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Captel 800 user manual



Bluetooth is a registered trademark of Bluetooth SIG. During this time, we are experiencing higher than normal call volumes and wait times. Thank you for your patience as we work to support everyone. IP Captioned Telephone Service may use a live operator. The operator generates captions of what the other party to the call says. These captions are then sent to your phone. There is a cost for each minute of captions generated, paid from a federally administered fund. No cost is passed on to the CapTel user for using the service. CapTel captioning service is intended exclusively for individuals with hearing loss. All rights reserved CapTel is a registered trademark of Ultratec, Inc. Go to Top. Cheat Sheet. Dialing 911. For 1Line CapTel 800 onlyMake sure the mouthpiece of theDialing 911. For 2Line CapTel 800 or CapTel 800i onlyTell your callers you are readingPhone Book entries and more. Also the UP button lets you go back to review captions The DOWN button lets you scroll down throughIn an office, Reading captions of yourPress the "PLAY" button on yourJust like with any telephoneIf you have any questions or need additional informationFor more informationVOLUME buttons Increase or decrease the soundMaking a call. Receiving a call. Troubleshooting. Making a call WITH captions. Receiving a call WITH captions. The captions seem delayedIf not, press the CAPTION button toService will automatically disconnect. Making a call WITHOUT captionsWhen your CapTel rings, the display lightsPick up the handset and say "Hello.". It will take a few seconds to automaticallyWhile being connected, you can informThis allows me toWhen the conversation ends, simply hangNOTE With 2Line CapTel 800 or Internetbased CapTel 800i, your callers just dial yourReceiving a call WITHOUT captions.http://www.blackbookmedia.co.za/uploads/dvnex-dx32l152a11-user-manual.xml

• 1.0.



When your CapTel rings, the displayRead helpful tips about handling thePress the VOLUME UP buttonThe power supply may have beenReset your CapTel telephone byPress the TONE button to make sureTry holding the mouthpiece slightlyThe captionist uses voicerecognitionIt may be difficult for the captionist to. Because the CapTel 800i relies on the Internet to provide captions, setting up the phone takes a few extra steps to make sure it is connecting to the Internet properly. You can also try the Troubleshooting suggestions at the end of this guide to help with any problems. For settings where the outlets are not located close to one another, see page 9 for installation tips. Located on the back top edge of the CapTel 800i. 2. Plug the power adapter into a wall outlet or power strip. The CapTel display screen will light up to let you know power is connected. Be sure to use the telephone cord included with your new CapTel 800i phone. 2. Plug the other end of the telephone cord into a telephone wall outlet. Be sure to use the Ethernet cable included with your new CapTel 800i phone. 2. Connect the other end of the Ethernet cable into the jack you use for accessing your Internet service. Example 2 If there is not an available Ethernet jack in your DSL or Cable Modem you will need a Router that lets you connect more than one device to the Internet. It must be connected directly into the electrical wall outlet. Make a test call to check that your CapTel 800i is working properly. Installation Help 8882697477 CONNECT TO YOUR INTERNET SERVICE. Press any one of the buttons on the CapTel 800i phone to confirm that the phone is not in "sleep" mode. The display screen should light up. The CapTel 800i still requires telephone service to work. Hooking your CapTel 800i up to the Internet via the Ethernet jack does not give you Internet phone service. Whatever type of telephone service you use is still needed to make and answer calls.http://digemnd.com/UserFiles/dynex-g-router-manual.xml



If you've plugged the CapTel 800i into a router, does your router support DHCP. Check the specifications in the instruction manual that came with your router. For more complete information about For more complete information about using your CapTel, please refer to the CapTel user manual. 310012703. CapTel is a trademark and service mark of Ultratec, Inc. NOTE Using CapTel in 2line mode is optional, and requires a second analog telephone line. This CapTel phone also operates normally with just one telephone line, as described in the user manual. When. Charges may apply. NOTE Digital telephone lines are not compatible with the CapTel phone and may damage the telephone.Simply plugging a second line into the CapTel phone will not activate 2line capabilities. There are two steps to setting up your CapTel. First, set it up in standard mode. Press EXIT to leave the menu. Note If 2Line Mode. If the Caption Feature is ON If the caption feature is ON, the CapTel will automatically connect the call to the Captioning Service using line 2. After an initial delay of at least 15 seconds, captions of everything the caller says will be displayed. You will still receive callwaiting on line 1, the line that carries your conversation. Please refer to the CapTel user manual for instructions on blocking callwaiting. Emergency services will be able to locate you and send help based on the location from which you place the call. Be sure that the second CapTel line is not in use when you place or answer a call. CapTel phone users can listen to the caller, and can also read the written captions in the CapTels bright display window. An operator facilitates the call between the user and the caller. The large screen and high contrast display makes it easy to see and the Talking Caller ID feature ensures you definitely know who is calling.

