

# CapTel® 2400i



## ***Important Note***

As you set up your new CapTel phone, be sure to follow the directions on the display screen for registering your phone. Per a recent ruling by the Federal Communications Commission (FCC), the Captions feature cannot be activated until your phone is registered.

This requirement is part of the FCC's effort to ensure the captioning service is used as intended by people who truly need the service.

For more information about FCC requirements, please visit [www.CapTel.com](http://www.CapTel.com)

CapTel is the latest innovation from  **Ultratec**.

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# About Your New CapTel 2400i

Your new CapTel 2400i is like any other telephone in many ways: it connects to a telephone line, you talk and listen to your callers, and you place/answer calls the same way you use any other telephone.

Your new CapTel 2400i is also different than a traditional telephone in some important ways.

In order to show captions, your CapTel 2400i connects to the Internet the same way you connect a computer to the Internet. The Internet connection links to a free Captioning Service, where a specially-trained operator transcribes everything your caller says into captions. The captions are sent back over the Internet to your CapTel 2400i phone, for you to read in the display.

Because the CapTel 2400i relies on the Internet to provide captions, setting up the phone takes a few extra steps to make sure it is connected to the Internet properly.

# Where to Get Help

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Help is available 24 hours a day, 7 days a week (excluding major holidays).  
Please contact:

**Toll-Free Installation Help Line: 888-269-7477**

**Email: [CapTel@CapTel.com](mailto:CapTel@CapTel.com) • Fax: (608) 204-6167**

**Online Help: [www.captel.com/customer-service.php](http://www.captel.com/customer-service.php)**

If someone else installed your home computer or your Internet connection, you may want to consult with that person as you set up the CapTel 2400i.

## Important Information when Calling for Help

The following information may help CapTel Customer Service troubleshoot your problem. If possible, please have this information handy when you call for help:

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**My Telephone Number**

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**My CapTel 2400i Electronic Serial Number (ESN)**  
*(located underneath your CapTel phone)*

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**My Internet Service Provider**

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**My Telephone Service Provider**

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**If using WiFi: Name of your WiFi Network**

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**WiFi Password (also sometimes called “Pass Phrase” or “Network Key”)**

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# T A B L E   O F   C O N T E N T S

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## What is in the Box?

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Your CapTel 2400i includes the following parts:



- CapTel 2400i Phone
- Telephone Cord



- Power Adapter –  
to plug into a  
wall outlet



Important! Use only the power adapter that came in the box with your CapTel 2400i

- Ethernet Cable –  
to connect to  
Internet service  
*(not necessary for  
WiFi installations)*



- CapTel Setup  
Guide and CapTel  
User Manual



# Overview of CapTel 2400i Phone



Please see the descriptions that correspond with the matching numbers to help explain what each feature is.



## 1 Touch Screen Display

Shows captions, Caller ID, Answering Machine messages, Contacts, and more. To select an item, touch it on the display.



## 2 Volume Button

Lets you adjust the volume to a comfortable level, up to a 40dB gain from min/max. To increase the volume, press ▲ on the VOL button. Press ▼ on the VOL button to decrease the volume. The indicator lights next to the volume bar show the volume setting. The volume returns to a mid-range setting every time you hang up the handset.

### WARNING

*The maximum volume setting on captioned calls is very loud. People who do not need amplification should not use the phone at the highest volume level.*



## 3 CUST SERV Button

Press the CUST SERV button to automatically dial the CapTel help line. Our helpful Customer Service team is happy to help you set up and use your CapTel 2400i phone – we're only a button push away.

### NOTE

*Help is available 24 hours a day, 7 days a week (closed on major holidays). Help materials are also available online at [www.CapTel.com](http://www.CapTel.com)*



## 4 HOME Button

Press the HOME button at any time to return to the main menu screen. If you are ever "lost" in the menu system, press the HOME button to return to the main screen.



## 5 CAPTIONS Button

Turn the CAPTIONS button on (blue light around button is ON) at any time during your call to see word-for-word captions of everything your caller says. The CAPTIONS button will go off when you hang up the handset.

### NOTE

*You must press the CAPTIONS button for each and every call you want to see captions on.*



## Back view of CapTel 2400i



### ① Line 1 – Telephone Jack

Plug the telephone cord (provided) in here (RJ11 jack). Telephone cord can be for most types of telephone service, including: analog, VOIP, FIOS, digital cable service, or DSL with filter. CapTel does NOT work with a PBX system unless an analog port is available.

