

# 2-Line *CapTel*<sup>™</sup> User Guide

This information is provided as a supplement for *CapTel* users who wish to use 2-line capabilities. For more complete information about using your *CapTel*, please refer to the *CapTel* user manual.

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# CONGRATULATIONS

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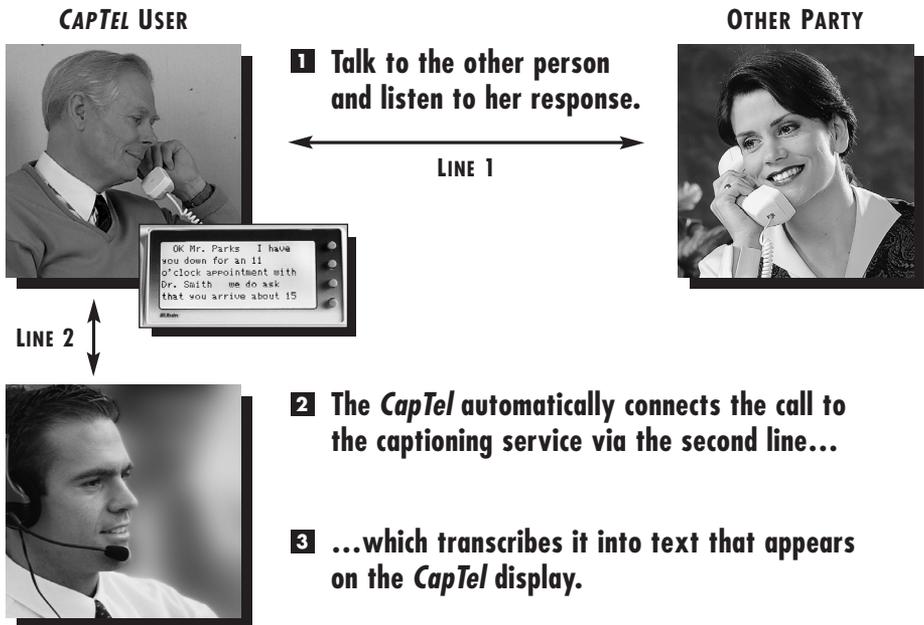
Congratulations! Your *CapTel* phone is equipped for 2-line capabilities, which will allow you to receive captions on every call, at any time in the call. With 2-line *CapTel* enabled you can:

- 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 call-waiting feature without interrupting captions.

NOTE: Using *CapTel* in 2-line 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.

# HOW 2-LINE *CAPTEL* WORKS

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## REQUIREMENTS FOR 2-LINE *CAPTEL*

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Using 2-line *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 Caller-ID, long distance, or call-waiting). 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.

# SETTING UP THE *CAPTEL* FOR 2-LINE USE

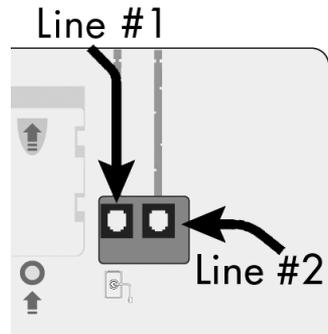
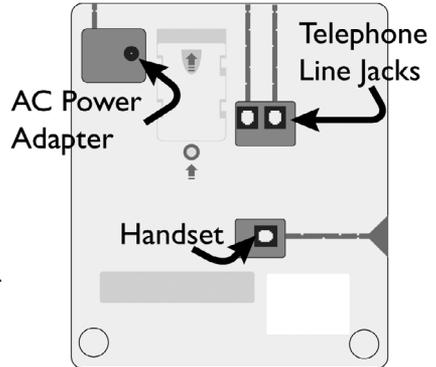
Note: You must follow this procedure to turn on 2-line *CapTel* service. Simply plugging a second line into the *CapTel* phone will not activate 2-line capabilities.

There are two steps to setting up your *CapTel*. First, set it up in standard mode. Then, activate the 2-line 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 wall-jack icon on the bottom of the *CapTel* (illustrated as Line 1).

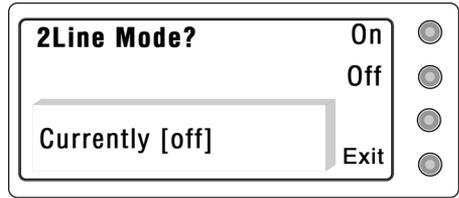
Note: This phone line should be the primary telephone number of your home/office, the phone number you would give to people to call you.



3. Plug the second telephone line cord into the other telephone jack (no symbol) on the bottom of the *CapTel*.
4. Plug the telephone line cords into the appropriate wall jacks and the AC adapter into an electrical outlet.

## Activate 2-Line Menu

1. With the handset hung up, press the **MENU** key until you see **2Line Mode?**. Press the button next to **ON** to turn 2-line capabilities on. Press **EXIT** to leave the menu.



