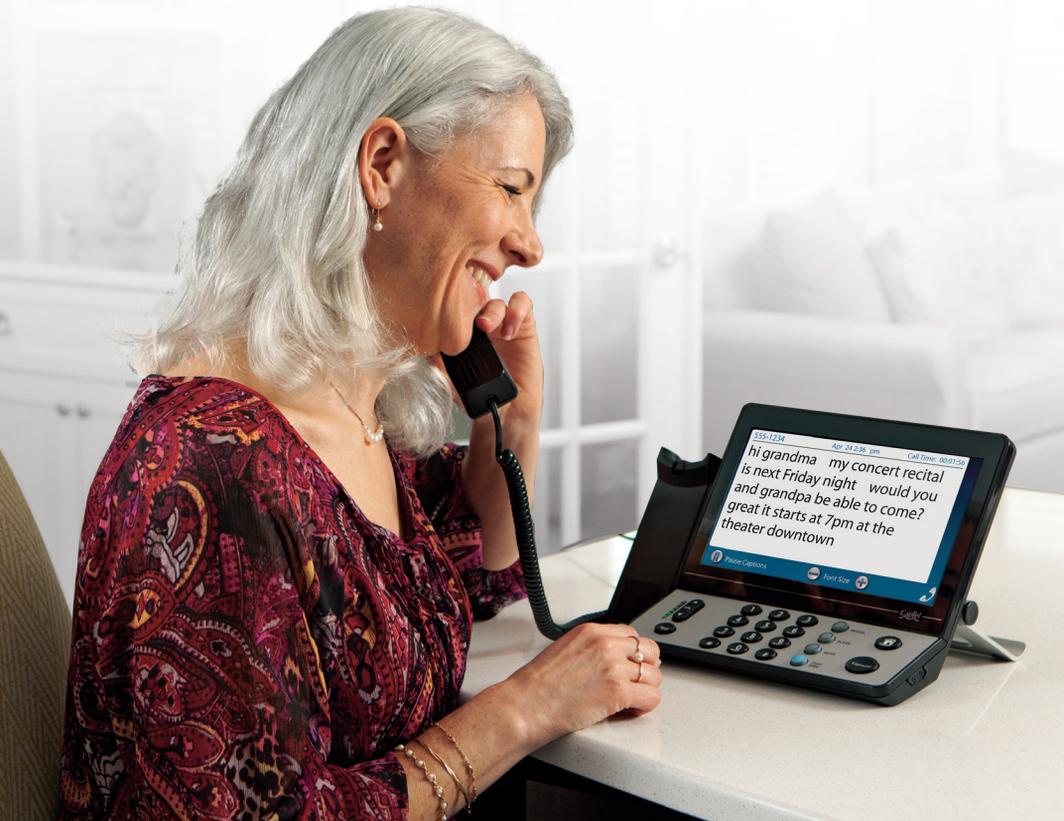


CAPTEL



wisconsinrelay.com

# Talk, Listen and Read Captioned Telephone Service (CapTel®)



# What is CapTel?

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- Do you have difficulty hearing on the phone?
- Have you said, “What? Can you repeat that, please?”

If you answered **YES**, we’ve got the solution for you!

Captioned telephone service (CapTel) from Wisconsin Relay offers the ability for anyone with hearing loss who can’t benefit from amplification alone, to **HEAR** the other person and **READ** captions of everything that is being said during your telephone conversation independently.

## CapTel Phone Features

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- Large screen with easy-to-read captions
- Built-in answering machine with captions
- Amplification with tone control
- One touch button to reach customer service 24/7
- Available in Spanish
- Captioning service is FREE



To learn more, visit  
[wisconsinrelay.com/captel](http://wisconsinrelay.com/captel)

# How Does CapTel Service Work?

- 1** As a CapTel user dials, the phone automatically connects to a captioning service. The CapTel user talks directly to the other party.
- 2** The other party talks to the CapTel user while a captioning operator listens.
- 3** The captioning operator transcribes the other party's conversation into text by using voice-recognition technology.
- 4** The CapTel user listens and reads the other party's conversation on the CapTel phone.



# CapTel Models

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## CapTel 2400i

A tablet-style telephone with a large, touch-screen display and helpful menu graphics. Ideal for people who prefer a contemporary telephone design.

Features include a built-in speakerphone and Bluetooth® for hands-free communication.

Requires a standard telephone line and high-speed Internet access.



## CapTel 840 & 840i

For people who prefer the familiarity of a traditional telephone look and feel.

CapTel 840 – For people who don't have Internet access.

This model relies on a landline (analog telephone line).

CapTel 840i – For people who have high-speed Internet and a landline.



## CapTel 880i

Ideal for people who have low vision or difficulty reading the standard caption sizes.

CapTel 880i allows users to customize the font sizes, styles and colors on a large display.



# WebCapTel

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WebCapTel is a web-based service that lets you read word-for-word transcriptions of your calls on a computer monitor, laptop, or tablet. You can listen to your caller through any telephone, including mobile or landline phones. The best part is: no special equipment is required.

## WebCapTel Features

- Word-for-word captions on:
  - computer monitor
  - laptop
  - tablet
- No special equipment required
- One touch button to reach customer service 24/7
- Available in Spanish
- Captioning service is FREE



## Requirement for WebCapTel

- Phone
  - Mobile phone
  - Landline phone
- Laptop/computer or mobile tablet
  - High-speed Internet or Wifi
  - Internet Explorer, Firefox, Google Chrome or Safari

To learn more, visit [wisconsinrelay.com/webcaptel](http://wisconsinrelay.com/webcaptel)

# How to Get a CapTel Phone

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- Wisconsin Relay offers three options for getting a CapTel phone. You will need to:
  - Request to get a CapTel phone from the Telecommunications Equipment Purchase Program (TEPP)
  - Submit a Third Party Certification of Eligibility to get a free CapTel phone, or
  - Purchase online at a reasonable cost.

For more information about the three options, visit

- [wisconsinrelay.com/getcaptel](http://wisconsinrelay.com/getcaptel)

## Contact Information

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### Presentation and Training Available

Free demonstrations, trainings, presentations or support on how to use CapTel in your home or office is available.

Contact us today if interested.

- Emma Danielson  
Senior Customer Relations Manager  
Email: [emma.danielson@sprint.com](mailto:emma.danielson@sprint.com)
- CapTel Customer Support (24 hours)  
888-269-7477 (Voice)  
866-670-9134 (Español)  
[captel@captel.com](mailto:captel@captel.com)
- Website: [wisconsinrelay.com/captel](http://wisconsinrelay.com/captel)