### ② Ethernet Jack

Plug the Ethernet cable (provided) here to connect to your Internet service. If you connect to the Internet using a WiFi network, you do not need to plug in the Ethernet cable.

### ③ LNK/ACT – Status Light

Lets you know if your Ethernet cable is connected to the Internet and whether activity is on the line. NOTE: the LNK/ACT indicator does not light up when you use WiFi to connect to the Internet.

### ④ Power Jack

Plug the AC power adapter here. Use only the AC power adapter that came with your CapTel phone. Any other adapter may damage the phone.



# Setting up Your CapTel 2400i

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## Requirements

### 1. High-speed Internet access using a DSL or Digital Cable modem.

Your CapTel 2400i can connect to your Internet service either with an Ethernet cable or through a wireless (WiFi) network. Depending on your Internet setup, a router may also be required to allow you to connect more than one device to your Internet service.

### 2. Telephone Service.

Can be analog line, DSL with filter, VOIP, FIOS, or Digital Cable phone service. CapTel does NOT work with digital Private Branch Exchange (PBX) systems found in some office environments, residential facilities, and hotels – unless an analog port is available.

### 3. Standard electrical power.

AC adapter plugs into standard wall outlet.

## Step 1: Select a Location

### Set up the CapTel 2400i in a place where:

- A high-speed Internet (Ethernet) jack or your wireless router is located nearby.
- A telephone jack is located nearby (can be analog line, DSL with filter, VOIP, FIOS, or Digital Cable phone service).
- There is an electrical outlet nearby.
- The surface it will be set on, or mounted to, is stable and secure.
- The area is protected from excessive heat or humidity.

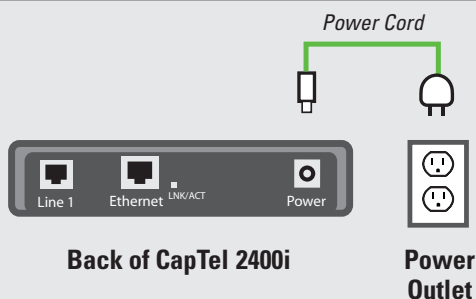
#### NOTE

*The outlets for power, the phone line, and the Ethernet connection should all be located nearby, as each cord needs to plug into your CapTel 2400i. If your Internet access is located in a different room than where you plan to use the CapTel 2400i, a WiFi setup is recommended.*

## Step 2: Plug in the Power Adapter

1. Plug the power cord into the jack labeled “Power” on the back of the CapTel 2400i phone.
2. Plug the power adapter into a wall outlet or power strip. The display screen and volume indicator lights will light up to let you know the power is connected.

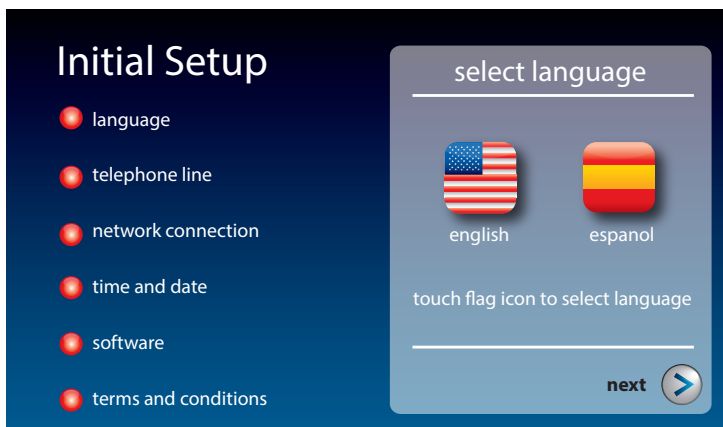
**WARNING:** Be sure to use only the power adapter that came with your CapTel 2400i.






After a moment, the Initial Setup screen will appear on the display. Follow the instructions on the display.

