (see “You can save the number from the recent call to your Phone Book, by either adding the number to an existing contact or create a new contact from the number.” on page 32). Touch the Create New Contact button on the Call Details screen, and follow the previous steps for Adding a Contact.

## Create New Contact

## Create a Favorites List

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

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



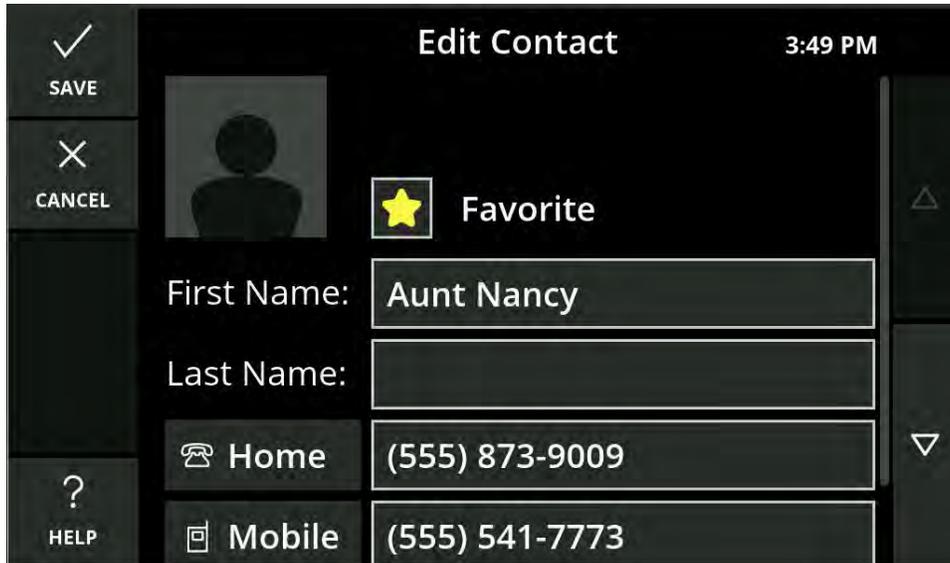
**To add a contact to favorites:**

1. Open the Phone Book and select the contact you want to add to favorites. Touch the contact so the Contact Detail screen displays.
2. Touch the Edit button on the left. The Edit Contact screen displays.
3. Touch the Star on the right-side of a contact to add that contact to your list of Favorites. The star will change to a yellow color to indicate the contact has been added to Favorites.



# Edit a Contact

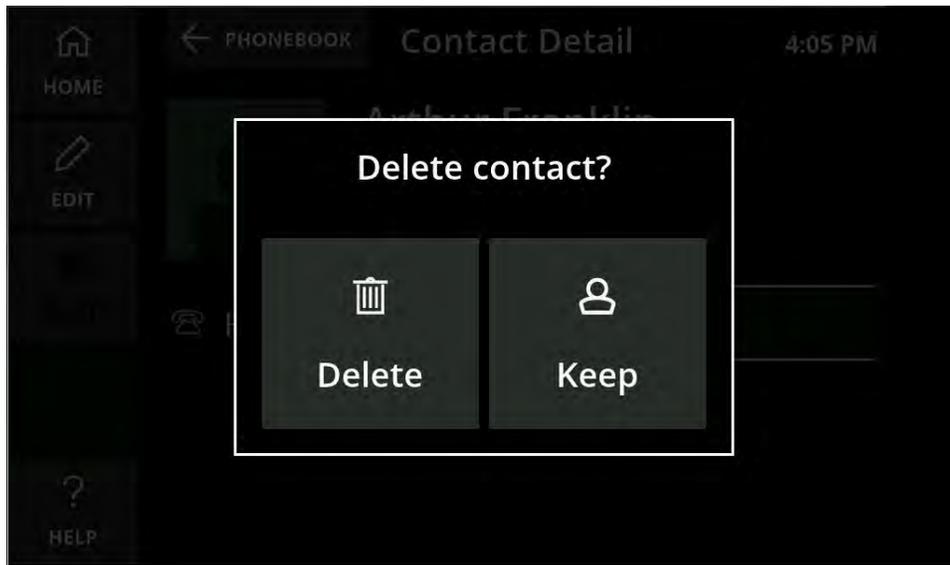
1. Open the Phone Book and select the contact you want to edit. Touch the contact so the Contact Detail screen displays.
2. Touch the Edit button on the left. The Edit Contact screen displays.



3. Touch the fields you want to change. The keyboard will display to allow you to make edits.
4. Touch the Save button.
5. When finished, touch the Save button on the Edit Contact screen.

# Delete a Contact

1. Open the Phone Book and select the contact you want to delete. Touch the contact so the Contact Detail Screen displays.
2. Touch Delete.
3. A confirmation window displays to verify whether you want to delete the contact or keep them.
4. Touch Delete to remove the contact from your CaptionCall phone.



# Adding Contacts Online

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

To view and add contacts online:

1. Go to [www.captioncall.com](http://www.captioncall.com) and log in to your account at the top of the screen. You will have been given your user name and password when your CaptionCall phone was installed. If you have any trouble remembering your user name or password, the online system can help you find/update that information.
2. Once you have successfully logged in, click “My Account” at the top. Your Account screen will display.
3. Click My Contacts in the column on the left. Your Contacts screen will display.

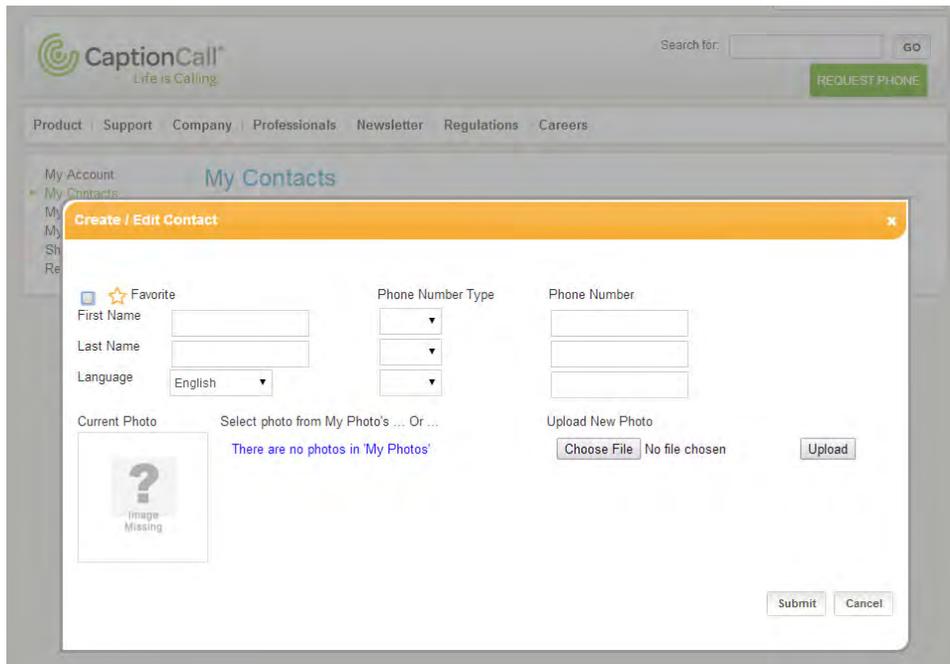


From here you can manage and edit any existing contacts or add new ones.

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

# Add Individual Contacts

1. Click the Add Contact button. The Add Contact window will display.

The screenshot shows the CaptionCall website interface. At the top, there is a search bar and a 'REQUEST PHONE' button. Below the navigation menu, the 'My Contacts' section is active. A modal window titled 'Create / Edit Contact' is open, featuring a 'Favorite' checkbox, input fields for 'First Name', 'Last Name', and 'Language' (set to English). It also includes 'Phone Number Type' dropdowns and 'Phone Number' input fields. A photo upload section shows a 'Current Photo' placeholder with a question mark and the text 'Image Missing', along with an 'Upload New Photo' section containing a 'Choose File' button and an 'Upload' button. 'Submit' and 'Cancel' buttons are at the bottom right of the modal.