How do I know if there's an service interruption occurring It is similar in concept to Captioned Television, where spoken words appear as written text for viewers to read. The CapTel phone looks and works like any traditional phone, with callers talking and listening to each other, but with one very significant difference Captions are provided live for every phone call. The captions are displayed on the phone's builtin screen so the user can read the words while listening to the voice of the other party. So if the CapTel phone user has difficulty hearing what the caller says, he or she can easily read the captions for clarification.By clicking on the Captions Button to activate captions, the call is transparently connected to a captioning service that provides the captioning. At the CapTel service center, a specially trained operator uses the latest in voicerecognition technology to transcribe whatever is being said by the other party. The voice recognition system generates the operator's voice into captions, which are bundled with the speaking party's actual voice and sent directly to the CapTel phone. When the CapTel phone receives this combined information, the voice and captions are split so that the voice goes to the earpiece of the phone and the captions go to the display screen.People who do not require captioning support for their telephone calls should only use the CapTel phone with the CAPTIONS featured turned off. The CapTel phone is intended to facilitate telephone communication between two or more parties on a telephone call. Any other use of the phone is considered a violation or misuse of the service.Spanish CapTel users must enable the Spanish captions option from the menu by clicking the "Phone Settings" option then select "Spanish Captions". Select "Enabled" and click the "Yes" button to enable this feature.When caption are on, the maximum amplification gain is 40dB.In addition, any saved conversations and call history will be deleted.



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However, all CapTel Phone Settings are saved even when power is lost. How do I know if there's an service interruption occurringWhen captions are activated on your phone, you will automatically receive captions on your screen. You will need to press the captions button at the start of every call in order to turn them "on". When captions are "on", you will see a red light displayed around the captions button.Go to the menu, select "Edit Phone Book" option, select "Add a New Contact" option, press the "yes" button and add the person's name and telephone number. Press the captions button to activate the captions on your phone, you will receive captions on your screen instantly.When the captions button is illuminated red, captions are activated.How do I check my Call History When the captions button is illuminated red, captions are activated. How do I check my Call HistorySelect "Call History" option and press the "Yes" button. A list of calls will be displayed.From the Options Menu select "Review Conversations" to see your saved conversation. Please note that the CapTel Phone saves up to 480 lines of captions. If you have a 2400i and the feature is not available to you, please make sure you have the latest software update on your phone. Users of the CapTel 840i or 880i can connect an external speaker into the appropriate 2.5 mm or 3.5 mm audio jack and enjoy speakerphone capability. Should you have additional questions about such, please call 8669904499. It is recommended that you set your call preferences prior making and receiving calls. Simply press the captions button to turn captions on or off at anytime during your call. When the light around the captions button is red, captions are activated. From the Options Menu select "Review Conversations" to see your saved conversation. Please note that the CapTel Phone saves up to 480 lines of captions. With the handset placed on the phone, press the "Yes" button. Use the down arrow to move the highlight, and select "Settings".

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Select "Phone Settings", then select "Update Phone". Follow the instructions on the screen.Select the "Settings" icon, then select "About" and "Update". If there is an update available, your phone will begin to load the update, which will also reboot your phone. Once the update has been made, you can use the phone as you normally would. There are no additional charges to receive captions.Whether or not you can place International calls depends on the telephone service plan and your telephone service provider. There are no additional charges to receive captions. If, however, you are using an Internetbased phone service with your CapTel Phone, your phone will not be operational until your connection to the Internet is restored. Depending on your setup, a router may also be required to connect more than one device to your Internet service. Please Note The CapTel Phone is not compatible with digital PBX systems found in offices or some residential facilities unless an analog port is available. If your Internet access is located in a different room than where you plan to use the CapTel Phone, see the Installation Guide or contact CapTel Customer Service at 8885147933 for help.You will still be able to use the phone to make and receive calls, however, no captions will be available. Your information is not used for marketing or promotional purposes unless you have specifically opted n to receive information from Hamilton CapTel.Your registration information confirms that you are at least 18 years of age, and are a US citizen. All information provided is treated, by law, as confidential.WiFi capable. Click here for information on the CapTel 840 Analog Captioned Phone. CAPTEL IS AVAILABLE FOR THE U.S. ONLY.

