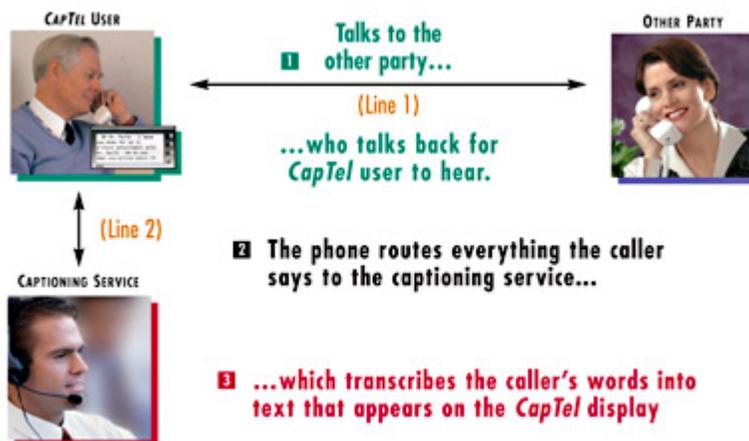


## Instructions for Using Two-Line CapTel Relay

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).

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.

### How Two-Line CapTel Relay Works



When a caller dials your phone number, they connect directly to your CapTel phone on one telephone line. As soon as you answer, the phone automatically dials the relay captioning service on the second line to establish captions.

There is an initial delay between the time you answer the call and the time that captions begin because it takes time for the phone to connect to the captioning service and initiate captions. During this time, your caller will hear everything you say. You may begin your conversation if you can hear the caller clearly enough. Or, you may ask your caller to hold for a moment while captions are established.

Once captions begin, you'll find they keep a close pace with the speed of your caller's voice.

### **Requirements for Two-Line CapTel**

- A CapTel phone
- Two telephone lines with separate telephone numbers:
  - Line 1 (voice) can be an analog line, DSL with an analog filter, digital cable line, or VoIP line.
  - Line 2 (captions) must be an analog telephone line or DSL with an analog filter. (Note: line 2 can be a very basic line. There is no need for any telephone services such as caller ID, nor any need for long distance service on line 2.)
- If you are installing the CapTel in an office setting, check with the telephone system administrator to ensure that an analog port is available.

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

### **Benefits of Two-Line CapTel Relay**

- You receive captions on all incoming calls – your caller dials you directly instead of placing the call through the relay captioning service.
- You can turn captions on (or off) at any point during a conversation.
- There is no separate telephone number for callers to remember – they just dial you directly.
- Captioning is available for every type of call, including emergency calls.
- Others in your home can pick up an extension line and share the call without interrupting the captions.
- If you have call-waiting and another call comes in, it will not interrupt captioning (you can even get captions on the incoming call).

### **Differences Between Standard CapTel and Two-Line CapTel**

Standard CapTel	Two-line CapTel
Captions and voice are provided across one telephone line.	Conversation is carried on one telephone line, and captions are provided on the second line.
Captions must be initiated at the start of a call.	Captions can be turned on or off at any point in a conversation.
Callers must first dial the toll-free relay captioning service and enter their phone number in order for you to receive captions on their call.	Incoming calls are automatically captioned. Callers simply dial your phone number directly.
You cannot use call-waiting during a captioned call. Call-waiting tones may interrupt the captioning.	You can use call-waiting during a captioned call.
Automatic call-back (*69) option cannot be used.	Automatic call-back (*69) option is supported.
Calls to 9-1-1 and 7-1-1 are treated as Voice Carry Over calls and routed to 9-1-1 and Minnesota Relay directly. The 9-1-1 or relay operator's typed messages appear on the CapTel display, but you will not have sound over the phone line while receiving captions.	Calls to 9-1-1 and 7-1-1 are captioned through the relay captioning service on the second line. Your conversation is conducted on the first line. You get both sound and captions of the call.
Calls are automatically routed through the relay captioning service on outgoing calls only.	Calls are direct between parties. On every call (outgoing or incoming), the relay captioning service is connected automatically through the second telephone line.
Requires one telephone line.	Requires two telephone lines.

### ***Getting a Second Telephone Line***

If you don't already have a separate second telephone line, contact your telephone service provider to make arrangements. Charges for a second line will apply and vary by provider.

Note: If you already have a second phone line in your home or office (i.e. for a fax machine or other family members) be sure that it is not in use when you place or answer a two-line CapTel call. If the other line is already in use, the captions will not appear.

### ***Updating Your Current CapTel Phone to Two-Line***

First, make sure that you have a second, separate telephone line available (see "Requirements" above). Plug your primary telephone line cord (Line 1) into the jack marked with the wall-jack icon on the bottom of the CapTel phone. Plug the second telephone line cord (Line 2; the analog telephone line) into the other telephone jack (with no symbol).

Then, using the "Menu" key, scroll through the CapTel menu options until you see "2-Line Mode?" on the CapTel display. Press the button next to "ON" to activate two-line capabilities.

If you do not see "2-Line Mode?" in the CapTel menu system, please contact CapTel customer service for assistance. Refer to the Two-Line CapTel User Guide that came with your CapTel phone for more details.

### ***Call-Waiting Feature With Two-Line CapTel***

Call-waiting is supported by two-line CapTel. When you hear (or read in the captions) the "beep" telling you a second call is coming in, simply press the FLASH button on your CapTel phone. Your second caller will be on the line and you will receive captions of the conversation. You will still receive captions on your first conversation, if/when you return to the first caller by pressing the FLASH button again.

### ***Getting Captions with Two-Line CapTel***

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 while on a call. 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. (The default setting is "ON".) There will be an initial delay before captions begin as the captioning service is connected to the call.

### ***Information Regarding Long Distance Calls***

Unlike standard CapTel relay, with two-line CapTel it is *not* necessary for either the CapTel user or individuals who place calls to the CapTel user to register their long distance carrier because Line 1 is providing a regular voice connection and connects with the other party *directly* without going through the CapTel captioning service. Therefore, billing of long distance two-line CapTel calls is identical to using a regular telephone, and neither the CapTel user nor the party calling the CapTel user needs to register their long distance carrier with CapTel.

However, if you revert from two-line mode back to standard CapTel (by disconnecting the second phone line and programming CapTel for one-line mode) then you and your callers must register your long distance carrier with CapTel. In standard (one-line mode) the long distance carrier you have chosen for your home service is NOT automatically applied to CapTel relay calls. To register your long distance carrier call 1-888-269-7477 (voice/CapTel/TTY).or complete the online form at: [www.captionedtelephone.com/carrierchoice.phtml](http://www.captionedtelephone.com/carrierchoice.phtml).

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](mailto:CapTel@CapTel.com)

Online: [www.captel.com/contact-us.php](http://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](mailto: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](http://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](mailto:mn.relay@state.mn.us)  
Visit our Web site: [www.mnrelay.org](http://www.mnrelay.org)**