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

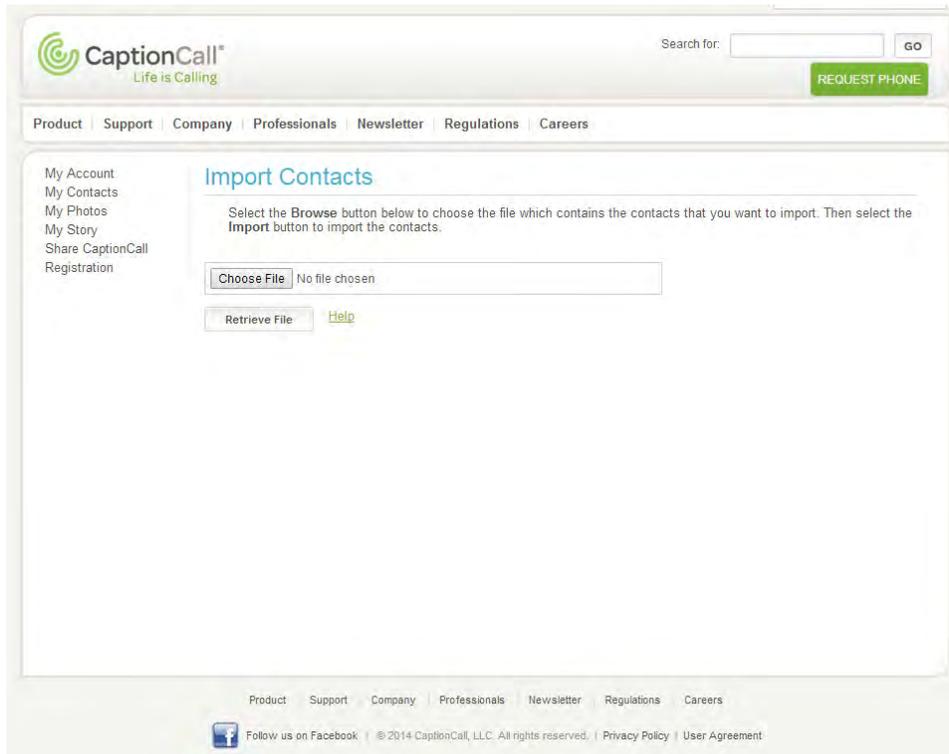
- Enter their first name and last name.
- Phone number types are available to identify the type of phone the number will dial. The types are: Home, Office and Mobile.
- Enter the phone numbers.
- Check the box at the top left to add this contact immediately to your favorites list, or leave it blank to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

3. Click Submit to save your contact.

# Import Contacts

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

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



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

## Helpful Hints

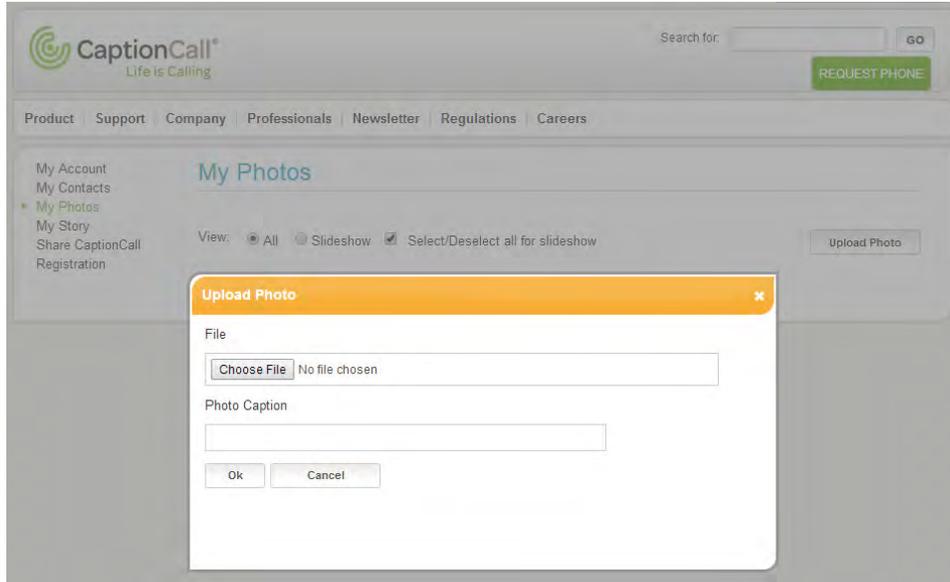
You can edit/delete your contacts using the online system.

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

# Upload Photos

You can also upload photos only. This allows you to have a group of photos in place as you create your contacts. To upload a photo:

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



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

## Helpful Hints

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



The background of the image is a solid dark purple color. It features several sets of concentric circles in a lighter shade of purple. One set of circles is centered in the upper right quadrant, another set is in the lower left quadrant, and a third set is partially visible on the left side. The text "Saved Calls" is centered horizontally and vertically in the image.

# Saved Calls

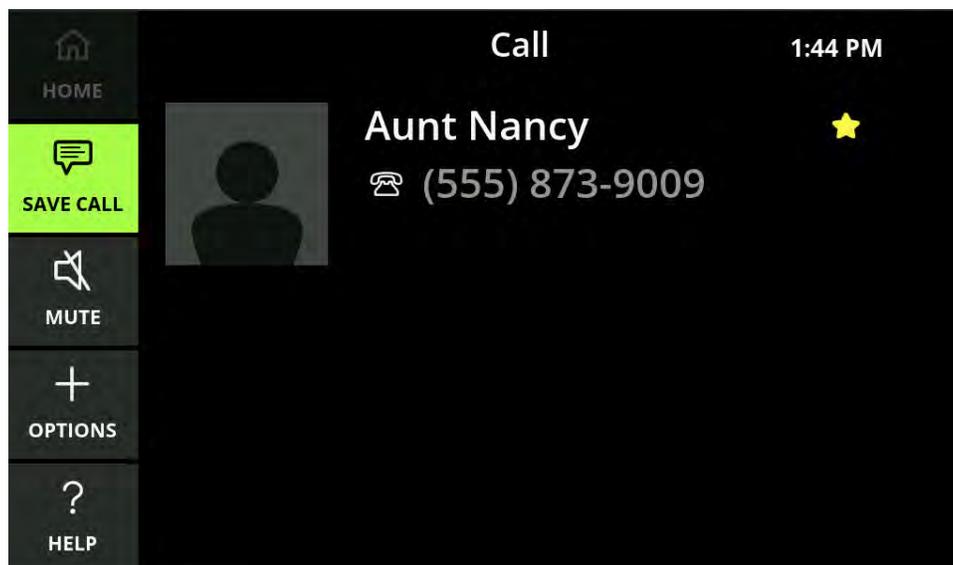
# Saving Conversations

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

- Saving an important conversation from a family member.
- Capturing price quotes.
- To view the captions at a later time.

Captioning must be active before you can save a conversation.

1. Make a captioned call as you normally would (see “Set “Captions Always On” using the Call Defaults menu (see “Call Defaults” on page ).” on page 19 for instructions).
2. Touch the Save Call button to save this conversation.
3. The Save Call button will turn green (to indicate that you are saving this conversation).



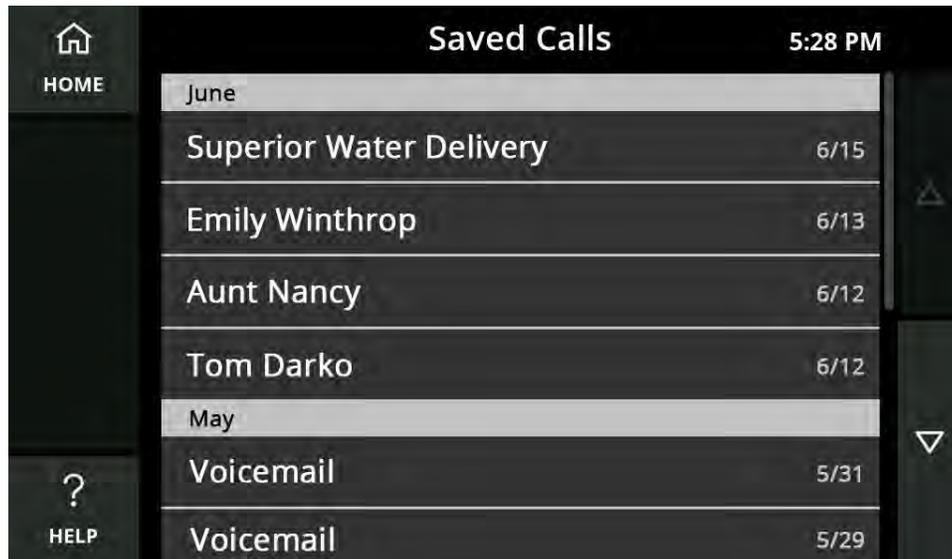
## Helpful Hints

- After the Save Conversation button turns green, do not touch it again before you hang up. Otherwise the conversation will not be saved.
- You can also save the captions from Voicemail messages (see “Caption Voicemail” on page 56).