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What you need Hearing loss necessitating your use of the service High speed Internet connection Home phone service analog, VoIP, FIOS, DSL or cable cannot be cellular service Standard electrical power It connects to both your telephone and Internet service to give you the best of both worlds voice and captions. The captions are provided by a free service that uses the Internet connection to automatically display captions for every call, guickly and accurately. Captions are available on calls within the United States only. Five year manufacturer warranty with 90 day money back satisfaction guarantee. Watch an overview about CapTel. Video testimonial from a CapTel user. What to expect after you place your CapTel Phone order Once you respond to the email, your order will ship. CapTel will also offer installation help, either by a technician if available in your area or over the phone. You can return the phone at any time within the 90 days for a full refund. If you decide to keep the phone, there is nothing more you need to do—just enjoy phone calls again with confidence. CapTel 880i Captioned Phone Features But it is much better in most ways. My only problem is when I get a message that I missed a call, it also tells me I have a message. I talked to customer service multiple times. It was purchased because it was compatible with Internet provider so purchased another modem plus another router and it now works great. Phone is easy to use and program. Review by buckeye68 I am enjoying a personal communication again. I read the manual before and after purchase. Harris communication went overboard to insure there were no problems. In short, the 880i is great device. You can simply remove the item from your cart. You have no obligation to purchase the product once you know the price. You can simply remove the item from your cart.

Find your next industry partner on the Academys Audiology Solutions Network It connects to both your telephone service and to your Internet service to give you the best of both worlds voice and captions. The captions are provided by a nocost service that uses the Internet connection to automatically display captions for every call, quickly and accurately. Both the captions and the voice parts of the conversation are carried over the telephone line. Try searching our site. Fortunately, there are many techniques and technologybased solutions available. This program is independent from the VA disability claim process and the veteran's hearing loss does not have to be servicerelated. To use the Hamilton CapTel phone, telephone service and highspeed Internet connection are required. The form can also be completed online. Our team is available to answer any questions you may have. Saved captions are only on the premise device and are not accessible by the

CA or Hamilton CapTel. As required by law, Hamilton CapTel is NOT permitted to disclose information or retain any records, documents or recordings of any conversation. This simple, onetime process allows veterans to place and receive captioned calls any time they are logged in with Hamilton CapTel. Once the online registration form is completed and confirmation email is received, calls can be placed or received through a computer, tablet or smartphone. There may be older versions that are no longer supported, and in some instances, current versions that are not yet supported. Please contact a Hamilton CapTel representative if you have any questions about the compatibility of your current operating system or internet browser with Hamilton CapTel. Follow the steps below to learn more about Hamilton CapTel for Business, Interconnected by Tenacity. Courtesy of Cisco Systems, Inc. Unauthorized use not permitted. WiFi capable.

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FEDERAL LAW PROHIBITS ANYONE BUT REGISTERED USERS WITH HEARING LOSS FROM USING INTERNET PROTOCOL IP CAPTIONED TELEPHONES WITH THE CAPTIONS TURNED ON. IP Captioned Telephone Service may use a live operator. The operator generates captions of what the other party to the call says. These captions are then sent to your phone. There is a cost for each minute of captions generated, paid from a federally administered fund. To learn more, visit fcc.gov. Thirdparty trademarks mentioned are the property of their respective owners. Hamilton is a registered trademark of Nedelco, Inc. CapTel is a registered trademark of Ultratec, Inc. The appearance of U.S. Department of Defense DoD visual information does not imply or constitute DoD endorsement. For more complete information about using your CapTel, please refer to the CapTel user manual CapTel is a trademark and service mark of Ultratec, Inc. Your CapTel phone is equipped for 2line capabilities, which will allow you to receive captions on every call, at any time in the call. With 2line CapTel enabled you can Receive captions on all incoming calls. Your caller dials you directly, instead of placing the call through the captioning service. Turn captions on at any point during a conversation. Give your callers one telephone number. There is no separate captioning service number for callers to remember. Get full captioning for every type of call, including emergency calls and calls through relay. Share a call without interrupting captions. Others can pick up an extension line. Benefit from the callwaiting feature without interrupting captions. NOTE Using CapTel in 2line mode is optional, and requires a second analog telephone line. This CapTel phone also operates normally with just one telephone line, as described in the user manual. When operating with one telephone line, the above features do not apply.