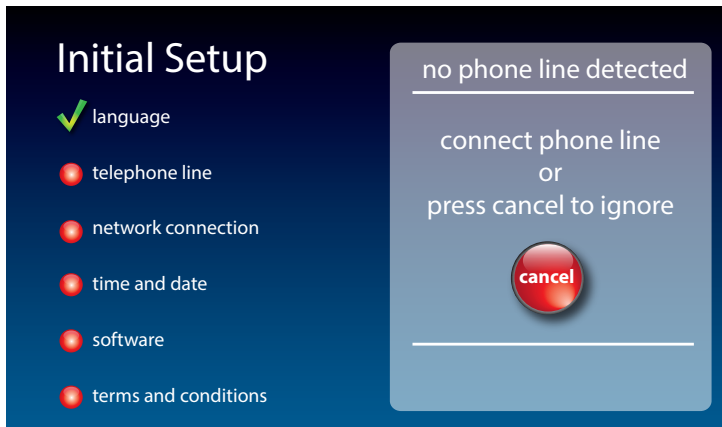
**TIP** To choose an option, touch the icon on the display and touch ➤ (next).

## Step 3: Select Language

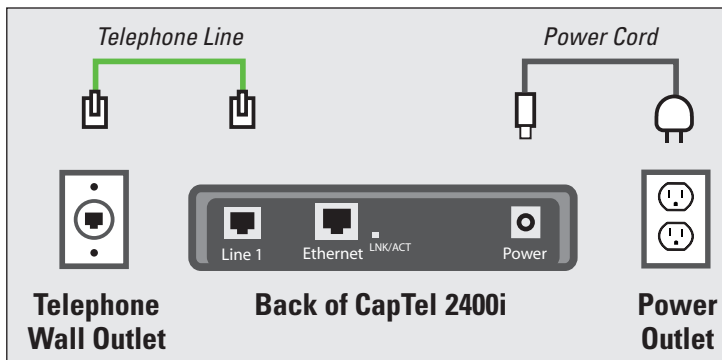


1. Touch  (**English**) or  (**Espanol**) for the language you want.
2. Touch  (**next**) to continue.

## Step 4: Telephone Line



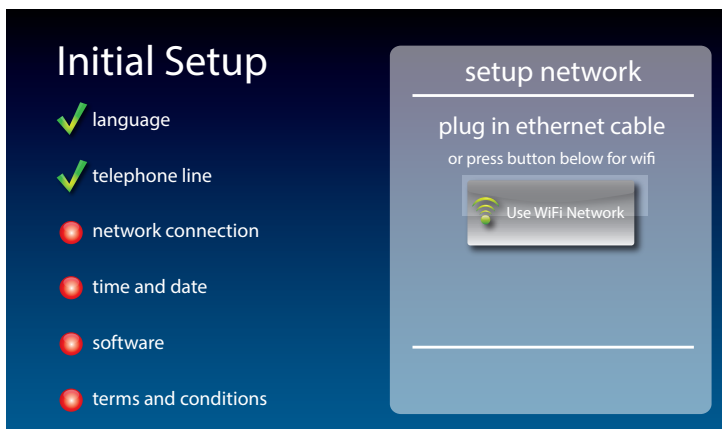
1. Plug your telephone line into the back of the CapTel phone in the jack marked "Line 1".
2. Plug the other end of the line into your telephone wall jack.



### NOTE

Telephone service can be analog, VOIP, FIOS, digital cable phone service, or DSL with filter. CapTel does not work with digital PBX office phone systems unless an analog port is available.

## Step 5: Network Connection



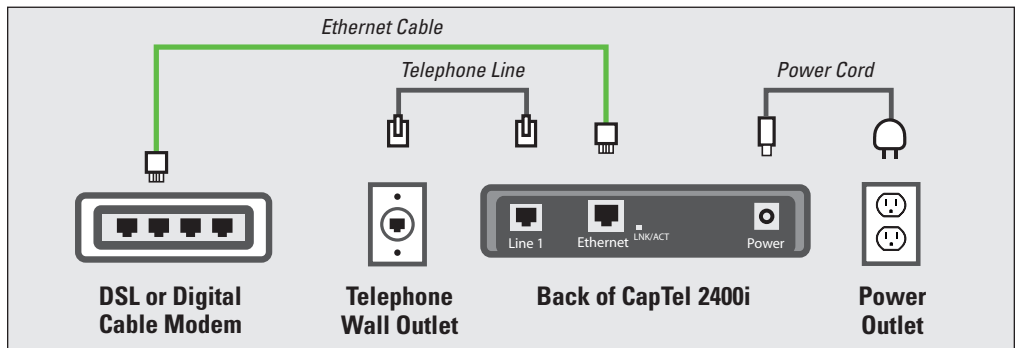
### ***For Wired Connections:***

1. Plug the Ethernet cable that came with your phone into the jack on the back of the CapTel phone labeled "Ethernet".
2. Plug the other end of the Ethernet cable into the jack you use to access your Internet service. Depending on how your Internet service is set up, you could be plugging into an available Ethernet jack on any of the following:
  - On a digital cable modem
  - On a DSL modem
  - On a router in your home
  - In an Ethernet wall outlet