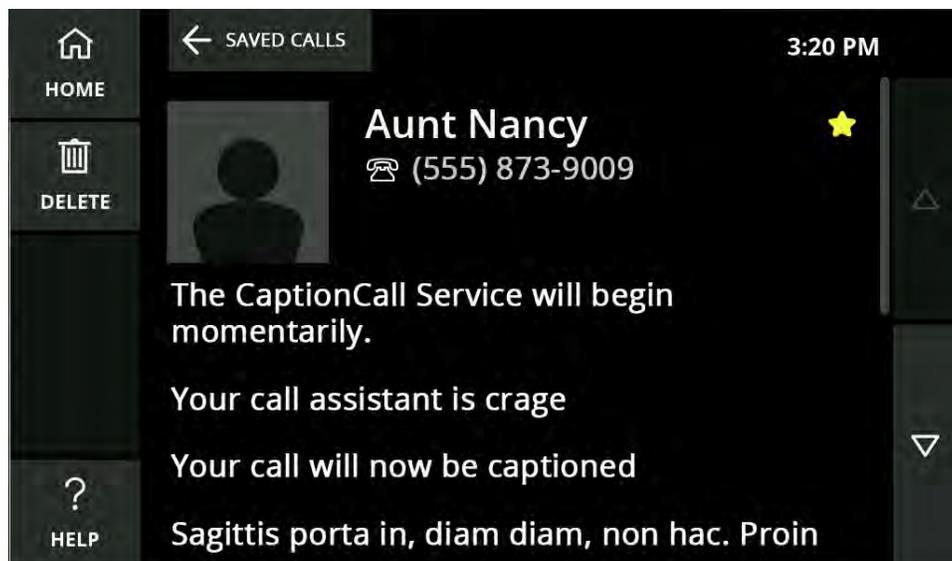
# Viewing Saved Conversations

Viewing the captions of your saved conversations is easy.

1. Touch the screen.
2. Touch the Saved Calls button. The Saved Calls screen will display.



3. Touch the conversation that you want to view on the Saved Calls screen.



Saved Calls

4. The saved captions for that conversation will display on the screen.
5. Use your finger to scroll up and down the screen as needed to view the entire conversation.
6. When you are finished, touch the Home button at the top to return to the main screen.

## Helpful Hints

- Your saved conversations remain available until you delete them.
- While the Saved Call is open, touch the Delete button to delete the current conversation.





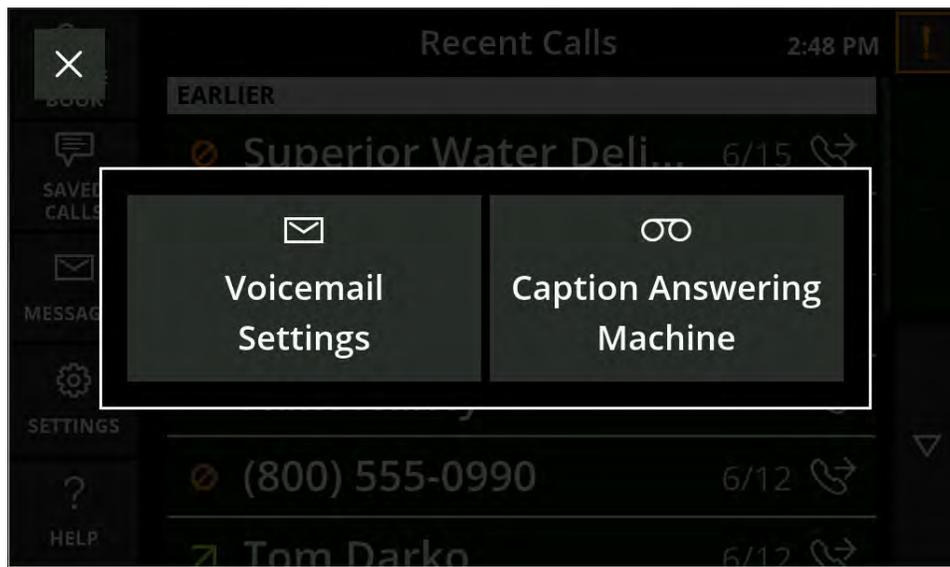
The background features a light beige color with several sets of concentric circles in a slightly darker shade. A prominent spiral pattern is centered in the upper right quadrant, composed of concentric circles that gradually decrease in size and become more tightly packed towards the center.

# Messages

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

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

- Voicemail is used to capture messages left on your voicemail service, often provided by your telephone company.
- Answering Machine is used to capture a separate machine you use to record your missed calls.

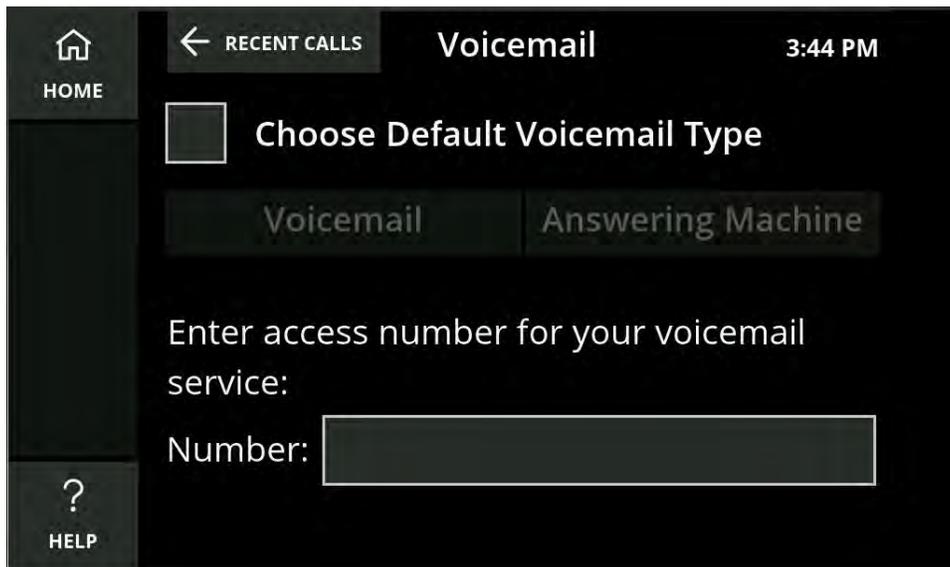


## Helpful Hints

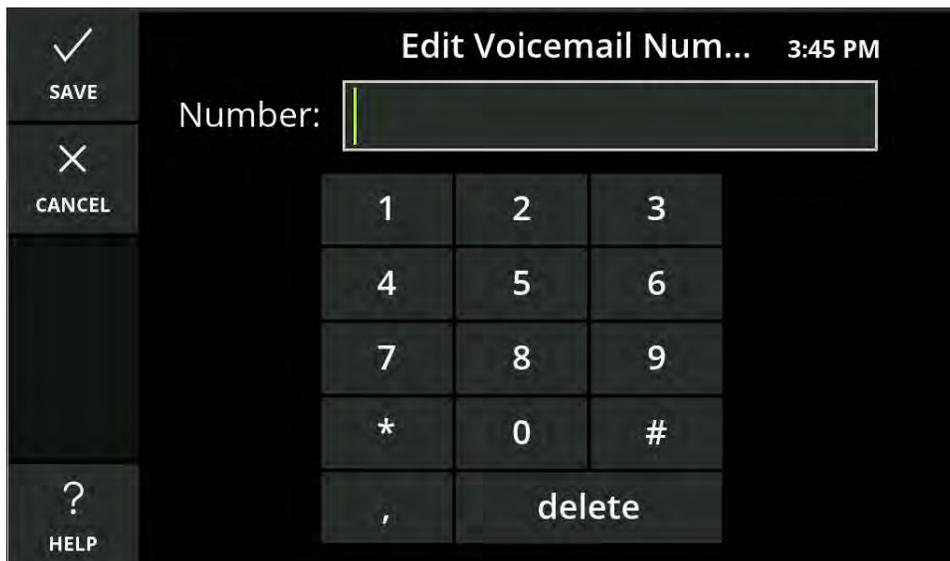
- Touch the X in the upper left to clear any prompts like the one displayed above.
- You can also permanently enter your Voicemail settings. See “Voicemail” on page 73 for details.