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1 OTHER PARTY LINE 1 LINE 2 2 The CapTel automatically connects the call to the captioning service via the second line 3 which transcribes it into text that appears on the CapTel display. REQUIREMENTS FOR 2LINE CAPTEL Using 2line CapTel requires two analog telephone lines in your home or office. Two separate telephone lines, each with its own separate telephone number not just an extension or one line that supports two numbers. Both lines must be analog, the same type of telephone line that is used by a standard telephone. If you do not already have a second telephone line, arrangements for a second line should be made with your local telephone service provider. The second line can be very basic, no special features or services are needed such as CallerID, long distance, or callwaiting. Charges may apply. NOTE Digital telephone lines are not compatible with the CapTel phone and may damage the telephone. If you are installing the CapTel in an office setting, check with the telephone system administrator to ensure an analog port is available. A Digital Subscriber Line DSL may be used with an appropriate analog filter. 2 Simply plugging a second line into the CapTel phone will not activate 2line capabilities. There are two steps to setting up your CapTel. First, set it up in standard mode. Then, activate the 2line menu. Set up phone for 2 line 1. Plug the AC adapter cord into the round power jack on the bottom of the CapTel. 2. Plug the

first telephone line cord into the jack marked with the walljack icon on the bottom of the CapTel illustrated as Line 1.Press EXIT to leave the menu. Note If 2Line Mode. If your 2nd line also requires a dialing prefix to get an outside line, make sure you ve entered one in the CapTel menu as well. See the CapTel user manual for details. You are now ready to begin making and receiving calls using the 2line capabilities. PLACING A CALL WITH CAPTIONS 1. Verify that the Caption feature is ON. The red light over the button should be lit.

If the light is not on, turn on the feature by pressing the CAPTION button. 2. Pick up the handset. CAPTION 3. You may begin speaking to the person as soon as you hear them answer, or when you see captions. NOTE If you are in an office setting, and your 1st line requires a number to reach an outside line, you will need to manually dial a dialing prefix such as 9 before placing your call. If your 2nd line also requires a dialing prefix to get an outside line, make sure you ve entered one in the CapTel menu as well. See the CapTel user manual for details. 4 If the Caption Feature is ON If the caption feature is ON, the CapTel will automatically connect the call to the Captioning Service using line 2. After an initial delay of at least 15 seconds, captions of everything the caller says will be displayed. NOTE As you answer a call, there is a delay between the time you answer and the time that the captions begin, because it takes time for the phone to connect to the Captioning Service and initiate captions. The display will indicate when captions are ready. If the Caption Feature is OFF If the caption feature is OFF, the call will not be captioned initially. To receive captions of the call, simply press the CAPTION button at any point during the conversation. Verify that the red light above the CAPTION button is lit. There will be an initial delay of at least 15 seconds as the phone connects to the Captioning Service. You may speak to the other party during this time. The display will indicate when the Captioning Service has connected. You will receive captions throughout the remainder of the call, or until you turn the feature off by pressing the CAPTION button again. 5. Simply press the CAPTION button to turn the feature ON or OFF. When the red light above the CAPTION button is lit, you will receive captions. When the light is off, the call will not be captioned.