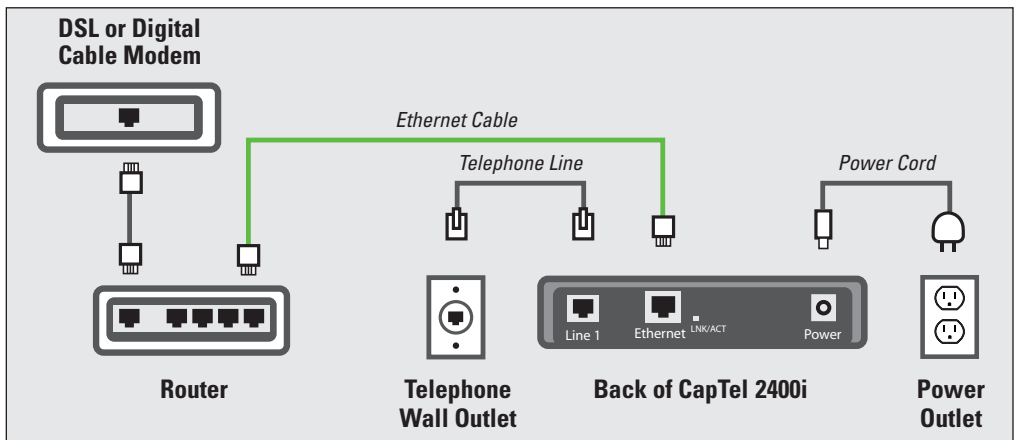
Use the examples on the following page to match your setting with the correct installation method.

## All outlets located together (Wired Setup)

**Example 1:** All of the connection outlets (telephone, Internet, and power) are available in the same room that you are planning to use the CapTel 2400i.



**Example 2:** If there is not an available Ethernet jack in your DSL or cable modem, you will need a router or switch that lets you connect more than one device to the Internet. Contact your Internet Service Provider to learn what router or switch will work with your modem. The router should support DHCP. Connect the router to your DSL/cable modem. Then connect the CapTel 2400i to the router or switch using the Ethernet cable.



### NOTE

If your Internet outlet is in a different room from where you plan to use CapTel, a wireless (WiFi) set up is recommended.

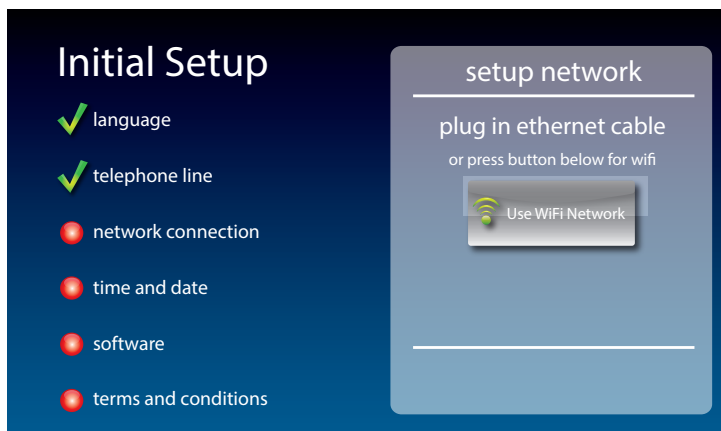
## For Wireless (WiFi) Connections:


If you have a wireless (WiFi) network in your home or office, your CapTel phone can connect to the Internet using the WiFi network. You do not need to plug in an Ethernet cable.

To set up your CapTel for WiFi use, you will need to know the name of your wireless network as well as any passwords that are needed to access the network. The way you access your WiFi network with CapTel will be very similar to how you access the network from a computer or mobile device.