# Setting Up Voicemail Defaults

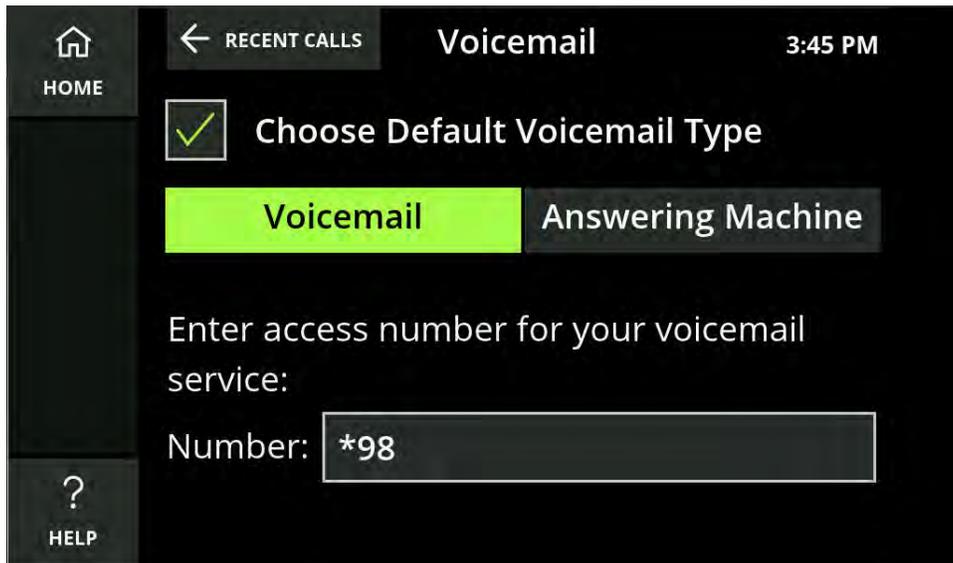
1. Select Voicemail Settings. The Voicemail setup screen will display.



2. Touch the first field to place a checkmark in the box. The Voicemail or Answering Machine buttons will become available.
3. Touch voicemail.
4. Touch the number field. The number keyboard will display.



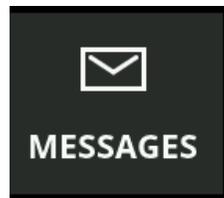
5. Enter the number and touch Save.



6. Your voicemail is now ready. The “Messages” button on the main screen will change to read “Voicemail”.

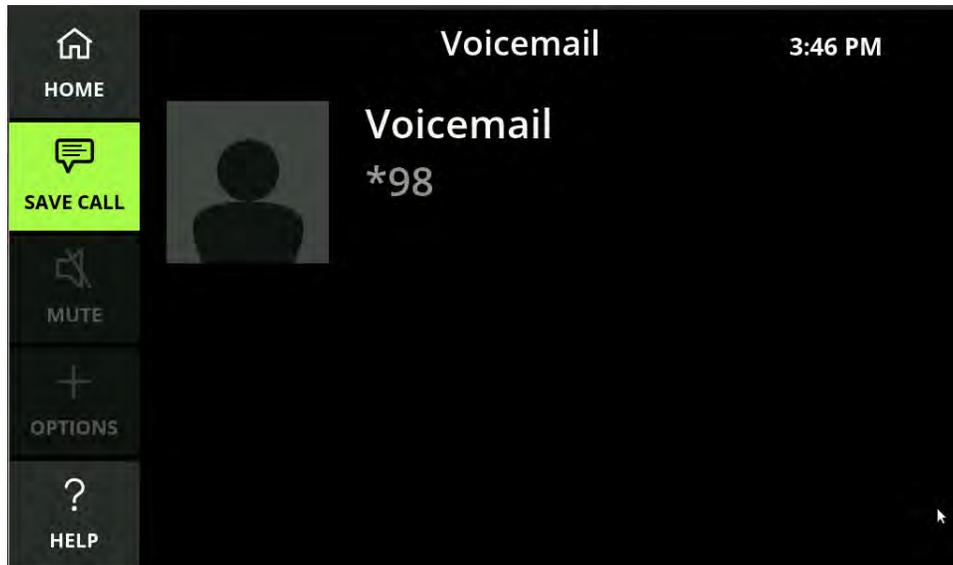
## Caption Voicemail

1. Pick up the handset.
2. Turn on captions by either pressing the Captions button, or by touching the Captions prompt on the screen.
3. Touch Messages or Voicemail.



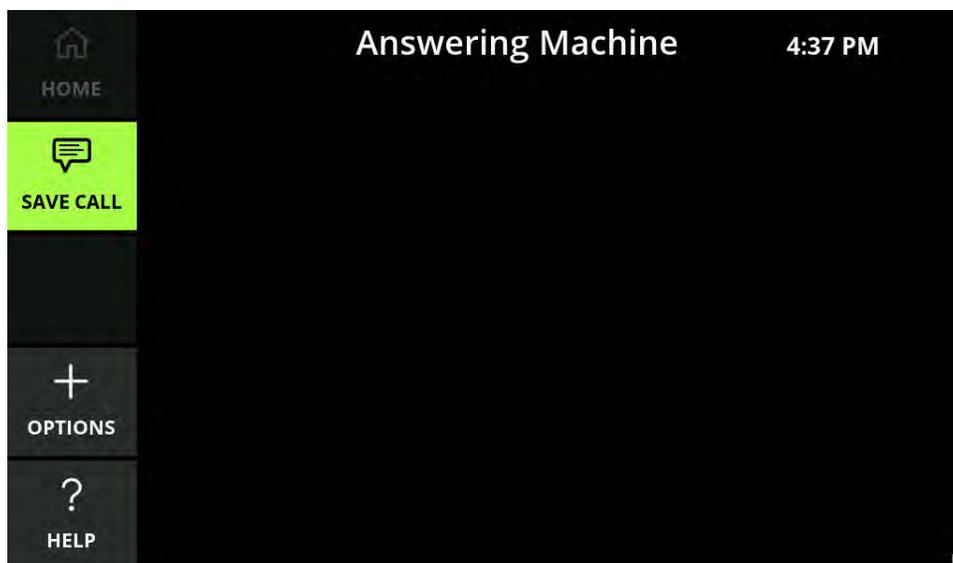
4. As your voicemail is played, the messages will be captioned.

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



## Captioning Answering Machine Messages

1. Pick up the handset and place it near the answering machine speaker.
2. Touch the Messages Button and select Answering Machine.
3. Begin playing your answering machine messages.
4. The captioning will begin.
5. Touch save call to save to your Saved Calls.



