



## What else should I know about CapTel?

- Calls are easy to make – just pick up the phone and dial!
- Listen directly to the voice of the person you are calling. There is no need to interact with the CapTel relay communications assistant (CA).
- Check your CapTel phone text display for added accuracy.
- Captions appear nearly simultaneously as the caller's words are spoken, and you can listen to voice intonations and background noises.
- Easy access to voice mail, phone menu systems, and answering machine messages.
- CapTel relay is a free service (standard charges apply for long-distance calls).
- All conversations are strictly confidential.

## Where can I get more Information?

To learn more about CapTel relay or to schedule a free presentation, please contact the Minnesota Relay Outreach office at:

1-800-657-3775

Email: [mn.relay@state.mn.us](mailto:mn.relay@state.mn.us)

Visit our website at: [www.mnrelay.org](http://www.mnrelay.org)

## How do I File a Complaint?

If you would like to file a complaint regarding CapTel relay, please call the Minnesota Relay Outreach office at 1-800-657-3775.

The Telecommunications Access Minnesota (TAM) program within the Department of Commerce is the state administrative office responsible for ensuring equal access to the telecommunications network for Minnesotans who are hard of hearing, deaf, deaf-blind, speech disabled, or physically disabled.



## Captioned Telephone (CapTel™) Relay

*Don't Let Hearing Loss Keep You From Staying Connected.*



## What is 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).

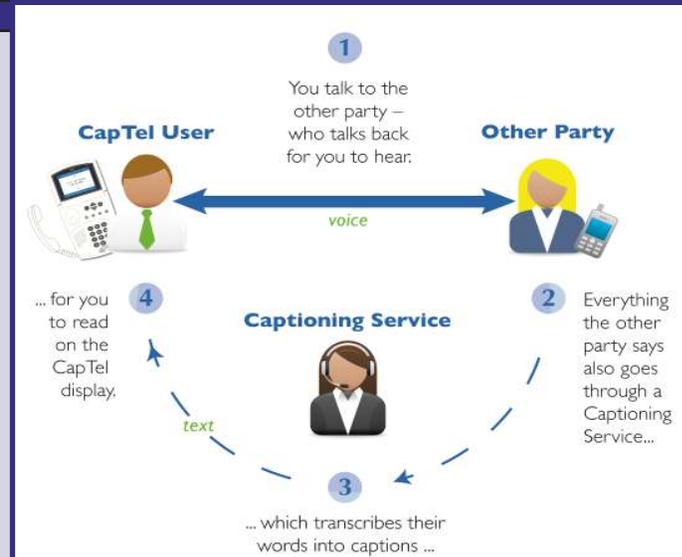
## Who can benefit from CapTel?

- 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.
- People who are deaf or hard of hearing but have understandable speech.

## How does CapTel work?

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 communications assistant (CA) uses voice recognition technology to generate captions by repeating everything the other person says.

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



## Will my incoming calls be captioned?

To get captions on your incoming calls, your caller must first dial the toll free number for the relay captioning service (1-877-243-2823) and then enter your phone number. The call is automatically forwarded to you. You will get captions during any call that is placed through the relay captioning service. If your caller dials you directly, the call will not be captioned.

**NOTE:** There are types of CapTel relay services that do not require the person calling you to dial the toll free relay captioning service first. Please see the “*What are some other options?*” section.

## What are some features of the CapTel phone?

- Large, easy-to-read captions window with adjustable font sizes and colors
- Amplified handset with volume and tone control for optimum sound clarity
- Speed dial button that automatically connects you to CapTel customer service
- Phone book stores frequently called numbers
- Ability to review captions during or after a call
- Captions can be turned on or off as needed

## Where can I get a CapTel phone?

You may purchase a CapTel phone by calling 1-877-217-7006, or on-line at [www.captelminnesota.com](http://www.captelminnesota.com).

If you meet certain eligibility requirements, you may qualify to receive a CapTel phone *at no cost* through the state of Minnesota’s Telephone Equipment Distribution (TED) Program. To see if you qualify for the TED Program, call 1-800-657-3663 (voice) or 1-888-206-6555 (TTY), or visit [www.tedprogram.org](http://www.tedprogram.org).

## What are some other options?

- **CapTel 840i:** For people who have a standard analog or digital phone line and *high-speed Internet access*. The voice/audio part of the call is delivered over the telephone line, while the captions are delivered via the Internet connection. People do not need to call you through the relay captioning service’s toll free number – they can call you directly.
- **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. 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).
- **WebCapTel:** Allows you to read word-for-word captions of your call on a web browser, while at the same time hearing the other person using any telephone. WebCapTel does not require use of a CapTel phone; it works with your existing telephone (including cordless, landline, and wireless) and any Internet access device, such as a computer or smart phone.
- **Mobile/Wireless CapTel:** New application software (apps) make it easy to get CapTel captions on your mobile devices; the apps deliver captions of everything your caller says, while you listen (with your residual hearing) and speak directly to your caller.