NOTE

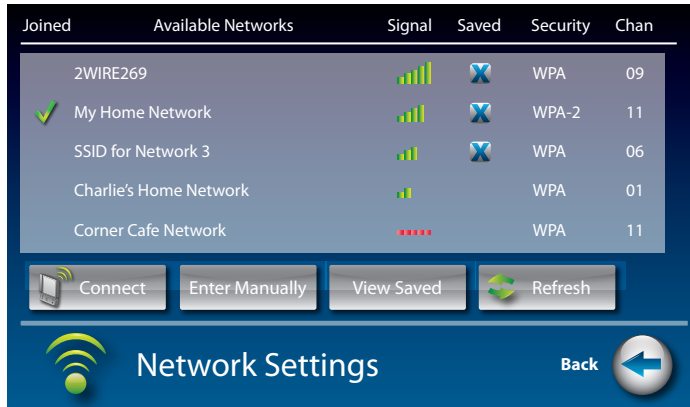
*If someone helped install the wireless network for you, it may be helpful to consult with that person as you set up your CapTel phone.*



1. Touch  **(Use WiFi Network)** on the display screen. CapTel scans for wireless networks within range of your phone.
2. The display lists any WiFi networks detected, in order of strongest signal strength to the weakest signal strength.

NOTE


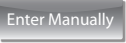
*CapTel may detect wireless networks in your location that you do not recognize – such as a wireless network from a neighbor or nearby office. Be sure to select the name that matches your own network.*



3. Touch the name of the network that you want to use.

Then touch  **(Connect)**.



If you do not see the network you want to use:

- Try moving your CapTel phone to an area closer to your wireless router. Then, touch  **(Refresh)**. CapTel will re-scan for available networks.
- OR, touch  **(Enter Manually)**. CapTel will ask you to enter information about your wireless network, then it will try to connect.



4. **Enter WiFi Password:** On the display, touch the field for password. Then use the onscreen keyboard to enter the password for the WiFi network.




**TIP**

Remember to use the  **(shift)** key for capital letters when needed. Passwords are case-sensitive. To enter special characters, touch  **(Numbers)**.



When you are done, review your password carefully. Passwords are case-sensitive. If it does not exactly match the password for your network, CapTel will not be able to connect. Use the  key to correct any errors. When you are satisfied the password is correct, touch  **(save)**.

## Step 6: Time and Date

Touch the Time Zone on the display screen that you live in. Touch  **(next)** to continue.



**Initial Setup**

- ✓ language
- ✓ telephone line
- ✓ network connection
- time and date
- software
- terms and conditions

**select time zone**

next 

**Initial Setup**

- ✓ language
- ✓ telephone line
- ✓ network connection
- time and date
- software
- terms and conditions


**set time and date**


touch white box to adjust time and date

hours	minutes	am/pm
10	44	am

month	day	year
May	2	2014

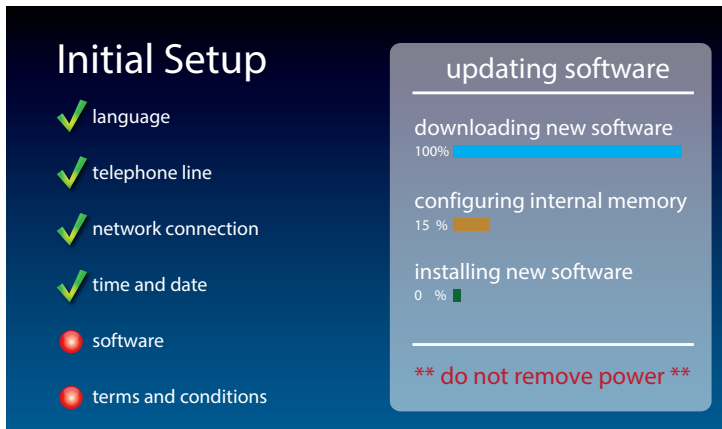
next 

Your CapTel phone will fill in the date and time based on the time zone you indicated. If you need to adjust the time and date, touch the field on the display screen that you want to change. Use  **(arrows)** on the display screen to scroll to the correct number. Then touch the next field that you want to change.

When the date and time are set, touch  **(next)** to continue.

## Step 7: Software

Your new phone checks to make sure that you have the most current software available. If needed, CapTel will automatically download the most recent software version. Be patient, the download may take a moment. Watch the progress on the CapTel display screen to know the status.