6. Hang up the receiver when done to stop the call.





Settings

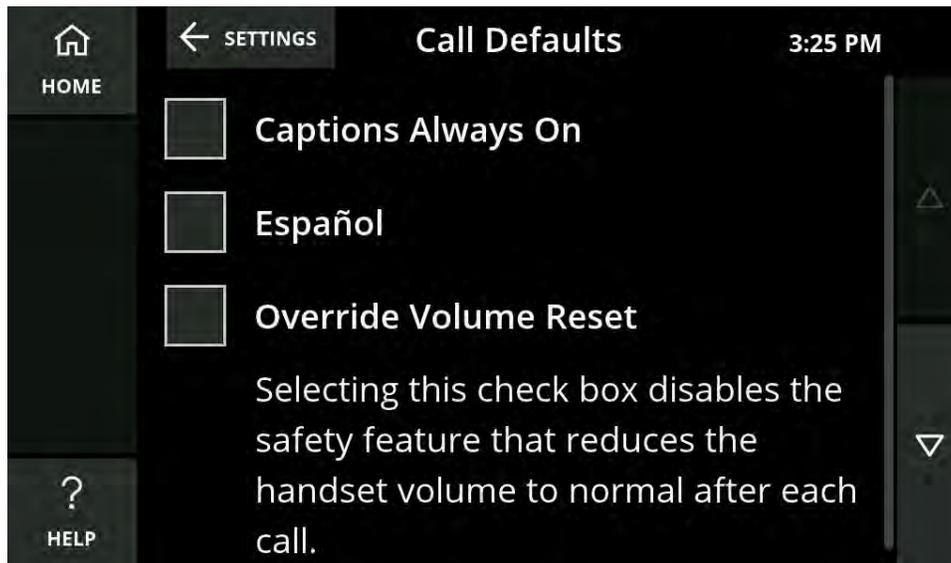
Settings will let you set your phone's defaults and you can troubleshoot and control many of your CaptionCall phone's functions.

## Helpful Hints

Touch the Home Button to return to the recent calls screen.

## Call Defaults

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



### Captions Always On

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

If captions are set as always on, they can still be turned off for a call by pressing the Captions button, but will be on by default for all other calls.

### Español

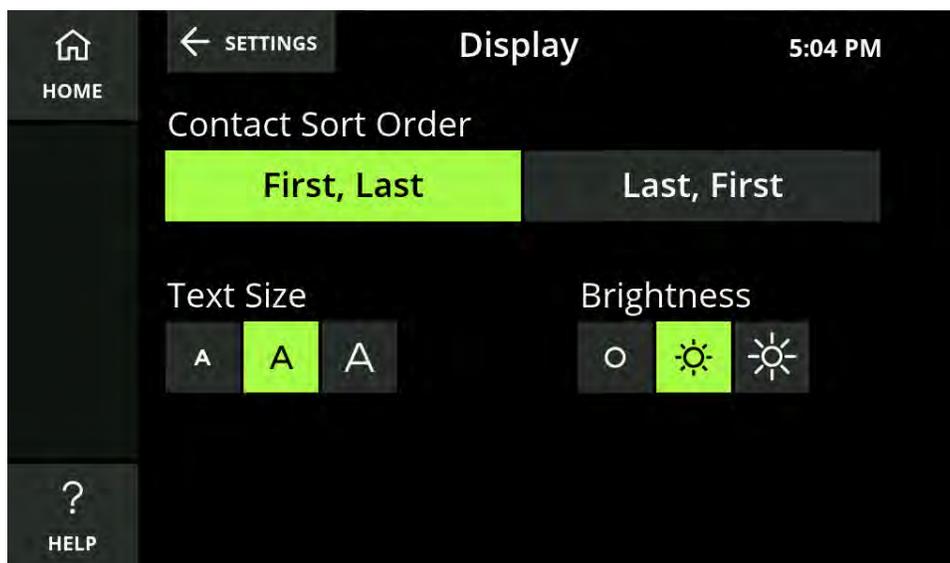
Selecting this check box will set Spanish as the captioning default for all calls. If it is not selected, English will be the captioning default.

### Override Volume Reset

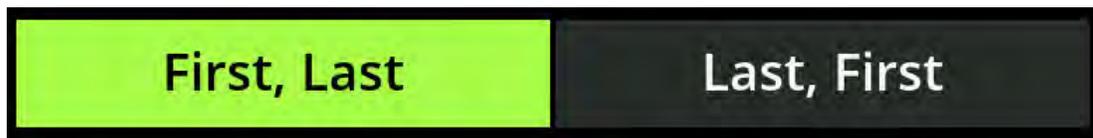
Selecting this check box disables the safety feature that reduces the handset volume to normal after each call made at a dangerous volume level.

# Display Settings

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



## Sort Order



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

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

## Text Size

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



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

## Brightness

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



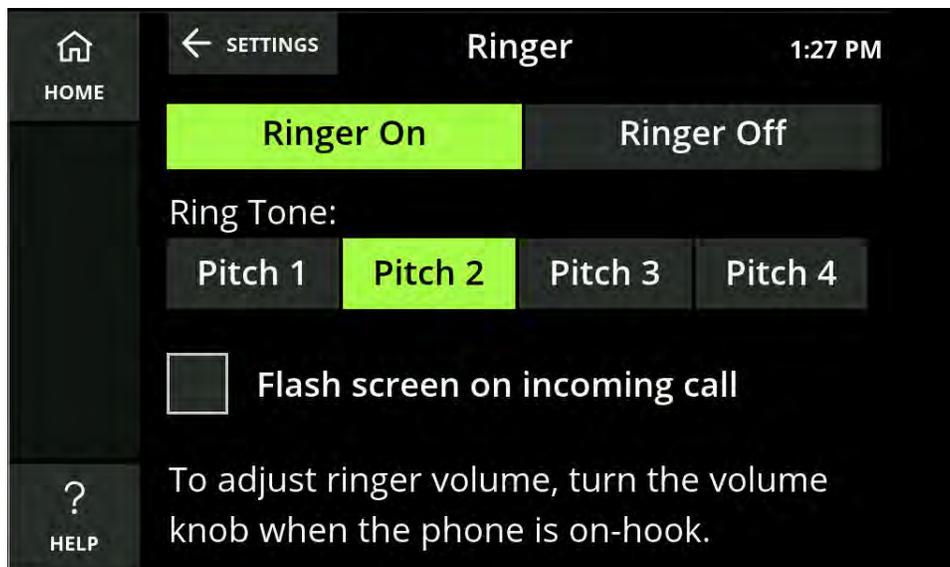
Touch one of the Brightness buttons to select your default brightness setting.

## Adjust the Ringer

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

To adjust ringer settings:

1. Touch the screen.
2. Touch the Settings button.
3. Touch the Ringer button.
4. Touch the Ring Tone field and select a ring tone from the list.



Ring tones include: Pitch 1, Pitch 2, Pitch 3, and Pitch 4.

When you select a ring tone, it will briefly play so you can hear it.

## Helpful Hints

- You can turn your ringer off, by touching Ringer Off. No sound will play while the ringer is set to off.
- You can also set your phone's screen to flash on an incoming call. Touch the box next to "Flash screen on incoming call" to place a checkmark in it, and activate this feature.

## Adjust Ringer Volume

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

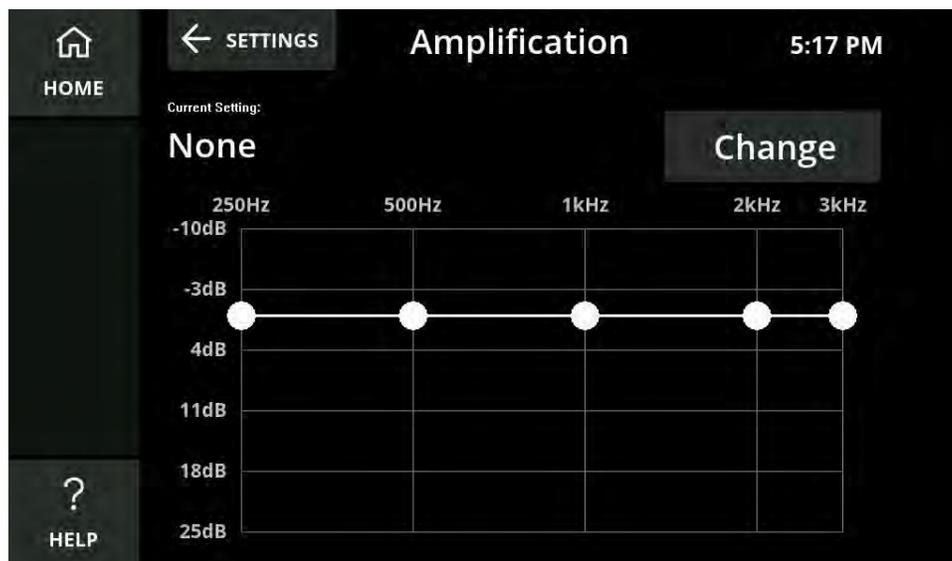
- Turn clockwise to increase the volume.
- Turn counter-clockwise to decrease the volume.