When you turn captions on in the middle of a call, there will be an initial delay of at least 15 seconds before captions begin as the phone connects to the Captioning Service. IMPORTANT If an incoming call was dialed through the tollfree Captioning Service, you will receive captions but will not be able to turn captions off during the call. For more information about CapTel features and menu options, please refer to the CapTel user manual. USING CALLWAITING With 2line CapTel, you can use enhanced telephone features, such as callwaiting, that you may have purchased from your phone service. To use callwaiting during a call 1. Listen for a beep or read TONES in the captions during a conversation. It may indicate an incoming call. 2. Press the FLASH button to switch to the second call you will receive captions of this call as well. 3. Press the FLASH button to return to the first call if appropriate. NOTE If line 2 has a callwaiting option, you should enter a callwaiting block prefix in the CapTel menu. This will prevent an interruption of captions. You will still receive callwaiting on line 1, the line that carries your conversation. Please refer to the CapTel user manual for instructions on blocking callwaiting. 6 Emergency services will be able to locate you and send help based on the location from which you place the call. To dial 911 1. Pick up the handset and dial Your call will be directly connected to the local emergency center for your area. 2. Make sure the light above the CAPTION button is on. If not, press the CAPTION button to turn the captions ON. You will receive captions of everything the calltaker says. 3. When answers, state your emergency. If you turn captions on in the middle of a call to 911, there will be an initial delay between the time answers and the time that captions begin as the CapTel phone connects to the Captioning Service. During that time, the calltaker will be able to hear everything you say. State your emergency.

If necessary, tell the calltaker you are reading captions. NOTE The process for calling is different when using 1line CapTel, which automatically converts calls to Voice Carry Over VCO. Please refer to your CapTel user manual if you need more information about how 1line calls to emergency services are different than 2line calls. 7 NOTE The process for calling is different when using 1line CapTel, which automatically converts calls to Voice Carry Over VCO. Please refer to your user manual if you need more information about how 1line calls through relay are different than 2line calls. 8. This is because it takes time to connect to the Captioning Service, which provides captions throughout the call. If you can hear the caller clearly, simply answer as you would normally with any other call. Otherwise, your CapTel phone will not be able to establish captions via the second phone line. 3. Be sure that if you have callwaiting on line 2, you have programmed a callwaiting block prefix in the CapTel menu. Otherwise, incoming calls to line 2 may interrupt the captions. The programmed callwaiting block will be applied to line 2, which connects with the Captioning Service. Please refer to the CapTel user manual for instructions on blocking callwaiting. In 2line mode, you can still use the callwaiting feature on line 1 the line that carries your conversation even when you have programmed a callwaiting block in the CapTel menu. 4. If you are not receiving captions Check that both telephone lines are installed correctly, working, and available for use. The primary line must be in the jack marked with the walljack icon Line 1 on the bottom of the CapTel phone see Setting Up the CapTel for 2Line Use on page 5. If in an office setting, check that the dialing prefix is correct. If in an office setting, make sure line 2 properly supports 800 numbers. 5.

If someone calls you but your phone doesn t ring, check to make sure the primary line they are calling is plugged into the jack with the walljack icon Line 1 on the bottom of the CapTel phone see Setting Up the CapTel for 2Line Use on page 5. Relay New Mexico Service makes telephone conversations possible for individuals who are deaf, hard of hearing, deafblind or have difficulty We ve got a solution for you. Free Captioned Telephone Services n CapTel 840 n CapTel 840i n CapTel 880i n Federal CapTel What is Captioned Telephone Service You re now connected to the power of America s most reliable You re now connected to America s most reliable wireless network. Now you can call other Rogers customers without paying Long Distance charges. With your new Rogers Home Phone service, you can call friends and family in Canada who have READ your conversations with Sprint. This comprehensive user guide will walk you through the how to of Sprint WebCapTel, When calling Comwave s Technical Support Team, your network must Spoken Words into Captions. Free Service Means No Cost to You. 2 CaptionCall Your new CaptionCall phone looks and works pretty much like an ordinary telephone, but with one big This guide User Guide BPG.U.1303.O It s easy to activate and start blocking anonymous calls. Minnesota Relay is a free service providing full telephone accessibility to persons Easy Connect Guide. Better conversations begin with better Home Phone. Enjoy unlimited calling and unlimited control. You re about to experience total freedom and connect with Display shows the It will also provide you some tips and shortcuts. Note that PhoneFusion Owner s Manual 1 Table of Contents TABLE OF CONTENTS.I INTRODUCTION.4 WHATS It means you have unlimited calling within the US with no monthly fees. Don t be fooled by the size of this Copyright 1999 Lucent Technologies Inc. All rights reserved. Printed in Mexico. Issue L3 847937794 All rights reserved. Printed in Mexico.

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