**NOTE** *Do not interrupt the power supply during a software installation. It may damage your CapTel phone.*

Once the software download is complete, your CapTel phone will re-boot as part of the update process. It will automatically run through the setup steps again.

Once the update process is completed, you will be able to continue with setup.

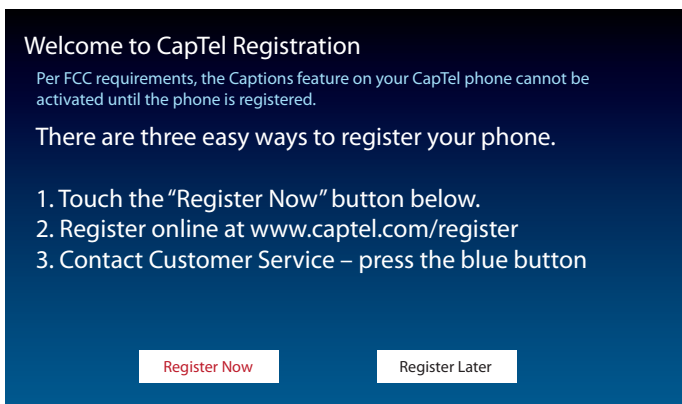
## Step 8: Registration Terms and Conditions

The very first time you set up CapTel, you may be asked to review and accept the Registration Terms and Conditions on the CapTel display screen. The Terms and Conditions are set by the Federal Communications Commission (FCC) which oversees the funding for IP-based Captioned Telephone service.

***If your phone display shows different instructions than the directions listed below, please follow the instructions on your phone's display screen.***

### NOTE


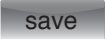
Per FCC requirements, the Captions feature on your phone cannot be activated until you accept the Registration Terms and Conditions. If you need assistance, press the blue **CUST SERV** button for help. Details about the FCC requirements can be found at [www.CapTel.com](http://www.CapTel.com)



1. Touch Register Now (**Register Now**) to begin.



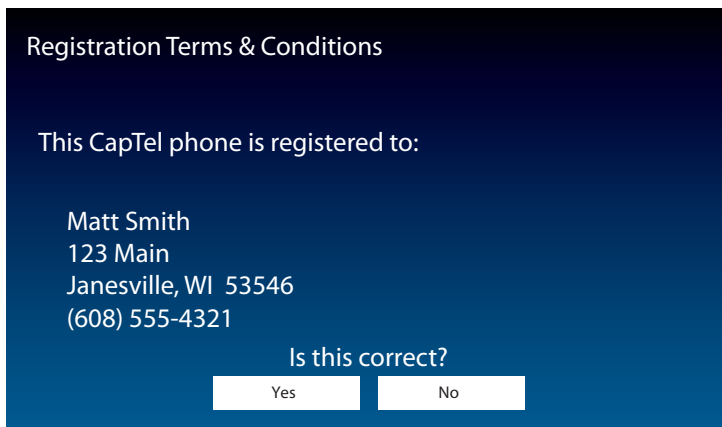
2. On the display, touch the field for first name.

3. Use the onscreen keyboard to enter your first name. Use  (**shift**) to enter capital letters.
4. Touch the field for last name, then enter your last name using the onscreen keyboard.
5. Continue until all fields are entered.
6. When you are finished, review the display to make sure you have everything entered correctly.
7. When you are ready, touch  (**save**).

**NOTE**

*Per FCC requirements, registration information must be about the person who uses CapTel. If someone sets CapTel up on your behalf, please make sure they use your information and not their own.*

The display asks you to confirm the registration information for the CapTel user.



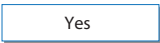


Registration Terms & Conditions

This CapTel phone is registered to:

Matt Smith  
123 Main  
Janesville, WI 53546  
(608) 555-4321

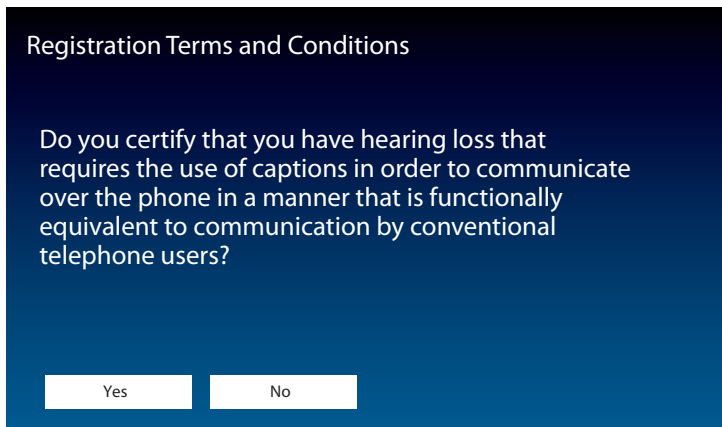
Is this correct?