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

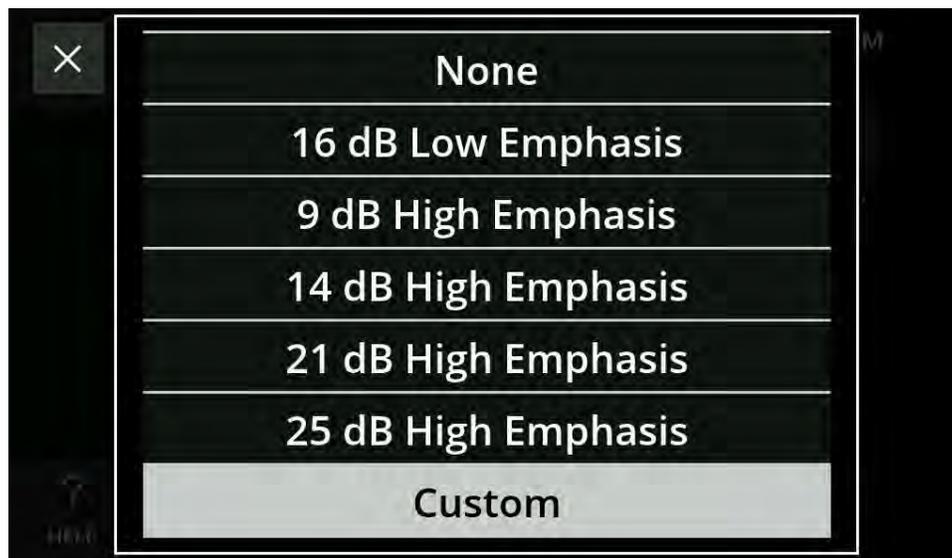
# Amplification Settings

The Amplification Settings screen lets you select from a list of audiogram setting options for increasing the overall volume of the handset/speakerphone or to boost the volume of specific frequencies.

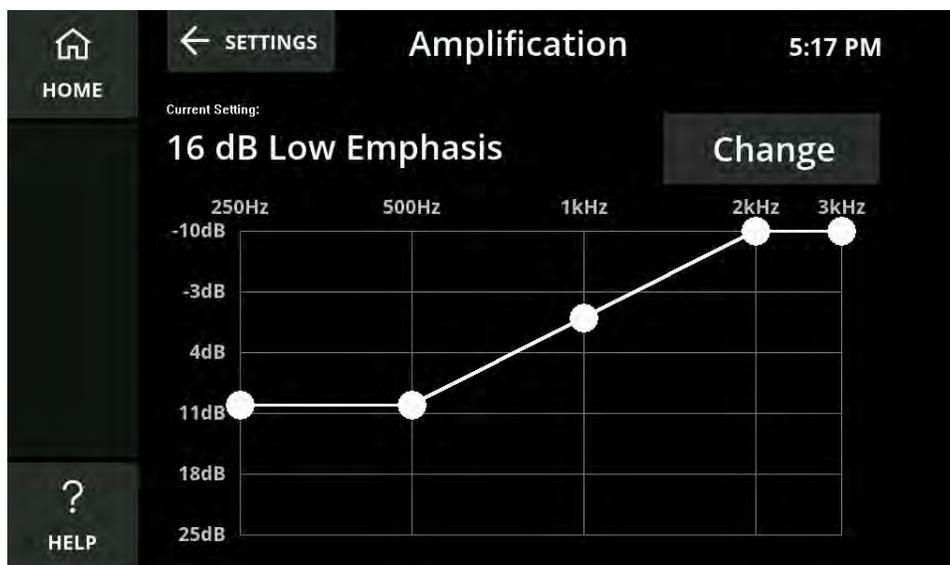
1. Touch Amplification on the Settings menu. The current amplification setting displays.



2. Touch Change to choose from a list of different decibel level settings.

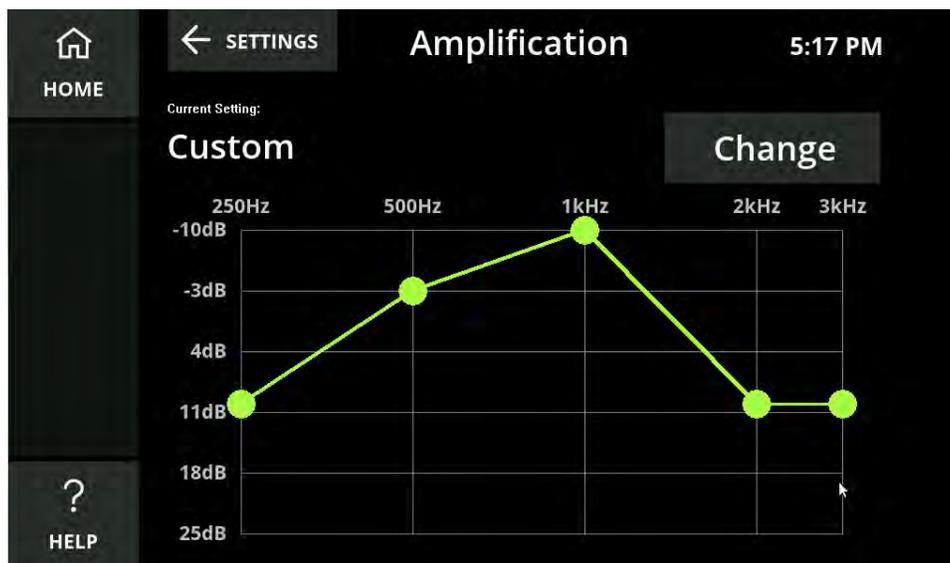


Select one of the options from the menu to view its audiogram.



You can also select Custom and using the touch screen drag the amplification to the levels that you prefer.