Note: If **2Line Mode?** does not appear in your *CapTel* menu, contact *CapTel* Customer Service.

2. Attach the desktop/wall footplate, making sure the larger side is along the top edge of the *CapTel*. (For wall mount installation, refer to the *CapTel* user manual.)

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.

You are now ready to begin making and receiving calls using the 2-line capabilities.

## PLACING A CALL WITH CAPTIONS

1. Verify that the Caption feature is **ON**. The red light over the **CAPTION** button should be lit. If the light is not on, turn on the feature by pressing the **CAPTION** button.
2. Pick up the handset.
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.

# ANSWERING A CALL WITH CAPTIONS

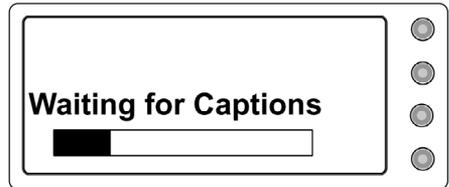
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1. When the *CapTel* rings, RING is displayed.
2. Pick up the handset to answer.

## 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. During this time, however, you and your caller will be able to hear each other, so you may begin your conversation if you can hear the caller clearly enough. (You may ask your caller to hold for a moment while captions are established or speak to the other party during this time.) Or, begin your conversation when you see a *CapTel* CA# appear on the display.

## 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.

# TURNING CAPTIONS ON/OFF DURING A CALL

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In 2-line mode, you can turn the caption feature on or off at any point during your telephone conversations. 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 toll-free 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 CALL-WAITING

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With 2-line *CapTel*, you can use enhanced telephone features, such as call-waiting, that you may have purchased from your phone service. To use call-waiting 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 call-waiting option, you should enter a call-waiting block prefix in the *CapTel* menu. This will prevent an interruption of captions. You will still receive call-waiting on line 1, the line that carries your conversation. Please refer to the *CapTel* user manual for instructions on blocking call-waiting.

# DIALING 9-1-1 WITH 2-LINE *CAPTEL*

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With 2-line *CapTel*, calls to 9-1-1 are handled exactly the same as if you'd called from any other type of phone, plus you get captions of the call. Emergency services will be able to locate you and send help based on the location from which you place the call. To dial 9-1-1:

1. Pick up the handset and dial 9-1-1. 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 9-1-1 call-taker says.
3. When 9-1-1 answers, state your emergency.

If you turn captions on in the middle of a call to 9-1-1, there will be an initial delay between the time 9-1-1 answers and the time that captions begin as the *CapTel* phone connects to the Captioning Service. During that time, the 9-1-1 call-taker will be able to hear everything you say. State your emergency. If necessary, tell the 9-1-1 call-taker you are reading captions.

**NOTE:** The process for calling 9-1-1 is different when using 1-line *CapTel*, which automatically converts 9-1-1 calls to Voice Carry Over (VCO). Please refer to your *CapTel* user manual if you need more information about how 1-line calls to emergency services are different than 2-line calls.

# DIALING 7-1-1 WITH 2-LINE *CAPTEL*

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With 2-line *CapTel*, calls placed through a traditional relay service are handled the same way as if you'd called from any other type of phone, plus you get captions of everything the other party says. To call a TTY/VCO user through relay:

1. Pick up the handset and dial 7-1-1.
2. Give the relay CA the phone number of the person you'd like to call.
3. Watch the display screen for instructions and captions of the TTY user's responses via the relay CA.

**NOTE:** The process for calling 7-1-1 is different when using 1-line *CapTel*, which automatically converts 7-1-1 calls to Voice Carry Over (VCO). Please refer to your user manual if you need more information about how 1-line calls through relay are different than 2-line calls.

# TIPS & HINTS

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1. As you answer an incoming call, there will be an initial delay of at least 15 seconds between the time you answer and the time that the captions start. 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. Or, you may want to ask the caller to hold for a moment until the CA# appears, indicating a captionist is online.
2. Be sure that the second *CapTel* line is not in use when you place or answer a call. If, for example, you share the second line with a fax machine or with other family members/coworkers, make sure that the line is free before using the *CapTel*. Otherwise, your *CapTel* phone will not be able to establish captions via the second phone line.
3. Be sure that if you have call-waiting on line 2, you have programmed a call-waiting block prefix in the *CapTel* menu. Otherwise, incoming calls to line 2 may interrupt the captions. The programmed call-waiting block will be applied to line 2, which connects with the Captioning Service. Please refer to the *CapTel* user manual for instructions on blocking call-waiting.

In 2-line mode, you can still use the call-waiting feature on line 1 (the line that carries your conversation) even when you have programmed a call-waiting 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 wall-jack icon (Line 1) on the bottom of the *CapTel* phone (see *Setting Up the CapTel for 2-Line 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 wall-jack icon (Line 1) on the bottom of the *CapTel* phone (see *Setting Up the CapTel for 2-Line Use* on page 5).

For more Tips & Hints about calling, please refer to the *CapTel* user manual.