Yes No

8. Check that the name and address listed on the display is correct. If correct, touch  (**Yes**) on the display. If it is incorrect, touch  (**No**). The display lets you re-enter your contact information and make corrections as needed. When it is correct, touch  (**save**).

Next, the display asks you to confirm that you have a hearing loss that makes it difficult for you to hear over the phone so you need the captioning service.

The FCC wants to verify that anyone who uses the free Captioning Service really has hearing loss. It is the FCC's way of protecting the service from misuse by people who do not need captions.

A screenshot of a mobile application screen with a dark blue gradient background. At the top, the text "Registration Terms and Conditions" is displayed in white. Below this, a white text box contains the question: "Do you certify that you have hearing loss that requires the use of captions in order to communicate over the phone in a manner that is functionally equivalent to communication by conventional telephone users?". At the bottom of the screen, there are two white rectangular buttons with black text: "Yes" on the left and "No" on the right.

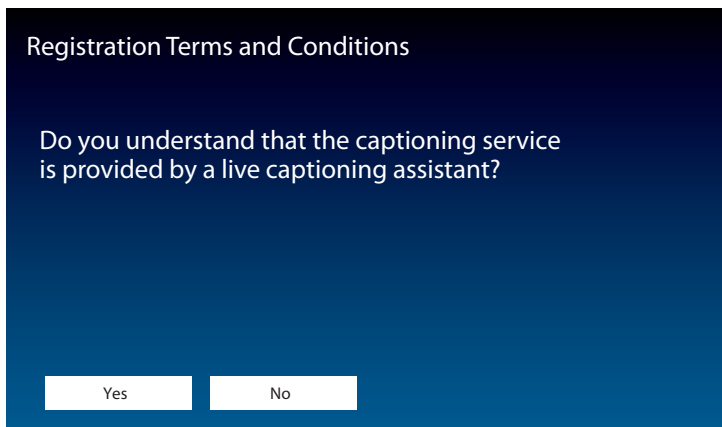
Registration Terms and Conditions

Do you certify that you have hearing loss that requires the use of captions in order to communicate over the phone in a manner that is functionally equivalent to communication by conventional telephone users?

Yes No

9. If you agree with the statement, touch  **(Yes)**. If you disagree, touch  **(No)**.

The screen checks to make sure that you understand that an operator (captioning assistant) is captioning what your callers say. The phone does not convert the caller's words into captions on its own. The FCC wants to make sure you are aware there is a live captioning assistant involved.

A screenshot of a mobile application screen with a dark blue gradient background. At the top, the text "Registration Terms and Conditions" is displayed in white. Below this, a white text box contains the question: "Do you understand that the captioning service is provided by a live captioning assistant?". At the bottom of the screen, there are two white rectangular buttons with black text: "Yes" on the left and "No" on the right.

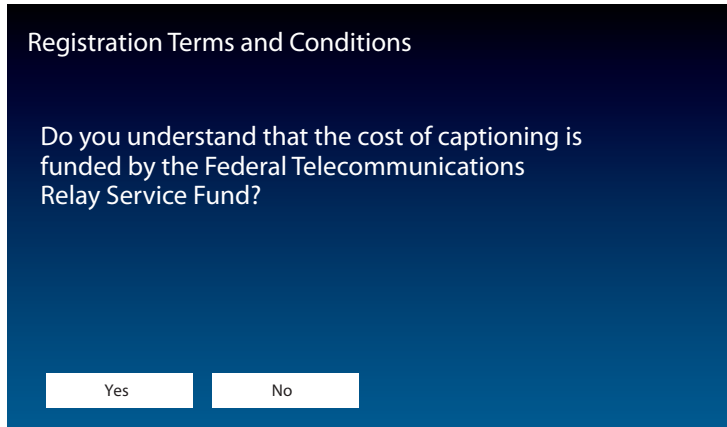
Registration Terms and Conditions

Do you understand that the captioning service is provided by a live captioning assistant?