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

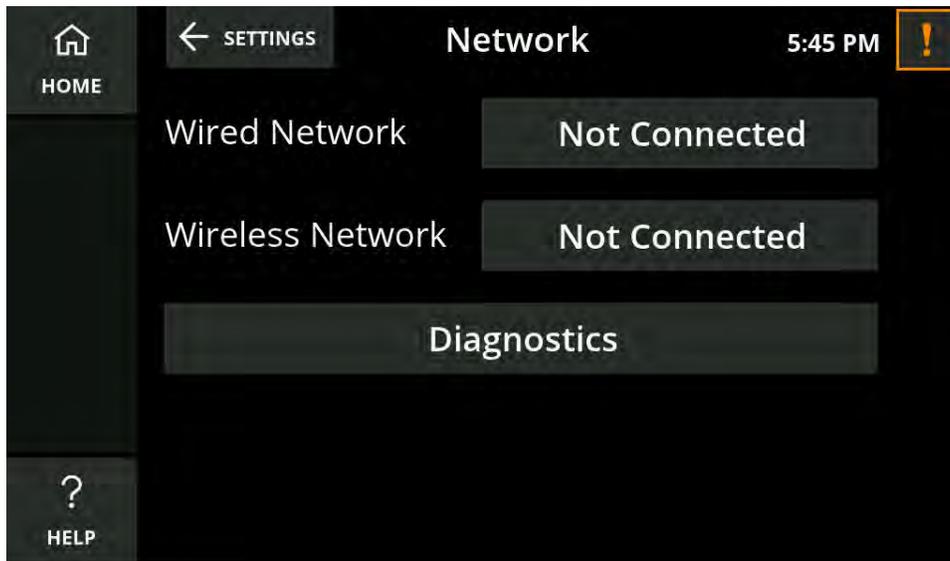


# Network

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

## To check/adjust/update Network Settings:

1. Touch Network in the Settings menu. The current network settings display.



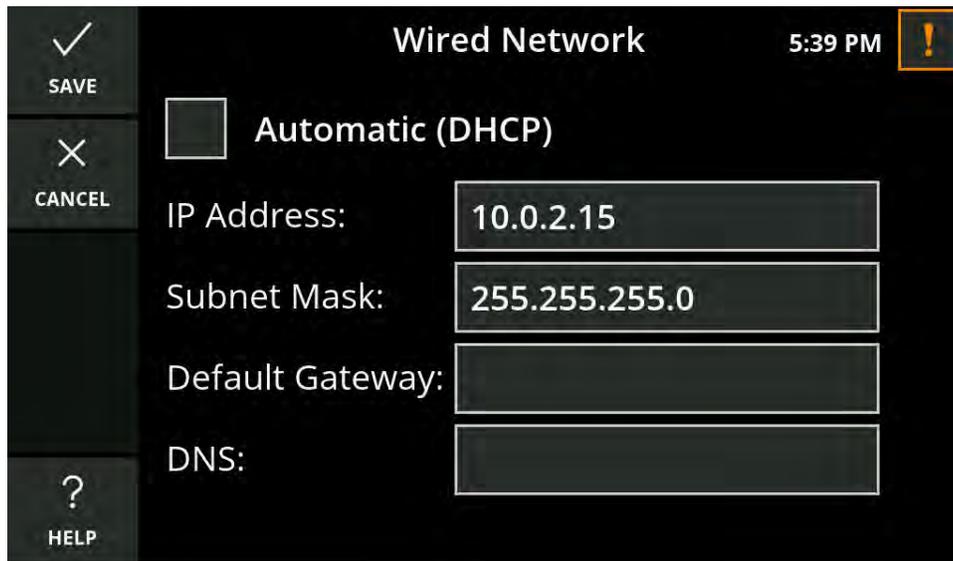
2. Look at the text in the button next to both Wired Network and Wireless Network. If either are offline, the button will read Not Connected.
3. If needed, touch the button for either network type to configure the network settings.

## WARNING

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

# Wired Network Settings

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



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

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

## WARNING

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

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

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

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

## Wireless Network Settings

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

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

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

1. Touch the Enable Wireless check box to enable wireless networking. A green check mark will display in the box.



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

 = Strong Signal     = Weak Signal

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

3. Select the wireless network you want to use from the list. You will need the correct network key (password) to connect to the network.

4. The Network Key screen will display. Use the on-screen keyboard to enter the correct password for the network.
5. Touch the Save button to save the password.
6. The CaptionCall phone will then attempt to connect to the selected wireless network.
7. When the CaptionCall phone successfully connects to the selected wireless network, the name of the network will be displayed in green letters.

## Other Options

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

### **WARNING**

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

#### **To change wireless network settings:**

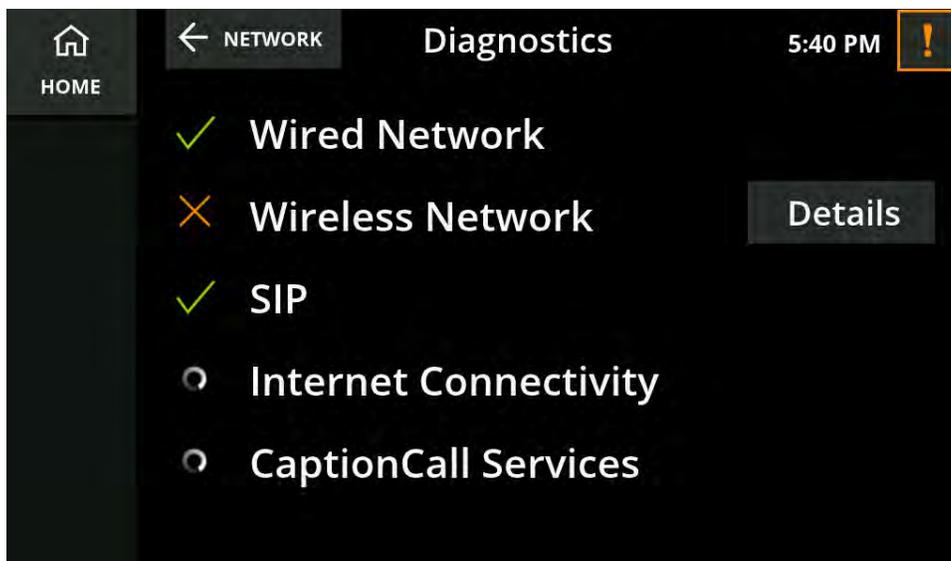
1. Touch the SSID button. A list of available networks will be displayed in order of signal strength. Select the wireless network you want to use from the list.
2. Touch the Network Type button and select the type of security used by the wireless network you have selected.
3. Touch the Encryption button and select the type of encryption used by the wireless network you have selected.
4. Touch the Network Key button Use the on-screen keyboard to enter the password (key) required by the wireless network you have selected.
5. Touch the Save button to save the password.
6. Touch the save button to save all changes. The CaptionCall phone will then attempt to connect to the selected wireless network.

7. Look at the list of wireless networks on the Wireless Settings screen. If the name of the wireless network you configured is shown in green, your wireless network settings changes are valid. If the name is shown in white, this means there is no saved information for this SSID. If your changes are invalid, the name will display with the word FAILED in orange.

You can also manually configure the DHCP settings for wireless networks. See page 67 for instructions on manually configuring DHCP.

## Run Diagnostics

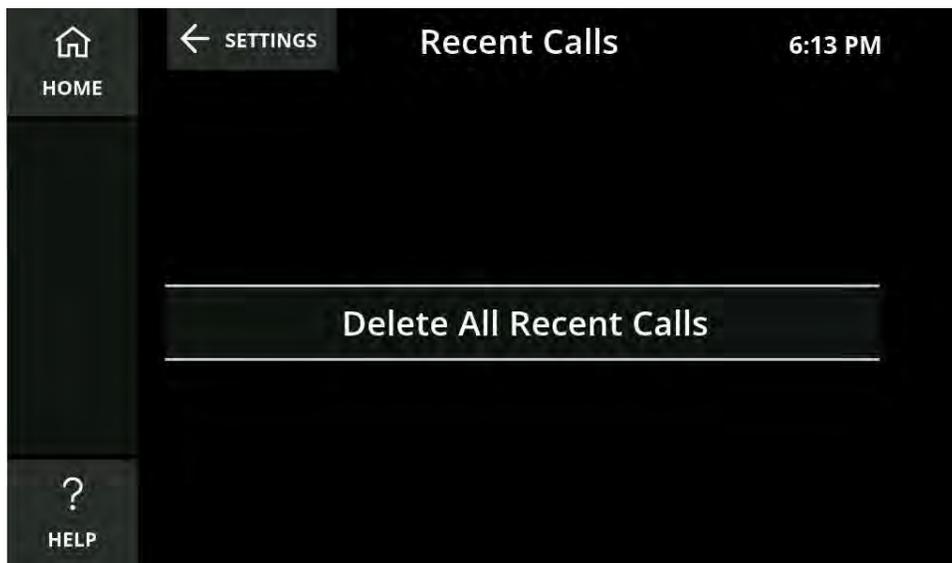
Touch the Network Diagnostics button if you are experiencing network problems with your phone, or if you are asked to do so by CaptionCall Technical Support.



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

# Recent Calls

The Recent Calls setting allows you to delete all of your recent calls from memory at once.



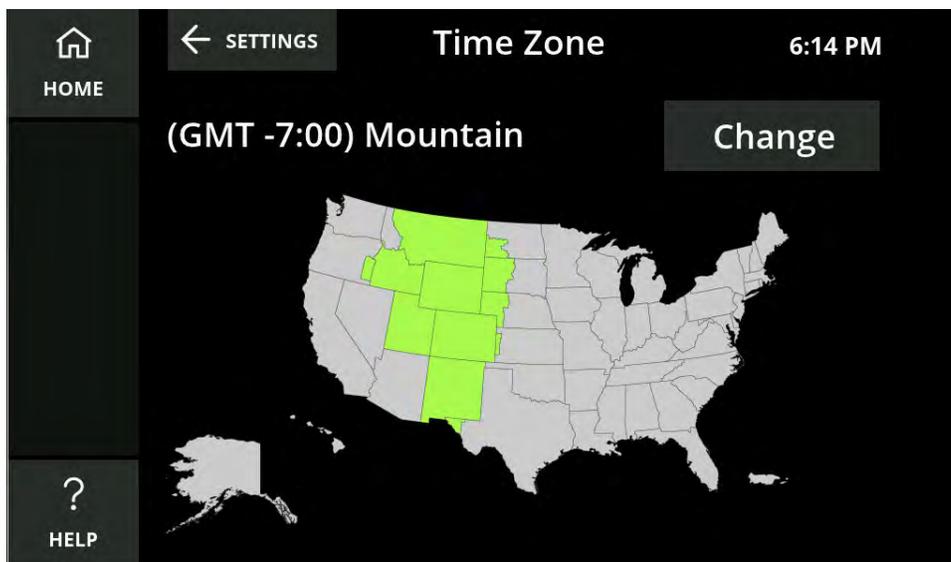
1. Touch Delete All Recent Calls
2. A prompt will display to ensure you want to delete all recent calls.
3. Touch “Delete” to complete deletion or “Keep” to cancel deletion.

