CapTel is an amplified telephone and relay captioning service that allows you to see word-for-word captions of your telephone conversation on a bright, easy-to-read display window built into the CapTel phone. With CapTel you can hear what is being said on the phone using your residual hearing, and you can also view captions of the conversation for added clarity (much like TV captioning).

CapTel is beneficial for people with moderate to severe hearing loss who are no longer able to understand telephone conversations, even with the use of an amplified phone, people who use hearing aids, assistive listening devices, or cochlear implants, and people who are deaf or hard of hearing but have understandable speech.

To use CapTel relay you must have a CapTel phone. You must also have an analog telephone line, or a digital subscriber line (DSL) with an appropriate analog filter. Using digital cable or voice over internet protocol (VoIP) is not recommended as the CapTel phone was not designed or guaranteed to operate on these types of lines.

To find out what type of phone line you have, contact your telephone company.

**How CapTel Relay Works**

Making a CapTel relay call is similar to making a call using a standard telephone. When you dial the phone number of the person you are calling, the CapTel phone automatically connects with the relay captioning service where a specially trained communication assistant (CA) transcribes everything the other person says into written text.

The captions appear on your CapTel phone just a few seconds after the other caller speaks – allowing you to understand everything being said.

**Making a CapTel Relay Call**

Dial the number of the person you wish to call. Your CapTel phone automatically connects to the captioning service.

When the person you are calling answers, you can listen and respond directly to them. Behind the scenes, the CA uses voice-recognition technology to automatically transcribe everything the other person says into written text.

As you listen to the other person, a text version of the conversation appears on the display screen of your CapTel phone.
Receiving a CapTel Relay Call

The person calling you dials the toll-free relay captioning service number (1-877-243-2823).

When the relay captioning service answers, the caller is greeted by an automated system, which prompts the caller to enter your area code and telephone number.

The relay captioning service connects the call to you and transcribes everything the caller says into captions appearing on your CapTel phone. You can listen, read the captions, and respond directly to the caller.

If an incoming call is not dialed through the relay captioning service, it will not be captioned. If you would like captions, ask the person to hang up and call back through the relay captioning service telephone number.

Two-Line CapTel

Two-line CapTel allows you to receive captions on all incoming calls – even if the other party does not call through the relay captioning service’s toll free number.

Like standard CapTel relay, two-line CapTel gives you live captions of everything your caller says during a phone conversation. You can hear the caller and read captions of what they say. With two-line CapTel, the conversation is carried on one telephone line and the captions are provided on the second line. This gives two-line CapTel relay users the ability to caption any phone call – incoming or outgoing – at any point in the conversation. Two-line CapTel also supports enhancements that you have purchased from your telephone service, including call-waiting.

For two-line CapTel you must have two phone lines with separate telephone numbers (one of the lines must be analog or DSL with a filter; the other may be analog, VoIP, or DSL with a filter).

For an instruction sheet on how to make and receive two-line CapTel calls, please contact the Minnesota Relay Outreach office at 1-800-657-3775 or visit our Web site at www.mnrelay.org.

Information Regarding Long Distance Calls

CapTel relay users who use a single-line CapTel must register their long distance carrier to ensure that their long distance CapTel calls are carried and billed through their existing long distance service or calling plan.

Individuals who place long distance calls to a single-line CapTel relay user must also register their long distance carrier so that their calls are carried and billed through their existing long distance service or calling plan.

CapTel relay users may register their long distance Carrier of Choice online at www.captionedtelephone.com/carrierchoice.phtml, or they may call CapTel Customer Service at 1-888-269-7477 (voice/CapTel/TTY).

If no carrier is registered, all long distance CapTel relay calls will be carried and billed by Sprint.
Filing a Complement or Complaint

Minnesota Relay strives to provide the best relay services available and we appreciate feedback about your experience with using our relay services. Please have the following information available when filing a commendation, complaint, or expressing a concern:

- Communications Assistant (CA) ID Number
- Date of the relay call
- Time of the relay call
- Nature of commendation, complaint, or concern

The following options are available to file a complement or complaint regarding CapTel relay:

- CapTel’s 24-hour Customer Service (excluding holidays):
  Voice/CapTel/TTY: 1-888-269-7477
  E-mail: CapTel@CapTel.com
  Online: www.captel.com/contact-us.php

- Minnesota Relay Outreach Office:
  Voice: 651-602-9005 / 1-800-657-3775
  TTY: 1-888-206-6555
  E-mail: mn.relay@state.mn.us

- The Federal Communications Commission’s Consumer Center:
  Voice: 1-888-CALL-FCC (1-888-225-5322)
  TTY: 1-888-TELL-FCC (1-888-835-5322)
  Fax: 1-866-418-0232
  Online: www.fcc.gov/complaints

For information on other services offered through Minnesota Relay or to schedule a free presentation, please contact:

Minnesota Relay Outreach
1-800-657-3775 (voice/TTY)
E-mail: mn.relay@state.mn.us
Visit our Web site: www.mnrelay.org

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