Yes No

10. If you agree with the statement, touch  **(Yes)**.

CapTel users do not have to pay for the cost of using the captioning service, it is provided free to people with hearing loss through a fund monitored by the FCC. The FCC wants to make sure that CapTel users understand that – even though there is no cost to you – the federal program pays for use of the service.

A screenshot of a registration screen with a dark blue gradient background. At the top, the text "Registration Terms and Conditions" is displayed in white. Below this, a question is posed in white text: "Do you understand that the cost of captioning is funded by the Federal Telecommunications Relay Service Fund?". At the bottom of the screen, there are two white rectangular buttons with black text: "Yes" on the left and "No" on the right.

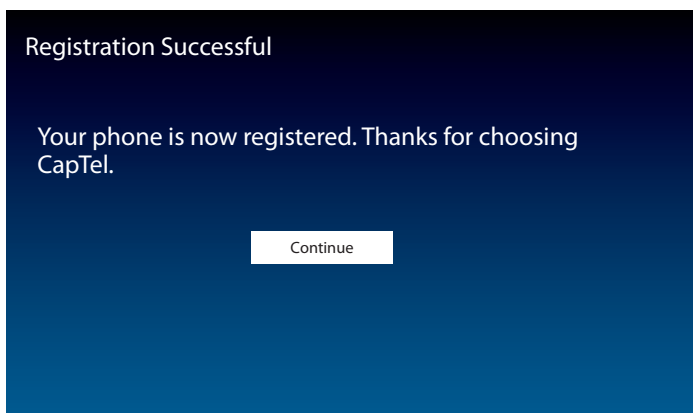
Registration Terms and Conditions


Do you understand that the cost of captioning is funded by the Federal Telecommunications Relay Service Fund?

Yes No

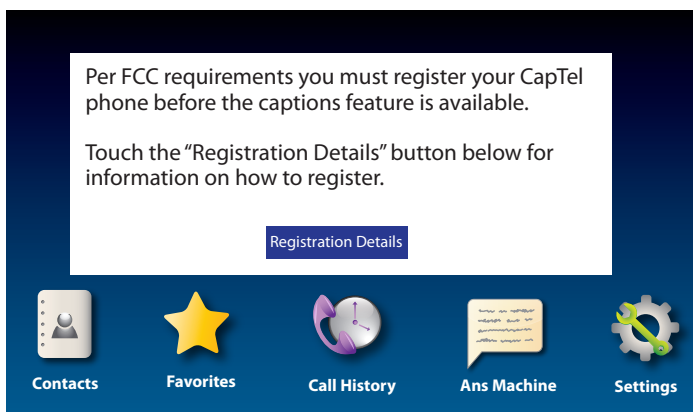
**11.** If you agree with the statement, touch  **(Yes)**. If you disagree, touch  **(No)**.

Congratulations! Your phone is registered and the Captions feature is enabled.



To get captions during your incoming and outgoing calls, just press  (**CAPTIONS button**) at the start of every call.

If you answered **NO** to any of the Registration Terms and Conditions, the Captions feature will not be activated on your phone. You will still be able to make and receive calls, but the calls will not be captioned.



To review the Terms and Conditions again, press  (**CAPTIONS button**).

If you have any questions, please contact CapTel Customer Service for assistance.

**NOTE** *Although the Captions feature is not enabled until you accept the Registration Terms and Conditions, you will be able to see captions when you call Customer Service so that we may assist you over the phone.*







# Getting Help

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If you have any questions as you use your new CapTel 2400i, we're here to help. Use any of these ways to contact us:

Pick up the handset and press  **(CUST SERV)** to automatically speed dial directly to our helpful Customer Service team. If you are in an office setting, you may need to dial a number such as "9" first to get an outside line first and then press  **(CUST SERV)**. *(Available 24 hours a day, 7 days a week. Customer Service is closed on major holidays.)*

Help materials are also available online at our website.



Phone: 1-888-269-7477 *(Available 24 hours a day, 7 days a week)*

FAX: (608) 204-6167



Mail: CapTel Customer Service  
450 Science Drive  
Madison, WI 53711



Email: [CapTel@CapTel.com](mailto:CapTel@CapTel.com)

Online: [www.CapTel.com](http://www.CapTel.com)  
*(Live Chat help available at our website)*

Spanish Language Customer Service: 1-866-670-9134