# Time Zone

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

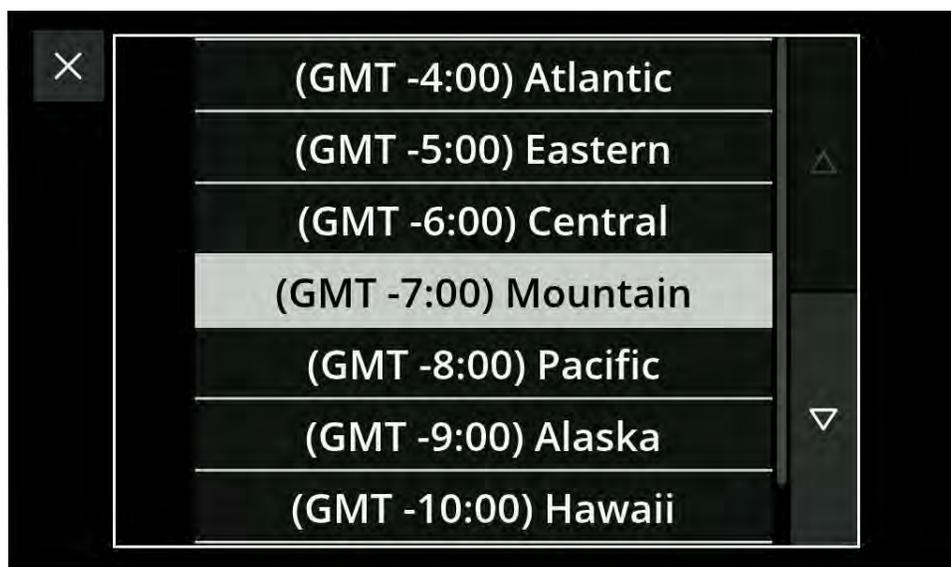
## To select your time zone using the Time Zone map:

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



## To select your time zone from a list:

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

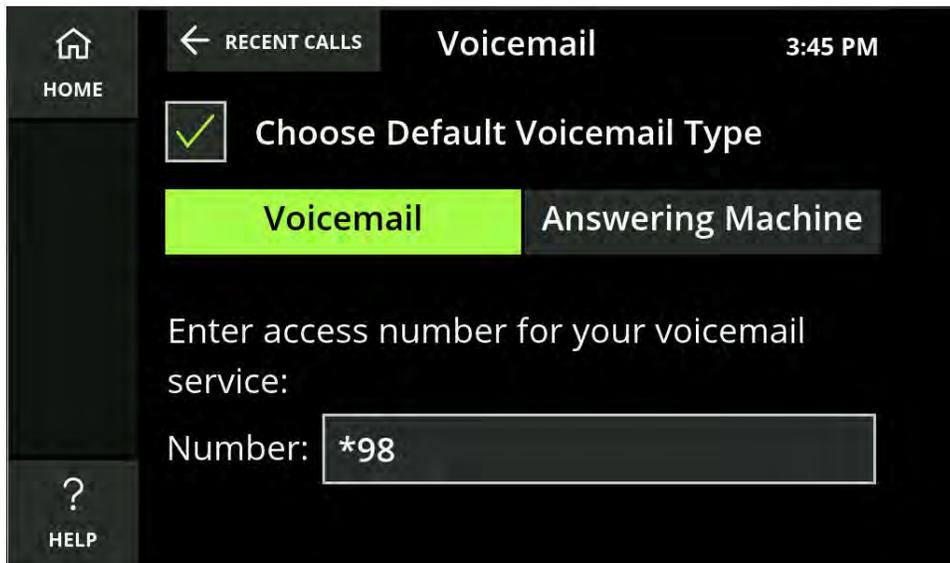


2. Select the correct time zone.

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

# Voicemail

This is your permanent Voicemail setting for your phone. Use the instructions on page page 55 to setup your permanent Voicemail.



# About

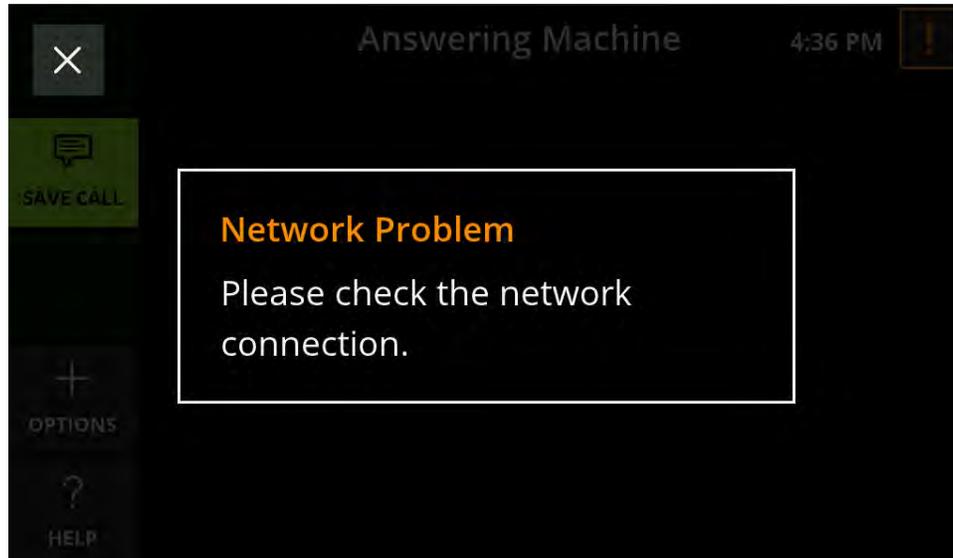
There are no settings on this screen, only a list of information about your CaptionCall phone.





# Troubleshooting

If your CaptionCall phone loses connection to the network, your telephone line is disconnected, or when there is a problem with your CaptionCall account, you will be prompted with an alert and an alert button will display in the top right corner of the touch screen



- Touch the alert button to read your alerts.
- Touch the X in the top left of an alert to close it.

## Network Alerts

Often network errors are simply connectivity issues. See “Network” on page 66 for assistance. If you are unable to resolve the error, please call CaptionCall Customer Support at 1-877-557-2227.

## Telephone Line Problem

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

Check that the telephone line is connected in the back of the phone (see “The Back of Your CaptionCall Phone” on page 12). If the telephone line is connected, contact your Telephone provider for more assistance.

## Account Error

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

# Technical Specifications

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

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

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

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

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

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

This telephone connects to the telephone network using an RJ11 connector.

A plug and jack used to connect this equipment to the premises wiring and telephone network must comply with the applicable FCC Part 68 rules and requirements adopted by the ACTA. A compliant telephone cord and modular plug is provided with this product. It is designed to be connected to a compatible modular jack that is also compliant. See installation instructions for details.

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

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

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

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

CaptionCall does not contain any customer serviceable components.

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

This equipment is hearing aid compatible.

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

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.

## Copyright & Trademarks

# Important Safety Instructions

- When using your telephone equipment, basic safety precautions should always be followed to reduce the risk of fire, electric shock and injury to persons, including the following:
- Do not use this product near water for example, near a bathtub, washbowl, kitchen sink or laundry tub, in a wet basement or near a swimming pool.
- Avoid using a telephone (other than a cordless type) during an electrical storm. There may be a remote risk of electric shock from lightning.
- Do not use the telephone to report a gas leak in the vicinity of the leak.
- Use only the power adaptor provided with this device.

**SAVE THESE INSTRUCTIONS**

